



SODA SANAYİİ A.Ş.
2019 SUSTAINABILITY
REPORT



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With its sixth Sustainability report, Soda Sanayii A.Ş. presents its stakeholders its sustainability performance covering the period from January 1, 2019 to December 31 based on the “Core” compliance option of the Global Reporting Initiative (GRI) Standards.

Data in the report covers all legal enterprises of Soda Sanayii A.Ş. in Turkey and abroad. Performance reporting only includes the yearly data of 2018 and 2019 based on the expansion made in 2018. In the future reporting periods, the performance data will continue to be presented as compared by years, similarly taking year 2018 as the starting point.



Stakeholder feedback is extremely important in improving both our activities and our reporting process. Accordingly, you can send all your opinions, suggestions and complaints to carefornext@sisecam.com.tr.

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In 2019, our Group produced 5.1 million tons of glass; 2.4 million tons of soda; and 3.9 million tons of industrial raw materials. The sales revenue of our Group reached TRY 18 billion with a 16% increase compared to the previous year.

MESSAGE FROM THE GENERAL
MANAGER OF ŞİŞECAM

Esteemed Stakeholders,

Şişecam Group, with this, the seventh edition of our report, presents the key developments in our operations towards of our goal of “growth that creates sustainable value”. As with the previous editions, our report was issued in accordance with the Global Reporting Initiative, and is a summary of the practices that we have undertaken within the scope of the United Nations Sustainable Development Goals.

Our Group, as one of the world’s leading glass producers, operates across 14 countries with 42 production facilities and 22,000 employees. Having already ranked among the first 3 in glassware, the first 5 in glass packaging and flat glass, the first 8 in soda production and number one in chromium chemicals, Şişecam Group continued to progress ambitiously in line with the Group’s vision of acceding to the top three producers across all our lines of business.

The Şişecam Group has maintained operations efficiently despite the challenging conditions in the reporting period. In 2019, our Group produced 5.1 million tons of glass, 2.4 million tons of soda and 3.9 million tons of industrial raw materials. The Group’s sales revenue reached TRY 18 billion, representing growth of 16% over the previous year. Total exports from Turkey amounted to USD 788 billion, a rise of 4%, with the contribution of our high export performance in glass packaging and flat glass products. The share of our international sales reached 63% as of the end of 2019.

Şişecam Group has continued to integrate our CareforNext sustainability approach, which is built on the pillars of “Preserve”, “Empower” and “Progress”, into our business processes. In line with our sustainability strategy, Şişecam continued rolling out activities in the reporting period, while involving all stakeholders across the value chain. The Sustainability Committee oversaw all of these efforts, with full participation by the Energy and Production Technologies, Environment, Corporate Social Responsibility, Occupational Health and Safety, Diversity and Inclusion, and Digitalization & Innovation Technologies work groups. Our Group’s high performance, which we owe to our great belief in sustainability, was deemed successful by independent assessment agencies. Traded on Borsa İstanbul (BIST-100), Şişecam and Şişecam Group companies maintained their position in the “November 2019-October 2020 BIST Sustainability Index”.

Our Group has achieved numerous improvements in 2019 in order to manage, prevent and/or minimize of and to ensure full compliance with the respective legal requirements against the environmental impacts generated upon its operations. In this direction, corporate level procedures were issued and having being implemented across the Group to govern the essential corporate principles and to organize implementation steps regarding the environmental impact of the Group as well as to ensure coordination of the associated responsibilities.

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Şişecam has determined the transition to “Integrated Waste and Wastewater Management” in accordance with the “zero waste” and “circular economy” approaches in avoidable wastes resulting from its activities as a Group objective. It is aimed to manage waste and wastewater from the production and facilities of the Group with cost analysis and to evaluate industrial symbiosis opportunities more effectively. Furthermore, numerous projects were undertaken to ensure conscious use of natural resources. In 2019, approximately 15,500 tons of paper, carton, plastic and wood were recycled.

Having operated in an energy intensive industry, Şişecam's top priorities included minimizing energy use and increasing energy efficiency through its manufacturing activities. Accordingly, the year 2019 marked energy saving amounting to 734,000 GJ as part of the activities continued for achieving efficient energy use.

Şişecam Group's human resources policy targets “continuous success” at the cornerstone of its operations as well as disseminates a collective learning culture while promoting best practices on human resources across its business lines and adding value to stakeholders. The qualifications, talent and competency of our human resources within our Group constitute the most important element that will enable our Group to reach its targets in the future, as it has done so far. Driven by this understanding, we undertook numerous projects and investments aimed at building capacities of our employees. Our Group has started to reap the fruits of such projects and investments, further boosting its competitive structure with innovative, pioneering and distinctive human resources.

In 2019, “The Şişecam Group Diversity and Inclusion Guidelines” were published in order to expand the inclusive corporate culture across all of Şişecam's operations and value chain to support and further enhance diversity and inclusion efforts. The “Women-Friendly Manufacturing Plant Project” continued in the reporting period with an aim to disseminate a culture of equal opportunities and inclusion across the Şişecam Group, and to ensure supporting women's participation in employee force. The project has been primarily initiated at the production facilities in Turkey by with the goal of promoting equal opportunities at the work life.

The research, technological development and digitalization efforts continued at a full pace during the reporting period, since those are recognized as the major elements of global competition for Şişecam Group. Our Group addresses digitalization as a 360-degree integrated model that includes the entire value chain, from total supply chain to customer experience. We follow a digital transformation strategy aims to pioneer integration of business processes into innovative digital technologies. Accordingly, our Group has been implementing a series of programs while commissioning the responsive systems successfully. Our Group has fully continued to implement Industry 4.0 applications while enlarging comprehensive projects in the fields of operational excellence.

As part of our “RTD” (Research, Technology and Development) activities, we have cooperated with the R&D departments of 60 (32 local and 28 international) institutions including universities, research organizations, private companies as well as carried out design projects jointly with a 23 designers. We have completed the laboratory operations of 27 out of 120 work packages on development of new products and technologies as well as conducted the production tests over 20 work packages while commercialized 13 new products/technologies. Moreover, completed applications of 3 patents and 8 PCT/EPO; registrations of 7 patents and achieved official endorsement of 2 design applications.

Mainstreaming sustainability into supply chain management has been one of Şişecam's areas of focus. In 2019, Environmental, Social and Governance (ESG) priorities were screened across all relevant work flows of supplier management including review, implementation, monitoring and improvement phases. Accordingly, suppliers are assessed on their performances regarding delivery, quality, financial, production technologies, risk management and sustainability through Supplier Performance System.

Our Group has been pioneering in establishment of a domestic infrastructure for glass recycling and investing in the future through efforts for increasing glass recycling practices. “Glass and Glass Again” Project has been one of the key contributors to such achievements since 2011 as being recognized one of the largest and most compelling social responsibility projects of Turkey in the field of sustainability. Having recognized as one of the best practices on enhancement of The Project was awarded by the Sustainable Business Awards in the Social Impact category.

Şişecam Group is among the longest-standing representatives of cultural heritage of glass production in Turkey. In the reporting period, we continued to implement such practices to protect and nourish this heritage. As a global player, our Group will continue to increase its long-term, sustainable investments that contribute to social development with new model applications and projects in line with its goals of shaping its future by creating value in all the geographies where it operates.

We are fully aware of our responsibilities in sustaining the value we have created to date. I would like to sincerely thank all of our stakeholders who have contributed to our sustainability journey, which is driven by the fulfillment of such responsibilities.



Prof. Dr. Ahmet Kirman
Vice Chairman and CEO

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Our activities on the efficient use of resources also continued in 2019. In our processes, 1,965,210 m³ of water was reused. 122,720 tons of raw materials were recycled and reused in production.

THE MESSAGE FROM
CHEMICALS GROUP PRESIDENT

As Soda Sanayii A.Ş., sustainability lies at the heart of our business processes. On the 50th anniversary of our enterprise, the contribution to sustainable development and social welfare continues to be among our top priorities. We present our performance, which we showed through this understanding, to you as our stakeholders with our sixth sustainability report.

Our company increased its consolidated sales by 22% in 2019 compared to the previous year, to TRY 4.2 billion; and derived a consolidated net profit of TRY 1.1 billion. The modernization activities of our production facilities continued, and total investment expenditure during the operating period of 2019 was USD 48 million.

As Soda Sanayii A.Ş., our objective is to become a company that constantly improves itself in this regard with the environmental investments we make. Within this scope, the environmental investment and management expenditures made during the reporting period amounted to TRY 104,148,508. With the efficiency and improvement projects performed in the same period, we achieved energy saving of approximately 92,314 GJ and corresponding financial saving of TRY 4,206,627. In addition to fulfilling our own energy needs with our own energy production center, 854 million kWh of electricity was sold in 2019.

