

SUSTAINABILITY REPORT 2019

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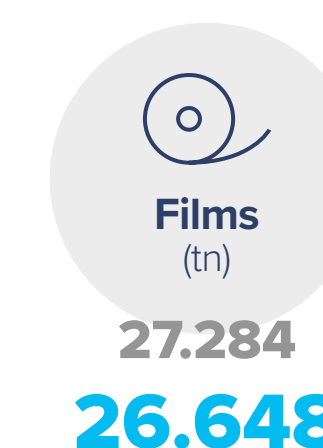
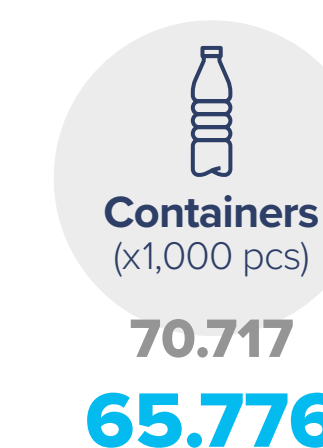
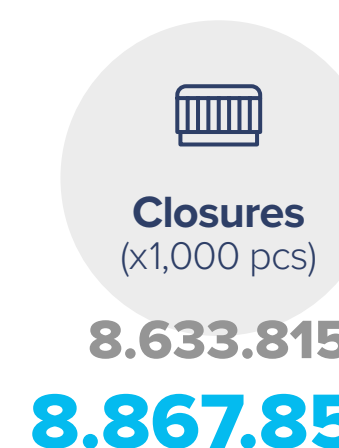
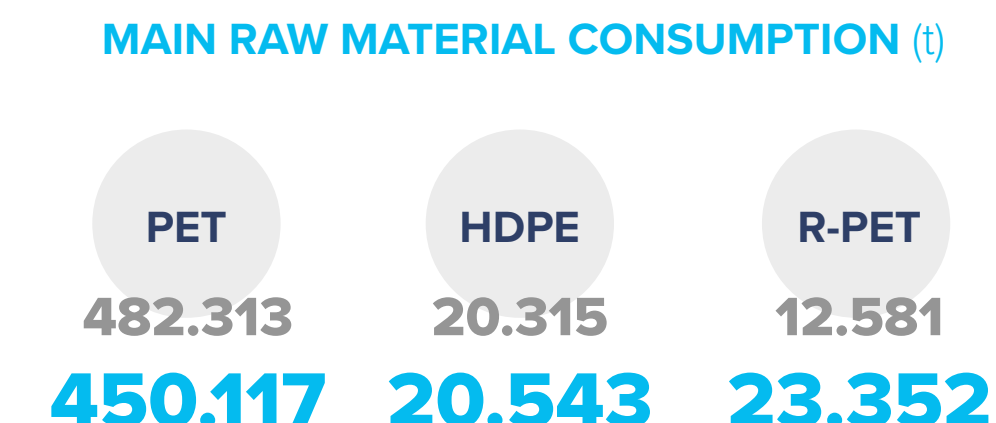
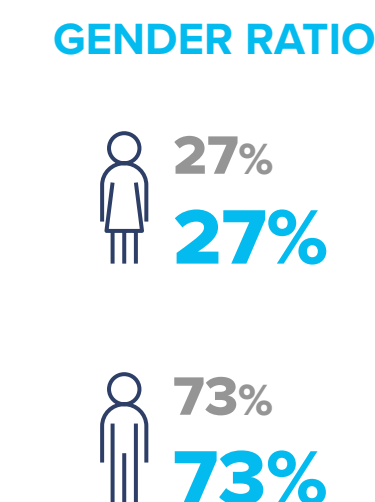
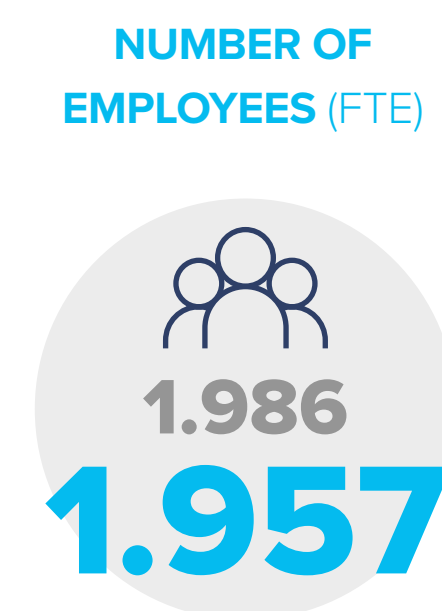
RETAL is a globally active plastic packaging manufacturer producing PET preforms, films and containers and HDPE closures, primarily for food and beverage applications. RETAL is a group of limited liability companies belonging to RETAL Industries Limited, a privately-owned holding company headquartered in Limassol, Cyprus, alongside other limited liability companies including NEO Group, a PET resin and Polyol producer.

Years
● 2018
● 2019



Turnover figures of RETAL Industries Limited and RETAL do not include Sister Companies ([See more](#))

* 17 plants from 100% RETAL Industries Limited owned companies and 2 plants from Sister Companies ([See more](#))



PRODUCTION VOLUME

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RETAL has production facilities in 10 countries, serving customers in over 60 countries across Europe, Russia, North America, Africa, and the Middle East.



Preforms



Closures



Containers



Films

* Sister company



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SUSTAINABILITY STATEMENT



Sustainability statement



Dear RETAL Stakeholders,

First and foremost, I sincerely hope that you and your loved ones remained safe throughout the Covid 19 pandemic.

I would also like to take this opportunity to thank and congratulate all RETAL employees for their tremendous efforts throughout these trying times, with a special mention to our factory personnel, who faced and overcame difficult working conditions to successfully maintain our production activity.

Our people demonstrated once again that they are at the heart of RETAL's success and long-term sustainability. Our people are at the heart of our CSR agenda too, through which we aim to provide the best working conditions and mitigate our social and environmental impact, to ensure we are a responsible business where our people are proud and happy to work.

As a company, we will take the learnings of the Covid crisis to develop and strengthen the social aspect our CSR action. We intend to improve our employees'

professional and personal life balance, for example, by continuing to integrate homeworking and optimising necessary business travel, while also contributing more to our local communities.

As we continue our sustainability journey, which was initiated in 2018, I am pleased to present our 2nd annual Sustainability Report, which I trust will meet your expectations and provide you with the relevant information on RETAL's CSR action, achievements and performance.

In 2019, we further implemented the ISO 26000 standard across our operations and in our sphere of influence, and we are delighted to be reaching the high targets we set ourselves.

Following our Materiality Assessment, we have maintained a strong focus on the environmental aspect of our business, with Climate Change and the Circular Economy as our main material topics. As we positively progress in these areas, we have widened

our Scope of Action to address in more depth other material aspects such as Human Rights, Labour Practices and Promoting CSR in the Value Chain with, for example, the launch of RETAL's Sustainable Procurement Program.

2019 also saw the first tangible results of our CSR action. We increased our EcoVadis rating to Silver and obtained a highly satisfactory B in our first CDP evaluation, demonstrating efficient management of our impact on climate change.

These quantifiable achievements confirm that RETAL is on the right path, and highly motivates us all to continue our efforts to integrate CSR throughout our organisation and to ensure we contribute positively to sustainable development.

I look forward to sharing more of RETAL's CSR progress with you next year. For now, keep safe!

Elena Maksimenko
Chief Financial Officer

2019 CSR Highlights

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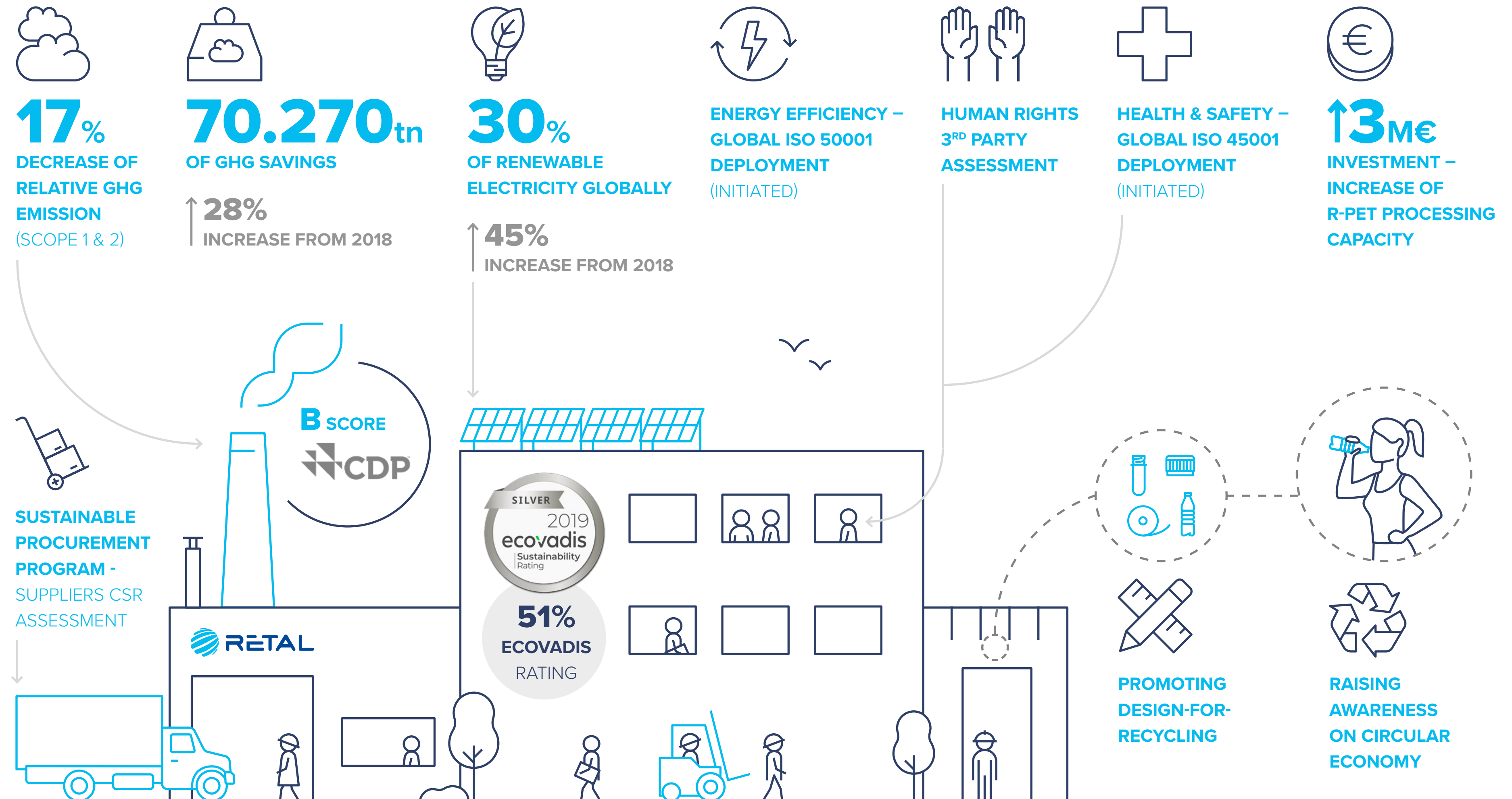
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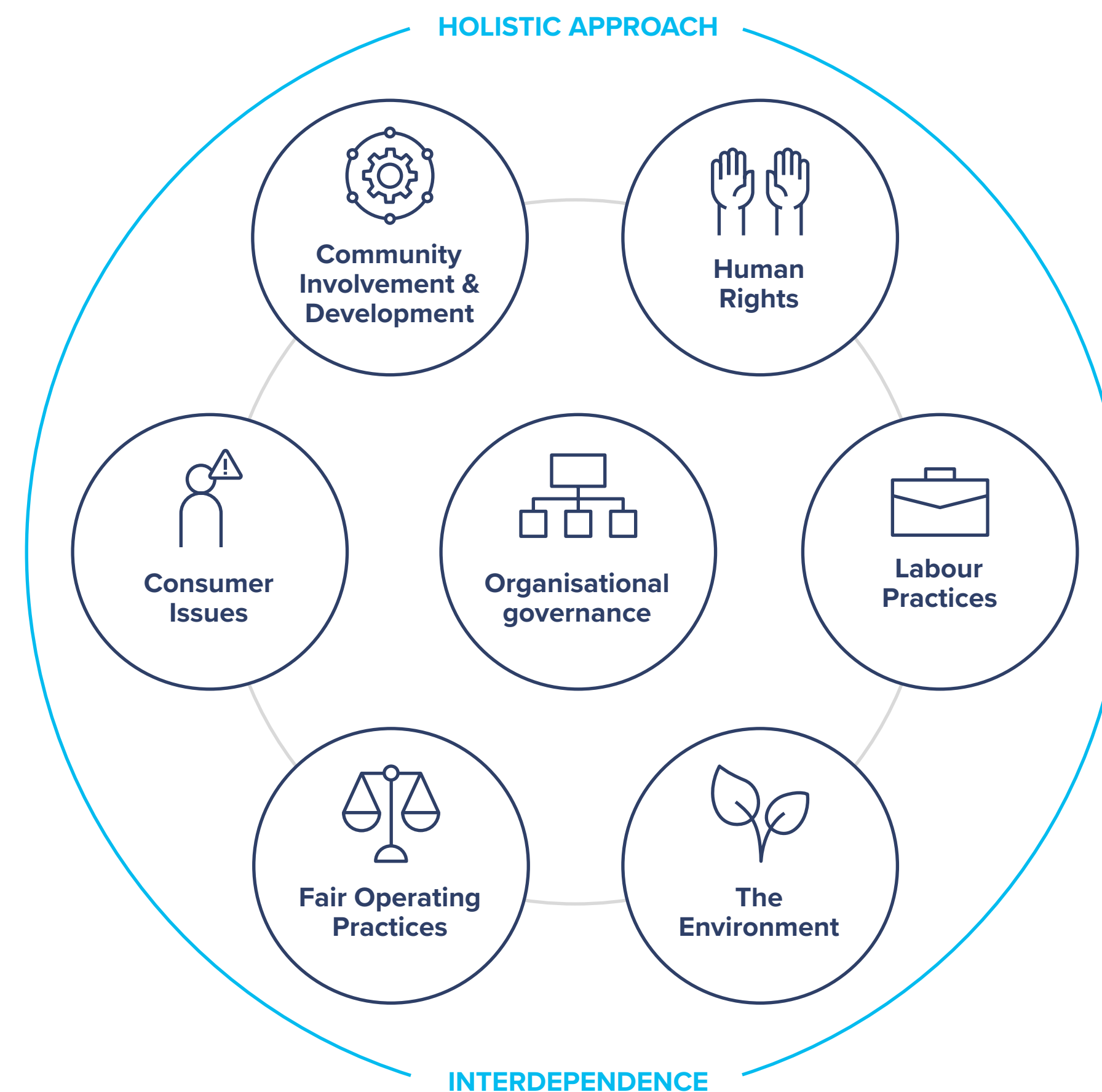
About this report

