RETAL

SUSTAINABILITY REPORT 2020

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RETAL INDUSTRIES LTD
HOLDING COMPANY

Turnover (€m)
700 €m
909 €m

NEO group
PET & POLYOLS

Turnover (€m)
337 €m
480 €m

RETAL
PLASTIC PACKAGING

Turnover (€m)
363 €m
429 €m

RETAL, a group of limited liability companies, is a globally active plastic packaging manufacturer producing PET preforms, films and containers and HDPE closures, primarily for food and beverage applications.

RETAL belongs to RETAL INDUSTRIES LIMITED, a privately-owned holding company headquartered in Limassol, Cyprus, which also includes NEO Group, a PET resin and Polyol producer.

NUMBER OF EMPLOYEES

(FTE)
898
869

KEY
Years
2020
2019

GENDER RATIO

M: 75%
M: 73%

F: 25%
F: 27%

PRODUCTION VOLUME

PREFORMS
(x1,000 pcs)
10,480,681
10,444,237

CLOSURES
(x1,000 pcs)
6,087,021
4,674,740

FILMS
(tn)
16,995
13,482

CONTAINERS
(x1,000 pcs)
49,527
45,984

MAIN RAW MATERIAL CONSUMPTION (tn)

PET
253,939
274,628

R-PET
26,427
21,683

HDPE
9,524
10,058

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RETAL has 11 production facilities in 9 countries, serving customers in over 60 countries across Europe, North America, Africa, and the Middle East.

Preforms

Closures

Containers

Films

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A word from our Board of Directors

Dear Stakeholders,

It gives me and my fellow board members great satisfaction to see how RETAL kept our commitment to continuously improve our CSR performance in 2020, despite the challenges which the COVID-19 pandemic brought us all.

This difficult year required us to focus our efforts and resources in quickly adapting to a new reality of remote working and additional sanitary measures in order to maintain the efficient running of our operations, while guaranteeing the health and well-being of our employees and stakeholders.

Despite this new reality adding fluctuation in demand and market unpredictability, our commitment to develop our business sustainably never faltered, and indeed, was reinforced. Although we had to postpone some actions, RETAL continued to implement our CSR agenda in order to meet our – and your – high expectations in this crucial field.

We are pleased to report that we achieved great progress on all our set CSR goals for 2020, with our continued actions reflected in a significant increase in our EcoVadis rating for the second year running, as well as maintaining our B score in the CDP climate change survey.

This represents another steppingstone on our journey, and I am proud to see our ambitious next steps and future goals clearly defined here in our 2020 Sustainability Report. From setting science-based targets for our GHG emissions reduction, to further integrating CSR in our purchase decisions, and implementing our human rights policy, RETAL keeps moving forward to reach the highest standards of CSR performance to be a partner of choice for all our stakeholders.

Stay healthy,

Milos Kuzman

Global Sales Director,
Member of the Board of Directors

Milos Kuzman
Global Sales Director

> ...our commitment to develop our business sustainably **never faltered during the COVID-19 pandemic and indeed was reinforced**.

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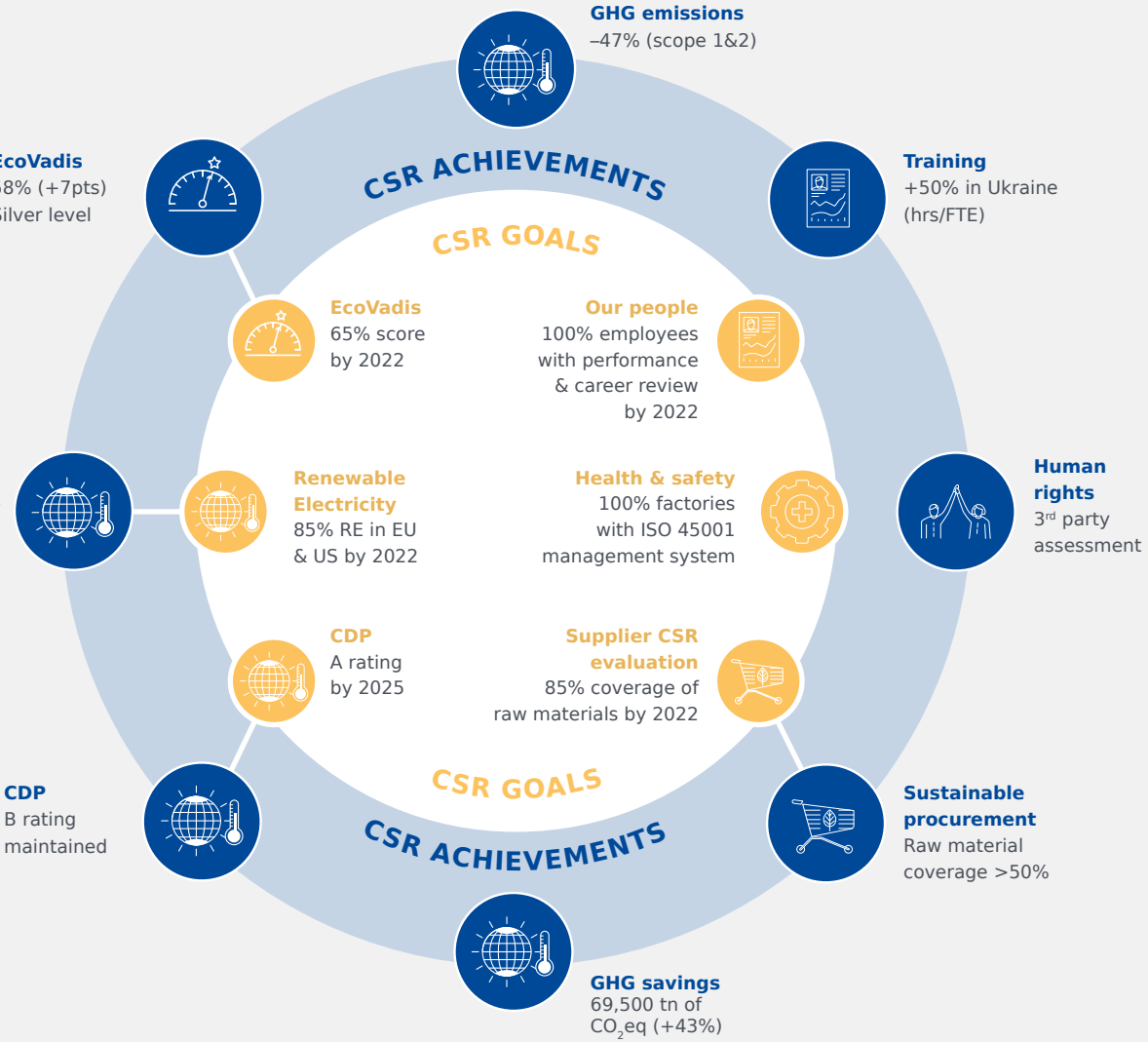
2020 CSR highlights

RETAL drives our sustainability action by setting clear quantitative and qualitative targets.

In 2020 we have progressed considerably against these targets.



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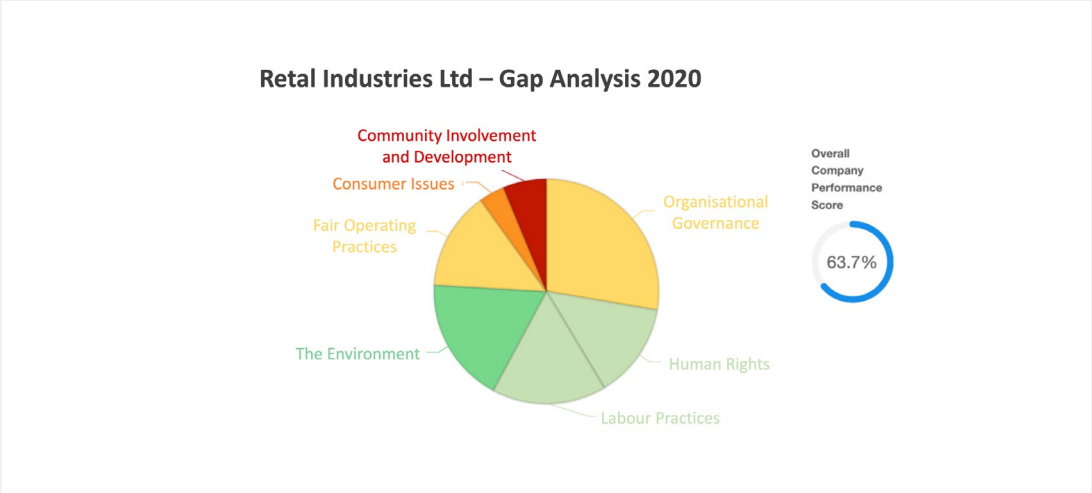
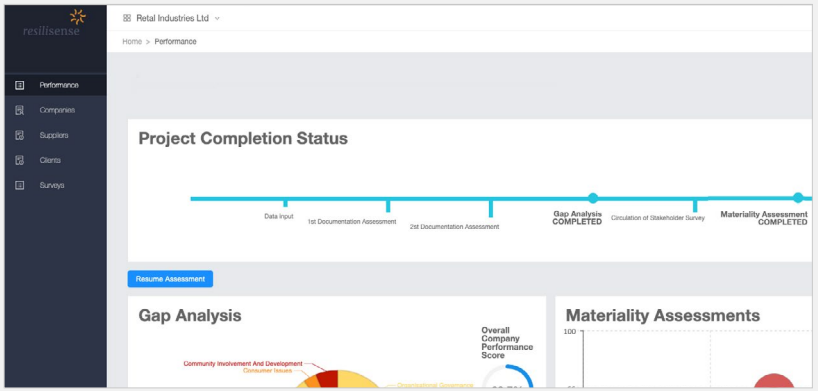
2020 CSR performance

RETAL constantly measures our global CSR performance in two ways to identify areas of improvement and check on progress.