Our activities on the efficient use of resources also continued in 2019. In our processes, 1,965,210 m³ of water was reused. 122,720 tons of raw materials were recycled and reused in production. Thus, the amount of waste was reduced and resource saving was ensured. In the same period, within the scope of the activities performed to extend environmental awareness, our employees were provided with 913 person*hours of environmental training per person and contractor company employees with 922 person*hours of environmental training per person.

We attach special importance to the subject with the understanding that one of the basic ways of creating a healthy and safe working environment is Organizational Health and Safety awareness, and we support our employees with continuous training. In 2019, Soda Sanayii A.Ş. provided its employees with 23,062 person*hours Organizational Health and Safety training.

With the awareness of our responsibilities, it is possible to further our sustainability performance with the contribution of our stakeholders. I would like to express my gratitude to all our stakeholders, especially our employees, who contributed to us in this journey.

Tahsin Burhan Ergene
Group President, Chemicals

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Founded in 1969, Soda Sanayii A.Ş. is the 4th largest producer of soda in Europe and 8th largest in the world. The company is the world's leading manufacturer of chromium chemicals.

Soda Sanayi A.Ş., which carries out its production activities in four countries, produces electricity, glass fiber, vitamin K3 derivatives and sodium metabisulphite in addition to soda and chromium chemicals. Soda Sanayii A.Ş. conducts its activities in accordance with the environment, health and safety management systems under the "Commitment of Trilateral Responsibility", which is a voluntary application specific to the chemical industry.

Vision

Şişecam Chemicals Group is one of the world leaders in the main competency fields, evaluates new opportunities that will create synergy with its existing activities and produces global solutions for its customers with environmental-friendly technologies.

Mision

Being a company adding value to the life with quality and comforting products and respecting people, nature and law.

Strategy » Sustainable profitable growth » Effective cost management » Energy efficiency » Market diversity and penetration »
Strengthening our leading position in the market » Environment and sustainability » Customer focus

OUR VALUES



We derive strength
from our traditions
and support
each other



We thrive and
develop together



We care for our
environment



We adopt a fair
and transparent
management
approach



We respect
differences

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2.4 Million Tons
Soda Production



2,556
Number of Employees



128 Thousands Tons
Basic Chromium Sulphate
Production Capacity



4
Number of Countries
with Production



7
Number of Production
Facilities



4,182 Million TL
Sales Revenues



3,055 Million TL
International Sales
Revenues



284 Million TL
Investments



1,109 Million TL
Net Period Profit



1.294 Million TL
EBITDA



21.9%
Increase in Sales
Revenue

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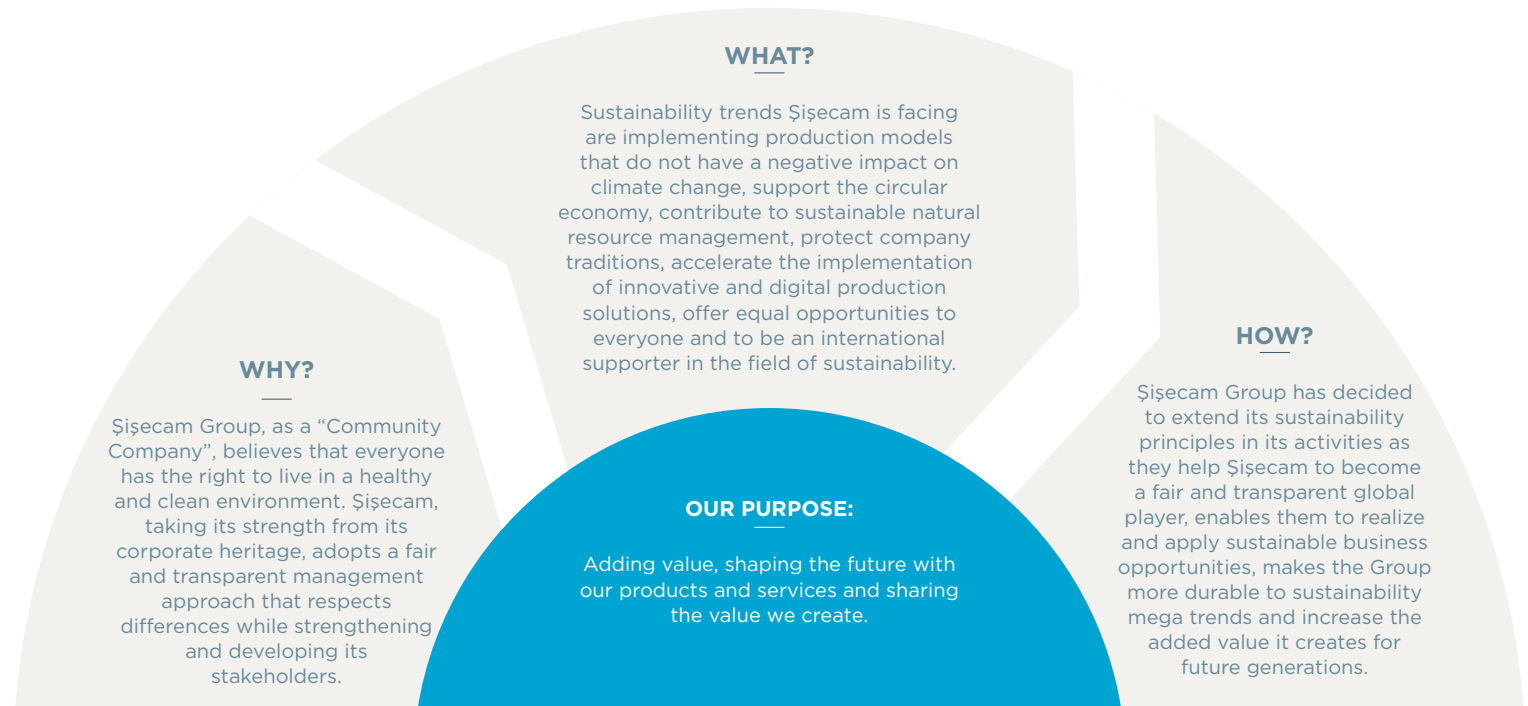
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Sustainability in Şişecam: Why? What? How?

The uncertain global economy, unstable social integration and unpredictable rapidly increasing digitalization are some of the obstacles to maintaining a successful business in a rapidly changing framework. Being a sustainable business is no longer limited to meeting expectations regarding profit growth and stakeholder value. Challenges such as the rapid demands of young employees, digitization that provides information transparency, climate change, energy consumption,

waste generation, threats to public health, poverty, social exclusion, biodiversity reduction, land use, resource scarcity and responsible resource consumption change the system in which our business and supply chains operate. In this context, creating sustainability approaches is now an obligation. Şişecam Group, one of the leading companies in the world glass industry, is also aware of its responsibility to create a sustainable world and protect its corporate heritage.



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Şişecam Sustainability Strategy: Care For Next

Sustainability is the focus of Şişecam operations and it is an important element that forms the basis of the way of doing business. Accordingly, all investment decisions, product and process development activities are planned and carried out by taking into account the social and environmental impacts of the activities. Şişecam aims to expand its sustainability vision to include all its stakeholders in this wide value chain, from raw material supply to post-consumption recycling.

Şişecam's sustainability strategy evaluates risks to key cases that affect business processes, with a holistic approach to risk. Risks and opportunities in all related issues are actively evaluated, and continuously increasing the added value foreseen for stakeholders is aimed. This approach, which is integrated into the business strategy of Şişecam Group, is based on its main pillars to create permanent value, protect natural resources, invest in people, and follow technological innovations.

Şişecam Sustainability Strategy: Care for Next



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In this respect, Şişecam Group, which revised its sustainability strategy in 2017, launched the “Care for Next”, an integrated corporate sustainability strategy, in 2018. The strategy shaped around the “Preserve”, “Empower” and “Progress” pillars, protects natural resources and corporate heritage for new generations; aims to approach all its stakeholders with the principles of respect for diversity and inclusion, to progress on digitalization, and to continue operations that do not have a negative impact on climate change.

The “Care for Next” strategy, which has been mainstreamed into Şişecam’s business strategy and in consideration of the stakeholder expectations, has an integrated and compatible framework with the United Nations Sustainable Development Goals. Şişecam Group has adopted the United Nations Sustainable Development Goals (SDG) and developed its sustainability strategy in line with these global goals. Şişecam has identified the SDGs that it contributes the most while concentrating its efforts in the field of sustainability towards

these goals. Şişecam contributes to 11 development goals upon its implementations under these main headings.

In order to disclose the contribution provided to the SDGs, the targets set for the Sustainability Committee as well as for the working groups and the actions taken towards these targets are evaluated and followed on the basis of their contribution to the SDGs. In addition, “good practices” carried out throughout the year within the Group are matched with SDGs. Accordingly, level of awareness among the Group Companies on SDGs along with their contributions to those have increased upon implementation of solid practices.



You can access the details of Şişecam’s sustainability approach from the Sustainability section of the Şişecam Group corporate [website](#).