This report follows the structure, principles and reporting guidance of the ISO 26000 standard, the international standard on Corporate Social Responsibility (CSR) management that RETAL is implementing. ISO 26000 includes seven 'Core Subjects' each divided in 'Issues of Interest' ([Annex 1](#)). This report shows, for each Core Subject, how we address the 'Issues of Interest' material to us and includes the relevant GRI indicators (GRI Standard). The baseline year for RETAL CSR reporting is 2018.

ISO 26000 Core subjects: Organisational Governance, Human Rights, Labour Practices, The Environment, Fair Operating Practices, Consumer Issues and Community Involvement and Development



ISO 26000 - Core Subjects



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Scope

This report only considers RETAL Industries Limited plastic packaging manufacturing business (RETAL) and excludes the PET and Polyols manufacturing business (NEO GROUP).

This report includes the 12 RETAL INDUSTRIES LIMITED subsidiaries forming RETAL and two Sister Companies (see next chapter) for a total of 19 plants producing PET preforms, films and containers and HDPE closures in Europe, Russia, USA and Ukraine ([See map](#)).



Significant changes

In 2019, RETAL integrated in its CSR management two plants located in Russia belonging to two RETAL sister companies (separate legal entities with same ownership), Pet.Rus LLC and Formika-Yug LLC, which only manufacture RETAL's products. Both plants are included in the scope of this report and have been integrated in all 2018 (base year) data and GRI indicators.

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STAKEHOLDERS AND MATERIALITY

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Stakeholders and Materiality

RETAL's CSR agenda is based on a materiality assessment, through which we have identified our social and environmental impacts and defined their significance (materiality) to prioritise our action.

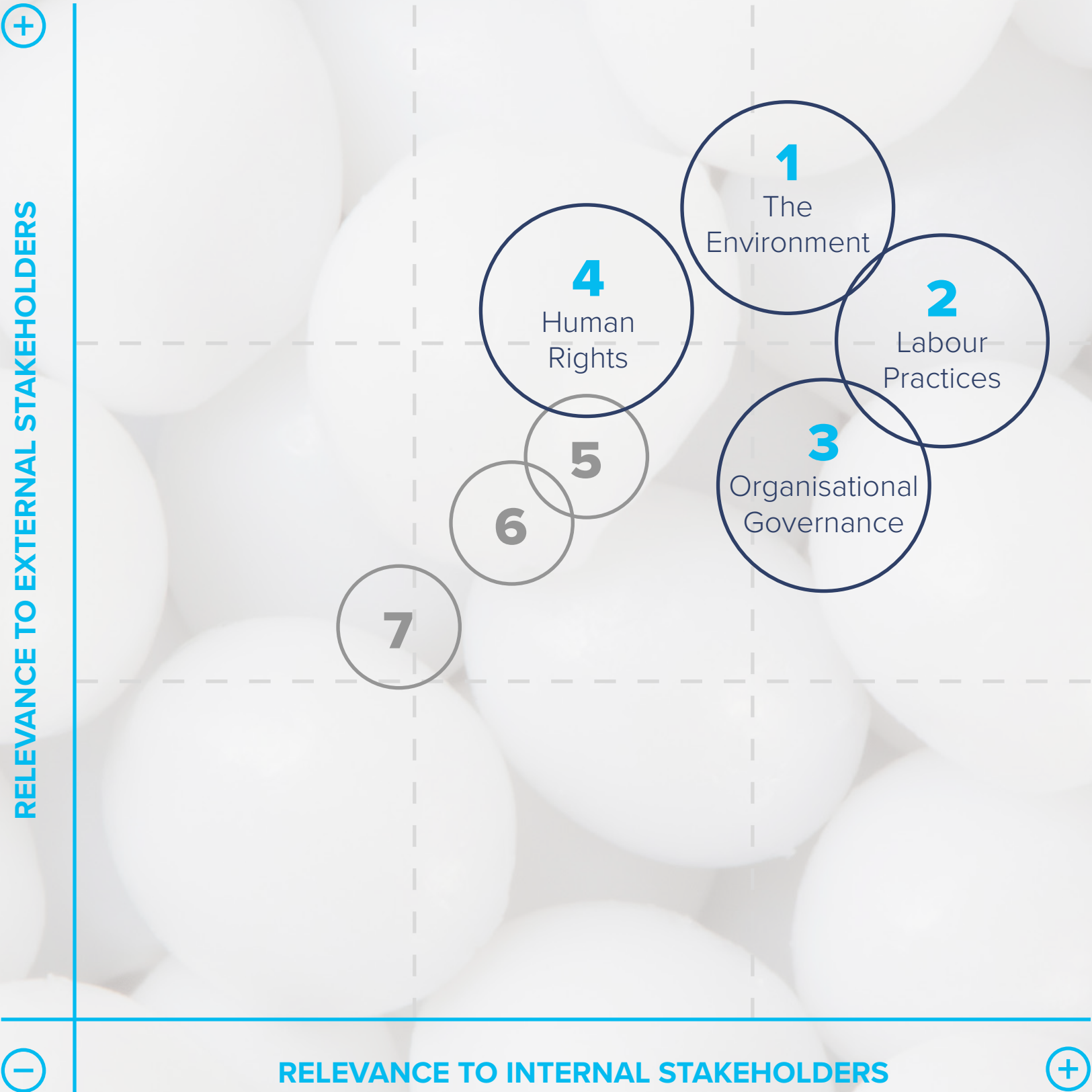
RETAL's materiality assessment is based on our stakeholders' engagement to ensure that we properly address and meet their interests and to gain a wider perspective on our impact. The materiality matrix of ISO 26000 Core Subjects and Issues of Interest below are generated by the 'Seven Toolkit' ([See more](#)), based on both internal and external stakeholders' input collected through anonymous surveys.

Our main stakeholders were engaged in the materiality assessment, namely employees (65%), customers (14%), suppliers (14%) and media/others (7%).

Materiality Assessment - Core subjects ranking

- 1 — The Environment
- 2 — Labour Practices
- 3 — Organisational Governance
- 4 — Human Rights
- 5 — Fair Operating Practices
- 6 — Consumer Issues
- 7 — Community Involvement & Development

Materiality Matrix - Core Subjects



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Materiality - Issues of Interest ranking (top 4 Core Subjects)

1 — THE ENVIRONMENT

- 1.1 — Prevention on Pollution
- 1.2 — Sustainable Resource Use
- 1.3 — Climate Change Mitigation and Adaptation
- 1.4 — Protection of the Environment

2 — LABOUR PRACTICES

- 2.1 — Employment and employment relationships
- 2.2 — Conditions of work and social protection
- 2.3 — Social dialogue
- 2.4 — Health and safety at work
- 2.5 — Human development and training in the workplace

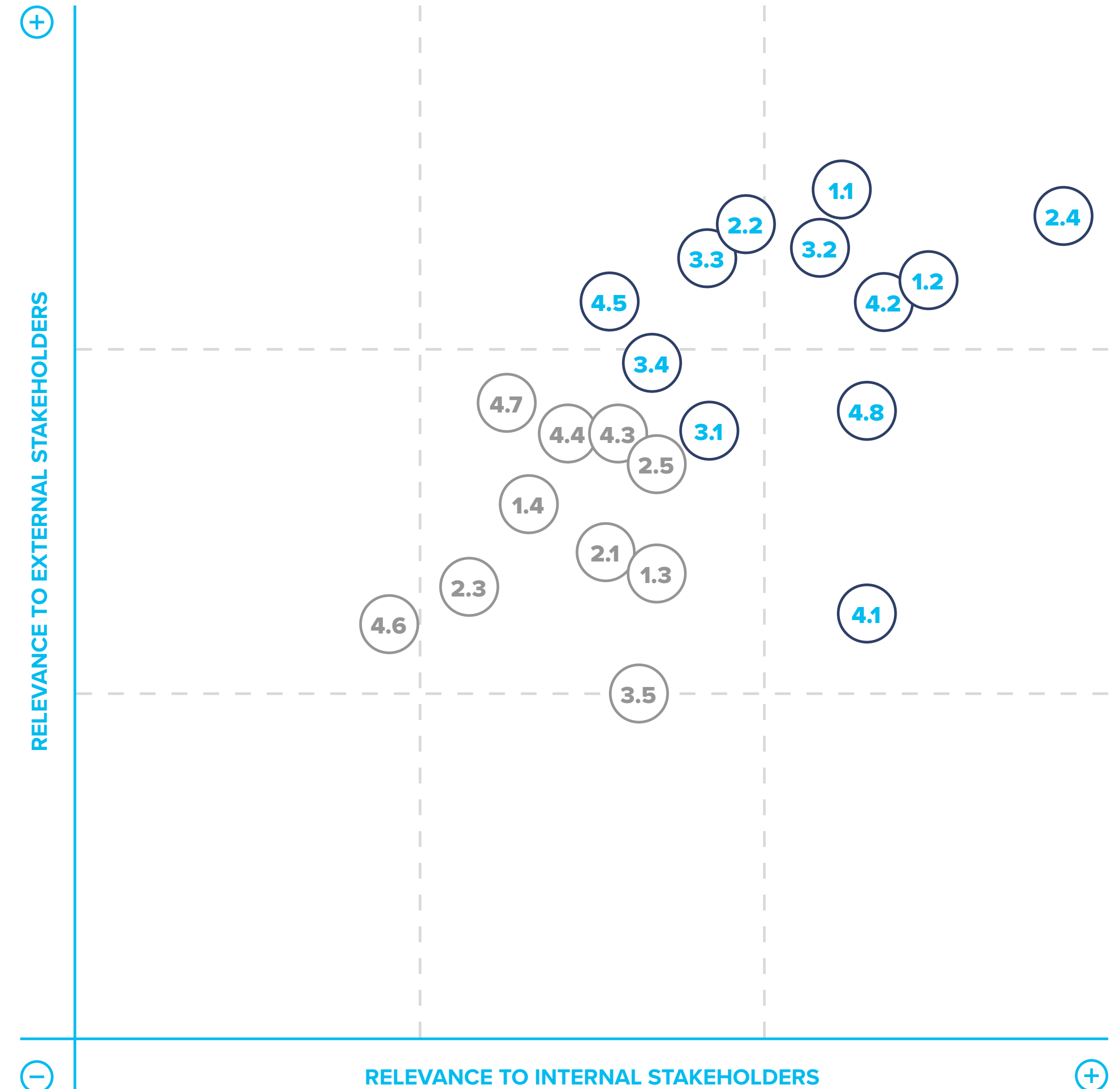
3 — ORGANISATIONAL GOVERNANCE

- 3.1 — Ethical conduct
- 3.2 — Transparency
- 3.3 — Respect of Rule of Law
- 3.4 — Accountability
- 3.5 — Corporate Governance