Resilisense

RETAL performs periodical evaluation via Resilisense, an internal CSR management tool (Standards and tools). This evaluation is a gap analysis against the ISO 26000 standard, which is evidence-based and verified by CSR Company International, a CSR consulting company which designed and own the Resilisense tool.





RETAL's current Resilisense score is 63.7%, showing good overall performance, **with top scores in our main three Core Subjects: Labour Practices, The Environment, and Human Rights.**

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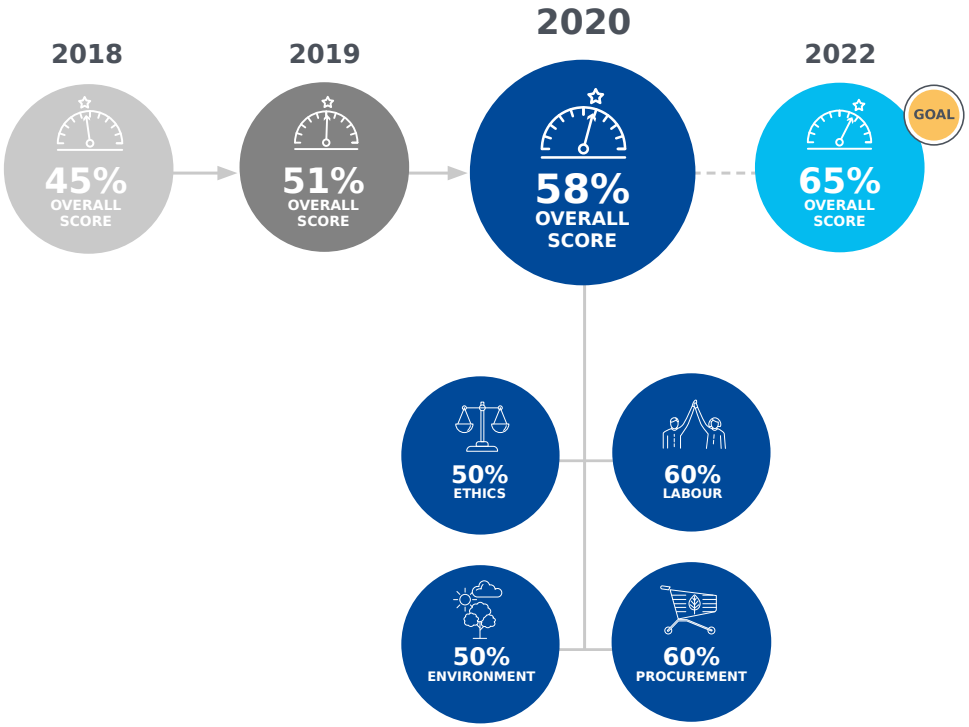
EcoVadis

RETAL annually completes the EcoVadis supplier assessment survey, as requested by the majority of our global brand owner customers:

- In 2020, we further closed in on our goal to reach 65% score in EcoVadis by 2022, and obtained a 58% global score (silver level), positioning us in the top 20% of companies within our sector, who are assessed by EcoVadis.
- We notably improved our rating in the 'Procurement' category with a 20 point increase from 40% to 60%, enhanced our 'Labour and Human Rights' by 10 points and maintained our 'Environment' and 'Ethics' scores (>50%).

> Both Resilisense and EcoVadis ratings demonstrate and validate **RETAL's continuous effort in implementing CSR principles**



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Stakeholders & materiality

A fundamental aspect of CSR is to meet stakeholders' expectations and keep them adequately informed of the company action, progress and performance in addressing our environmental and social impact.

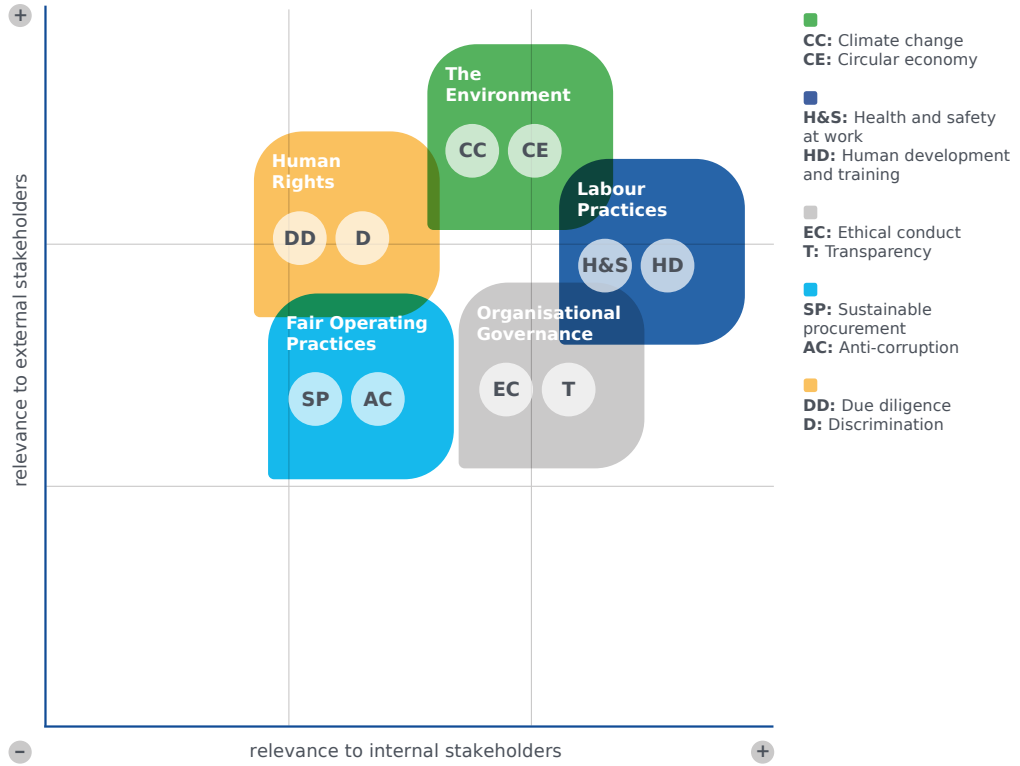
Materiality

We regularly consult our stakeholders to establish our materiality matrix.

We perform a materiality assessment every three years through 'Resilisense': anonymous surveys are sent to our stakeholders asking them to rank ISO 26000 'Core subjects' and 'Issues of Interest (Annex 1) by order of importance for RETAL. The tool automatically generates a materiality matrix based on the answers received from both internal and external stakeholders.

The result of the materiality assessment is a key input for the RETAL Sustainability Director in defining our CSR agenda.

Materiality Matrix



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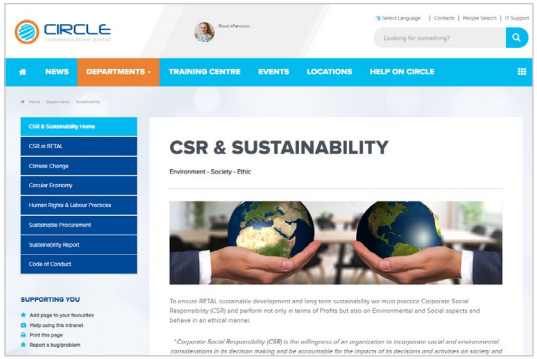
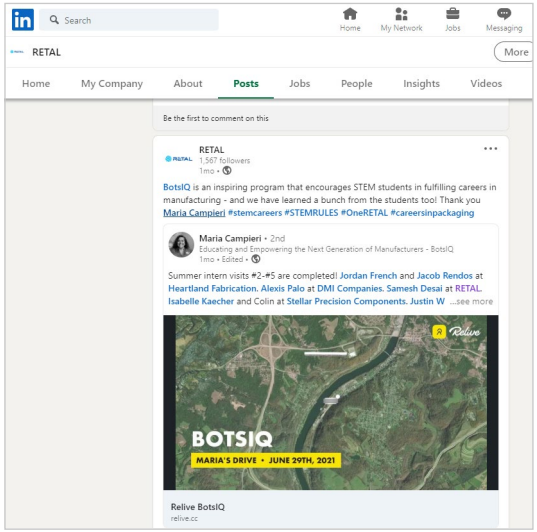
Communication channels

As CSR is increasingly becoming mainstream in most business relationships, it is crucial that we communicate effectively with all our stakeholders to provide them with the relevant information and bring quantifiable value to our actions.

RETAL communicates our CSR goals and achievements internally and externally and welcomes stakeholders' input (both feedback and concerns) to help us improve. We have established several channels to support this communication:

- Sustainability report
- Corporate external website
- Intranet 'News' and dedicated 'CSR' sections
- Social media: LinkedIn, Twitter, YouTube
- Whistleblowing channel
- External Newsletter (available Q3 – 2021)
- Specific email inbox: sustainability@retalgroup.com





Maria Jarrar
Senior Marketing Manager
(EU & US region)

Keeping our customers informed is paramount, as CSR is increasingly part of their purchasing decision. In addition to our annual Sustainability Report and shared content through our different channels, we will also launch a newsletter in 2021 to share our actions and results more effectively.

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About this report

This report follows the structure, principles and reporting guidelines of the ISO 26000 standard (Annex 1)**, the international standard on Corporate Social Responsibility (CSR) management, which RETAL is implementing throughout the business.**

This report shows, for each 'Core Subject' how we address 'Issues of Interest' material to us and includes the relevant GRI indicators (GRI Standard). The baseline year for RETAL CSR reporting is 2018.

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 11 RETAL INDUSTRIES LIMITED subsidiaries which form RETAL, with a total of 11 plants producing PET preforms, films and containers and HDPE closures in Europe, USA and Ukraine (RETAL overview).

Significant changes

No significant changes to RETAL's organization and supply chain occurred during the 2020 exercise.

"The RETAL Sustainability Report is **built around the ISO 26000 standard and its seven Core Subjects,** and includes the relevant GRI indicators.