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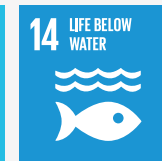
preserve



empower



progress



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Sustainability Management

Sustainability management in Şişecam Group is a multi-layered and participatory structure. With different roles and responsibilities, the Sustainability Committee, Working Groups and Sustainability Directorate are the bodies responsible for implementing the Community sustainability strategy.

The Sustainability Committee, which is under the direction of the Strategy Directorate and is formed with the high-level participation of Production Groups, Human Resources, Strategy,

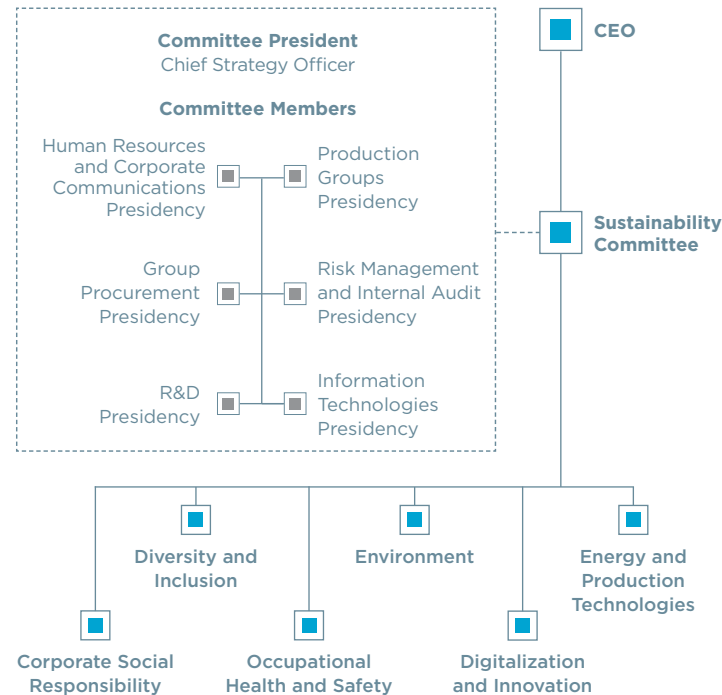
Innovation, Industrial Relations, Information Technologies, Finance, Purchasing and Corporate Communications, coordinates sustainability efforts and creates synergies to find system-based solutions with high impact actions. The Sustainability Committee ensures increased communication between the working groups and Group companies on sustainability and realizes joint projects. The Committee is responsible for the integration of the sustainability strategy into Şişecam processes, the implementation of operational improvement activities, and the coordination, direction and monitoring of the activities of the Sustainability Committee sub-working groups.

Group Production Vice Presidents are active members of the Sustainability Committee and manage the practices of the sustainability strategy within the Groups. The Committee convened 4 times in 2019 and evaluated the performance of the Group Companies to achieve their sustainability goals.

Six active working groups within the Committee ensure the direct implementation of Şişecam Group's sustainability strategy and action plan. Working groups operating in the fields of environment, energy and production technologies, occupational health and safety, digitalization and innovation, diversity and inclusion, corporate social responsibility continued their regular meetings in 2019.

Sustainability Directorate, within Şişecam Group Strategy Directorate structure, is responsible for bringing together teams responsible for production, brand, communication, human resources, infrastructure, supply and quality, by coordinating corporate sustainability activities. The Directorate acts as the focus of the Group in order to manage practices such as corporate sustainability reporting, supply chain sustainability, sustainability training programs, measurement of sustainability effectiveness, and energy and natural resources management in line with the Sustainability Strategy.

Şişecam Group Sustainability Management Structure



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Performance Monitoring and Tracking

Sustainability performance of Şişecam Group is carefully monitored and reported in line with its related strategy. The main axes of the "Preserve", "Empower" and "Progress" Sustainability Strategy and the prioritized issues within this scope are followed up with basic performance indicators. Short and medium-term goals have also been set for all major goals, so that the impact of variable social and economic developments is also considered. Benchmarking studies, annual sustainability scorecards and half-year evaluations are important mechanisms in monitoring the sustainability performance and providing feedback in Şişecam Group.

Soda Sanayii A.Ş. continues to report performance on three focus areas in Şişecam's sustainability strategy. In addition to the goals set by Şişecam Group, 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 indicators that are monitored and reported.

Following an evaluation among companies traded on Borsa İstanbul (BIST), Soda Sanayii A.Ş. has entered the "BIST Sustainability Index" for the period of November 2019-October 2020.



You can reach all corporate policies that are referenced in performance monitoring and monitoring systems in Şişecam Group from the Sustainability section of the corporate [website](#).

Collaborations and Stakeholder Engagement

Şişecam Group aims to improve both its institutional capacity and the size of its impact through collaborations in the local and global areas. Accordingly, it develops subject-based partnerships in areas such as product life cycle management, social inclusion, integration of sustainability into business processes, big data management, and biodiversity. Plans are also made to extend these partnerships to the entire value chain. In this context, Şişecam plays various roles in many events, summits and forums throughout the year and shares its experiences in the industry with its business partners.

Şişecam cooperates with domestic and international universities and research institutions within the scope of research, technological development and design activities. The "Glass Science and Technology Graduate Program", which was launched in 2016 with Gebze Technical University in order to provide human resources to the glass industry, continues successfully and gave its first graduate in 2019.

Şişecam Group considers dialogue with stakeholders as an important element of its sustainability performance. In this regard, it is of great importance to meet with different stakeholder groups in different channels and to actively use the feedback obtained from them and reflect them to the operations. Aware of the added value created by different ideas, stakeholders' expectations are constantly included in decision-making processes.

Soda Sanayii A.Ş. shares its sustainability performance with its stakeholders through its annual sustainability reports. Reports were also prepared in Turkish and English audiobooks to ensure easy access for visually impaired stakeholders. The CEO message distributed with the communication package was also written in Braille alphabet, recycled in printed materials, and FSC (Forest Stewardship Council) certified papers were used to raise awareness of the visually impaired.



You can access the stakeholder communication methods applied in Şişecam on the 31st of the report.



You can access the corporate memberships of Soda Sanayii A.Ş. on the 31st page of the report.

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Putting sustainable, transparent and accountable management to the focus of its operations, Şişecam acts in line with its vision of becoming a global company by increasing the value it creates with responsible management practices. In this regard, Şişecam takes into consideration future needs as well as today's requirements; it aims to carry out responsible management practices at international standards and thereby continuously increase shareholder value.

Acting with the awareness that the adoption of transparent, fair, accountable management practices by companies is at least as important as financial performance, Şişecam's Corporate Governance Rating in 2019 was at 9.53 level as in 2018.

Soda Sanayii A.Ş. adopts progressive corporate governance practices within the framework of responsible management approach, respects fair competition, spreads its corporate ethics understanding to all its stakeholders, and offers equality and inclusive employment conditions.



You can reach the details of corporate governance principles and practices applied in Şişecam from the Corporate Governance Principles Compliance Report in the Investor Relations section of the corporate website of Şişecam Group.

Business Ethics

Ethical Rules are the guiding principles of responsible business conduct in Soda Sanayii A.Ş. The Code of Ethics, which was launched in 2010 and updated through needs assessments, is organized within the framework of the general principles of honesty, transparency, confidentiality, impartiality and compliance with the law. "Şişecam Group Code of Ethics" is a map that guides the relations of all Group employees with customers, suppliers, shareholders and other stakeholders.

The "Ethics Committee" established in 2014 and working under the Corporate Governance Committee, works to ensure compliance with the Code of Ethics in the Community activities, evaluate contradictory practices, disseminate the ethical culture throughout the Group, and raise awareness on this issue. Şişecam Group Code of Ethics also defines the duties and responsibilities of managers and all employees.

Employees can forward transactions that are not ethically appropriate to the Audit Committee and the Internal Audit Unit. An ethical hotline has been set up so that stakeholders can communicate transactions considered to be incompatible with the law or the ethical values of the company to members of the Audit Committee, which consists of independent board members. In addition, complaints can be submitted through the e-mail address of "etik@sisecam.com".



You can find detailed information about the Code of Ethics on the Corporate Management Policies section of the Şişecam Group corporate website.

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Combating Corruption

The Anti-Bribery and Anti-Corruption Policy, which clearly reveals Soda Sanayii A.Ş.'s commitments and approach to combating bribery and corruption, is an integral part of the Group's Code of Ethics. With this policy, it is aimed to provide necessary information and to determine the responsibilities and rules in this regard in order to prevent bribery and corruption in all Community activities.



You can find detailed information about Anti-Bribery and Anti-Corruption Policy on the Corporate Management Policies section of Şişecam Group corporate website.