4 — HUMAN RIGHTS

- 4.1 — Due diligence
- 4.2 — Human rights risk situation
- 4.3 — Avoidance of complicity
- 4.4 — Resolving grievances
- 4.5 — Discrimination and vulnerable groups
- 4.6 — Civil and political rights
- 4.7 — Economic, social and cultural rights
- 4.8 — Fundamental principles and rights at work

Materiality Matrix - Issues of Interests



Communication channels

In addition to engagement with the materiality assessment, RETAL is active in maintaining that our stakeholders are informed of our CSR agenda and ongoing results via various communication channels, namely:

- Annual CSR report
- [Company website](#)
- Intranet News and CSR sections
- Media campaigns and earned media
- Social media: [LinkedIn](#), [Twitter](#), [YouTube](#)
- Newsletters for customers, CSR training for employees, etc.

We also have several channels for stakeholders to provide feedback, consult and raise concerns: anonymous [Whistle Blowing Channel](#), specific email for sustainability matters sustainability@retalgroup.com, customer survey, etc.



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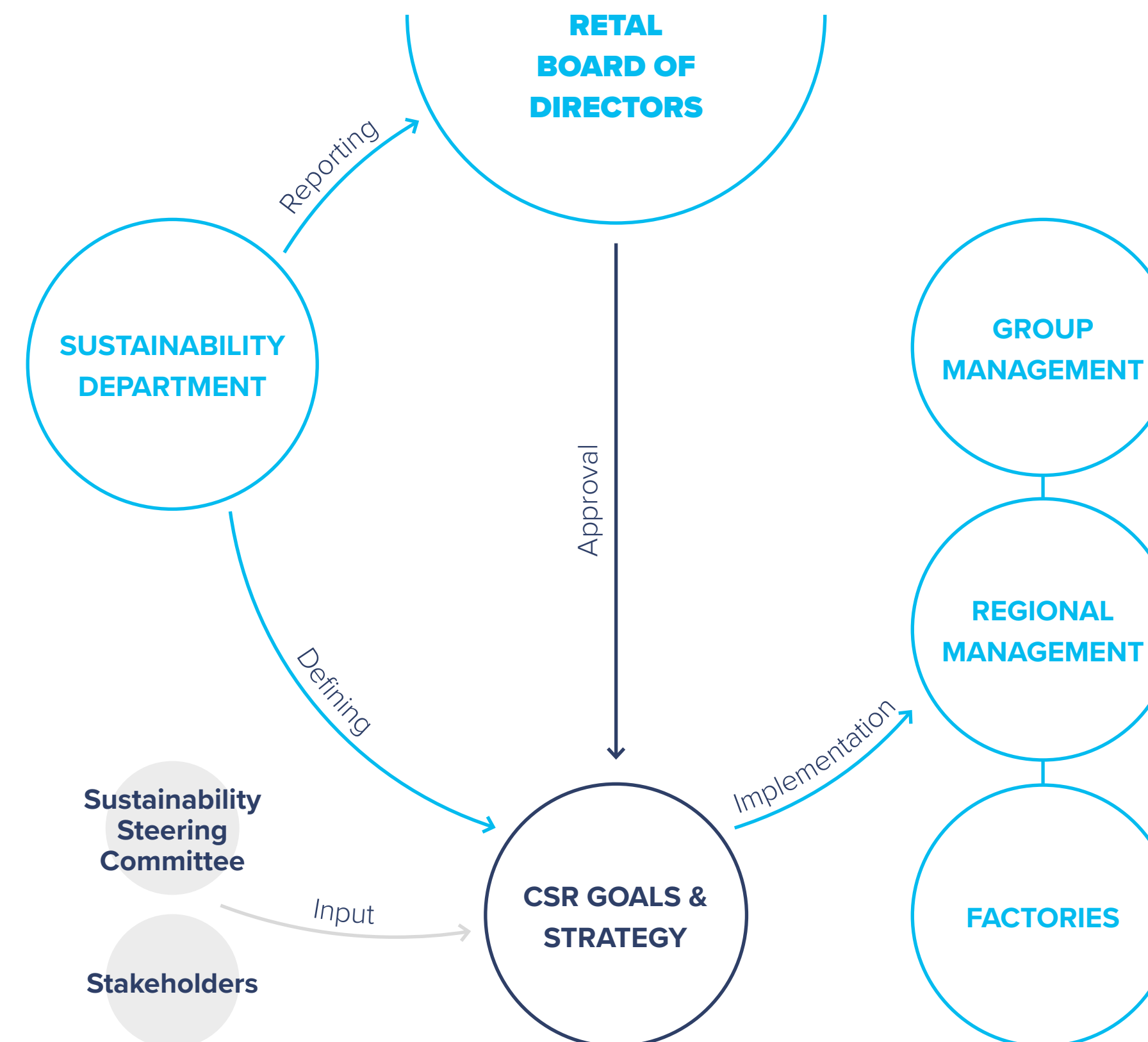
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ORGANISATIONAL GOVERNANCE - CSR AT RETAL

Organisational Governance - CSR at RETAL

CSR is a central topic to RETAL. It is coordinated at global level by the Sustainability Director, who is responsible for all environmental and social topics, and is under the direct supervision of the RETAL Board of Directors ([GRI 102-20 & 102-22](#)).

The Sustainability Steering Committee is an internal advisory body, comprised of top RETAL managers who assists the Sustainability Director.



Standard

RETAL’s global commitment to socially responsible and ethical behaviour is stated in our Code of Business Conduct, as well as the various policies that relate to it, such as RETAL’s ‘environmental’ and ‘anti-corruption and anti-bribery’ policies ([RETAL policies](#)).

RETAL manages CSR with a systematic and holistic approach following ISO 26000, the international standard on Social Responsibility, and by setting policies, goals, strategies and an action plan for all our material environmental and social topics.

To implement ISO 26000 efficiently and increase our CSR performance, we use the ‘Seven Toolkit’, pioneering web-based software developed by a leading CSR consultancy, the [CSR Company International](#).

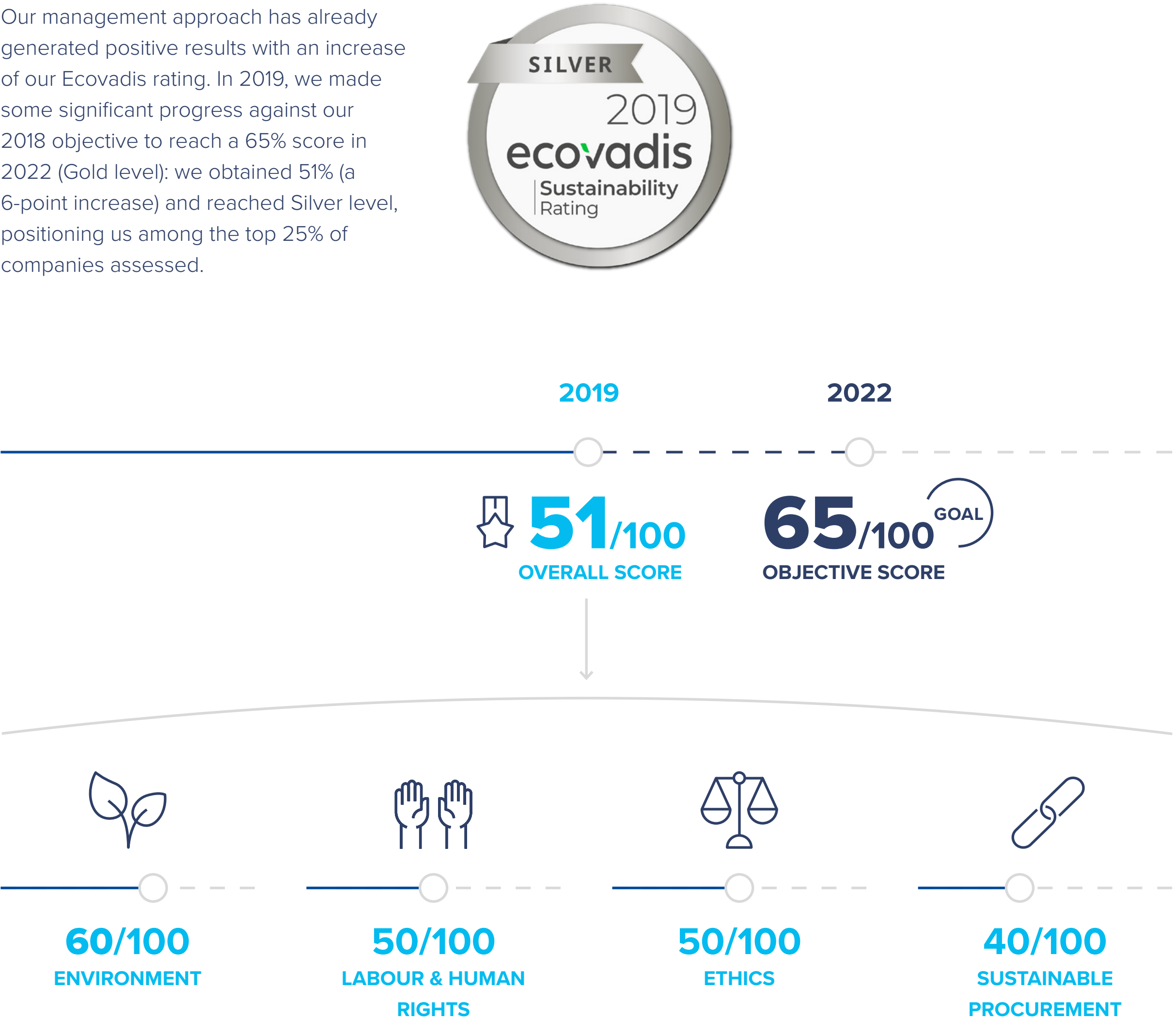


- **One-stop-shop solution for CSR management**
- **Based on ISO 26000 and compliant with main international sustainability standards and initiatives**
- **Functionalities:**
 - Materiality assessment through stakeholder engagement
 - Performance assessment (evidence based)
 - Action setting and KPIs management
 - Supply chain management
 - Reporting (non-financial, sustainability, ESG)
 - Data storing



Performance

Our management approach has already generated positive results with an increase of our Ecovadis rating. In 2019, we made some significant progress against our 2018 objective to reach a 65% score in 2022 (Gold level): we obtained 51% (a 6-point increase) and reached Silver level, positioning us among the top 25% of companies assessed.