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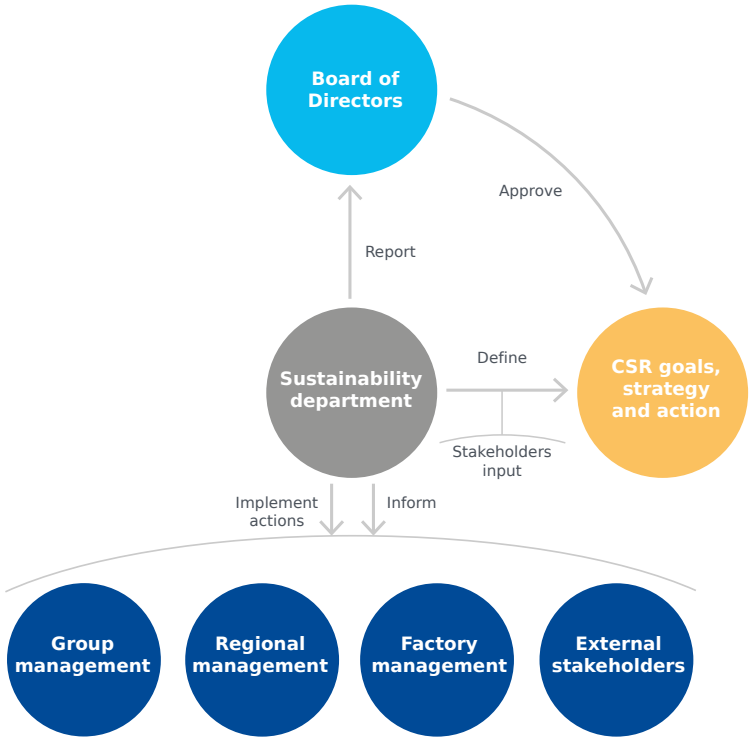

CSR is managed at group level at RETAL by our Sustainability Director, who is responsible for all environmental and social topics, including setting the objectives, strategy and action plan for each of the 'Core Subjects', as well as coordinating the implementation with our relevant stakeholders.

The CSR governance and decision-making process at RETAL lies at the top executive level of the company: the Sustainability Director acts directly on behalf of the RETAL Board of Directors, the company's highest governing body, which oversees and approves the CSR action plan and its corresponding budget.

The Sustainability Director formally reports on progress to the Board of Directors on a quarterly basis. To further embed CSR across our business, a wider group of top managers, including group function, regional directors and managers from different departments also attend these quarterly meetings, to be informed on RETAL CSR agenda and actions and to provide their input.

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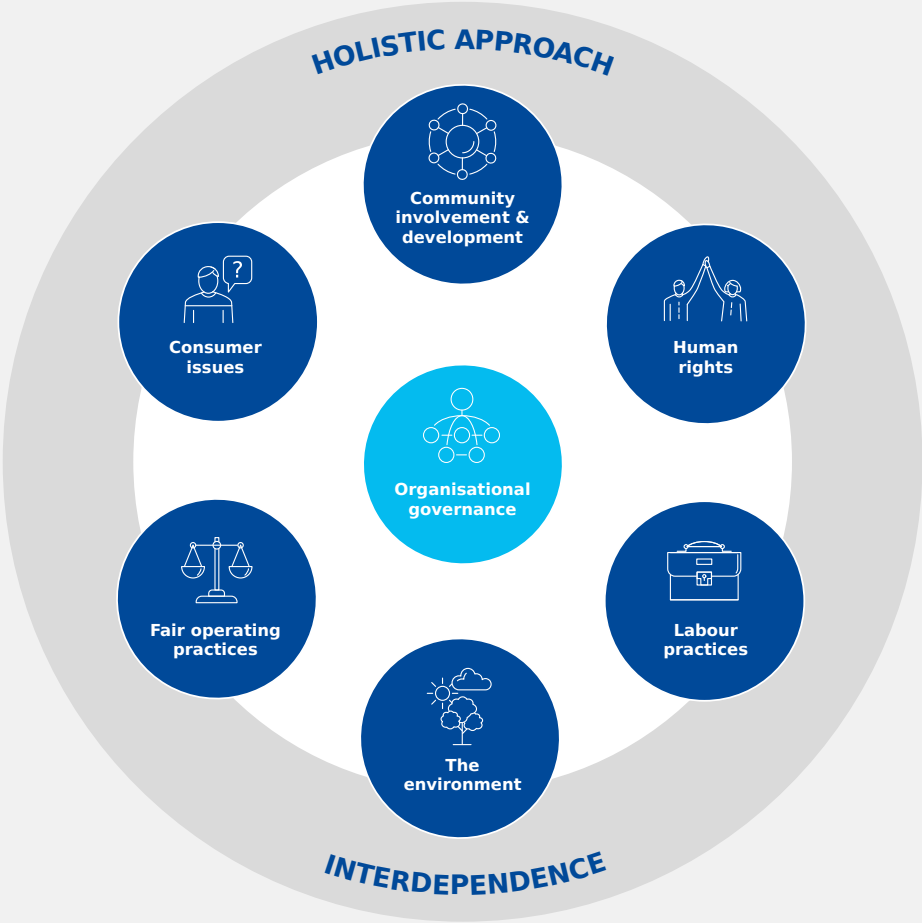
Standards and tools

RETAL manages CSR following ISO 26000, the international standard on Social Responsibility (Annex 1).

ISO 26000 guidance on its seven 'Core Subjects' and 41 'Issues of Interest' provide a holistic and systematic approach to our CSR management, which is composed of the following steps:

- Stakeholder engagement and materiality assessment
- Performance evaluation (gap analysis)
- Setting goals, strategy and actions
- Implementing actions
- Monitoring progress and reporting results

To implement ISO 26000 efficiently and increase our CSR performance, we use Resilisense (previously known as the 'Seven Toolkit'), a web-based software developed by a leading CSR consultancy, CSR Company International.



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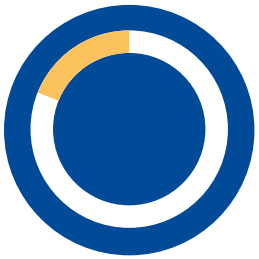
Resilisense is a state-of-the-art sustainability management tool based on ISO 26000 and is also aligned with other international sustainability standards (www.resilisense.com). The tool helps us to record data, evaluate performance, monitor progress as well as evaluate our subsidiaries and suppliers' compliance against the organisation's sustainability goals.

The tool applies the principle of materiality and allows us to engage directly with our stakeholders to generate a materiality matrix which in turn enables valuable guidance to set our priorities and make impact aligned with stakeholder's views.

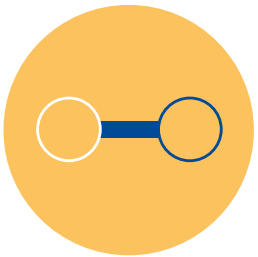
Transparency in the tool's methodology reinforces active learning throughout our organisation, which has developed a deeper understanding of our sustainability goals and linking them to increased productivity and efficiency.

resilisense

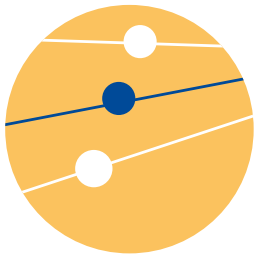
Materiality assessment



Gap analysis



Value chain evaluation



Reporting & strategy

Resilisense is a complete CSR management solution for RETAL to **embed sustainability across our business.**

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The environment

The environment is a highly significant topic for RETAL (stakeholders & materiality), with climate change and the circular economy as our main issues of interest.

Climate change

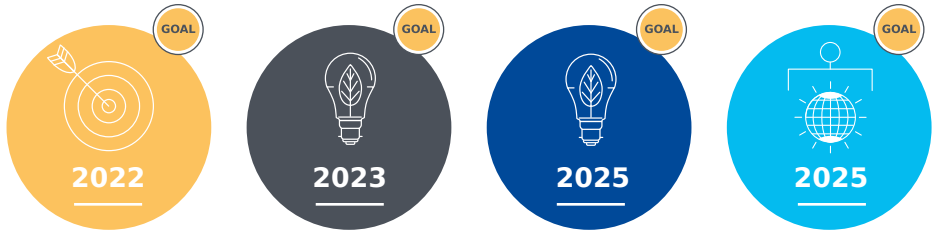
RETAL further progressed in our action against climate change by improving our internal management and continuing to reduce our GHG emissions levels. As a result, we achieved to maintain our B score in the CDP Climate Change Survey and increase our CDP Supplier Engagement Rating to A – (Annex 2). This safely positioned RETAL above the average performance both in our sector as well as globally.

In addition to these very positive results, in 2020 we decided to reinforce our pledge to mitigate our impact on climate change by setting new goals.

CDP DISCLOSURE INSIGHT ACTION

CLIMATE CHANGE 2020 RATING: B

RETAL's new climate change goals



Set science-based targets by 2022 to keep global warming below 1.5°C (SBTi)	**Use 100% Renewable Electricity in EU and US by 2023**	**Use Renewable Electricity in Ukraine by 2025**	**Improve our management of Climate Change to reach an A score in CDP by 2025.**

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Corporate carbon footprint

Since 2018, RETAL has calculated our GHG inventory according to the ISO 14064 standard. This calculation is verified by accredited third party (Annex 3).

Our GHG emissions breakdown is stable, with Scope 3 emissions representing over 95.5% of the total, followed by Scope 2 emissions with an average 4.4% share (Table 1). Within our Scope 3 emissions, resin production is by far the largest contributor, with over 90% of total emissions(GRI 305).

Since 2018 (base year), our absolute total emissions have decreased by 13%, partly due to slight variations in our activity, but also thanks to our mitigation efforts, illustrated by a 67% reduction in scope 2 emissions reduction in Scope 2 emissions.

