





# POLOPLAST

## Editorial



Company management, from left to right: Ing. Klaus Tonhäuser, MBA, Wolfgang Lux, Dipl.-Ing. Dr. Jürgen Miethlinger, MBA

At POLOPLAST, we all have one thing in common: We live and breathe sustainability. Every day. We need not compile a huge programme for that, as numerous examples from our daily work routine show. For us, sustainable is what allows us to be successful in our business, what secures our jobs, and what helps to save resources. Economic, social and ecological targets are all equally significant. We consider sustainability not as a trend, but as a vibrant part of our corporate culture. As we have done for more than sixty years.

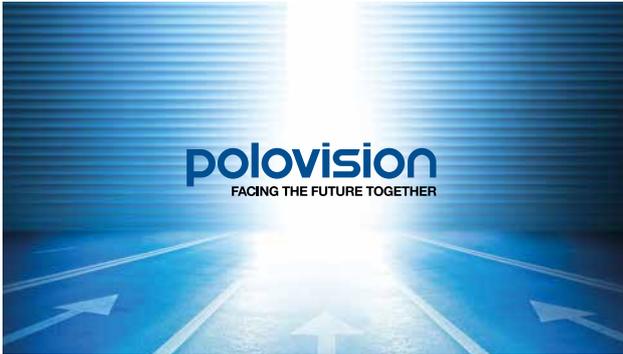
Volatile, uncertain, complex, ambiguous: Market globalisation, almost inscrutable financial flows, incredibly fast product and trend cycles, digitisation, new concepts of mobility, etc. - we get the feeling that the world is turning faster and faster. There is a term that describes the increasingly complex and dynamic nature

of the business world: VUCA (Volatility, Uncertainty, Complexity, Ambiguity). In times of VUCA, our corporate compass by the name of sustainability helps us to maintain our bearings. Our value-based credo gives us orientation and stability. This "SPIRIT" is the one constant that helps us to navigate safely when the sea is rough, and to remain on the track towards our common goal.

We have already achieved a lot: We were the pioneers in the field of multi-layer technology; it was us who co-founded the era of plastic pipe systems by creating the POLO-KAL® system; and it was also us who introduced the POLO-KAL XS domestic waste disposal pipe system into the market, creating an entirely new generation that has exceeded all expectations to this very day. And we still have a great many plans: Our VISION of POLOPLAST is a company that offers innovative products and services and thus sets new benchmarks in the international markets, and will continue to do so. We want to continue to grow in a healthy and organic manner, to strengthen established markets and to open up new ones; the next stage of our growth is to break through the 200-million-Euro figure at the end of our five-year planning period - and to achieve this with a return on sales of 10%. An ambitious investment programme shows that we have been clearly committed to technological progress. "Investment in innovation" remains our maxim. Above all, we invest in our employees, who are the real guarantee for our success.

To achieve our aims, we will need to make sail in the right manner. In a complex world, success is only granted to those who are able to tackle complexity. Those who merely react to volatility and dynamic development have already lost. We are committed to using our innovative forces and technological know-how to actively shape tomorrow's markets, starting today. For this purpose, we need an organisation that is committed to this strategy. Our current project, "POLOVISION" stands for corporate organisational development that leads to an even more successful future.





**POLOVISION** means unambiguous structures, interconnected processes and a “culture of learning” that is able to continuously create novelties. The central issue of all change is an even stronger process orientation. In that way, we are increasing our processes from three to six, creating the space for each process to enhance its concentration on its own core competences.