I'm hugely encouraged to see the will, commitment and actions of RETAL's employees and leaders in all departments be rapidly rewarded and recognised by our EcoVadis rating moving from Bronze to Silver in just one year. I trust in our shared conviction that effective CSR management is the key to profitability, sustainability, and to enable us to meet or exceed our target of EcoVadis Gold by 2022.

Emmanuel Duffaut
Sustainability Director

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THE ENVIRONMENT



The Environment

As stated in our Environmental policy, RETAL’s action is focused on our two most material aspects: climate change and the sustainable use of natural resources.

Climate change

RETAL is strongly committed to mitigating our main environmental impact, so we strive to fully integrate climate change action in our business management and make it a key criterion in our decision-making process. Our efforts and performance have seen RETAL awarded a ‘B’ in the Carbon Disclosure Project (CDP) climate change survey, positioning us in the ‘Management’ band, which is above the average score in our sector ([↗ Annex 2](#)).

Building on the results of our 2018 CDP evaluation, in 2019 we have further improved our climate change management and performance with an even wider scope of disclosure and a greater reduction of our GHG emissions compared to our 2018 base year.

RETAL Italia



Climate Change Rating: B

Corporate carbon footprint

We have increased the scope of our GHG inventory for a more thorough assessment of our impact, providing a more accurate and transparent disclosure to our stakeholders, and with data that allows us to better focus our mitigation activity.

- Two plants from sister companies included ([↗ See more](#))
- Calculation of GHG emissions generated by the transport of raw materials and finished goods (Scope 3) ([↗ GRI 305-3](#))

Following our internal GHG inventory procedure, our GHG emissions base-year (2018) was recalculated considering these two significant changes.

GHG emissions (tn CO ₂ eq)	2018		2019	
	Total		1.259.578	
Scope 1	4.741	0,4%	4.213	0,3%
Scope 2	111.420	8,3%	91.123	7,2%
Scope 3	1.224.257	91,3%	1.164.242	92,4%

The bulk of our GHG emissions are Scope 3 indirect emissions (>90%), mostly generated by the manufacture of our raw material, with PET resin representing close to 85% of our total emissions. The transport of raw material and finished goods that was included in our GHG inventory in 2019 represents 7% of total emissions ([↗ GRI 305-3](#)).

06 The
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Mitigation

Our relative GHG emissions directly related to our operations (Scope 1 & 2) decreased by 17% globally, with our EU/US region leading the way with a 34% reduction, mostly via the purchase of renewable electricity.

Our next objective, once our global energy efficiency management system is in place, is to define clear reduction targets for our GHG emissions by 2022.

GHG intensity - Scope 1 & 2
(tn CO₂eq/tn Raw Material)

	2018	2019	
Total	0,230	0,192	-17%
EU/US	0,155	0,103	-34%
Russia	0,029	0,031	+5%
Ukraine	3,057	2,560	-16%

RETAL Lithuania photovoltaic installation



In 2019 we avoided the emission of 15.533 tn of CO₂ eq more than in 2018

70.270
TN CO₂EQ
SAVED IN 2019

54.737
TN CO₂EQ
SAVED IN 2018

06 The Environment

Mitigation

Renewable electricity

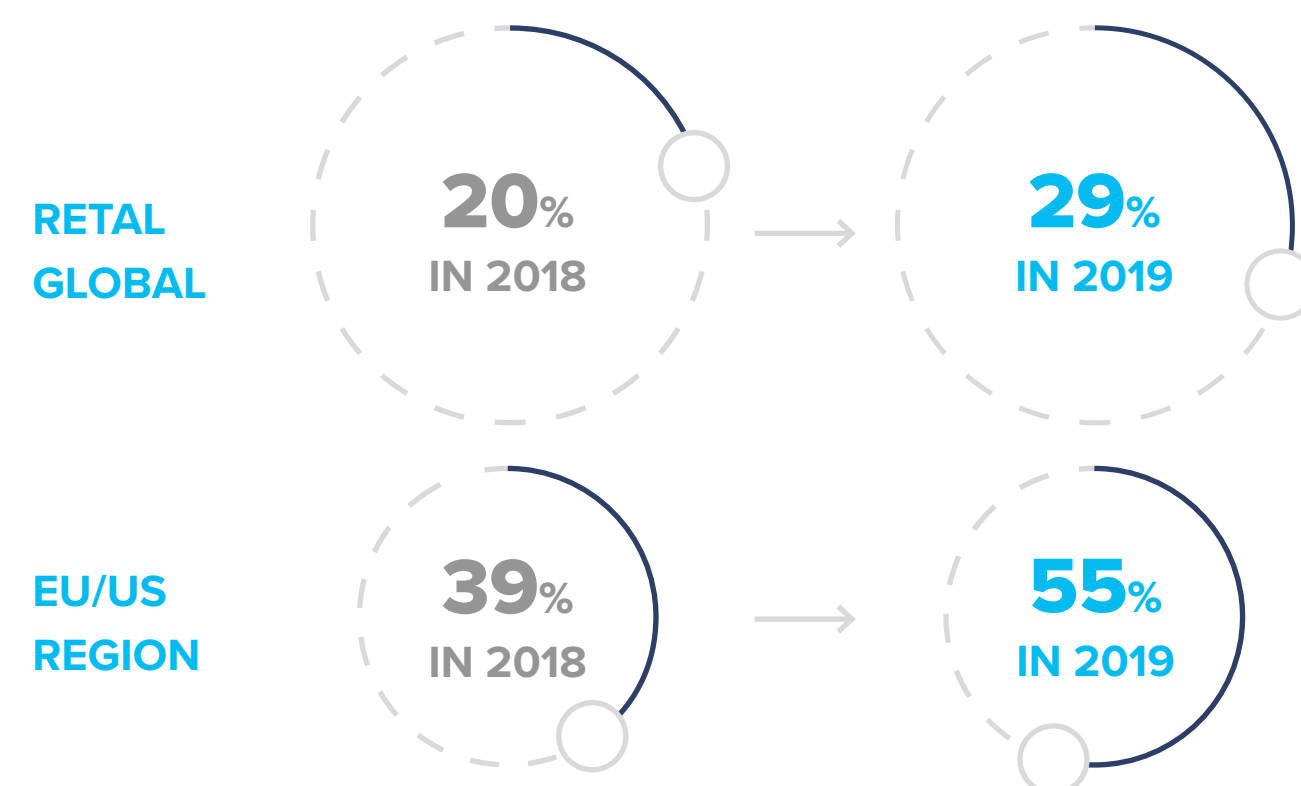
We have progressed against our 2018 target for renewable electricity purchase in EU/US (85% by 2022) with three more plants (two in Italy and one in France) sourcing renewable electricity in 2019, representing 55,5% of our EU/US consumption.

We also significantly increased our production of renewable electricity through the new solar panel installation at our Lentvaris, Lithuania plant.

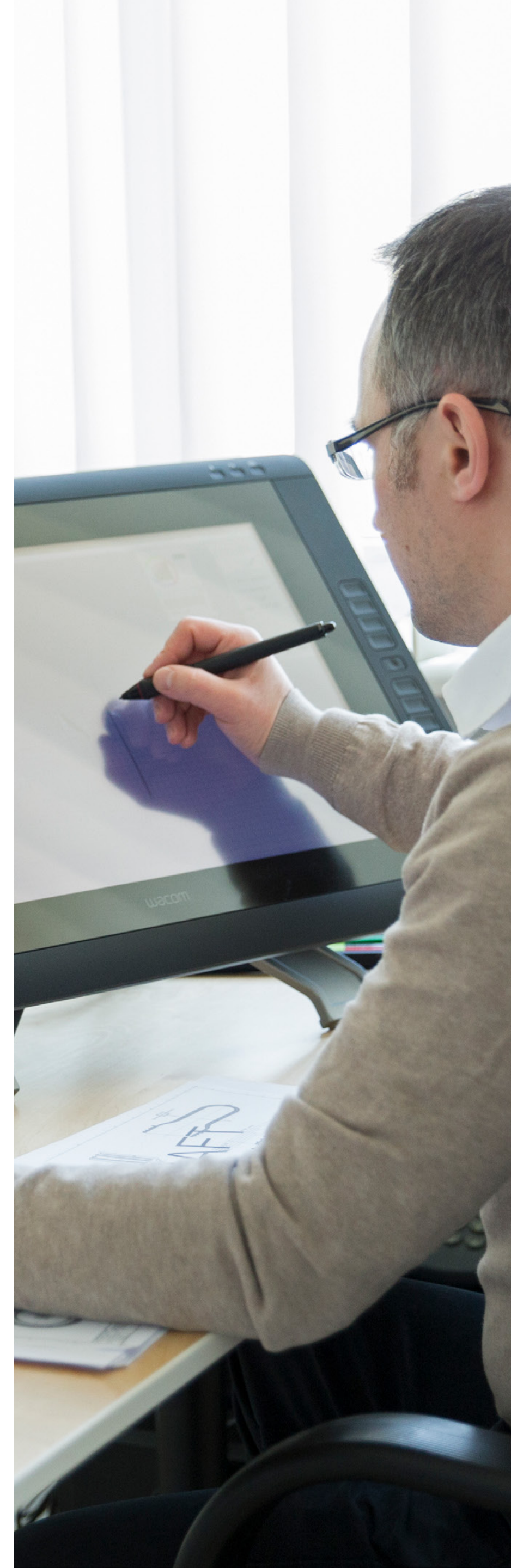
([🔗 GRI 302-1](#))

Globally, our usage of renewable electricity is 29,4% and 55,5% in our EU/US region, representing respectively a 45% and 42% increase since 2018. Our GHG emissions avoided through renewable electricity are 34.088 tn of CO₂eq. ([🔗 GRI 302-1](#))

Consumption of renewable electricity



85% GOAL
RENEWABLE ELECTRICITY
IN EU/US BY 2022



Light-weighting

The light-weighting of our products is a continuous process at RETAL. In 2019, with over 50 initiatives, we saved of 1.638 tons of resins which represent 3.582 tn of CO₂eq.

Recycled material

We have increased the amount of recycled material (r-PET) processed by 86% to reach 23.352 tn, leading to 32.608 tn of CO₂eq saved. ([🔗 GRI 301-2](#))