Since 2018

Absolute Scope 2 emissions

67% ↓

Absolute total emissions

13% ↓

Table 1. Total absolute GHG emissions breakdown (tn CO_2eq)

		2020		2019		2018*	
Total	**690,989**	**Share**	**748 828**	**Share**	**797 780**	**Share**	**Avg share 2018-20**
Scope 1	1 345	0.2%	1 279	0.2%	1,357	0.2%	0.2%
Scope 2	16 252	2.4%	33, 909	4.5%	49,437	6.2%	4.4%
Scope 3	673 392	97.5%	713 640	95.3%	746 986	93.6%	95.5%

* Base year

Table 2. Evolution of absolute GHG emissions

	2018-2020*	2019-2020	2018-2019*
Absolute total emissions	**-13%**	**-7.7%**	**-6.1%**
Scope 1	-1%	+5.2%	-5,7%
Scope 2	-67%	-52.1%	-31,4%
Scope 3	-10%	-5.6%	-4,5%

* Base year

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Mitigation

RETAL is always working to reduce our GHG emissions by focusing on Scope 1 & 2 (emissions from energy consumption) where we have direct influence, using the following mitigation strategies:

— **Renewable electricity (RE)** – Electricity (Scope 2) represents more than 90% of our total Scope 1 & 2 emissions (Table 1) so using renewable electricity (zero emissions) is the most direct and efficient way to reduce emissions in our operations.

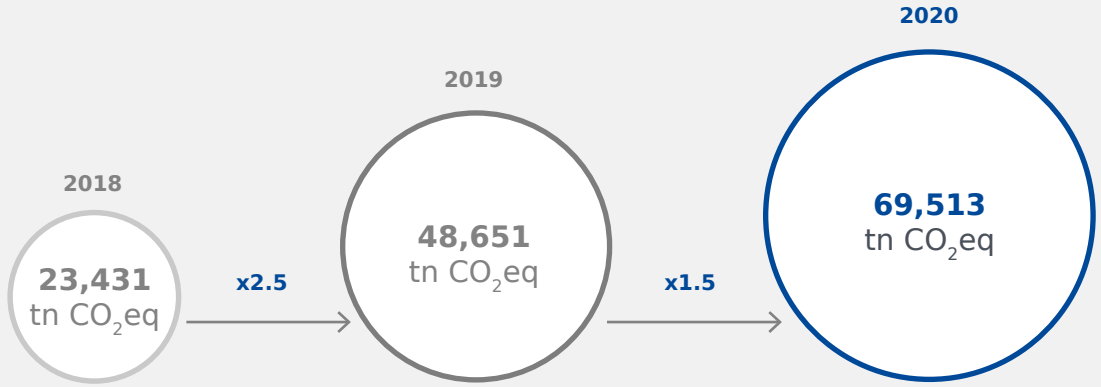
— **Energy efficiency** – Apart from the GHG emissions generated, energy is a key aspect of our business and RETAL is constantly working on improving our efficiency.

As for our indirect Scope 3 emissions, RETAL focuses our action on reducing the use of virgin resins which represents more than 80% of the total. We work on two main mitigation strategies to influence our Scope 3 emissions where possible; replacing virgin PET by recycled PET (rPET), and the light weighting of our products. Both options have high mitigation potential, especially using rPET, but each strategy brings its own challenges for wider usage, due to dependencies on external factors that we cannot fully control:

— **Use of recycled material** – Recycled PET (rPET) production generates more than 50% fewer GHG emissions than virgin PET and truly represents a very efficient and non-disruptive way for RETAL to reduce our carbon footprint, and contribute to a Circular Economy. RETAL is already able to use up to 100% of rPET in all our products. However, the wider use of rPET is hindered by its high cost due to lack of availability (Circular Economy).

— **Light weighting of products** – This is the most efficient way to reduce RETAL's GHG emissions as it directly removes volumes of resin (virgin PET). This has strong limitations though, because after a certain point, reducing the thickness will compromise the quality and properties of the desired final packaging. Our R&D teams are in constant contact with our customers to identify and implement light weighting opportunities.

GHG emissions saved:



Total savings since 2018
141,595
tn CO_2eq

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Mitigation

From 2018 to 2020 we have reduced our relative total GHG emissions (Scope 1, 2 and 3) by 6.2% (-2.5% in 2020), showing that we are on the right track and that our actions bring results (Table 3).

These results are particularly noticeable when looking at our Scope 1 & 2 emissions, where we focus our mitigation effort through renewable electricity use and energy efficiency: in 2020, for the second year in a row, we reduced our relative Scope 1 & 2 GHG emissions by double digits, with a 47% decrease, totalling an overall 62% reduction since 2018 (Table 4).

Since 2018

Relative total emissions

6.2% ↓

Relative scope 1 & 2 emissions

62% ↓

Table 3. Relative total GHG emissions (tn CO_2eq / tn raw material)

	2019-2020	2020	2019	2018*	2018-2020
Total	**-2.48%**	**2.373**	**2.433**	**2.531**	**-6.24%**
EU & US	-3.6%	2.354	2.429	2.519	-6.54%
Ukraine	4.09%	2.587	2.486	2.684	-3.61%

* Base year

Table 4. Relative Scope 1 & 2 GHG emissions (tn CO_2eq / tn raw material)

	2019-2020	2020	2019	2018*	2018-2020
Total	**-47%**	**0.060**	**0.114**	**0.161**	**-62%**
EU & US	-59,3%	0.042	0.104	0.155	-73%
Ukraine	11,9%	0.273	0.244**	0.266**	3%

* Base year

** Data shown in RETAL 2019 Sustainability Report were mistaken and have been corrected

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Renewable electricity (RE)

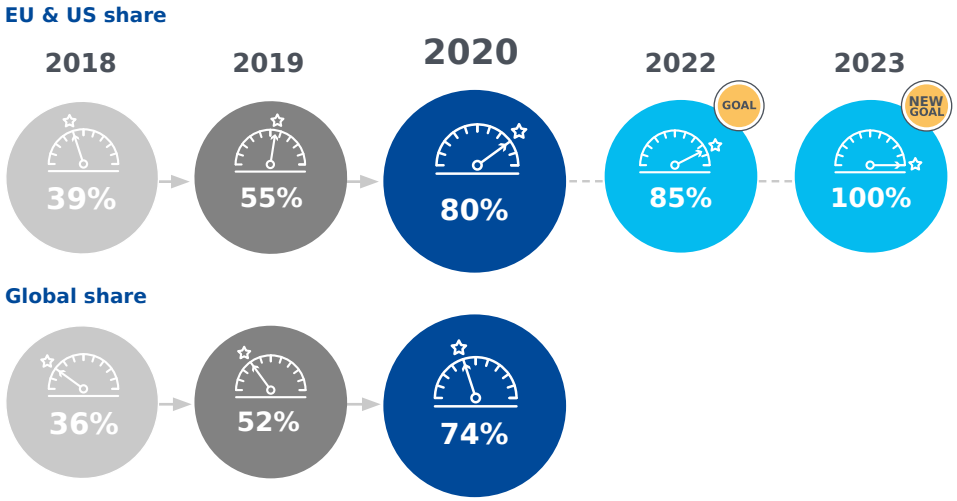
As mentioned above, renewable electricity is the most effective way to mitigate GHG emission from our operations and we have focused our effort on using as much as possible across the whole of our business. Since 2016, we have continuously increased our share of renewable electricity, with the target to reach 85% at our European and US plants by 2022.

In 2020, eight plants used RE, representing an 80% share in EU & US and a 74% share globally, saving 30.649 tn of CO_2eq; we saved 54.400 tn of CO_2eq since 2018.

We almost reached our target for renewable electricity evolution one year ahead of our timetable. We have therefore, decided to set ourselves a new target to reach 100% of renewable electricity in EU and US by 2023.

Our commitment to use RE is global. As we wait for the local production capacity in Ukraine to increase and RE to become readily available through local suppliers, we are exploring alternative sourcing options, with the aim to start using RE in this country before 2025.

Renewable electricity evolution



In 2020, we increased our share of renewable electricity, reaching **74% globally and 80% in EU & US, saving 30.649 tn CO_2eq**

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Energy efficiency (EE)

RETAL aims to continuously improve energy efficiency in our plants to reduce both cost and GHG emissions; energy is a high operational cost and any savings add up to the sustainability of our business. To reduce our energy input, we work on implementing better management measures and investing in new equipment. Since 2018, two plants in Europe have significantly improved their energy efficiency leading to substantial reduction of their GHG emissions (Table 5).

To build on our effort and increase our energy efficiency performance, at the end of 2019 we initiated an internal project, named INGRID, to define and implement a common energy efficiency management system at all our plants following ISO 50001. This project was postponed due to COVID-19 but will resume in 2021-22.

Table 5. Scope 1 & 2 relative emissions (tn CO_2eq / tn raw mat)

			EVOLUTION
FACTORIES	2020	2018*	2018-2020
RETAL BALTIC	0.007	0.012	-38%
RETAL BALKAN	0.276	0.324	-15%

* Base year

We aim to have 100% of our plants with an ISO 50001 **Energy Efficiency management system by 2022.**

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Recycled material

In 2020, by customer demand, our recycled PET consumption (Circular Economy) increased by 22% to reach 26,427 tn, allowing to save 37,401 tons of CO2eq (Table 6).

Table 6. Total GHG saved via use of rPET (tn CO_2eq)

	GHG savings (tn CO2eq)	rPET (tn)
2020	**37,401**	**26,427**
2019	30,269	21,683
2018*	15,691	11,240

* Base year

Light weighting

In collaboration with our customers, we had 17 light weighting initiatives in 2020 for both closures and preforms, allowing us to save 668 tn of resin, representing 1,463 tn of CO_2eq (Table 7).

Table 7. Total GHG saved via light weighting (tn CO_2eq)

	LW initiatives	Resin saved (tn)	GHG savings (CO_2eq)
2020	**17**	**668**	**1463**
2019	18	689	1508
2018*	13	403	882

* Base year

> In addition to the circularity impact of using recycled PET, **this is an efficient way to decrease our GHG emissions too;** 83.400 tn of CO_2eq saved since 2018.