Corporate Environmental Management

It is one of the important parts of the responsible management approach to monitor and reduce all direct and indirect environmental impacts that occur through Şişecam Group operations. The Environment and Energy Policy, which was created within this scope and taken as a basis in all Şişecam operations consists of the dissemination of following activities:

- Using production techniques to reduce the environmental impacts of the Group's activities,
- Effective energy and resource management,
- Developing implementations to reduce climate change impacts and
- Dissemination of waste recycling and regaining activities.

The works carried out within the scope of this policy continued in 2019 to cover all domestic and international facilities. As a result of environmental controls based on the production value

chain, including legal compliance, natural resource and waste management, improvement areas were examined and relevant actions were determined and continued to be associated with investment plans to be projected when necessary.

In order to regulate the necessary institutional principles and implementation steps for the management of environmental impacts and to coordinate related responsibilities, the documents of "Corporate Environmental Management Procedure", "Waste Management Principles Implementation Instruction" and "Environmental Aspects Assessment Guide" have been prepared covering the entire community geography, considering the relevant local legislation requirements. Relevant procedures were published in the Community in 2019 and started to be implemented.

The Environmental Management of the Group is carried out under the responsibility of environmental engineers at operational level, Quality and Environmental Directorates at Production Groups level, and Environmental Management Directorate affiliated to the Sustainability Directorate at the General Directorate level. The environmental management approach is supported by the ISO 14001 Environmental Management System at the community production facilities, and effective communication, supervision and reporting practices are carried out with a multi-layered structure that extends from Şişecam's top management to the level of the factory and subcontractor.

Periodic studies are carried out to provide a holistic monitoring of the environmental impact of all activities carried out within Şişecam Group, continuous improvement and management with a common understanding across the Community. Based on the "Şişecam Group's Environmental Assessment Guide" published in 2019, the assessment of the Environmental Dimensions generated during the activities carried out within the production facilities is carried out in accordance with the ISO 14001 Environmental Management Standard and reviewed annually. Almost all of the Group's production facilities are ISO 14001 certified, and periodic internal and external audits are carried out within this scope.

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With the Environmental Data Management System, information such as natural resource consumption, waste generation and legal compliance, which constitute the basis of the Group's environmental performance, are periodically reported and monitored through the QDMS (Quality Document Integrated Management System) infrastructure. The scope of the Environmental Data Management System has been expanded to cover the production facilities abroad with the efforts to expand the system.

The follow-up of the obligations within the scope of the legal environmental legislation in force in the operational geography is periodically provided through the Environmental Data System and by the Environmental Cross Checks carried out by the Environmental Management Department, based on the declaration of the production groups and facilities. In this context, cross-checks, which are extended to Şişecam Group's foreign facilities, has been held regularly every year since 2015, where Environmental Management System (ISO 14001) principles, environmental legislation and other conditions (international criteria), compliance with legal obligations, statements made and environmental risks are evaluated. Environmental audits carried out in cooperation with the Environmental Management Department and the Risk Management and Internal Audit Department, which aim to follow compliance requirements, were implemented in 2019.

Environmental investment and management expenditures realized in the reporting period amounted to 104.148.508 TL. In the same period, 913 person*hour environmental training was provided to our employees and 922 person*hour environmental training for contractor company employees.



You can find detailed information on environmental performance in the "Preserve" and "Progress" sections of our report.

Sustainability in the Supply Chain

Sustainable supply chain management is among the primary focus areas of Şişecam. In 2019, Environmental, Social and Governance (ESG) priorities in the supply chain started to be addressed in all phases of supplier management including evaluation, implementation, monitoring and development. Accordingly, the relevant processes were reviewed and supplier management systems, including ESG dimensions, were put into operation. Following systems were prepared and put into practice where ESG is also integrated:

- Supplier Commissioning and Decommissioning Systems,
- Supplier Risk Assessment and Monitoring Application,
- General Terms and Conditions of Purchase,
- Şişecam Group Suppliers Code of Conduct,
- Supplier Proficiency Audit Question List,
- Supplier Performance Evaluation System.

With the supplier performance system, suppliers are evaluated in the areas of dispatch performance, quality, financial, production technologies, risk and sustainability. With the Supplier Risk Assessment and Monitoring Application, the activities of the suppliers are evaluated under financial, ethical, geopolitical, strategic headings and the risk score of the suppliers is determined. In order to increase supplier cooperation, the order confirmation portal application was launched.

In order to increase product and service quality by category, supplier commissioning, selection, auditing and performance evaluation processes are constantly reviewed, and action plans for improvement areas are developed and monitored depending on the audit results carried out by third party independent audit firms. With these practices, awareness of sustainability of Şişecam suppliers and their continuous development in this field are provided.

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Process and Continuous Development

While Şişecam Group reinforces its strong position on a global scale, it continues to evaluate opportunities in alternative markets and to move towards global expansion targets. The value created for stakeholders is increased by continuing projects and studies aimed at increasing productivity with a continuous improvement approach throughout the Group.

In the reporting period, the works targeted within the scope of the process and continuous development have been reached to a large extent, and additional studies that will accelerate 2020 according to the new development areas and opportunities have been completed by adding them to the business plan. In this context, in addition to the Development and Change

Management, Process Management Infrastructure, Process Management Sustainability, Operational Excellence and Customer Orientation studies planned for 2019, Automation and Digitalization, Process Improvement, 5S Studies and Transformation Projects were carried out. The Lean Maturity Level model was designed in 2019 and lean maturity level development studies were initiated in the related factories.

When evaluated within the scope of the process and continuous development, 2019 studies focused on sub-structural development, consultancy and support, automation and digitalization dimensions.

During the reporting period, a total of 6 process improvement projects have been initiated in Chemicals Group, of which 2 of them have been successfully completed and 4 of them continues.

Infrastructural Works		Coaching, Consultancy and Support		Automation and Digitalization
 Excellent Process Management	 Continuous Development	 Lean Management	 Process Improvement Projects	 Automation and Digitalization in Processes
Şişecam Process Architecture	Operational Excellence Program	Lean Maturity Level Reviews	Groups Based Process Improvement Projects	Process Management Software Infrastructure
Integration with Transformation Projects	Inventory Of Past Period Process Improvement Projects	Lean Maturity Level Development Studies	Process Improvement Trainings	Robotic Process Automation Studies
Process Maturity Level Evaluation in Governance Processes			Process Improvement Projects Above Groups	Overall Equipment Effectiveness



PRESERVE

We PRESERVE to contribute to environmental sustainability and share our experience of eighty-five years with future generations.



PRODUCT SAFETY

USE OF NATURAL RESOURCES



Soda Sanayii A.Ş. undertakes to preserve the safety of its products, natural resources and biological diversity as part of “Preserve,” one of the three key components of Şişecam’s sustainability strategy “Care for Next”.

PRODUCT SAFETY

Soda Sanayii A.Ş. manages product safety as a business priority up to the global standards, in line with all legal requirements across the geography it operates in. The Company works in accordance with health and safety management systems under the Trilateral Responsibility Commitment which is a voluntary practice conducted by Turkish Chemical Manufacturers Association.

In addition to the standards followed across the enterprise, Soda Sanayii A.Ş. holds many documents and certificates specific to its products. It holds Feed Registration Certificates, American Food and Drug Administration (FDA) Certificate, Halal and Kosher certificates for the refined bicarbonate product and Oxyvit factory products. ISO 22000 and FSSC Food Safety Management System Certificates and GMP + Process Certificates are also available for the refined bicarbonate product. Oxyvit Kimya holds Verifiable Safety (FAMI-QS) Certificate of Animal Food and Additives.



In the reporting period, there was no noncompliance with the regulations and voluntary principles regarding the health and safety effects of Soda Sanayii A.Ş. products.

REACH

Soda Sanayii A.Ş. fulfills all obligations of REACH Regulation (Registration, Evaluation, Authorization and Restriction of Chemicals). Within the framework of REACH, one of the most comprehensive environmental and safety standards of the chemical industry, in 2019;

- » Safety Data Sheets of the products belonging to Soda, Kromsan, Cromital and Oxyvit Factories were recreated and translated into European languages.
- » For the safe use of chemicals, the Chemical Usage Instructions for all products and the most commonly used hazardous chemicals in the Quality Control Laboratory were prepared.
- » Korean REACH registration of Basic Chromium Sulphate products were completed.
- » Activities for a project have started in order to align the existing labels prepared under the CLP regulation with the SEA regulation.