Energy efficiency

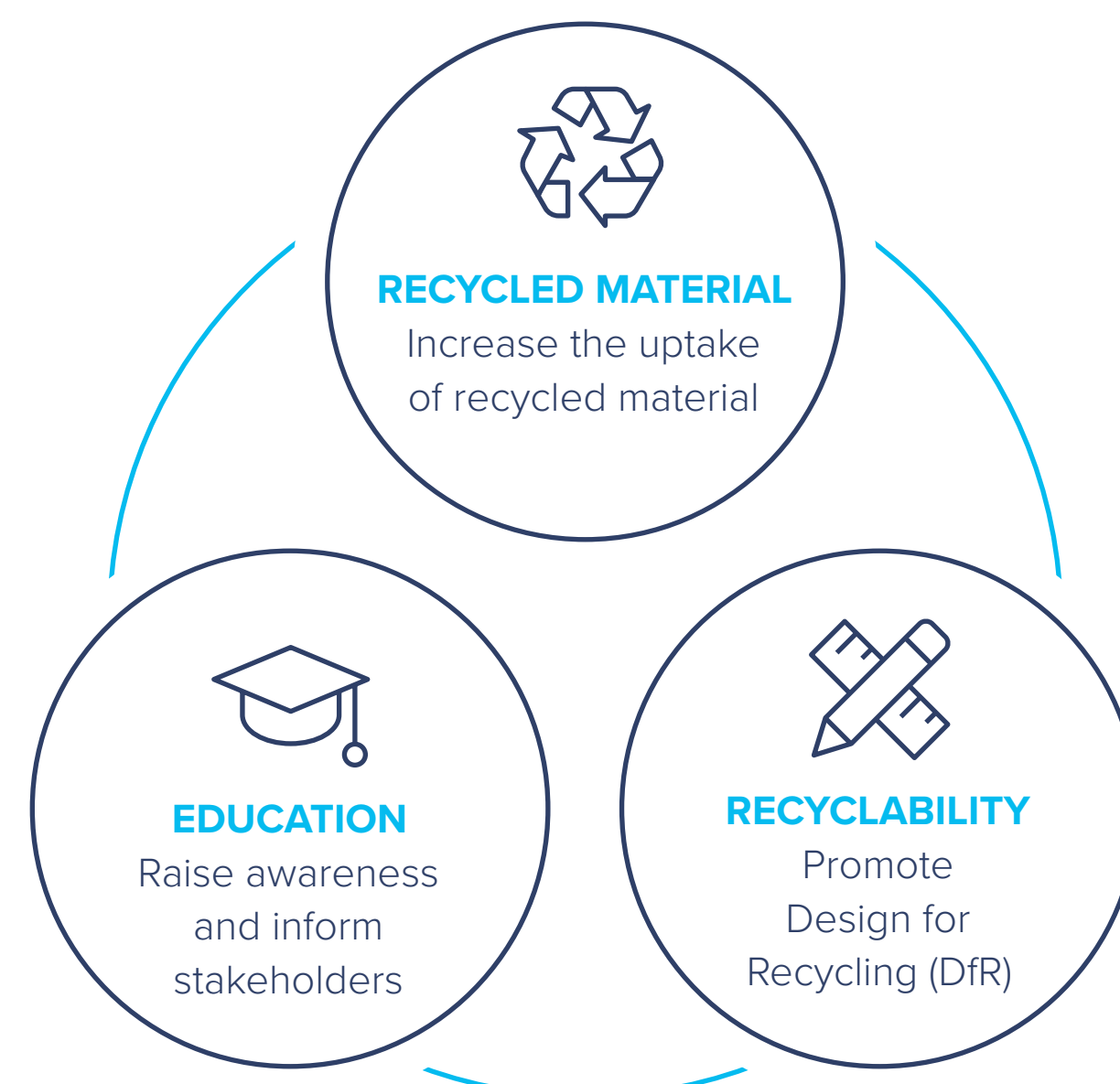
In 2019 we initiated the definition and implementation of a global energy management system according to the ISO 50001 standard to increase our energy efficiency and further mitigate our scope 1 and 2 GHG emissions.

100% GOAL
OF RETAL PLANTS ISO 50001
CERTIFIED BY 2022

06 The Environment

Sustainable resource use - circular economy

As part of the plastic value chain, we firmly believe that it is our responsibility to contribute to solving the plastic pollution issue through circular economy solutions. In 2019, after a due diligence exercise, we have established the three lines of action in which we can be most effective:



As we work on these topics internally, we have also adopted a more value chain and high-level approach; we signed the [Circular Plastics Alliance](#) (CPA) declaration and participate in the CPA Packaging working group. The CPA is a European plastic industry initiative, supported by the EU commission, to provide solutions to reach plastic circular economy, with the objective to recycle 10 million tons of plastic per year.



Recycled material

Sourcing

We have enhanced our r-PET pool of suppliers to meet our customers' demand and future legal requirements. In 2019 we have increased the volume of r-PET by 86% to reach 23.352 tn, representing 5% of our raw material consumption. ([GRI 301-2](#))

Process

We are constantly investing in our production equipment to process a higher proportion of r-PET and promote the plastic circular economy.



RETAL Baltic is increasing capacity and has invested over 3 million EUR in a third line, allowing production of PET films with up to 100% recycled content, supporting the company's circular economy goals. This new equipment also permits a greater use of Post Industrial Waste (PIW) from different type of hard-to-recycle PET film packaging (metalised, multilayer, laminated, black and darkly coloured) in the production of food-grade packaging material, providing a more circular solution to our customers for their PIW than incineration.



After its 2014 initial investment in two injection-moulding lines processing up to 75% r-PET flakes, in 2019, the Lentvaris plant (Lithuania) has upgraded two more lines that can process up to 25% and 40% r-PET flakes.



Innovation

RETAL has collaborated with NEO GROUP, our main PET supplier and subsidiary of RETAL Industries Limited, in the development of a new chemical depolymerisation technology to include r-PET flakes directly into the virgin PET manufacturing process.

This new process allows us to produce high quality food grade PET pellets with up to 15% recycled PET material content from a wide quality range. This new development will not only increase r-PET uptake due to easier processability of pellets over flakes with no need to upgrade our current equipment, but will also improve r-PET sourcing and logistics, saving on both costs and GHG emissions.

06 The Environment

Recyclability

A key aspect of plastic packaging recyclability is its design. RETAL actively promotes ‘Design-for-Recycling’ (DfR) principles among our stakeholders. We have started to communicate to our European customers the DfR guidelines established by [PETCORE Europe](#) and [Plastic Recyclers Europe \(PRE\)](#) as well as the [online evaluation tool](#) developed by the Recyclclass platform.



Education and raising awareness

Plastic pollution is a value chain issue and we all have a role to play in its eradication. RETAL will continue to actively engage with our stakeholders and provide them with the necessary information so that they too can contribute to the plastic circular economy.



Beach clean-up

In collaboration with [Waste Free Oceans \(WFO\)](#), RETAL organised a beach clean-up day in Limassol, Cyprus with our local plant employees and the RETAL-sponsored Apollon Ladies’ Football Club ([See more](#)). On the same day, we held a stand at the Limassol annual Environment and Recycling Festival to raise awareness in our local community of plastic pollution and inform on circular economy solutions.

External communications

RETAL regularly gains media coverage and constantly relays relevant content on social media on CSR and sustainability topics. Our goal is to engage with our stakeholders through sharing our actions, providing proven scientific information on the performance of PET packaging versus other materials, and raising awareness on the circular economy and our role within it.



The beach clean-up was a very positive experience and we are looking forward to repeating it. We really feel we got the message across to our employees and local community that used plastics are a resource and that we can all play a role against plastic pollution.

Hagai Golan
RETAL Cyprus General Manager

HUMAN RIGHTS



Human Rights

Due Diligence

After publicly stating our commitment to respecting Human Rights through our Code of Business Conduct in 2018, RETAL GROUP has initiated a due diligence exercise through a formal 3rd party assessment to identify potential risks and impact throughout our operations. This assessment is being conducted with RETAL employees through anonymous surveys following the United Nations Guiding Principles on Business and Human Rights.

Based on the results of this assessment we will define a comprehensive policy, strategy and action plan.

Human Rights risk and impact assessment in our supply chain will be performed through our 'Sustainable Procurement Program' ([See more](#)).

Anti-Discrimination

While this due diligence is taking place, RETAL is already active and performing well in human rights topics, such as anti-discrimination.

In 2019, we built on our commitment to Human Rights through the inclusion of clear anti-discrimination provisions in our Human Resources procedures and the definition of internal training on anti-discrimination, bullying and harassment for all our employees. This training will be gradually implemented in 2020 and onwards.

To further embed anti-discrimination in our operations, we are working on a specific policy to establish specific objectives, strategy and an action plan to prevent any type of discrimination and to become a more inclusive and equal opportunity company.

RETAL's commitment to non-discrimination is well-illustrated by our gender ratio; as an industrial business. ([GRI 406](#))

27%
OF OUR EMPLOYEES
GLOBALLY ARE WOMEN

rising to

35%
IF WE EXCLUDE
PRODUCTION WORKERS

with

31%
IN THE TOP MANAGEMENT
CATEGORY



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4 OUT OF 9

RETAL PLANTS IN THE EU & US ARE MANAGED BY WOMEN



Viktorija Jureviciute
General Manager of RETAL Baltic



Valerie Mure
General Manager of RETAL France



Vilma Kyrbatiene
General Manager of RETAL Lithuania



Ester Maso
General Manager of RETAL Iberia

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RETAL is a results-driven company where competence and performance are the only criteria for career development. In my 11 years at RETAL, gender has never been a hurdle in my progression from sales manager to General Manager of RETAL Baltic. Alongside my fellow factory directors, we now focus our efforts on increased automation in production to eliminate the remaining gender bias and ensure equal opportunity employment in every department.

Viktorija Jureviciute
General Manager of RETAL Baltic

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LABOUR PRACTICES

Labour Practices

RETAL is competitive and successful thanks to our people. We make sure we support and protect them by delivering the right working conditions for all our employees to perform optimally and meet their professional aspirations.

RETAL provides stable and quality employment and we focus our action on 'Health and Safety', employees' Performance Management' and 'Development'.

Health & Safety

Preserving the health and safety of our employees is RETAL's duty and number one priority, and we strive to reach zero accidents. In 2019, we deemed it crucial to improve our H&S management to go beyond legal compliance and initiated the '2BSafe' project through our Project Management Office (PMO) to implement a standardised common H&S management system across all our operations. Our goal is to have this management system covering 100% of our production sites certified against ISO 45001 by 2022. ([🔗 GRI 403](#))

100% GOAL
OF RETAL FACTORIES ISO 45001
CERTIFIED BY 2022

Performance Management

We are implementing a process throughout RETAL to evaluate employees' performance alongside assessing their competence, need for training, and aspirations. We receive their feedback through a transparent, fair and trust-based interaction between workers and their management.

Employees' performance (results against KPIs) and competence (hard and soft skills) are evaluated annually based on transparent criteria relevant to their function and they receive guidance for improvement.

Employees agree with their manager on objectives for competence improvement and required training and can express their goals in terms of career development, while also sharing their personal feedback on their manager's leadership approach.

This performance management process has been fully implemented in our EU/US region and our goal is to deploy it throughout the rest of our operations by 2022.

In 2019 and 2018, 38% of the RETAL workforce was evaluated using our performance management process.

100% GOAL
OF EMPLOYEES WITH PERFORMANCE AND
CAREER DEVELOPMENT REVIEW BY 2022



Establishing, maintaining and promoting reciprocal relationships with our employees is a win-win situation. A positive, productive working environment is crucial for attracting and retaining talent, and making sure we know each employee and their professional aspirations means we all reach our potential - including RETAL.

Ausra Cepukiene
EU/US HR manager

Development –
Training and Career
Opportunities

RETAL’s objective is to provide stable, long-term careers with development opportunities in which our employees are satisfied with their occupation and can fulfill their professional and personal aspirations. ([🔗 GRI 401](#))

Our policy is to favour internal promotions where possible and, to support this, we continually develop our training to boost our employees’ competences and ability to progress in their RETAL careers. With a strong focus on internal knowledge-sharing to constantly increase production employees’ hard skills and additional external training for soft skills, we enable employees with positive attitudes to be rewarded with long-term, fulfilling careers, and for the business to remain solid yet agile.



Training is an essential element in RETAL’s success and is increasingly implemented; we firmly believe that continuous development of our employees’ competence is the base of our competitiveness, profitability and leadership.

Svetlana Zabotyna
Russia HR manager

Number of hours of training (avg hrs/ FTE)		
	2018	2019
Total	6,01	4,69
EU/US	13,98	7,68
Russia	1,32	2,77
Ukraine	0,55	3,41

In 2019, we significantly increased the amount of training in Russia and Ukraine although our global result slightly decreased due to a punctual drop in our EU/US operations. ([🔗 GRI 404](#))

Looking to the future, RETAL is working to improving our employees’ capacity to combine their professional and personal life through integration of remote/home-working, and optimisation of business trips through implementation of digital and virtual communication tools.



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FAIR-OPERATING PRACTICES

Fair Operating Practices

Promoting CSR in the value chain

RETAL is committed to applying CSR principles internally and in our sphere of influence: our supply chain is an essential part of our business and we intend to work with suppliers that share our values. Our objective is to gradually include CSR criteria into our purchase decisions for a more sustainable supply chain; in 2019 we initiated a 'Sustainable Procurement Program' to assess our suppliers' CSR performance with a continuous improvement approach.

In line with our internal approach we propose a subsidised license of the Seven Toolkit ([See more](#)) to our suppliers to assess their CSR performance against ISO 26000 and transparently share their performance with us. We also accept EcoVadis ratings and other credentials that will be rated against ISO 26000.

Based on an internal risk assessment, we have started our program with our raw material suppliers as they represent both the largest environmental and social risk, and our largest expense. Participation to our program has been included as a requirement in our resin tenders and we will gradually extend it to other categories.