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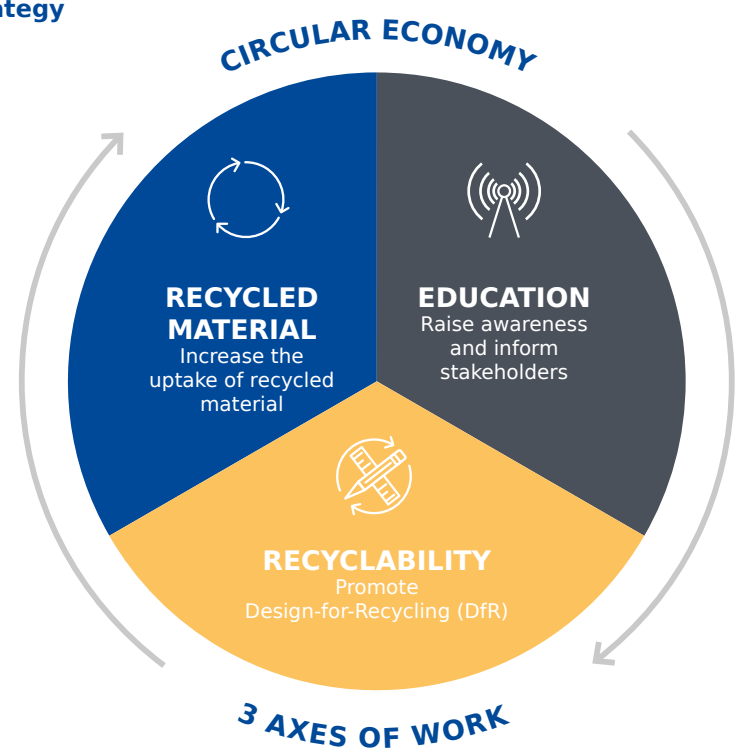
Sustainable resource use – circular economy

Achieving the circular economy of plastic is a complex issue. To ensure our positive contribution, RETAL is focused on active collaboration with our value chain partners; customers, suppliers, associations as well as NGOs.

RETAL's circular economy strategy, which was defined in 2019, revolves around three main aspects:

- **Recycled material**
  Increase uptake of recycled material
- **Recyclability**
  Promote Design-for-Recycling (DfR)
- **Education**
  Raise awareness through informing stakeholders

RETAL Strategy



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Recycled material

Increasing the intake of post-consumer and post-industrial recycled material in the production of new packaging is an essential aspect of the plastic circular economy. It promotes the collection of used packaging and material in order to produce the needed rPET which in turn contributes to avoid littering and pollution, especially in the ocean. This has a significant positive impact on reducing GHG emission too (Climate change – Mitigation) and RETAL is committed to increase the use of recycled PET (rPET).

Our current consumption remains relatively low, representing only 9.4% of our global PET consumption. The main reason is the lack of availability of food grade rPET necessary to produce cost-competitive preforms (our main product) for our customers. Furthermore, rPET is often available in flakes instead of the traditional pellets, which causes technical issue when using high percentage of rPET, and requires additional investment for converters.

Yet our major global brand owner customers steadily increase their demand, and our volume of recycled PET has increased since 2018 (+43%) reaching 26,427 tons globally in 2020 (Table 8).

Since 2018

43% **Total rPET volume**

Table 8. Recycled PET consumption (r-PET)

	2018-2020	2020	2019	2018*
TOTAL (tn)	**43%**	**26,427**	**21,683**	**11,240**
EU & US (tn)	43%	26,425	21,683	11,240
Ukraine (tn)	0%	1	0	0
% of total PET consumption		**9.4%**	**7.3%**	**4.1%**

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To meet our own commitment to using more rPET as well as our customers' growing demand and the future EU regulation on minimum rPET content in PET bottles, RETAL has invested in building a processing capacity for different types and grades of rPET in our film and preforms operations.

To contribute to overcoming the different current barriers to a higher rPET intake, RETAL has also collaborated with our main PET supplier and sister company NEO Group to commercialise an innovative manufacturing process (chemical depolymerisation), allowing the inclusion of food and non-food grade rPET flakes directly into the virgin PET process. NEO group offers its customers high quality food grade virgin PET pellets containing up to 25% rPET (NEOPET Cycle).

Having rPET directly included into PET pellets does not affect the conversion process and reduces both the rPET sourcing effort and GHG emission generated by additional transport.

NEOPET CYCLE

RETAL is promoting the use of recycled material with an innovative PET resin, NEOPET CYCLE, **containing up to 25% rPET**

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Recyclability

RETAL keeps promoting 'Design-for-Recycling' (DfR) principles in our value chain through our membership with PETCORE Europe, the PET association in Europe. We regularly communicate with our European customers about the DfR guidelines defined by Petcore experts and the RecyClass online tool based on these guidelines.

Education and raising awareness

The COVID-19 pandemic interrupted much of our education and raising awareness actions with local community, such as planned repetition in various RETAL plants of the beach clean-up day organised in 2019 in Cyprus (in collaboration with Waste Free Oceans). We intend to resume these types of initiatives with our local communities as soon as circumstances allow.

We promote Design-for-Recycling among **our customers and engage with our local communities** on plastics circular economy.

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Human rights

RETAL takes the issue of human rights in business seriously and so do our stakeholders (Stakeholders and Materiality). We are committed to ensuring that no violation of Human Rights occurs in our sphere of influence. In 2020 we exercised our due-diligence responsibility and progressed on our engagement to be an equal-opportunity business free of discrimination and harassment.

Due diligence

As introduced in RETAL 2019 sustainability report, we performed a Human Rights third party assessment based on the United Nations Guiding Principles on Human Rights in Business (UNGP) in order to support us in defining our policy and action plan.

The assessment consisted of an anonymous survey sent to employees across our operations, including all functions and hierarchical levels at all our plants and in our regional and group management.

No critical Human Rights issues were detected within RETAL's operations, however some minor findings, mostly related to Health & Safety management at some plants were identified; the lack of anonymity of our whistleblowing channel was also mentioned.

While Health & Safety concerns will be addressed in the internal project '2BSafe' which we launched in 2019 (Labour practices), in 2020 we have initiated the implementation of a fully anonymous third party whistleblowing channel, along with a management system based on ISO 37001, which is planned to be in full operation in 2021. With the new whistleblowing channel, we want to promote a culture of increased openness in order to detect and solve potential wrongdoings early to protect all our stakeholders.

> Following our due diligence, **we are upgrading our whistleblowing channel** to create a culture of openness and better protect our stakeholders

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Gender ratio

Overall gender ratio

M: 79%

F: 21%

Specialists

29%

Management

33%

Our workforce gender ratio overall is 21%, 29% for specialists and 33% for management. This represents, a comparatively good gender equity in our manufacturing industry.

Equal opportunity and anti-discrimination

In 2020, we built on our commitment to be an equal opportunity business as stated in our Code of Business Conduct and have defined RETAL's 'Anti-discrimination and Anti-harassment' policy, the formal adoption and publication will take place in 2021 (RETAL policies). The implementation of this policy will also start in 2021 through a global communication and raising awareness program, as well as the introduction of the relevant procedures in our Human Resource management.

Our work on equal opportunity and anti-discrimination, both at group and local level, has earned our subsidiary UAB RETAL Baltic Films two wings (out of three) in the 'Equal Opportunity Wings' program from the 'Office of the Equal Opportunities' of the Lithuanian Government.

LYGIŲ GALIMYBIŲ SPARNAI

RETAL Baltic wins two Equal Opportunity Wings from Lithuanian Government

Simona Zuriene
HR manager, EU & US region

"We are really proud of these two wings as they reflect **RETAL's commitment and effort, at all levels, to deliver the best working conditions to our employees.**

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Labour practices

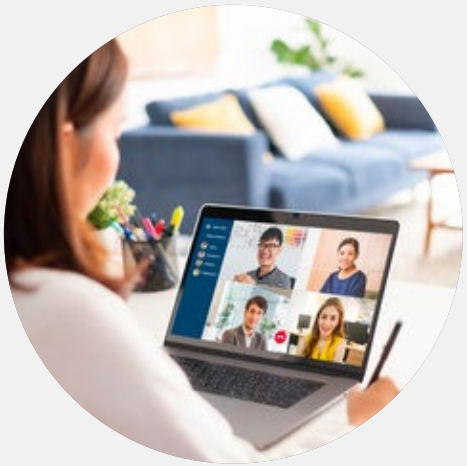
Providing the best working conditions possible for our employees is a key objective for RETAL. Our workforce is our main asset, and we are committed to ensuring that our employees work in both a pleasant and safe environment, are properly trained to perform their duty and develop as professionals.

Working From Home

We successfully maintained our activities, even with a significant amount of our employees confined at home. Building on this, RETAL conducted an internal survey that highlighted the desire of many employees to partially work from home (WFH) after the enforced confinement. Consequently, RETAL's Board of Directors has authorized plant and office directors to allow employees to WFH for compatible positions. To ensure WFH is implemented in a transparent and fair manner, internal guidelines have been established and communicated clearly.

Health & Safety

The '2BSafe' project that we launched at the end of 2019 has been delayed by the COVID-19 pandemic as we only use internal resources but is still ongoing and will be finalised in the course of 2021. The objective of 2BSafe is to implement a standardised common Health & Safety management system at all our plants following the ISO 45001.



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Performance management

The performance of our employees is key to the success of RETAL and relies on their competence in and satisfaction with their work. To ensure that our employees have the right level of skills and that their role meets their aspirations, RETAL is implementing a Performance Management Process.

Since 2018, this process has already been implemented in our European and US plants, covering 100% of our workforce at these facilities (Table 9). Our target set in 2019 was to have 100% of our employees, group wide, evaluated by 2022. However, the pandemic did not allow us to implement the Performance Management Process in Ukraine, but our commitment stays strong and we expect to show continued progress in 2021.

Table 9: Employees with performance review (% FTE)

	2020	2019
TOTAL	**86%**	86%
EU & US	98%	98%
Ukraine	0%	0%

Development – training and career opportunities

Providing the relevant training to our employees is key for RETAL. We constantly develop our mandatory internal training for production personnel with three main objectives: ensuring employee optimum performance, versatility and preparedness to be promoted. For middle and top management, training is primarily external and is based on individual needs.