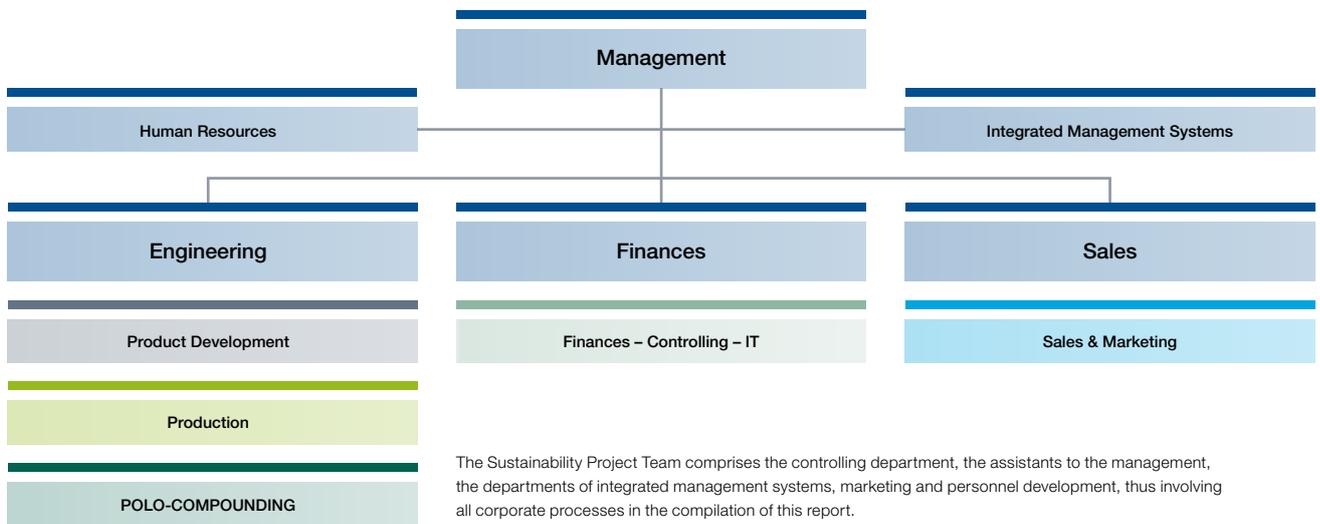
The second stage is going to involve the implementation of eight High-Performance Teams (HPT) that will shape our in-house workflow. The HPTs communicate across disciplines to carry out essential strategic work. And they will be given all the required resources to enable them to make decisions autonomously and without long lead times.



HIGH-PERFORMANCE TEAMS (HPT)	
<p><b>COMPANY MANAGEMENT</b> Consolidation of strategy, corporate development, business portfolio</p>	<p><b>SALES</b> Target-oriented market development</p>
<p><b>PRODUCTION</b> Sustainable and lean production</p>	<p><b>PRODUCTS</b> New product and application options</p>
<p><b>POLO-COMPOUNDING</b> Target-oriented market development and implementation of increasingly efficient recipes for the plastic-processing industry</p>	<p><b>RESEARCH AND DEVELOPMENT</b> Development and implementation of new products</p>
<p><b>SUPPLY NETWORKS</b> Efficient and effective logistics for all links of the supply chain</p>	<p><b>DIGITISATION</b> Company and process digitisation</p>

Six processes create a stable structure. High-performance teams guarantee adaptability and versatility. Thus, a solid and at the same time elastic network is built, where the individual components collaborate even more intensely. This not only enables us to react flexibly to changes, but allows us to shape

conducted an analysis of what is essential to our business, which allowed us to identify the core issues of sustainability for our company: "A business model that is fit for the future" and focuses on growth, innovation and digitisation; "Sustainable business relationships" with customers and partners; "Being an attractive



the markets actively. In parallel to our process organisation, we have a well-structured hierarchical organisation where responsibilities are clearly assigned.

On the following pages we use concrete examples to show you the way how we conduct our business sustainably in terms of economic, social and ecological issues: Welcome to the sixth edition of our sustainability report. Its visual design has become more modern, but we also tread new paths in terms of its contents. We held workshops with our employees where we

employer" and "Social and ecological aspects of our product life cycle". These are the topics our report deals with in detail, however, our sustainability management has a wider reach. It also comprises, amongst others, our longstanding cooperation with the Upper Austrian Red Cross.

We are convinced that our innovations and strong brands, our strategy of growth and internationalisation, and our enthusiastic employees shape the optimal foundation to confidently face all challenges yet to come.

Wolfgang Lux

Jürgen Miethlinger

Klaus Tonhäuser



## Wietersdorfer Editorial



Dr. Michael Junghans, Mag. Hannes Gailer

For more than 125 years, Wietersdorfer have been an internationally successful family-owned business with its roots in Carinthia. Success and stability are not self-evident properties in our fast-moving times. We have set the points correspondingly to fulfil the requirements of the present and, above all, the future, and we have the clear aim to actively use the chances offered by digitisation and the accompanying smart technologies in all our corporate sectors and business fields to achieve our goals. This goes for POLOPLAST, as well as for all the other business sectors in which Wietersdorfer have been acting successfully for decades: cement, lime, industrial minerals and GFR pipe systems.