Our goal is to assess enough suppliers to cover 85% of our raw material supply in volume by 2022. Improvement will be agreed with all suppliers as needed.

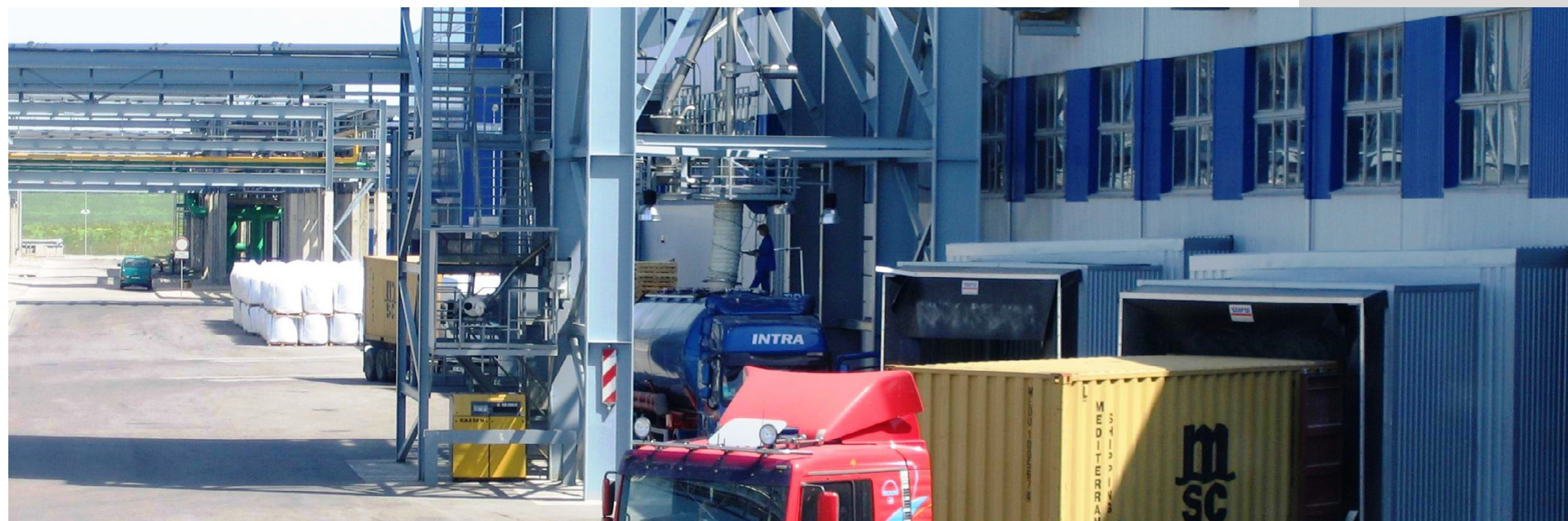
The program was initiated at the end of 2019 and the first results will be presented in the RETAL 2020 sustainability report.

RETAL Raw Material Supply

PET and HDPE resins represent more than 99% of RETAL's products, the remainder being colorants and other additives that improve barrier properties (polymers, oxygen scavengers, etc.) and other characteristics of PET and HDPE.

([See GRI 301-1](#))

RETAL's PET is sourced mostly from Europe, Asia and CIS countries, and our HDPE predominantly from Europe and Asia. PET and HDPE resin suppliers are large chemical companies with whom we mostly trade directly or through third-party traders in a very limited amount of cases. Colourant suppliers are usually specialised companies of various sizes, and additive suppliers are large chemical companies with whom we trade directly.



COMMUNITY INVOLVEMENT & DEVELOPEMENT



Community Involvement & Development

RETAL's ambition is to play our part in the development of the communities in which we operate, and we aim to adopt a more global approach at corporate level to manage this topic. In the meantime, our plants are involved in many local actions and programs, from supporting charity and cultural events and collaborating with universities to sponsoring a women's football team:

EU/US

RETAL PA

Partnered with The Challenge Program Inc. to build a partnership with a local high school, motivating students to develop the good habits required to succeed in school and in their future careers and to inform them of local career opportunities.

Collaborate with Toys 4 Tots which 'helps millions of less fortunate children share in the magic of the holidays'. In 2019, RETAL and RETAL employees donated new, unwrapped toys for kids in need at Christmas.

RUSSIA

The Mytishi and Samara plants participate in the national 'Good Caps' project which aims to collect and sell used plastic caps to clean our environment and help children.

RETAL Lithuania

Supports the Vilnius National Gallery of Art and provides materials to its summer camp educational activities for children.

Annual sponsorship of Christmas and Summer cultural events in Lentvaris Culture House.

RETAL Cyprus

Sponsors Apollon Ladies FC, the Limassol Women's football team.

Since 2016, this initiative has provided 32 foster care children with special needs from different Russian cities with wheelchairs, electric bikes, rehabilitation suits, etc.



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Consumer Issues



As a B2B company, most of the Issues of Interest listed in this ISO 26000 Core Subject are not relevant to RETAL, which was confirmed by our materiality assessment ([See more](#)).

However, we are active in the ‘Sustainable Consumption’ Issue of Interest to contribute to fighting plastic pollution. Through our external communications on the plastic circular economy and sustainable packaging ([See RETAL’s media campaign on FORBES](#)) we are vocal in delivering unbiased, scientific, trend-lead information that could potentially influence consumers towards more sustainable behaviour and make more environmentally-positive purchase decisions.

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INDICATORS - GRI INDEX



Indicators – GRI Index

GRI indicator	Description	Page number or direct answer																																																																																																																																																																																																																
GRI 102 · General disclosure																																																																																																																																																																																																																		
Organisational profile																																																																																																																																																																																																																		
GRI 102-1 to 7	Name of the organisation / Activities, brands, products and services / Location of headquarters / Location of operations / Ownership and legal form / Markets served / Scale of the organisation	3, 4																																																																																																																																																																																																																
GRI 102-8	Information on employees	<div>Employment type and contract by gender and region (FTE)</div> <table><tr><th></th><th colspan="3">Total employees</th><th colspan="3">Permanent</th><th colspan="3">Temporary</th><th colspan="3">Full time</th><th colspan="3">Part time</th></tr><tr><th></th><th>T¹</th><th>F²</th><th>M³</th><th>T</th><th>F</th><th>M</th><th>T</th><th>F</th><th>M</th><th>T</th><th>F</th><th>M</th><th>T</th><th>F</th><th>M</th></tr><tr><td colspan="16">2018</td></tr><tr><td>Total</td><td>1.957</td><td>532</td><td>1.425</td><td>1.915</td><td>510</td><td>1.412</td><td>42</td><td>22</td><td>20</td><td>1.915</td><td>504</td><td>1.411</td><td>42</td><td>28</td><td>14</td></tr><tr><td>EU/US</td><td>731</td><td>152</td><td>579</td><td>731</td><td>152</td><td>586</td><td>0</td><td>0</td><td>0</td><td>725</td><td>147</td><td>578</td><td>6</td><td>5</td><td>1</td></tr><tr><td>Russia</td><td>1.120</td><td>344</td><td>776</td><td>1.078</td><td>322</td><td>756</td><td>42</td><td>22</td><td>20</td><td>1.097</td><td>331</td><td>766</td><td>23</td><td>13</td><td>10</td></tr><tr><td>Ukraine</td><td>106</td><td>36</td><td>70</td><td>106</td><td>36</td><td>70</td><td>0</td><td>0</td><td>0</td><td>93</td><td>26</td><td>67</td><td>13</td><td>10</td><td>3</td></tr><tr><td colspan="16">2019</td></tr><tr><td>Total</td><td>1.986</td><td>533</td><td>1.453</td><td>1.951</td><td>511</td><td>1.441</td><td>50</td><td>28</td><td>22</td><td>1.953</td><td>520</td><td>1.434</td><td>23</td><td>12</td><td>11</td></tr><tr><td>EU/US</td><td>764</td><td>154</td><td>610</td><td>763</td><td>153</td><td>611</td><td>17</td><td>7</td><td>10</td><td>748</td><td>148</td><td>601</td><td>6</td><td>5</td><td>1</td></tr><tr><td>Russia</td><td>1.117</td><td>345</td><td>772</td><td>1.083</td><td>324</td><td>759</td><td>33</td><td>21</td><td>12</td><td>1.100</td><td>338</td><td>762</td><td>17</td><td>7</td><td>10</td></tr><tr><td>Ukraine</td><td>105</td><td>34</td><td>71</td><td>105</td><td>34</td><td>71</td><td>0</td><td>0</td><td>0</td><td>105</td><td>34</td><td>71</td><td>0</td><td>0</td><td>0</td></tr><tr><td colspan="16">1. Total 2. Female 3. Male</td></tr></table>		Total employees			Permanent			Temporary			Full time			Part time				T ¹	F ²	M ³	T	F	M	T	F	M	T	F	M	T	F	M	2018																Total	1.957	532	1.425	1.915	510	1.412	42	22	20	1.915	504	1.411	42	28	14	EU/US	731	152	579	731	152	586	0	0	0	725	147	578	6	5	1	Russia	1.120	344	776	1.078	322	756	42	22	20	1.097	331	766	23	13	10	Ukraine	106	36	70	106	36	70	0	0	0	93	26	67	13	10	3	2019																Total	1.986	533	1.453	1.951	511	1.441	50	28	22	1.953	520	1.434	23	12	11	EU/US	764	154	610	763	153	611	17	7	10	748	148	601	6	5	1	Russia	1.117	345	772	1.083	324	759	33	21	12	1.100	338	762	17	7	10	Ukraine	105	34	71	105	34	71	0	0	0	105	34	71	0	0	0	1. Total 2. Female 3. Male															
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GRI 102-9	Supply chain	33																																																																																																																																																																																																																
GRI 102-10	Significant changes to the organisation & supply chain	10																																																																																																																																																																																																																
GRI 102-12	External initiatives	23																																																																																																																																																																																																																

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GRI indicator	Description	Page number or direct answer
GRI 102-13	Membership of associations	18, 20, 25 ANEP - Spanish PET packaging association Lithuanian Packaging Association ARPET – Russian PET association (RETAL is co-founder) Sedex - B membership
Strategy		
GRI 102-14	Statement from senior decision-maker	6
GRI 102-15	Key impacts, risks and opportunities	12, 13
Ethics and Integrity		
GRI 102-16	Values, principles, standards, and norms of behavior	17 RETAL's values and principles of integrity and ethical behaviour are publicly documented at group level in our Code of Business Conduct (the Code), formally adopted by RETAL Board of Directors in 2018. The Code is communicated to all employees in their local languages and signed by them. The Code is reviewed periodically and updated if needed.
GRI 103-17	Mechanisms for advice and concerns about ethics	In 2018 RETAL implemented an anonymous whistle-blowing channel (WBC) for our stakeholders, both internal and external, to report concerns and potential or actual breach of any of RETAL's Code and policies, and established an internal protocol to duly investigate all reports and implement appropriate corrective actions if necessary. (↗ WBC)
Governance		
GRI 102-18	Governance structure	16
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	16 The Sustainability Director oversees all sustainability-related issues across all departments on a global level, with the responsibility to define RETAL's sustainability strategy, action plan, budget and KPIs, and reports directly to the Board of Directors, who review and approve all relevant decisions regarding sustainability issues.
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	12
GRI 102-22	Composition of the highest governance body and its committees	16 RETAL is governed by a Board of Directors, composed of chief executives of key business areas (CCO, CFO, CSO, COO) and led by the President.