Since 2018, Ukraine have significantly increased the average hours of training per employee, which has more than doubled since 2019. The slight decrease in Europe observed in 2020 is due to the pandemic, which stopped external training (Table 10).

Table 10: Number of hours of training (Avg hrs/FTE)

	2020	2019
TOTAL	**5.49**	7.16
EU & US	5.28	7.68
Ukraine	7.04	3.41

* Base year

Oksana Gorobets
HR manager

At RETAL Ukraine, we have put in place a long-term strategy to include employees training as an essential part of our business. **It's a win-win situation as we are seeing results both in terms of performance and in employees' motivation and engagement.**

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Sustainable Procurement

By implementing ISO 26000, RETAL adopts a holistic approach with regards to CSR and we include our sphere of influence in our action. A major component of our sphere of influence is our supply chain: raw materials represent more than 80% of our operational costs and of our GHG emissions. As such, we are committed to sourcing our raw material sustainably. In line with our Sustainable Procurement Policy and our Code of Conduct for Suppliers (RETAL policies), in 2019 RETAL officially launched our Sustainable Procurement Program (SPP). The objective of this program is two-fold:

- To assess the CSR performance of our main suppliers to, in the long term, include CSR performance in our purchase decision.
- Support our suppliers in initiating their CSR journey.

In 2020, RETAL proposed three ways for suppliers to assess and share their CSR performance:

- **Resilisense:** RETAL propose a subsidised license of the Resilisense Gap Analysis module along with the relevant support from CSR Company International both on CSR expertise and the actual Resilisense tool (Standards and Tools).
- **EcoVadis:** suppliers provide an up to date EcoVadis scorecard (2020 CSR Performance).
- **CSR credentials:** RETAL performs a high-level evaluation against ISO 26000, including environmental and social aspects, based on the credentials provided by suppliers.

This program includes our plastic resins (PET, HDPE and rPET), colourants, additives and packaging suppliers who together represent by far our largest procurement expense (80%) and potential environmental impact. Our target is to assess a sufficient number of suppliers to cover 85% of our supply for each category by 2022 (coverage).

resilisense

We aim to include CSR in our purchase decision **and we provide a subsidised licence of Resilisense** to our suppliers to help them initiate their CSR journey.

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In 2020, we engaged with a total of 36 suppliers, of which 24 provided a valid CSR assessment (67%), where all were compliant with RETAL minimum performance requirements. These assessed suppliers represent a very large portion of our supply in the main categories; PET, HDPE, colorants and additives (Table 11) for which we strategically had focussed our engagement effort. The relatively low engagement rate together with the fact that most of our suppliers are fairly small local operators explains the low coverage in the rPET and Packaging categories.

Our Sustainable Procurement Program is a major step forward in the RETAL CSR journey which is well reflected in our EcoVadis score in Procurement, which increased by 20 points compared to 2019 (↗ CSR Performance).

Table 11: Suppliers CSR assessment – 2020 supply coverage

	2020
PET	67%
HDPE	78%
R-PET	22%
Colorants and additives	86%
Packaging	14%

85% GOAL

Coverage of raw material supply

Our target is to **assess a sufficient number of suppliers to cover 85% of our supply** for each raw material category by 2022 (coverage).

Anti-corruption

After publishing our 'Anti-bribery and Anti-corruption' policy (↗ RETAL policies), RETAL has taken the next step forward in 2019 and commissioned an external assessment following the ISO 37001 standard. This risk-mapping exercise was postponed due to COVID-19 but will be performed in 2021-22.

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Although this core subject is ranked last in our materiality assessment, RETAL intends to fully integrate it in our CSR strategy. Local communities are an important stakeholder for RETAL, as we may have some impact on them, and they can also impact on us.

In that respect, RETAL will perform an internal due diligence in 2021-22, asking all our plants to identify their key stakeholders in their local communities, define the impact we have on each other, and the opportunities for engagement and collaboration.

RETAL plays a role in our local communities and this internal assessment will help us establish a global strategy to address specific local situations.

Current local community activity is managed individually and directly by our plants.

> RETAL is assessing our impact and defining a global strategy **to engage with our local communities in a relevant manner.**

For example, in 2020, our Lithuanian subsidiary RETAL Baltic collaborated with local stakeholders to support its local community during the pandemic, and RETAL Baltic adjusted its process to produce and donate transparent, fog-free APET films for the manufacture of over 70,000 face shields for healthcare workers in Lithuania.

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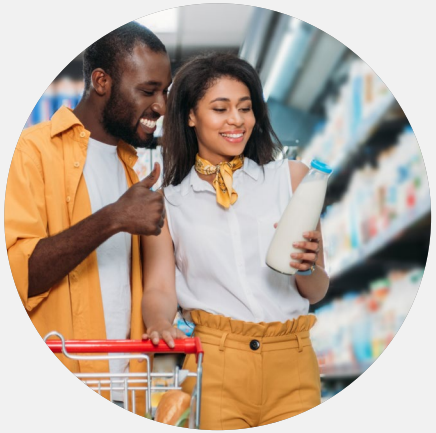
RETAL is exclusively a Business-to-Business company and we do not sell to end consumers. However, following the ISO 26000 principles, we adopt a holistic approach and are conscious that the use and end-of-life of our products have an impact on the environment, and that final consumers' behaviour indirectly affects our business and the wider perception of our business.

In that regard, we actively communicate externally through our different channels (Communication channels) the relevant information to promote 'sustainable consumption' and the plastic Circular Economy. We aim to positively influence consumer behaviour towards a more responsible use of plastic packaging in general and encourage their purchase decision for more sustainable packaging solutions offered by RETAL.



We work to influence consumers and civil society **to contribute to plastics circular economy.**

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GRI indicator	Description	Page number or direct answer
GR102 · 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 serve / Scale of the organisation	3, 4
GRI 102-8	Information on employees	**Employment type and contract by gender and region** (FTE)

	Total number of employees			Permanent			Temporary			Full time			Part time		
	T	F	M	T	F	M	T	F	M	T	F	M	T	F	M
2020															
TOTAL	**898**	**189**	**709**	**893**	**189**	**674**	**7**	**0**	**7**	**891**	**182**	**708**	**3**	**3**	**1**
EU & US	790	154	636	785	154	601	7	0	7	783	147	635	3	3	1
Ukraine	108	35	73	108	35	73	0	0	0	108	35	73	0	0	0
2019															
TOTAL	**869**	**188**	**681**	**868**	**187**	**682**	**17**	**7**	**10**	**853**	**182**	**672**	**6**	**5**	**1**
EU & US	764	154	610	763	153	611	17	7	10	748	148	601	6	5	1
Ukraine	105	34	71	105	34	71	0	0	0	105	34	71	0	0	0

T = Total F = female M = Male

GRI 102-9	Supply chain	The bulk of RETAL's supply, both in volume and expenditure, is in our raw materials, namely PET and HDPE resins, which represent more than 99% of RETAL's products, the remainder being colourants and other additives that improve barrier properties (polymers, oxygen scavengers, etc.) and other characteristics of the resins. 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.

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GRI indicator	Description	Page number or direct answer
GRI 102-10	Significant changes to the organisation & supply chain	15
GRI 102-12	External initiatives	RETAL is signatory of the Circular Plastic Alliance (CPA) and participates in the packaging working group.
GRI 101-13	Membership of associations	10, 31 ANEP - Spanish PET packaging association Lithuanian Packaging Association Sedex - B membership.
Strategy		
GRI 102-14	Statement from senior decision-maker	6
GRI 102-15	Key impacts, risks and opportunities	12
Ethics and integrity		
GRI 102-16	Values, principles, standards, and norms of behaviour	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	33 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. (RETAL WBC)
Governance		
GRI 102-18	Governance structure	17
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	17 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	17 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	17 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.
GRI 102-29	Identifying and managing economic, environmental, and social impacts	12, 17
GRI 102-32	Highest governance body's role in sustainability reporting	RETAL's Board of Directors reviews and formally approves the content of the Sustainability Report.
Stakeholder engagement		
GRI 102-40	List of stakeholder groups	Stakeholders with whom RETAL engage, by order of importance, are customers, employees, suppliers, NGOs, sector associations and the media.
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, based on input collected through specific work sessions with RETAL senior management.
GRI 102-43	Approach to stakeholder engagement	12, 13
Reporting practices		
GRI 102-46	Defining report content and topic boundaries	The Sustainability Director defines the report content and boundaries based on consultation with the Board of Directors and the legal department.
GRI 102-47	List of material topics	12
GRI 102-48	Restatements of information	15
GRI 102-49	Changes in reporting	15
GRI 102-50	Reporting period	62
GRI 102-51	Date of most recent report	62
GRI 102-52	Reporting cycle	62
GRI 102-53	Contact point for questions regarding the report	62

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GRI indicator	Description	Page number or direct answer
GRI 103 · Management approach		12, 15, 18, 19
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	

Total raw material (tn)

	2020	2019
TOTAL	**291,224**	**307,764**
EU & US	268,224	284,271
Ukraine	23,000	23,493

HDPE (tn)

	2020	2019
TOTAL	**9,524**	**10,058**
EU & US	9,524	10,058
Ukraine	0	0

PET (tn)

	2020	2019
TOTAL	**253,939**	**274,628**
EU & US	230,956	251,153
Ukraine	22,982	23,475

Colorants & additives (tn)

	2020	2019
TOTAL	**1,335**	**1,395**
EU & US	1,319	1,377
Ukraine	16	18

GRI 301-2 Recycled input material

Recycled material – rPET (tn)

	2020	2019	2018
TOTAL	**26,427**	**21,683**	**11,240**
EU & US	26,425	21,683	11,240
Ukraine	1	0	0
% of total raw material consumption	9.1%	7.0%	2.4%
% of total PET consumption	9.4%	7.3%	4.1%

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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 consumed (GJ)