Certificates and Standards Held

	Country	ISO 9001	ISO 14001	OHSAS 18001 / ISO 450001	ISO 27001	ISO 50001	ISO 22000	FSSC	HALAL	FDA	FAMIQS	KOSHER
Kromsan Fabrikası	Turkey	✓	✓	✓	✓	✓						
Oxyvit Kimya	Turkey	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Şişecam Soda Lukavac d.o.o.	Bosnia Herzegovina	✓	✓	✓								
Şişecam Elyaf	Turkey	✓	✓	✓								
Cromital S.p.A.	Italy	✓	✓									

ISO 50001: Energy Management System » ISO 14001: Environmental Management System » OHSAS 18001: Occupational Health and Safety Management System » ISO 9001: Quality Management System » ISO 22000: Food Security Management System » ISO 10002: Customer Satisfaction Management System, Food Security Management System for Bicarbonate products » FSSC: Food Security Management System » Halal: Halal Food Certificate » FDA: American Food and Drug Administration » FAMIQS: EU Feed Hygiene Certificate

USE OF NATURAL RESOURCES

In this period of climate change with effects being experienced even more intensely, efficient use of natural resources is a prime topic for all enterprises. Sustainability in the use of natural resources is a business priority at Şişecam Group. Within this scope, Soda Sanayii A.Ş. supports the circular economy, develops practices to reduce water consumption, and formulates projects to foster biological diversity throughout its operational geography.

Water Management

Water consumption is an environmental indicator strictly tracked in at Soda Sanayii A.Ş. Despite the increase in the production rate in 2019, water density decreased from 14.64 to 14.50. In 2019, 1,965,210 cubic meters of water were reused.

Support to Circular Economy and Waste Management

At Soda Sanayii AŞ, the recovery, which constitutes an important part of the waste management approach, reduces the amount of waste, and ensures raw material efficiency by reusing the recovered raw materials in the production processes.

In 2019, 122,720 tons of raw materials were recycled and reused in production. Thus, both the amount of waste was reduced and resource saving was ensured.

WATER DENSITY (m³/ton)



HIGHLIGHTS

Use of waste water at Mersin Plant

Fly ash waste is mixed with water and turned into mud. In the reporting period, a pipeline feeding system was installed, and the sludging process made with 100 m³/hour clean water was started using the waste water from the plant return line. Thus, 600,000 m³ of water saving was ensured in 2019.

Evaluation of new Kromsan BCS cooling tower blowdown water

The bluff water thrown into the drainage channel of the newly established BCS cooling tower in Kromsan has been used as a support for make-up by following the pool level in the existing bichromate cooling towers. In this way, both the raw water consumption will be reduced and the waste water amount of the cooling tower will be saved. The system was commissioned in 2019.

Biodiversity

Global climate change and human-instigated environmental disasters threaten the reproduction of many species. Respect for biodiversity is a topic that must be among environmental priorities of all enterprises. Soda Sanayii AŞ develops projects to contribute to biodiversity in territories where its plants are located, and strives to minimize its environmental impacts. Soda Sanayii AŞ planted 2,040 in locations of its plants in 2019.



EMPOWER

We EMPOWER inclusive corporate culture to entrust future generations with a better tomorrow.



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DIVERSITY AND INCLUSION

Soda Sanayii A.Ş. believes that an understanding based on equality and inclusion will strengthen the organizational culture and corporate heritage. Accordingly, it provides equal opportunities for the participation of human resources in business life and the development of its employees. Diversity of employees is viewed as a source of different experiences and perspectives. In line with the principle of “Empower” of Şişecam Sustainability Strategy, Soda Sanayii A.Ş. nurtures a human-oriented management approach that focuses on empowering all stakeholders, primarily female employees.

Soda Sanayii A.Ş. designs its human resources approach and management in accordance with the Şişecam Group Human Resources Policy, which covers topics such as globalism, equal opportunity, respect for diversity, objectivity, and continuous development.

Soda Sanayi A.Ş works within the Diversity and Inclusion Working Group, which operates affiliated to Şişecam Sustainability Committee. Contributed by internal and external stakeholders, the Working Group formulates action plans with respect to support for improvement and facilitation of working conditions

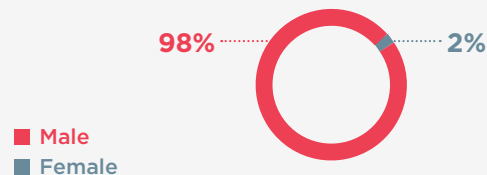


of women, labor force participation and career development of women, and awareness and cooperation with stakeholders.

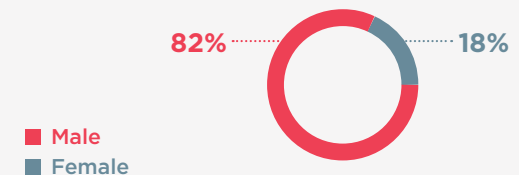
With the motivation to fortify and further diversity and inclusion initiatives, Soda Sanayii A.Ş. adopts the Diversity and Inclusion Guidelines published by Şişecam Group in 2019. These guidelines define the principles of equal opportunity adopted by the Group for all stakeholders, and set forth corporate goals to monitor development in this respect. In the reporting period, women's employment was encouraged by bringing factories physical conditions to “women-friendly factory” standards. Gender mainstreaming being the top priority, efforts focus on increasing the number of female employees by 30% at all levels of the organization At Soda Sanayii A.Ş., almost 20% of white-collar employees are female employees.

As part of the diversity and inclusion approach, Soda Sanayii A.Ş. attaches importance to the employment of disabled employees. The business environment is organized to facilitate the working conditions of disabled employees. Thanks to the facilitating practices, the number of disabled employees recruited within the Company reached 125 as of the reporting period.

EMPLOYEES BY GENDER



WHITE COLLAR EMPLOYEES BY GENDER



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The talent management approach of Soda Sanayii A.Ş. covers becoming the most preferred workplace, attracting the right employees, and enabling the employees to unlock their potential. Human resources processes are conducted with an objective, systematic and development-oriented approach. Employee development programs, career planning, and follow-up of their performance developments are carried out with the most innovative practices. A work environment is created where the learning culture is dominant. Soda Sanayii A.Ş. follows the talent management practices of Şişecam Group.

Focusing on sustainable corporate success culture, Şişecam Group continues to make global and local development investments. Şişecam Talent Management System was developed and deployed in 2019. Journey, the Global Talent Management Program, launched in 2019 and covering all levels of the organization, aims to identify high potentials, support development of such employees, and prepare them for leadership roles. With its integrated structure including hiring, career management, succession and development management systems, the program allows for end-to-end talent management.

Soda Sanayii A.Ş. considers the Career Management System of Şişecam Group as a guide for improving the skills of its employees. Both personal expectations and organizational needs are taken into consideration when making personal and professional development planning of the employees. The created plans are reviewed annually. Talent pool, career maps and succession plans are created accordingly. Competency analyses are made under the Evaluation and Development Center, and are designed based on the development plans and analyses.

Şişecam Group's Performance Development System is tracked for employee performance tracking. The system is run with a common objective awareness where corporate objectives are downgraded to individual objectives. The system, which runs integrated with the strategic planning process of Şişecam Group, is established on a global infrastructure that allows employees and managers to make objective evaluations. The Performance Development System is constantly developed in order to achieve human-oriented, fast and reliable outcomes.

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Soda Sanayii A.Ş. believes that it strengthens its corporate success by providing its employees with continuous development opportunities. Employees benefit from the development programs that will contribute to the improvement of knowledge and skills of employees provided under the roof of Şişecam Academy. Şişecam Academy designs schools and programs, organizes seminars and constructs career solutions in technical and professional development, personal development, corporate development and leadership for the needs of Group employees. In 2019, 54,788 person*hour training activities were conducted for the employees of Soda Sanayii A.Ş. This number is 34% higher than the training activities performed in 2018.

In parallel with the global adaptation strategy of Şişecam Group, an English Language Development Program is conducted at Soda Sanayii A.Ş. in order to enable the employees to improve their English language competencies. An Orientation Program is conducted in order to facilitate the adaptation process of newly recruited employees, to increase their contribution to the work, to maintain the corporate culture and create experience sharing platforms.



EMPLOYEE HAPPINESS

At Soda Sanayii A.Ş., a safe working environment, where corporate values are maintained, is provided by setting out approaches which will increase employee satisfaction and support positive working climate. At Soda Sanayii A.Ş. where employee happiness is taken as a basis, a qualified part of the employees continues to be assigned within the company for many years. This proves the existence of a working environment based on employee happiness and engagement.

Soda Sanayii A.Ş. believes that strengthening the engagement and loyalty of employees is based on ensuring employee happiness. Accordingly, at Soda Sanayii A.Ş., a safe working environment, where corporate values are maintained, is offered by setting out approaches which will increase the employee satisfaction and support positive working climate.

Employee Loyalty and Satisfaction Survey is conducted within the Group regularly every year in order to improve the positive working climate by obtaining the views and suggestions of the employees. The scope of the survey was extended on a global scale in 2019, and the participation of 70% of the employees was ensured. Practices are improved accordingly by finding out the employees' demands.

59% of Soda Sanayii A.Ş. employees have been working within the Company for 10 and more years.

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Soda Sanayii A.Ş. believes that employee participation is one of the most important elements of strengthening the corporate culture. Accordingly, the participation of employees in the decision making processes of the company is supported, their ideas and suggestions are found out through various channels, and employees are made aware of the developments about Soda Sanayii A.Ş. and the Group through communication platforms. The corporate intranet system Campport, which is an interactive structure, enables active communication within the Company and across the Group.