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GRI indicator	Description	Page number or direct answer
GRI 102-26	Role of highest governance body in setting purpose, values, and strategy	16 RETAL's Board of Directors reviews and formally approves or adopts purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics.
GRI 102-27	Collective knowledge of highest governance body	The Sustainability Director periodically provides the members of the Board of Directors with informative material on CSR topics.
GRI102-29	Identifying and managing economic, environmental, and social impacts	12, 13, 16
GRI102-32	Highest governance body's role in sustainability reporting	16 RETAL's Board of Directors reviews and formally approves the content of the sustainability report.
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups	12
GRI 102-41	Collective bargaining agreements	At present, 12% of RETAL's workforce (three factories) is covered by a formal Collective Agreement, according to the local legal requirement. However, all RETAL companies maintain a constant, informal social dialogue with employees, and encourage participation in several topics, such as the definition of additional benefits.
GRI 102-42	Identifying and selecting stakeholders	Stakeholder identification and subsequent engagement is determined by the Sustainability Director and the Sustainability Steering Committee through specific work sessions.
GRI 102-43	Approach to stakeholder engagement	14
Reporting Practices		
GRI 102-46	Defining report content and topic Boundaries	9
GRI 102-47	List of material topics	12, 13
GRI 102-48	Restatements of information	10
GRI 102-49	Changes in reporting	10
GRI 102-50	Reporting period	52
GRI 102-51	Date of most recent report	52
GRI 102-52	Reporting cycle	52
GRI 102-53	Contact point for questions regarding the report	52

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GRI indicator	Description	Page number or direct answer		
GRI 103 · Management approach		9, 12		
GRI 301 · Materials		All data on ‘Materials’ consumption is extracted from the RETAL GHG inventory which follows ISO 14064 and is verified by accredited 3rd party (↗ Annex 3).		
GRI 301-1	Material used	Raw material (tn)		
			2018	2019
		Total	516.994	496.227
		EU/US	291.808	284.271
		Russia	203.082	188.463
		Ukraine	22.104	23.493
		PET (tn)		
			2018	2019
		Total	482.313	450.117
		EU/US	269.777	251.153
		Russia	190.452	175.488
		Ukraine	22.084	23.475
GRI 301-2	Recycled input material	HDPE (tn)		
			2018	2019
		Total	20.315	20.543
		EU/US	9.416	10.058
		Russia	10.899	10.485
		Ukraine	0	0
		Colorants & additives (tn)		
			2018	2019
		Total	1.784	2.215
		EU/US	1.375	1.377
		Russia	390	820
		Ukraine	20	18
		Recycled Material (r-PET)		
			2018	2019
		Total (tn)	12.581	23.352
		EU/US (tn)	11.240	21.683
		Russia (tn)	1.341	1.670
		Ukraine (tn)	0	0
		% of total Raw Material cons.	2,4%	4,5%
		% of EU/US Raw Material cons.	4,1%	7,6%

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GRI indicator	Description	Page number or direct answer		
GRI 302 · Energy		All data on ‘Energy’ consumption is extracted from the RETAL GHG inventory which follows ISO 14064 and is verified by accredited 3rd party (↗ Annex 3).		
GRI 302-1	Energy consumption within the organisation	Energy (GJ)		
			2018	2019
		Total	1.486.420	1.421.693
		EU/US	751.780	734.505
		Russia	675.273	631.301
		Ukraine	59.368	55.887
		Electricity	1.423.869	1.361.344
		EU/US	739.214	722.363
		Russia	626.272	584.145
		Ukraine	58.383	54.836
		Fossil fuels	62.551	60.348
		EU/US	12.556	12.142
		Russia	49.001	47.155
		Ukraine	984	1.051
		Electricity (GJ)		
			2018	2019
GRI 302-3	Energy intensity	Total	1.423.869	1.361.344
		Renewable (total)	289.702	400.626
		Purchased	288.345	394.554
		Produced	1.357	6.071
		RE % of total cons.	20,3%	29.4%
		RE % of EU cons.	39,2%	55,5%
		Fossil fuels (GJ)		
			2018	2019
		Total Group	62.551	60.348
		Natural gas	35.232	34.882
		LPG	17.437	14.305
		Diesel	6.434	5.998
		Gasoline	3.291	4.851
		Other	156	312
		Energy intensity (GJ/tn raw material)		
			2018	2019
		Total	2,88	2,87
		EU/US	2,58	2,58
		Russia	3,33	3,35
		Ukraine	2,69	2,38

GRI indicator	Description	Page number or direct answer					
GRI 303 · Water							
GRI 303-1	Water withdrawal by source	Water consumption (m³)			Water intensity (m³/tn raw material)		
			2018	2019		2018	2019
		Total	161.686	135.130	Total	0,313	0,272
		EU/US	79.689	70.503	West Europe	0,273	0,248
		Russia	79.569	63.279	Russia	0,392	0,336
		Ukraine	2.428	1.348	Ukraine	0,110	0,057
		Municipal supply	108.473	81.136			
		Ground water	53.213	53.994			
GRI 304 · Biodiversity		None of our operations are located in or close to protected areas or areas of high biodiversity value or areas with habitats of IUCN Red List species.					
GRI 305 · Emissions		20, 21, 22 All data on ‘Emissions’ is extracted from the RETAL GHG inventory which follows ISO 14064 and is verified by accredited 3rd party (↗ Annex 3).					
GRI 305-1	Direct GHG emissions (Scope 1)	(tn CO ₂ eq)	2018	2019			
		Total	4.741	4.213			
		EU/US	1.284	1.044			
		Russia	3.383	2.934			
		Ukraine	73	236			
GRI 305-2	Energy Indirect GHG emissions (Scope 2)	(tn CO ₂ eq)	2018	2019			
		Total	111.420	91.123			
		EU/US	43.618	28.405			
		Russia	61.984	57.214			
		Ukraine	5.819	5.505			
GRI 305-3	Other Indirect GHG emissions (Scope 3)	(tn CO ₂ eq)	2018	2019			
		Total	1.224.257	1.164.242			
		Transport RM & FG	92.792	87.130			
		Raw material production	1.131.465	1.077.112			
		EU/US	692.936	660.986			
		Russia	53.439	52.654			
		Ukraine	475.062	450.602			

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GRI indicator	Description	Page number or direct answer																		
GRI 306 · Effluents and waste																				
GRI 306-1	Water discharge	<p>RETAL's plants only use water for cooling purposes in closed circuit not generating any contamination. Wastewater is discharged to the local sewage system.</p> <table><tr><th colspan="3">Effluents (m³)</th></tr><tr><th></th><th>2018</th><th>2019</th></tr><tr><td>Total</td><td>161.686</td><td>135.130</td></tr><tr><td>EU/US</td><td>79.689</td><td>70.503</td></tr><tr><td>Russia</td><td>79.569</td><td>63.279</td></tr><tr><td>Ukraine</td><td>2.428</td><td>1.348</td></tr></table>	Effluents (m³)				2018	2019	Total	161.686	135.130	EU/US	79.689	70.503	Russia	79.569	63.279	Ukraine	2.428	1.348
Effluents (m³)																				
	2018	2019																		
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Russia	79.569	63.279																		
Ukraine	2.428	1.348																		
GRI 306-2	Waste by type and disposal method	<table><tr><th colspan="3">Waste (tn)</th></tr><tr><th></th><th>2018</th><th>2019</th></tr><tr><td>Non-hazardous waste</td><td>5.650,34</td><td>4.934,34</td></tr><tr><td>Hazardous waste</td><td>73,65</td><td>73,06</td></tr></table> <p>All hazardous waste is managed by accredited waste management companies. Non-hazardous waste is disposed following the local applicable law always favouring re-use and recycle routes.</p>	Waste (tn)				2018	2019	Non-hazardous waste	5.650,34	4.934,34	Hazardous waste	73,65	73,06						
Waste (tn)																				
	2018	2019																		
Non-hazardous waste	5.650,34	4.934,34																		
Hazardous waste	73,65	73,06																		
GRI 306-3	Significant spills	No significant accidental spill was recorded in any factory in 2019.																		
GRI 306-4	Transport of hazardous waste	RETAL companies do not transport hazardous waste.																		
GRI 307 · Environmental Compliance		In 2019, RETAL has not identified any non-compliance with applicable environmental laws and regulations in any region.																		
GRI 308 · Supplier Environmental Assessment		33																		

Lost days = Calendar days / Injuries type = above first aid kit
 Injury frequency rate = (nb of injuries causing time loss x 1.000.000) / nb of hours worked
 Injury severity rate = (nb of days lost to injuries x 1.000.000) / nb of hours worked
 Injury incidence rate = (nb of injuries causing time loss x 100) / nb of employees

GRI indicator	Description	Page number or direct answer																																																																																																																								
		<div>2019</div> <table><tr><th></th><th colspan="3">Total number of injuries</th><th colspan="3">Total days lost to injuries</th><th colspan="3">Total number of hours worked</th></tr><tr><th></th><th>Total</th><th>Female</th><th>Male</th><th>Total</th><th>Female</th><th>Male</th><th>Total</th><th>Female</th><th>Male</th></tr><tr><td>Total</td><td>18</td><td>1</td><td>17</td><td>351</td><td>45</td><td>306</td><td>3.404.464</td><td>824.899</td><td>2.579.565</td></tr><tr><td>EU/US</td><td>18</td><td>1</td><td>17</td><td>351</td><td>45</td><td>306</td><td>1.267.310</td><td>253.074</td><td>1.014.236</td></tr><tr><td>Russia</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1.958.688</td><td>523.184</td><td>1.435.504</td></tr><tr><td>Ukraine</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>178.466</td><td>48.641</td><td>129.825</td></tr></table> <table><tr><th></th><th colspan="3">Injury frequency rate</th><th colspan="3">Injury severity rate</th><th colspan="3">Injury incidence rate</th></tr><tr><th></th><th>Total</th><th>Female</th><th>Male</th><th>Total</th><th>Female</th><th>Male</th><th>Total</th><th>Female</th><th>Male</th></tr><tr><td>Total</td><td>5,29</td><td>1,21</td><td>6,59</td><td>103,10</td><td>54,55</td><td>118,62</td><td>0,91</td><td>0,19</td><td>1,17</td></tr><tr><td>EU/US</td><td>14,20</td><td>3,95</td><td>16,76</td><td>276,96</td><td>177,81</td><td>301,71</td><td>2,24</td><td>0,63</td><td>2,64</td></tr><tr><td>Russia</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td></tr><tr><td>Ukraine</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td><td>0,00</td></tr></table> <p>Lost days = Calendar days / Injuries type = above first aid kit Injury frequency rate = (nb of injuries causing time loss x 1.000.000) / nb of hours worked Injury severity rate = (nb of days lost to injuries x 1.000.000) / nb of hours worked Injury incidence rate = (nb of injuries causing time loss x 100) / nb of employees</p>		Total number of injuries			Total days lost to injuries			Total number of hours worked				Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	18	1	17	351	45	306	3.404.464	824.899	2.579.565	EU/US	18	1	17	351	45	306	1.267.310	253.074	1.014.236	Russia	0	0	0	0	0	0	1.958.688	523.184	1.435.504	Ukraine	0	0	0	0	0	0	178.466	48.641	129.825		Injury frequency rate			Injury severity rate			Injury incidence rate				Total	Female	Male	Total	Female	Male	Total	Female	Male	Total	5,29	1,21	6,59	103,10	54,55	118,62	0,91	0,19	1,17	EU/US	14,20	3,95	16,76	276,96	177,81	301,71	2,24	0,63	2,64	Russia	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	Ukraine	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total number of injuries			Total days lost to injuries			Total number of hours worked																																																																																																																			
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Ukraine	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00																																																																																																																	
GRI 404 • Training and Education		31																																																																																																																								
GRI 404-1	Average hours of training per year per employee	<div>Average number of hours of training</div> <table><tr><th></th><th>Cat. 1 - Base level</th><th>Cat. 2- Specialists</th><th>Cat. 3 - Middle- level managers</th><th>Cat. 4 -Top level managers</th><th>Female</th><th>Male</th></tr><tr><td>2018</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Total</td><td>4</td><td>6</td><td>10</td><td>17</td><td>6</td><td>6</td></tr><tr><td>EU/US</td><td>11</td><td>15</td><td>23</td><td>23</td><td>14</td><td>13</td></tr><tr><td>Russia</td><td>0</td><td>2</td><td>5</td><td>11</td><td>3</td><td>1</td></tr><tr><td>Ukraine</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td></tr><tr><td>2019</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Total</td><td>2</td><td>6</td><td>9</td><td>20</td><td>6</td><td>4</td></tr><tr><td>EU/US</td><td>2</td><td>10</td><td>16</td><td>27</td><td>13</td><td>6</td></tr><tr><td>Russia</td><td>2</td><td>2</td><td>5</td><td>12</td><td>4</td><td>2</td></tr><tr><td>Ukraine</td><td>6</td><td>7</td><td>8</td><td>0</td><td>3</td><td>8</td></tr></table>		Cat. 1 - Base level	Cat. 2- Specialists	Cat. 3 - Middle- level managers	Cat. 4 -Top level managers	Female	Male	2018							Total	4	6	10	17	6	6	EU/US	11	15	23	23	14	13	Russia	0	2	5	11	3	1	Ukraine	1	1	0	0	0	1	2019							Total	2	6	9	20	6	4	EU/US	2	10	16	27	13	6	Russia	2	2	5	12	4	2	Ukraine	6	7	8	0	3	8																																											
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Ukraine	1	1	0	0	0	1																																																																																																																				
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GRI 404-3	Performance and career development review	30																																																																																																																								