Another matter that ranks quite high on our management agenda is the “Circular Economy”. All our resources are limited, that is no news; however, now it is high time to enforce the implementation of this knowledge in our way of thinking, in our processes and products: “Reduce – Reuse – Recycle – Recover” is our motto. It is our explicit aim to leave as small as possible an ecological footprint, although this is difficult to achieve for some

processes. But emission values are not the only documentation of sustainability and environmental awareness; it is also the longevity of our products that can be used for generations, and their recyclability at the end of their life cycle. To achieve this, we invest millions in technical development, processes and material applications every year so that we are able to keep the loop as closed as possible.

However, economics are not about us, but mainly about our stakeholders, whose trust forms the foundation of our success. Whether we talk about suppliers or customers, employees or neighbours to our production plants, they all have the right to fairness, reliability, integrity and ethical-social responsibility. Here, our Code of Conduct serves as our compliance compass, which helps us to act on the basis of our values, even when navigating rough seas.

We also embrace our responsibility in our relationship with those parts of society we are not in direct business contact with – such as our sixty-year cooperation with the SOS Children’s Village.

**Dr. Michael Junghans**

**Mag. Hannes Gailer**

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A good thought makes half of the solution. Meaning: Every good idea needs a solid strategic foundation on which it can develop to become a sustainable success.

But actually, what is sustainability? We have analysed this question thoroughly. And we have successfully implemented numerous measures.

**01**

Our strategy of  
sustainability

# The sustainability process at POLOPLAST



The POLOPLAST Sustainability Project Team



The POLOPLAST Management

POLOPLAST understands a sustainable orientation of their business as an important part of their corporate management. Apart from economics, ecological and social factors also play an important part. In our periodical sustainability report, we inform our employees, customers, suppliers and other partners about our sustainability efforts.

The sustainability topic is an integral part of "SPIRIT", our value-based credo, and our management guidelines. They reflect our clear commitment to a high level of responsibility for mankind and the environment.

Since 2005, we have issued a sustainability report in two- or three-year intervals. The last issue was published in 2016 and is the predecessor of the present report that covers the period between 2016 and 2018 and gives an outlook on the current business year 2019.

For this issue, we have chosen a modern and up-to-date approach. It was one of our main targets to regard the compilation of the report as a comprehensive process which serves as a means of corporate control. In that context, it was of the essence to involve as many employees as possible, comprising the basis as well as the top management. Applying

the GRI standards - the involvement of stakeholders, the context of sustainability, materiality and completeness - we have jointly identified the topics that are relevant to the compilation of the sustainability report and the process of sustainability itself.



# Materiality analysis

To be able to identify the material sustainability topics, and to determine the parameters that are relevant to the reporting, we held employee workshops in the spring of 2018. These three workshops covered the fields of engineering, administration, and sales and resulted in the determination and assessment of the material topics and their effects, as well as possible parameters. They took into consideration the perspectives of our stakeholders by purposefully selecting the participants (for example, sales - customers, purchasing - suppliers, etc.)

### They focussed on the following topics:

1. Which of the sustainability-related topics influence production and / or our core business?  
When selecting the relevant topics, we took into consideration international standards, catalogues of criteria, as well as industry-specific issues (such as GRI Standards, SASB Sustainability Accounting Standards Board and RobecoSAM DJSI).
2. How do we assess the degree of positive and negative influence of POLOPLAST's business activity on mankind and the environment?
3. How relevant are these topics from the employees' point of view?

The results of these three workshops were brought together and consolidated. Subsequently, a validation workshop was held in which the employees in charge of partial processes / the management participated.