NAR Suggestion Development Platform application, which is widely used throughout the Group, is referred to evaluate the views and suggestions of the employees. Within the scope of the NAR Suggestion Development Platform, innovative and creative ideas, which provide added value to Soda Sanayii A.Ş., increase work efficiency, help improve the working climate and corporate culture, are evaluated and awarded. Within the scope of recognition and appreciation practices, employees are remembered on their special days, and their exemplary behaviors and achievements within the Company are appreciated by the Company. The ideas, which create added value in line with the Group's strategies and objectives, are evaluated within this scope.

OCCUPATIONAL HEALTH AND SAFETY

One of the key priorities of Soda Sanayii A.Ş. is to create and maintain a healthy and safe working environment for its employees. Within the framework of this understanding, the best practices are followed in order to extend and improve the occupational health and safety (OHS) culture, and activities are conducted to increase the awareness of its employees regarding this issue. Soda Sanayii A.Ş. contributes to Şişecam Group's "zero occupational accident until 2022" objective with various practices.

Occupational health and safety issues at Soda Sanayii A.Ş. are managed in cooperation with Şişecam Group's Industrial Relations Directorate, within the framework of OHS policy published by Şişecam Group and in compliance with OHSAS 18001 Standard. The compliance of production facilities with the standard is tracked every year with the audits, and documents are renewed. Cross-audits are carried out at the plants in different groups by the teams of OHS experts at domestic plants. Thus, information and experiences are shared between different production areas, and improvements are made.

Within the organization of Soda Sanayii A.Ş., there is an OHS unit consisting of occupational safety specialist, workplace physician and healthcare personnel; and an OHS Committee in which a representative from the management is a member at each plant. OHS Work Audits are performed by managers, supervisors and engineers. Within the scope of the audits, it is checked whether the work is performed safely by following the business conduct processes and comparing the hazards and risks to measures.

Soda Sanayii A.Ş. believes that one of the basic means of creating a healthy and safe environment is that employees act with awareness. Therefore, it pays special attention to the OHS awareness of the employees and supports its employees with continuous training. In 2019, the employees of Soda Sanayii A.Ş. were provided with 23,062 hours of OHS training.

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Subcontractor employees are provided with 2 hours of OHS on-the-job training before starting their work in order to allow them to adopt the same principles as Soda Sanayii A.Ş and do business with the same understanding of security. These training activities are repeated in 6-month periods.

At Soda Sanayii A.Ş., a practice called “Business Conduct Method” is implemented for project-based works. With this practice, the measures to be taken for each step prior to performance of the work and the compatibility of the tools to be used are checked.

Soda Sanayii A.Ş. continued to create new activities and projects in 2019 in order to strengthen the OHS culture. Within the scope of the Man Down, a Lone Worker Security System conducted at Soda Plant and Kromsan Plant, it is aimed to determine the location of a person in the quickest way in cases such as falling, injury and feeling unwell due to health-related reasons during maintenance teams’ lone working in shifts, and ensuring that the response teams are informed thereof. A total of 14 Man Down Devices were provided to the plants to be used at maintenance units, and 70 beacon devices were placed in the field. In case of an emergency that can be experienced by a lone worker, the risk of not being able to reach that person is minimized.

Another OHS practice carried out during the period is for equipment (flange) protectors. In the lines that include liquids that may pose a risk for employee health, clamp equipment were placed to prevent employees from being exposed to liquids. With this practice, while employee health protection is guaranteed, environmental safety is also ensured.

Thanks to the cautious approach of Soda Sanayii A.Ş. towards occupational health and safety, there was no fatal accident and occupational disease in 2019.

CORPORATE SOCIAL RESPONSIBILITY

Soda Sanayii A.Ş. aims to contribute to the development of the society it is established in and to actively participate in the resolution of social, economic and environmental problems. While carrying out corporate social responsibility activities, Soda Sanayii A.Ş. considers the Sustainable Development Goals as a guide and gives priority to young people, women and vulnerable groups.

CUSTOMER RELATIONS

Soda Sanayii A.Ş. provides different and special products and services to its customers by evaluating the developing technology and digital possibilities together with its business models. Within this scope, actions are developed based on the results of the survey in which customer satisfaction is measured.

With the customer satisfaction surveys conducted in the reporting period, Soda Sanayii A.Ş. actively collects feedback from its customers regarding product-packaging, service quality, after-sales service and support, and customer complaints. Within this scope, the satisfaction result of the survey made with domestic soda customers was 92.24%, and the satisfaction result of the survey made with domestic chromium customers was 94.13%.

Feedback received from the customers are actively assessed within Soda Sanayii A.Ş., and they are used to develop new products and services. Within this scope, complaints as well as suggestions are actively assessed. All customer complaints submitted in 2019 were responded and resolved.



PROGRESS

Driven by its concept “Progress”, Soda Sanayii A.Ş. implements innovative products and services by focusing on fight against climate change, R&D and digitalization.



COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

COMBATING CLIMATE CHANGE

Climate change is critical risk elements that the entire business world, regardless of industry or size, must jointly fight against, with effects being experienced even more intensively day by day. Soda Sanayii A.Ş. manages its activities and risks related to the awareness of its own responsibility for fighting against climate change.

At Soda Sanayii A.Ş., activities are carried out to identify and implement a roadmap for sustainable energy supply, renewable energy resources implementations and efficiency projects to ensure energy efficiency. Key energy consumption items are instantaneously monitored and performance of the processes is improved in the production plants where a Energy Monitoring System (EMS) is established.

Soda Sanayii A.Ş. constantly reviews energy-related risks and opportunities, and manages its operations accordingly. Management of the risks for climate change is considered as a key priority within Şişecam. Within this scope, Soda Sanayii A.Ş. shares its performance on the relevant issues within the scope of the Carbon Disclosure Project. In addition to these practices, Şişecam Group's objective of reducing carbon is supported with energy efficiency projects realized at all production facilities.

With the efficiency and improvement projects performed in the reporting period, energy saving of approximately 92,314 GJ and financial saving of 4,206,627 TL corresponding to these savings were ensured.



SAMPLE PRACTICES FOR COMBATING CLIMATE CHANGE

Gas Treatment System Installation (Kromsan Plant)

- With the project, an additional system included to 2 existing gas washing systems and gas treatment will become more effective. Thus, it is aimed to reduce the emission values, which are far below the limit values, to trace amounts.

Bicycle Use in the Plant Area (Soda and Kromsan Plant)

- Eco-friendly transportation opportunities are provided by extending the use of bicycles within the plant field of Soda Sanayii A.Ş. The amount of emission reduction ensured with the use of bicycles in the plant was calculated, and it was determined that this practice achieved 45.42 tons of CO₂ emission reduction annually.

4A1 LVFLR Column Assembly (Soda Plant) - Before the assembly of 4A1 LVFLR column, band filter gases used to be released into the atmosphere after being washed in 3 LVFLR columns. With the installation of column 4, the amount of ammonia in the emission content released into the atmosphere was reduced with the operation of the columns at optimum load.

RESEARCH&DEVELOPMENT AND DIGITALIZATION

Soda Sanayii A.Ş. pays special attention to research and technological development and digitalization activities in order to achieve the objectives set by Şişecam in line with the “sustainability and excellence” approach at every step from raw materials to products, and to maintain its competitive position.

The R&TD (Research & Technological Development) activities of Soda Sanayii A.Ş. are carried out in line with the objectives of developing the existing processes in the production of soda and chromium compounds with low-cost technologies in an environment-friendly manner, enriching the product portfolio with new products with high added value, and increasing the competitiveness with cost-reducing and efficiency-enhancing activities.

Soda Sanayii A.Ş. carries out its R&TD activities in cooperation with Şişecam Group’s Science and Technology Center and the regional laboratories within its organization. In addition, Soda Sanayii A.Ş. has an R&D center within its organization where 14 employees work. Within the scope of Chemicals Development Directorate, projects are implemented at the Development Center established in Mersin in process design, new product development, leather chemicals, analytical techniques, energy efficiency and environmental protection.

Tuzla Leather Application laboratory, which is affiliated to the Development and Quality Directorate, continues its works for the application of chromium chemicals on leather. In the laboratory, activities are carried out to evaluate the demands of domestic and foreign customers, and to practically examine product development and improvement works on leather.

In 2019, in the soda product group; technical feasibility studies were conducted in alternative input use, carbon dioxide capture and process modeling. In the chrome product group, works to improve the process and product quality were continued. Two projects were implemented within the scope of Lean 6 Sigma for more efficient use of raw materials, and quality improvement. The

demands regarding the environment, product and raw materials were examined within a scientific framework.