RETAL
overview

Sustainability
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Stakeholders
and Materiality

Organisational
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CSR at RETAL

The
Environment

Human
Rights

Labour
Practices

Fair-Operating
Practices

Community
Involvement &
Development

Consumer
Issues

GRI indicator	Description	Page number or direct answer																																																																																																																																				
GRI 405 · Diversity and Equal Opportunity		26																																																																																																																																				
GRI 405-1	Gender repartition per employee category	<table><tr><th></th><th colspan="2">Total</th><th colspan="2">Cat. 1 - Base level</th><th colspan="2">Cat. 2 - Specialists</th><th colspan="2">Cat. 3 - Middle- level managers</th><th colspan="2">Cat. 4 - Top level managers</th></tr><tr><th></th><th>Female</th><th>Male</th><th>Female</th><th>Male</th><th>Female</th><th>Male</th><th>Female</th><th>Male</th><th>Female</th><th>Male</th></tr><tr><td colspan="11">2018</td></tr><tr><td>Total</td><td>27%</td><td>73%</td><td>21%</td><td>79%</td><td>36%</td><td>64%</td><td>31%</td><td>69%</td><td>31%</td><td>69%</td></tr><tr><td>EU/US</td><td>21%</td><td>79%</td><td>12%</td><td>88%</td><td>35%</td><td>65%</td><td>23%</td><td>77%</td><td>32%</td><td>68%</td></tr><tr><td>Russia</td><td>31%</td><td>69%</td><td>26%</td><td>74%</td><td>36%</td><td>37%</td><td>31%</td><td>69%</td><td>35%</td><td>65%</td></tr><tr><td>Ukraine</td><td>34%</td><td>66%</td><td>34%</td><td>66%</td><td>0%</td><td>100%</td><td>46%</td><td>54%</td><td>21%</td><td>79%</td></tr><tr><td colspan="11">2019</td></tr><tr><td>Total</td><td>27%</td><td>73%</td><td>20%</td><td>80%</td><td>42%</td><td>58%</td><td>22%</td><td>78%</td><td>31%</td><td>69%</td></tr><tr><td>EU/US</td><td>20%</td><td>80%</td><td>13%</td><td>87%</td><td>35%</td><td>65%</td><td>14%</td><td>86%</td><td>29%</td><td>71%</td></tr><tr><td>Russia</td><td>31%</td><td>69%</td><td>25%</td><td>75%</td><td>47%</td><td>53%</td><td>25%</td><td>75%</td><td>35%</td><td>65%</td></tr><tr><td>Ukraine</td><td>32%</td><td>68%</td><td>27%</td><td>73%</td><td>47%</td><td>53%</td><td>36%</td><td>64%</td><td>0%</td><td>100%</td></tr></table>		Total		Cat. 1 - Base level		Cat. 2 - Specialists		Cat. 3 - Middle- level managers		Cat. 4 - Top level managers			Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	2018											Total	27%	73%	21%	79%	36%	64%	31%	69%	31%	69%	EU/US	21%	79%	12%	88%	35%	65%	23%	77%	32%	68%	Russia	31%	69%	26%	74%	36%	37%	31%	69%	35%	65%	Ukraine	34%	66%	34%	66%	0%	100%	46%	54%	21%	79%	2019											Total	27%	73%	20%	80%	42%	58%	22%	78%	31%	69%	EU/US	20%	80%	13%	87%	35%	65%	14%	86%	29%	71%	Russia	31%	69%	25%	75%	47%	53%	25%	75%	35%	65%	Ukraine	32%	68%	27%	73%	47%	53%	36%	64%	0%	100%
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GRI 406 · Non-discrimination		27																																																																																																																																				
GRI 407 · Freedom of Association and Collective Bargaining		27																																																																																																																																				
GRI 408 · Child Labour		27																																																																																																																																				
GRI 409 · Forced and Compulsory work		27																																																																																																																																				
GRI 412 · Human Rights Assessment		27																																																																																																																																				
GRI 414 · Supplier Social Assessment		32																																																																																																																																				
GRI 419 · Socio-economic compliance		No non-compliances with laws and regulations in the social and economic area were identified during the 2019 exercise.																																																																																																																																				

Annex 1

ISO 26000 ‘Core Subjects’ and ‘Issues of Interest’

ORGANISATIONAL GOVERNANCE

HUMAN RIGHTS

- Issue 1 — Due diligence
- Issue 2 — Human rights risk situations
- Issue 3 — Avoidance of complicity
- Issue 4 — Resolving grievances
- Issue 5 — Discrimination and vulnerable groups
- Issue 6 — Civil and political rights
- Issue 7 — Economic, social and cultural rights
- Issue 8 — Fundamental principles and rights at work

LABOUR PRACTICES

- Issue 1 — Employment and employment relationships
- Issue 2 — Conditions of work and social protection
- Issue 3 — Social dialogue
- Issue 4 — Health and safety at work
- Issue 5 — Human development and training in the workplace

THE ENVIRONMENT

- Issue 1 — Prevention of pollution
- Issue 2 — Sustainable resource use
- Issue 3 — Climate change mitigation and adaptation
- Issue 4 — Protection of the environment, biodiversity and restoration of natural habitats

FAIR OPERATING PRACTICES

- Issue 1 — Anti-corruption
- Issue 2 — Responsible political involvement
- Issue 3 — Fair competition
- Issue 4 — Promoting social responsibility in the value chain
- Issue 5 — Respect for property rights

CONSUMERS

- Issue 1 — Fair marketing, factual and unbiased information and fair contractual practices
- Issue 2 — Protecting consumers’ health and safety
- Issue 3 — Sustainable consumption
- Issue 4 — Consumer service, support, and complaint and dispute resolution
- Issue 5 — Consumer data protection and privacy
- Issue 6 — Access to essential services
- Issue 7 — Education and awareness

COMMUNITY INVOLVEMENT AND DEVELOPMENT

- Issue 1 — Community involvement
- Issue 2 — Education and culture
- Issue 3 — Employment creation and skills development
- Issue 4 — Technology development and access
- Issue 5 — Wealth and income creation
- Issue 6 — Health
- Issue 7 — Social investment

Annex 2



CDP Score Report - Climate Change 2019

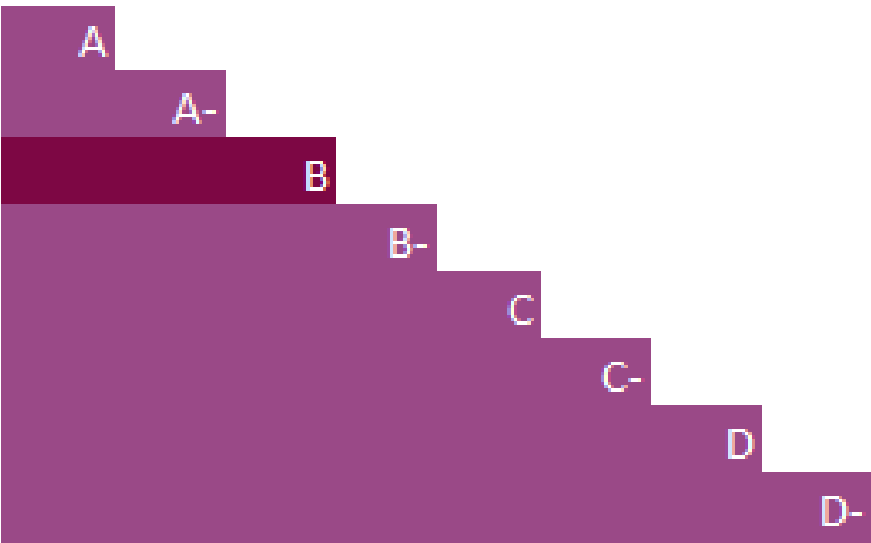
RETAL INDUSTRIES LTD

Region	Europe
Country	Cyprus
Questionnaire	General
Activity Group	Plastic product manufacturing

The CDP Score Report allows companies to understand their score and indicate which categories require attention in order to reach higher levels. This enables companies to progress towards environmental stewardship through benchmarking and comparison with peers, in order to continuously improve their climate governance. Investors will additionally receive a copy of the CDP Score Report upon request. For further feedback please contact your account manager of your key CDP contact.



UNDERSTANDING YOUR SCORE REPORT



RETAL INDUSTRIES LTD received a B which is in the Management band. This is higher than the Europe regional average of C, and higher than the Plastic product manufacturing sector average of C.

- Leadership (A/A-): Implementing current best practices
- Management (B/B-): Taking coordinated action on climate issues
- Awareness (C/C-): Knowledge of impacts on, and of, climate issues
- Disclosure (D/D-): Transparent about climate issues

Annex 3

GHG Inventory Verification Statement (2019)

DNV·GL

GREENHOUSE GAS INVENTORY (GHGI) VERIFICATION STATEMENT

Statement No: PRJC-597577-2019-AST-ESP Initial Verification Date: 30.07.2020 Statement Validity: 30.07.2021

DNV GL Business Assurance has verified, in accordance with ISO 14064-3, the Greenhouse Gas (hereinafter GHG) Inventory assertion of the organization

RETAL INDUSTRIES LIMITED

reported in the document entitled "2019 Carbon footprint calculation of RETAL Group" dated 30th July 2020, related to the activities carried out in USA, Europe, Ukraine and Russia sites listed on RETAL Report.

Based on the process and procedures conducted, there is no evidence that the GHG statement:
— is not materially correct and is not a fair representation of 2018 & 2019 GHG data and information;
—has not been prepared in accordance with ISO 14064-1:2018 standard on GHG quantification, monitoring and reporting, or to relevant national standards or practices, with the following GHG emissions results (values rounded to ton):

GHGs	2018	2019
CO2-HFCs	ton CO2e	ton CO2e
DIRECT EMISSIONS – Category 1	4.741	4.213
Fuels (Natural gas, LPG, Diesel, Gasoline) & Refrigerant gases	4.741	4.213
INDIRECT EMISSIONS – Categories 2,3 & 4	1.335.677	1.255.365
Imported energy (electricity)	111.420	91.123
Transportation	92.792	87.130
Products used by RETAL	1.131.465	1.077.112
TOTAL EMISSIONS	1.340.418	1.259.578

Place and date:
Barcelona, 19-07-2019

For the issuing DNV GL office:
DNV GL – Business Assurance España S.L.U.

Alvarez,
Ricardo

Digitally signed by Alvarez, Ricardo
Date: 2020.07.30 14:30:34 +02'00'

Lead Verifier

Lack of fulfillment with the conditions laid down in the certification contract may render this certificate not valid

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Development

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GRI Index

The RETAL Sustainability and Communications teams thank you for reading our latest annual sustainability report and we hope it has met your expectations.

We would greatly appreciate any feedback you want to share with us regarding this report and would value the opportunity to further discuss with you our – or your – sustainability actions.

Please contact us at sustainability@retalgroup.com

Reporting Period
01/01/2019 to 31/12/2019

Date of Last Report
September 2019

Periodicity
Annual

Contact
Emmanuel Duffaut
Sustainability Director
sustainability@retalgroup.com
+34 650 450 796