	2020	2019
TOTAL	**767,406**	**790,392**
EU & US	711,254	734,505
Ukraine	56,152	55,887
Electricity	**753,892**	777,199
EU & US	698,809	722,363
Ukraine	55,083	54,836
Fossil fuels	**13,514**	13,193
EU & US	12,445	12,142
Ukraine	1,069	1,051

Electricity (GJ)

	2020	2019
TOTAL CONS.	**753,892**	**777,199**
Renewable (total)	559,705	400,626
Purchased	553,858	394,554
Produced	5,847	6,071
RE % of total cons.	**74.2%**	51.5%
RE % of EU cons.	**80.1%**	55.5%

Fossil fuels (GJ)

	2020	2019
TOTAL CONS.	**15,431**	**13,193**
Natural gas	3,744	4,086
LPG	6,775	3,922
Diesel	2,683	2,983
Gasoline	1 ,995	1,890
Other	234	312

GRI 302-3 Energy intensity

Energy intensity (GJ/tn raw mat)

	2020	2019
TOTAL	**2.64**	**2.57**
EU & US	2.65	2.58
Ukraine	2.44	2.38

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GRI indicator	Description	Page number or direct answer
GRI 303 · Water & effluents		
GRI 303-1	Interactions with water as shared resource	RETAL has a very low impact on water. We use a relatively low amount of water in our operations, mostly from municipal supply. Water is used for cooling purposes only in closed-loop systems and is not contaminated by raw materials. Water is discharged exclusively into local sewer system for depuration treatment.
GRI 303-2	Management of water discharge-related impacts	As it is recirculated in closed-loop circuits, the water used by RETAL receives a mild chemical treatment to avoid scaling and the development of micro-organisms. RETAL's effluent is therefore of high quality and does not require specific quality standard. RETAL's effluent complies with local regulations.
GRI 303-3	Water withdrawal	RETAL does not operate in areas with water stress.

Water withdrawal (m^3)

	2020	2019
TOTAL	**64,220**	**71,851**
EU & US	63,035	70,503
Ukraine	1,185	1,348
Municipal supply	58,184	50,929
Ground water	13,667	13,291

GRI 303-4	Water discharge	RETAL does not operate in areas with water stress. RETAL's effluent do not include any substance of concern.

Water discharged (m^3)

	2020	2019
TOTAL	**64,220**	**71,851**
EU & US	63,035	70,503
Ukraine	1,185	1,348

GRI 305-5	Water consumption	The water consumed in RETAL's operation is the water evaporated in cooling equipment. RETAL does not yet have the means to measure that volume and we consider volume withdrawn equal to effluent.
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.

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GRI indicator	Description	Page number or direct answer

GRI 305 · Emissions

GRI 305-1 — Direct GHG emissions (Scope 1)

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All data on emissions is extracted from the RETAL GHG inventory which follows ISO 14064 and is verified by accredited 3rd party (Annex 3).

Scope 1 (tn CO_2eq)

	2020	2019
TOTAL	**1,345**	**1,279**
EU & US	887	1,044
Ukraine	458	236

GRI 305-2 — Energy Indirect GHG emissions (Scope 2)

Scope 2 (tn CO_2eq)

	2020	2019
TOTAL	**16,252**	**33,909**
EU & US	10,423	28,405
Ukraine	5,830	5,505

GRI 305-3 — Other Indirect GHG emissions (Scope 3)

Scope 3 (tn CO_2eq)

	2020	2019
TOTAL	**673,392**	**713,640**
Transport RM & FG	59,023	57,403
Raw material production	614,369	656,237
EU & US	620,172	660,986
Ukraine	53,220	52,654

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GRI indicator	Description	Page number or direct answer
GRI 305-4	GHG emissions intensity	**GHG intensity** (tn CO_2 eq/ tn raw mat)

	2020	2019
TOTAL	**0,060**	**0,114**
EU & US	0,042	0,104
Ukraine	0,273	0,244

GRI 306 · Waste

GRI 306-1	Waste generation and significant waste-related impacts	RETAL does not have significant waste-related impact in our operations. RETAL's operations generate very low amount of waste, mostly non-hazardous. The main source of waste is the packaging of our raw material followed by the plastic resin scrap generated in our process.
GRI 306-2	Management of significant waste-related impacts	All hazardous and non-hazardous waste generated in RETAL's operations are managed by authorized third parties according to the applicable legislation.
GRI 306-3	Waste generated	Waste generated in RETAL's operations.

Waste (tn)

	2020	2019
Non-hazardous waste	**2,820**	2,433
Hazardous waste	**97**	73

GRI 307 · Environmental compliance

In 2020, RETAL has not identified any non-compliance with applicable environmental laws and regulations in any region.

GRI 308 · Supplier environmental assessment

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GRI indicator	Description	Page number or direct answer

GRI 401 · Employment

GRI 401-1 — New employee hires and employee turnover

	New employees (FTE)			Employees leaving (FTE)			Employees turnover rate		
	Total	F	M	Total	F	M	Total	F	M
2020									
TOTAL	**269**	**34**	**235**	**213**	**35**	**178**	**24%**	**4%**	**20%**
EU & US	260	31	229	207	33	174	26%	4%	22%
Ukraine	9	3	6	6	2	4	6%	2%	4%
2019									
TOTAL	**251**	**32**	**218**	**214**	**30**	**185**	**25%**	**3%**	**21%**
EU & US	238	26	211	202	24	179	26%	3%	23%
Ukraine	13	6	7	12	6	6	11%	6%	6%

F = female M = Male

GRI 403 · Occupational health & safety

GRI 403-1 — Occupational Health & Safety management system

36
All RETAL plants have a OHS management system in place ensuring legal compliance.

GRI 403-8 — Workers covered by an OHS management system

100% of RETAL workers, employed and not employed, are covered by plants individual OHS management system.

GRI 403-9 — Work-related injuries

	Total number of injuries			Total days lost to injuries			Total number of hours worked		
	Total	F	M	Total	F	M	Total	F	M
2020									
TOTAL	**16**	**1**	**15**	**282**	**0**	**282**	**1,579,796**	**268,103**	**1,311,693**
EU & US	16	1	15	282	0	282	1,399,611	216,032	1,183,579
Ukraine	0	0	0	0	0	0	180,185	52,071	128,114
2019									
TOTAL	**18**	**1**	**17**	**351**	**45**	**306**	**1,445,776**	**301,715**	**1,144,061**
EU & US	18	1	17	351	45	306	1,267,310	253,074	1,014,236
Ukraine	0	0	0	0	0	0	178,466	48,641	129,825

F = female M = Male

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GRI indicator	Description	Page number or direct answer
GRI 403-9	Work-related injuries (continued)	

	Injury frequency rate			Injury severity rate			Injury incidence rate		
	T	F	M	T	F	M	T	F	M
2020									
TOTAL	**10.13**	**3.73**	**11.44**	**178.50**	**0.00**	**214.99**	**1.78**	**0.53**	**2.12**
EU & US	10.72	4.63	12.67	201.48	0.00	238.26	1.90	0.65	2.36
Ukraine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2019									
TOTAL	**12.45**	**3.31**	**14.86**	**242,78**	**149.15**	**267,47**	**2.07**	**0.53**	**2.50**
EU & US	14.20	3.95	16.76	276.96	77.81	301.71	2.36	0.65	2.79
Ukraine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

T = Total F = female M = Male
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

GR1 404 · Training and education

37

GRI 404-1 Average hours of training per year per employee

	Number of hours of training (avg hrs/FTE)					
	Cat. 1 - Base level	Cat. 2 - Specialists	Cat. 3 - Middle-level managers	Cat. 4 - Top-level managers	F	M
2020						
TOTAL	**4**	**7**	**4**	**9**	**5**	**6**
EU & US	4	7	5	9	6	5
Ukraine	8	7	4	0	2	9
2019						
TOTAL	**2**	**10**	**14**	**26**	**11**	**6**
EU & US	2	10	16	27	13	6
Ukraine	3	4	5	4	2	4

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GRI indicator	Description	Page number or direct answer
GRI 404-3	Performance and career development review	

Number of employees with performance & career development review

	Cat. 1 - Base level	Cat. 2 - Specialists	Cat. 3 - Middle-level managers	Cat. 4 - Top-level managers	F	M
2020						
TOTAL	**86%**	**85%**	**83%**	**94%**	**79%**	**88%**
EU & US	97%	100%	97%	100%	98%	98%
Ukraine	0%	0%	0%	0%	0%	0%
2019						
TOTAL	**87%**	**84%**	**85%**	**86%**	**79%**	**88%**
EU & US	99%	97%	99%	93%	97%	98%
Ukraine	0%	0%	0%	0%	0%	0%

GRI 405 · Diversity and equal opportunity

34

GRI 405-1 Gender repartition per employee category

	Total		Cat. 1 Base level		Cat. 2 Specialists		Cat. 3 Middle-level managers		Cat. 4 Top-level managers	
	M	F	M	F	M	F	M	F	M	F
2020										
TOTAL	**21%**	**79%**	**15%**	**85%**	**29%**	**71%**	**18%**	**82%**	**33%**	**67%**
EU & US	20%	80%	13%	87%	35%	65%	14%	86%	29%	71%
Ukraine	32%	68%	27%	73%	47%	53%	36%	64%	0%	100%
2019										
TOTAL	**22%**	**78%**	**14%**	**86%**	**36%**	**64%**	**18%**	**82%**	**27%**	**73%**
EU & US	20%	80%	13%	87%	35%	65%	14%	86%	29%	71%
Ukraine	32%	68%	27%	73%	47%	53%	36%	64%	0%	100%

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GRI indicator	Description	Page number or direct answer
GRI 406 · Non-discrimination		34
GRI 407 · Freedom of Association and Collective Bargaining		33
GRI 408 · Child Labour		33
GRI 409 · Forced and Compulsory work		33
GRI 412 · Human Rights Assessment		
GRI 412-1	Operations that have been subject to Human Rights review or impact assessments	33 100% of sites across all countries where we operate
GRI 414 · Supplier Social Assessment		40
GRI 419 · Socio-economic compliance		No non-compliances with laws and regulations in the social and economic area were identified during the 2020 exercise.