With the awareness of its competitive and pioneering role in production, Soda Sanayii A.Ş. implements its digital transformation applications to increase efficiency performance. The developments within this scope are constantly tracked, the business processes are reviewed within this scope, and the required applications are implemented.

With the Soda_Web program developed within the scope of the importance attached to digitalization, all plant production processes, important parameters affecting the production and energy consumption values can be monitored online. Employees can access the program via their smart phones, and access daily, monthly, annual reports and laboratory analyses.

The reports of the works conducted are transferred to digital media in order to provide information, and facilitate accessibility. Simulation studies are conducted with Aspen Plus software to increase the efficiency and design accuracy of soda production processes, shorten the project delivery times and ensure process innovation.

The designed Soda Simulation continues to be developed in order to increase the efficiency and design accuracy of soda production processes, shorten the project delivery times and ensure process innovation.

Soda Sanayii A.Ş. pays special attention to the protection of customer information privacy. Within this scope, the most up-to-date, effective and secure technological infrastructure is used. Common confidentiality and information retention in business agreements are secured with ISO 27001 Information Security Management System certificate. Within this scope, in the Reporting period, ISO 27001 Information Security Management System surveillance audits were made at Soda Sanayii A.Ş. Plants and Management Sales Center. In 2019, digital and cyber security efforts continued; no cases and complaints were received for the violation of customer privacy.

COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

INNOVATIVE PRODUCTS

The products developed by Soda Sanayii A.Ş. aim to increase the positive sustainable value created. Feedback collected from all stakeholders are actively evaluated and implemented to increase this value.

Soda products (Light Soda and Heavy Soda) of Soda San.A.Ş. stand out as an input that significantly reduces the energy consumption of furnaces in glass production. By using the soda, the melting temperature is decreased and theoretically, energy saving is made at 8-10% levels.

With the responsibility of being a leader in chromium chemicals, Soda Sanayii A.Ş. minimizes the environmental impact of the leather industry with the tanning material ecol-tan offered to its customers in the leather industry. With a tanning process different from the traditional tanning process, ecol-tan with high chromium intake is increased to 98% levels, and the chromium oxide level in the waste water is reduced to below 1g/L. In addition, the formation of salt-containing waste, whose

purification process is a major problem and causes environmental pollution, is prevented and the environmental impact is reduced in the leather tanning process.

In order to enrich the activities in chromium chemicals, within the scope of the “Development of Trivalent Chromium Compounds to be Used in Surface Treatments”, laboratory studies were conducted on the production of higher quality chromium nitrate with different reducers, and samples were prepared to be delivered to the customer. Industrial production will be planned based on the feedback to be obtained.

In the reporting period, studies were conducted for the improvement of Tankrom EU quality, 6 sigma projects in the increased efficiency of the conversion of chromite into chromate, as well as quality improvements in the other products, reduction of inappropriate percentages, and environmental issues were carried out.

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Key Stakeholder Groups and Attendance Platforms

Stakeholder Group	Attendance Platforms	Attendance Frequency
Analysts	Face-to-face meetings • Workshops • Analyst day	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	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 • Fairs and conferences • Phone and e-mail • Customer visits and meetings	Recurrent
NGOs	Strategic collaborations • Events • Meetings	At least once a month
Suppliers	Daily workflow • Face-to-face meetings • E-mail communication	Recurrent
Universities	Conferences • Joint studies • Internship programs	Annual
Investors	Investor presentations • Face-to-face meetings • Telephone/teleconferencing and e-mail communication • Workshops • Roadshows • Webcast teleconferences	At least twice a year
Media	Press conferences • Press releases • Conferences	At least once a month

Corporate Memberships

Chemical Manufacturers' Association of Turkey	International Chrome Development Association	Mersin Chamber of Commerce and Industry
European Soda Ash Manufacturers' Association	Mediterranean Exporters' Union	Quality Association of Turkey

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PERFORMANCE INDICATORS

Economic Performance Disclosures	2018	2019
Total revenue (Thousand TRY)	3,430,360	4,182,491
Wages and benefits paid to the employees (Thousand TRY)	196,893	302,203
Dividend paid (Thousand TRY)	323,000	345,000
Tax paid (Thousand TRY)	251,923	131,679
Social donations (TRY)	280,472	96,573

Social Performance Disclosures		
Employee Demographics	2018	2019
Total Workforce (Number)	1,855	2,556
Female	129	208
Male	1,726	2,348
Total Employees by Contract Type (Number)		
Permanent		
Female	128	208
Male	1,682	2,348
Temporary		0
Female	1	0
Male	44	0
Total Employees by Category (Number)		
Blue Collar		
Female	18	40
Male	1,164	1,575
White Collar		
Female	111	168
Male	562	773

Employee Demographics	2018	2019
Total Employees by Employment Type (Number)		
Full-time		
Female	129	208
Male	1,726	2,348
Part-time		
Female	0	0
Male	0	0
Total Employees by Education Level (Number)		
Primary School	66	146
High School	946	1,264
University and above	843	1,146
Total Employees by Age (Number)		
Below 30	187	323
30-50	1,377	1,914
50+	291	319
Number of contractor employees		
Full-time	1,113	1,374
Part-time	24	0
Female	45	0
Male	1,092	0
Tenure		
Female employees 0-5 years	36	76
Female employees 5-10 years	21	36
Female employees 10+ years	72	96
Male employees 0-5 years	323	543
Male employees 5-10 years	250	401
Male employees 10+ years	1,153	1,404

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Employee Demographics	2018	2019
Top Management Structure (Number)		
By Gender		
Female	2	0
Male	14	14
By Age Group		
Below 30	0	0
30-50	9	6
50+	7	8
By Nationality		
Turkish Citizen	14	12
Expat	2	2
Board Structure (Number)		
Female	2	1
Male	4	4
Mid-Level Management Structure (Number)		
By Gender		
Female	19	152
Male	100	30
By Age Group		
30 Altı	1	1
30-50	96	152
50+	22	29
By Nationality		
Turkish Citizen	119	180
Expat	0	2

Turn Over	2018	2019
New Hires (Number)		
By Gender		
Female	17	31
Male	101	133
By Age Group		
Below 30	65	113
30-50	53	50
50+	0	1
Employees Recently Left (Number)		
By Gender		
Female	3	14
Male	78	102
By Age Group		
Below 30	10	20
30-50	28	47
50+	43	49

Social Inclusion and Diversity	2018	2019
Employees on Parental Leave		
Female	3	8
Male	60	82
Employees Returned to Work after Parental Leave		
Female	2	8
Male	63	82
Workforce Covered by Collective Agreement (Number)		
Female	12	50
Male	789	1,294
Cases of Discrimination (number)	0	0
Disabled Employees		
Female	4	6
Male	103	119

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Employee Development	2018	2019
Employee Trainings (personxhour)		
Blue-collar female	16	126
White-collar female	4,552	5,777
Blue-collar male	17,071	19,332
White-collar male	19,214	29,554
Female	4,568	5,903
Male	36,285	48,885
Contractor Trainings (personxhour)		
Female	23	-
Male	187	-
Şişecam Academy Training (personxhour)	35,705	9,376
Employees under Performance Review		
Female	19	167
Male	142	1,128
Blue-collar	0	391
White-collar	48	904

Environmental Trainings	2018	2019
Environmental Trainings (personxhour)		
Direct employees	1,168	913
Contractors	1,110	922

Research and Development	2018	2019
R&D Budget (Thousand TRY)	5,880	
R&D Employees	21	14
Patent applications	1	0
Patents granted	0	0

Supply Chain Management	2018	2019
Active suppliers	3,522	3,093
Local suppliers	3,045	2,466
Percentage of local suppliers (%)	86	80

Occupational Health and Safety	2018	2019
Accident severity rate	2,373	479
Accident frequency rate	14	15
Working Hours	4,539,321	5,857,203
Number of Accident	66	85
Lost Day*	9,285	2,093
Occupational Health and safety trainings (personxhour)	25,835	23,062
Number of Occupational Health and Safety Committees	27	26
Number of Occupational Health and Safety Committee members	88	82
Number of employee representatives in Occupational Health and Safety Committees	10	8

* As the subcontractor employees' lost days are not taken into consideration, the actual working hour of the subcontractor is not taken into account in the Accident severity Rate calculations.