### The main aims of the workshop were:

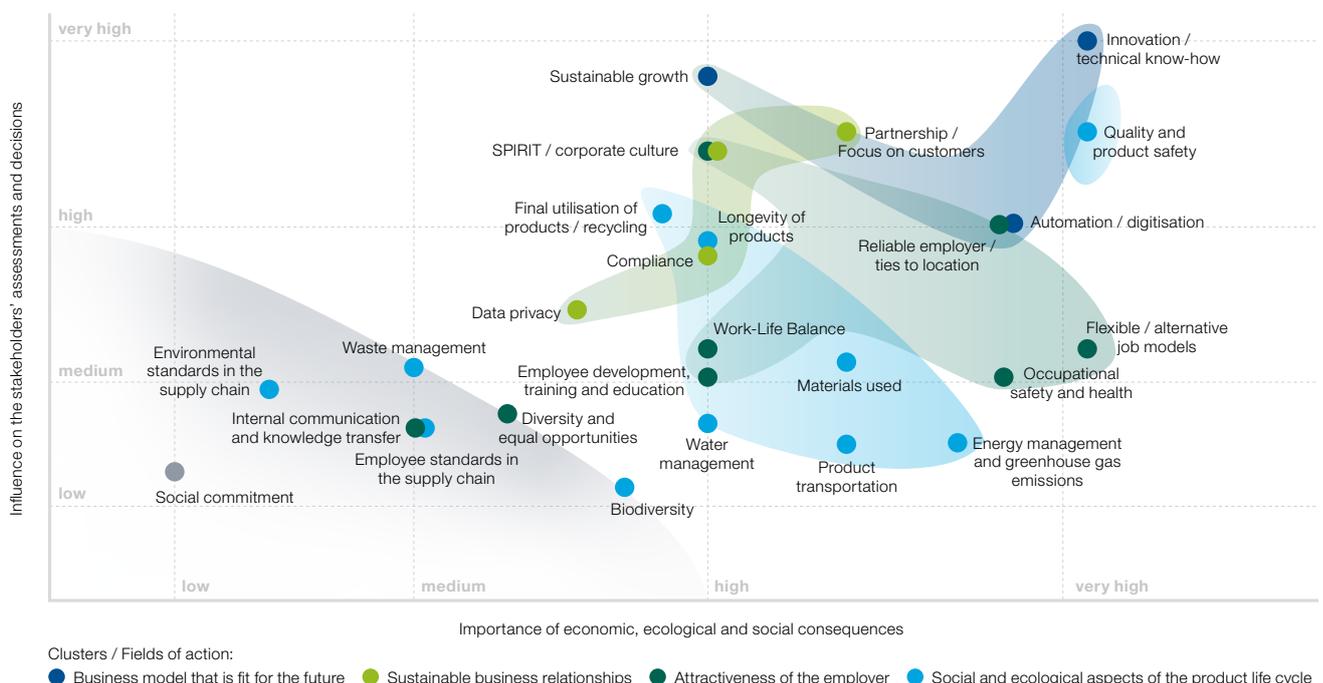
1. Validation of the results of the experts' workshops
2. Assessment of the relevance of topics from an external point of view (for example, customers, neighbours, communities, etc.)
3. Definition of data which might be collected to control the consequence

For the last step of the process of identifying the essential sustainability topics, the top managers carried out an overall validation: The management team validated and released the results of the previous workshops, as well as dealing with the individual topics in more detail. Thus, the material topics and parameters for the Sustainability Report, 2019 edition, were finalized. A total of 57 persons were involved in this process.

# Matrix of materiality

The results of the process of materiality are bundled in our Matrix of Materiality. It displays a clear relation of the importance of economic, ecological and social effects (on the x axis) to the influence on stakeholders' assessments and decisions (on the y axis).

We agreed only to deal with those topics that are in a "high" to "very high" area, which are those that have great influence and significant consequences. The individual topics were additionally assigned to four higher-level sections. These sections are depicted as chapters of the Sustainability Report.