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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

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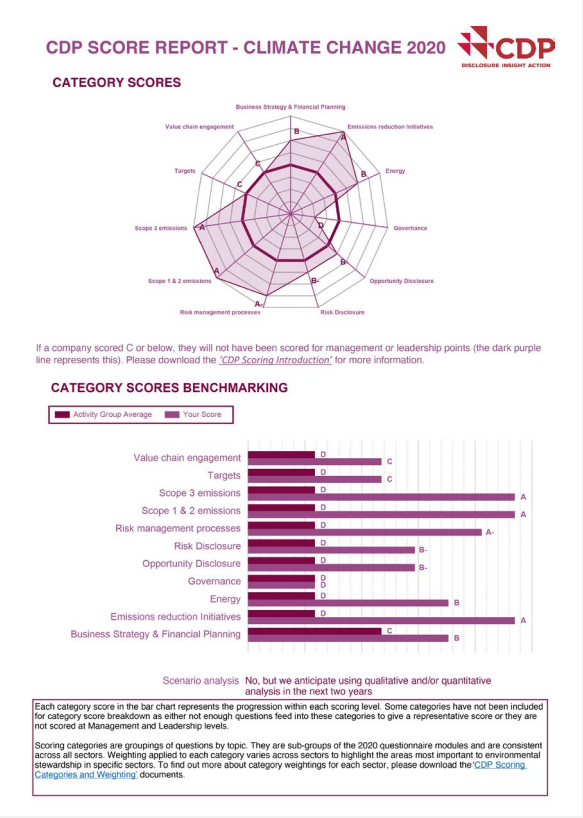
Annex 2

CDP score report – climate change (2020)



CDP SCORE REPORT - CLIMATE CHANGE 2020

CDP DISCLOSURE INSIGHT ACTION

CATEGORY SCORES

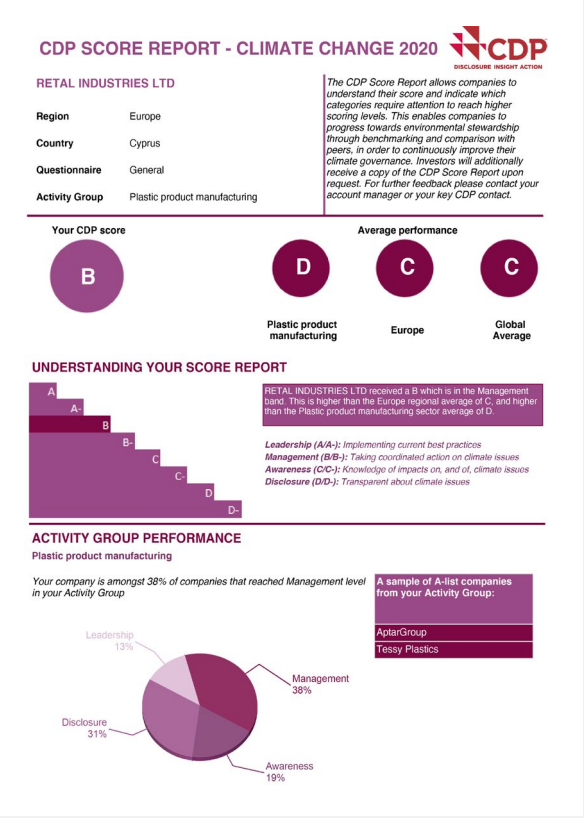
If a company scored C or below, they will not have been scored for management or leadership points (the dark purple line represents this). Please download the *'CDP Scoring Introduction'* for more information.

CATEGORY SCORES BENCHMARKING

Scenario analysis — No, but we anticipate using qualitative and/or quantitative analysis in the next two years

Each category score in the bar chart represents the progression within each scoring level. Some categories have not been included for category score breakdown as either not enough questions feed into these categories to give a representative score or they are not scored at Management and Leadership levels.

Scoring categories are groupings of questions by topic. They are sub-groups of the 2020 questionnaire modules and are consistent across all sectors. Weighting applied to each category varies across sectors to highlight the areas most important to environmental stewardship in specific sectors. To find out more about category weightings for each sector, please download the 'CDP Scoring Categories and Weighting' documents.



CDP SCORE REPORT - CLIMATE CHANGE 2020

CDP DISCLOSURE INSIGHT ACTION

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 to reach higher scoring 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 or your key CDP contact.

Your CDP score: B

Average performance: D (Plastic product manufacturing), C (Europe), C (Global Average)

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 D.

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*

ACTIVITY GROUP PERFORMANCE

Plastic product manufacturing

Your company is amongst 38% of companies that reached Management level in your Activity Group

A sample of A-list companies from your Activity Group:

AptarGroup
Tessy Plastics

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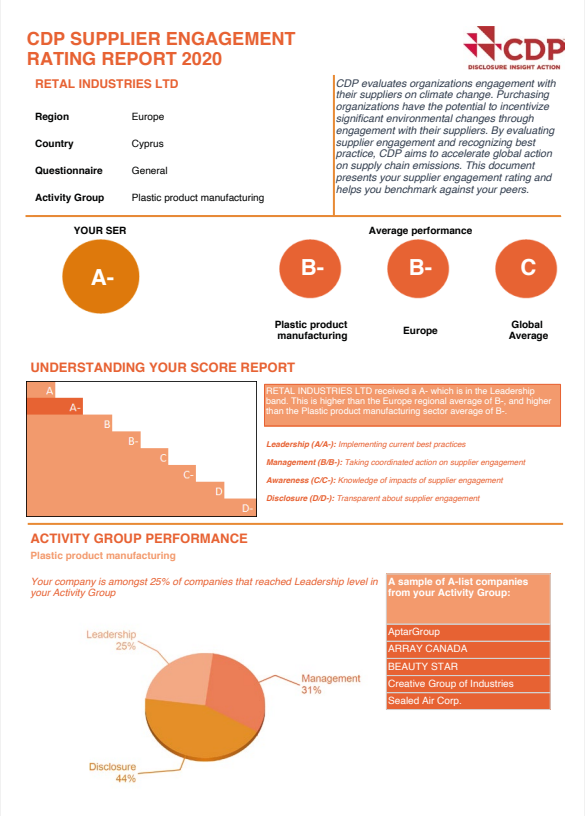
Annex 2.2

CDP score report – climate change and supplier engagement (2020)



CDP SUPPLIER ENGAGEMENT RATING REPORT 2020

CDP DISCLOSURE INSIGHT ACTION

RETAL INDUSTRIES LTD

Region	Europe
Country	Cyprus
Questionnaire	General
Activity Group	Plastic product manufacturing

CDP evaluates organizations engagement with their suppliers on climate change. Purchasing organizations have the potential to incentivize significant environmental changes through engagement with their suppliers. By evaluating supplier engagement and recognizing best practice, CDP aims to accelerate global action on supply chain emissions. This document presents your supplier engagement rating and helps you benchmark against your peers.

YOUR SER: A-

Average performance: B- (Plastic product manufacturing), B- (Europe), C (Global Average)

UNDERSTANDING YOUR SCORE REPORT

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

Leadership (A/A-): *Implementing current best practices*

Management (B/B-): *Taking coordinated action on supplier engagement*

Awareness (C/C-): *Knowledge of impacts of supplier engagement*

Disclosure (D/D-): *Transparent about supplier engagement*

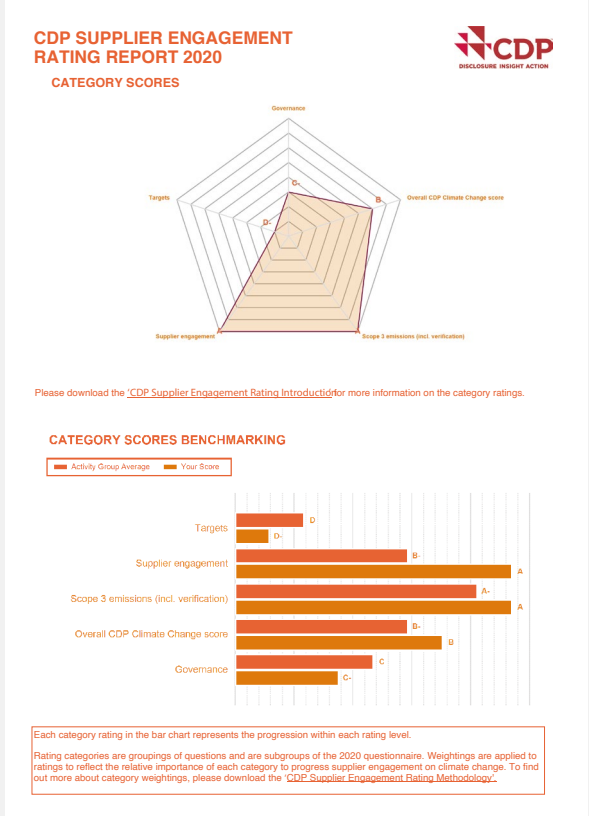
ACTIVITY GROUP PERFORMANCE

Plastic product manufacturing

Your company is amongst 25% of companies that reached Leadership level in your Activity Group

A sample of A-list companies from your Activity Group:

- AptarGroup
- ARRAY CANADA
- BEAUTY STAR
- Creative Group of Industries
- Sealed Air Corp.



CDP SUPPLIER ENGAGEMENT RATING REPORT 2020

CDP DISCLOSURE INSIGHT ACTION

CATEGORY SCORES

Please download the 'CDP Supplier Engagement Rating Introduction' for more information on the category ratings.

CATEGORY SCORES BENCHMARKING

Each category rating in the bar chart represents the progression within each rating level.

Rating categories are groupings of questions and are subgroups of the 2020 questionnaire. Weightings are applied to ratings to reflect the relative importance of each category to progress supplier engagement on climate change. To find out more about category weightings, please download the 'CDP Supplier Engagement Rating Methodology'.

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.

Reporting period 01/01/2020 to 31/12/2020

Date of last report: September 2020
Periodicity: Annual

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