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Environmental Performance Disclosures	2018	2019
Net production (ton)	2,120,116	2,141,047
Natural Resources		
Raw material used (ton)	9,061,411	8,051,790
Recycled and recovered raw material used (ton)	114,880	122,720
Total water withdrawal by source (m³)		
Municipality	102,359	128,099
Surface	17,687,580	18,638,949
Underground	9,603,527	9,781,648
Other	3,595,547	2,505,555
Total	30,989,013	31,054,251
Recovered or reused water (m³)	1,973,223	1,965,210
Water intensity (m³/ton)	14.62	14.50
Total Wastewater Discharge by Target Environment (m³)		
Natural Receiving Environment	14,747,113	14,995,916
Sewer	27,715	36,654
Total	14,774,828	15,032,570
Cooling Water per ton soda (m³)		
Mersin Soda Plant	15.4	15.13
Hazardous Waste by Disposal Method (ton)		
Energy Recovery	77	51
Recovery	517	1,272
Incineration	1,052	939
Landfill	242	2,638
Total	1,888	4,900
Non-Hazardous Waste by Disposal Method (ton)		
Energy Recovery	2,890	5
Recovery	1,804	2,966
Incineration	6	-
Landfill	1,473,364	1,686,403
Other	1,394	-
Total	1,479,457	1,689,374

Environmental Performance Disclosures	2018	2019
Waste intensity (ton/m²)	0.70	0.80
Amount of packaging material (ton)	17,800	18,090
Packaging waste recovery rate (%)	54%	54%
Total amount of waste (ton)	1,481,345	1,694,269

Management Approach	2018	2019
Environmental Expenditures (TRY)		
Environmental Management Expenditures	64,616,199	84,675,731
Environmental Investment Expenditures	10,157,929	19,472,777
Total	74,774,128	104,148,508
Sapling planted	1,536	2,040

Combating Climate Change	2018	2019
Energy consumption (GJ)		
Natural gas	13,913,262	15,352,632
Electricity	542,254	348,964
LPG	65	58
Antrasit / Coal	18,365,478	11,461,035
Other	0	-
Total	33,529,998	27,162,689
Energy Intensity (GJ/ ton)	15.8	13
Energy Saving (GJ)	58,927	92,314
Energy Saving (TRY)	1,590,486	4,206,627
Scope1 Emissions (ton)	1,969,533	2,338,037
Scope2 Emissions (ton)	57,463	215,601
Total Emissions (ton)	2,026,996	2,553,637
CO ₂ intensity (ton CO ₂ /total production-ton)	2.9	2.1
GHG savings (ton CO ₂)	12,263	12,300
NOx and SOx Emissions (kg)	1,101,348	1,061,219

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GRI CONTENT INDEX**GRI CONTENT INDEX**

Disclosures	Descriptions and Page Numbers
GRI 101: Foundation 2018	
GRI 102: General Disclosures 2018	
Corporate Profile	
102-1	About Soda Sanayii A.Ş. p.6
102-2	About Soda Sanayii A.Ş. p.6
102-3	Contact p.38
102-4	About Soda Sanayii A.Ş. p.6
102-5	http://www.sisecamkimyasallar.com/en/investor-relations-soda-sanayii-as/corporate-identity-and-management/shareholder-structure
102-6	About Soda Sanayii A.Ş. p.6
102-7	About Soda Sanayii A.Ş. p.6
102-8	Social Performance Indicators p.32
102-9	Supply chain is shaped by necessities of our products and services. In 2019, we worked with 3,093 suppliers, 2,466 of which are local.
102-10	About Soda Sanayii A.Ş. p.6
102-11	Şişecam Sustainability Strategy Care For Next pp.10-11
102-12	Collaborations and Stakeholder Engagement p.13
102-13	Corporate Memberships p.31
Strategy	
102-14	Message from the General Manager p.5
102-15	Şişecam Sustainability Strategy Care For Next pp.10-11
Ethics and Integrity	
102-16	Business Ethics p.14
102-17	Business Ethics p.14
Governance	
102-18	Sustainability Management p.12
102-19	Sustainability Management p.12
102-20	Sustainability Management p.12
102-21	Collaborations and Stakeholder Engagement p.13
102-29	Sustainability Management p.12
102-30	Sustainability Management p.12
102-31	Sustainability Management p.12
102-32	Sustainability Management p.12
Stakeholder Engagement	
102-40	Collaborations and Stakeholder Engagement p.31
102-41	Social Performance Indicators p.33
102-42	Collaborations and Stakeholder Engagement p.13
102-43	Collaborations and Stakeholder Engagement p.31
102-44	Collaborations and Stakeholder Engagement p.13

102-5 • 102-9 • 102-48 • 102-51 • 102-52
• 102-56

Reporting Practices	
102-45	About the Report p.2
102-46	About the Report p.2
102-47	Şişecam Sustainability Strategy Care For Next pp.10-11
102-48	There are no restatements of information
102-49	About the Report p.2 ; Şişecam Sustainability Strategy Care For Next pp.10-11
102-50	About the Report p.2
102-51	http://www.sisecamkimyasallar.com/en/sustainability/sustainability-reports
102-52	Annually
102-53	Contact p.38
102-54	About the Report p.2
102-55	About the Report p.2
102-56	No external assurance

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
Combating Climate Change		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11 ; Combating Climate Change p.28
	103-2 The management approach and its components	Combating Climate Change p.28
	103-3 Evaluation of the management approach	Combating Climate Change p.28
GRI 302: Energy 2018	302-1 Energy consumption within the organization	Environmental Performance Indicators p.35
	302-3 Energy intensity	Environmental Performance Indicators p.35
GRI 305: Emissions 2018	305-1 Direct (Scope1) GHG emissions	Environmental Performance Indicators p.35
	305-2 Energy indirect (Scope2) GHG emissions	Environmental Performance Indicators p.35
	305-4 GHG emissions intensity	Environmental Performance Indicators p.35
Natural Resources Use		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11 ; Use of Natural Resources p.20
	103-2 The management approach and its components	Use of Natural Resources p.20
	103-3 Evaluation of the management approach	Use of Natural Resources p.20

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Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
GRI 303: Water 2018	303-1 Water withdrawal by source	Environmental Performance Indicators p.35
	303-3 Water recycled and reused	Environmental Performance Indicators p.35
GRI 306: Effluents and Waste 2018	306-1 Water discharge by quality and destination	Environmental Performance Indicators p.35
	306-2 Waste by type and disposal method	Environmental Performance Indicators p.35
Diversity and Inclusion		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page p.10-11 ; Diversity and Inclusion p.22
	103-2 The management approach and its components	Diversity and Inclusion p.22
	103-3 Evaluation of the management approach	Diversity and Inclusion p.22
GRI 401: Employment 2018	401-1 New employee hires and employee turnover	Social Performance Indicators p.33
	401-3 Parental leave	Social Performance Indicators p.33
GRI 405: Diversity and Equal Opportunity 2018	405-1 Diversity of governance bodies and employees	Social Performance Indicators p.33
Occupational Health and Safety		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next pp.10-11; Occupational Health and Safety pp.25-26
	103-2 The management approach and its components	Occupational Health and Safety pp.25-26
	103-3 Evaluation of the management approach	Occupational Health and Safety pp.25-26
GRI 403: Occupational Health and Safety 2018	403-1 Workers representation in formal joint management- worker health and safety committees	Social Performance Indicators p.34
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety pp.25-26; Social Performance Indicators p.34
Talent Management		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11; Talent Management p.23
	103-2 The management approach and its components	Talent Management p.23
	103-3 Evaluation of the management approach	Talent Management p.23
GRI 202: Market Presence 2018	202-2 Proportion of senior management hired from the local community	Social Performance Indicators p.33
GRI 401: Employment 2018	401-1 New employee hires and employee turnover	Social Performance Indicators p.33

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
GRI 404: Training and Education 2018	404-1 Average hours of training per year per employee	Social Performance Indicators p.34
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Development p.24
	404-3 Percentage of employees receiving regular performance and career development reviews	Social Performance Indicators p.34
Product Responsibility		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11; Product Safety p.19
	103-2 The management approach and its components	Product Safety p.19
	103-3 Evaluation of the management approach	Product Safety p.19
GRI 416: Customer Health and Safety 2018	416-1 Assessment of the health and safety impacts of product and service categories	Product Safety p.19
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: There are no non-compliance cases regarding health and safety impacts of products in reporting period.
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	Product Safety p.19
	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: There are no non-compliance cases about product labelling in reporting period.
GRI 419: Socio - economic Compliance 2018	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.
Contribution to Social Development		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11 ; Corporate Social Responsibility p.26
	103-2 The management approach and its components	Corporate Social Responsibility p.26
	103-3 Evaluation of the management approach	Corporate Social Responsibility p.26
Research&Development and Digitalization		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page pp.10-11 ; Research&Development and Digitalization p.29
	103-2 The management approach and its components	Research&Development and Digitalization p.29
	103-3 Evaluation of the management approach	Research&Development and Digitalization p.29
Innovative Products		
GRI 103: Management Approach 2018	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next pp.10-11; Innovative Products p.30
	103-2 The management approach and its components	Innovative Products p.30
	103-3 Evaluation of the management approach	Innovative Products p.30

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SODA SANAYİİ A.Ş.

ŞİŞECAM HEADQUARTERS

İçmeler Mahallesi, D-100 Karayolu Caddesi, No:44A
34947 Tuzla/Istanbul, TURKEY

REPORTING CONSULTANT:



kiymetiharbiye.com

DISCLAIMER

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