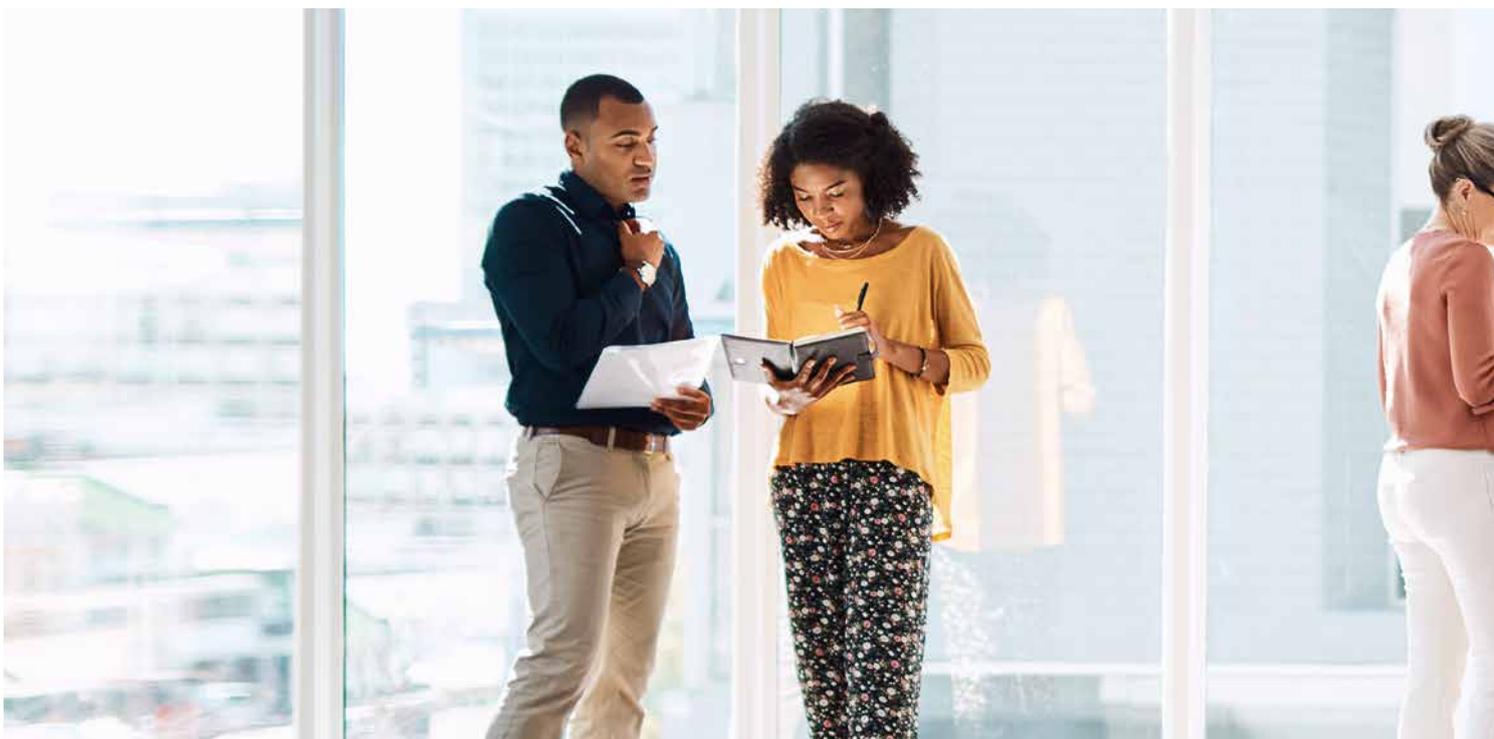


## List of material topics

In summary, the following topics are the basis of the present sustainability report:

<p><b>Business model that is fit for the future = We make ourselves fit for the future</b></p>	<ul style="list-style-type: none"> <li>• Innovation / technical know-how</li> <li>• Automation / digitisation</li> <li>• Sustainable growth</li> </ul>
<p><b>Sustainable business relationships = Together with our partners for a sustainable business relationship</b></p>	<ul style="list-style-type: none"> <li>• Partnership / focus on the customer</li> <li>• Compliance</li> <li>• (SPIRIT / corporate culture)</li> </ul>
<p><b>Attractiveness of the employer = We as employers</b></p>	<ul style="list-style-type: none"> <li>• Flexible / alternative job models</li> <li>• Occupational safety and health</li> <li>• Work-life balance</li> <li>• Employee development, training and education</li> <li>• SPIRIT / corporate culture</li> <li>• Reliable employer / ties to location</li> </ul>
<p><b>Social and ecological aspects of the product life cycle = We take responsibility: The product life cycle from A to Z</b></p>	<ul style="list-style-type: none"> <li>• Quality and product safety</li> <li>• Final product utilisation / recycling</li> <li>• Materials used</li> <li>• Energy management and climate change, product transportation</li> <li>• Longevity of products</li> <li>• Water management</li> </ul>

Our material topics are embedded in our corporate strategy and our respective measurable goals are derived from it. The respective mechanisms of evaluation are part of the in-house reporting, and different control systems are responsible for it. These internal figures are confidential and are not subject to exterior communication.



## GRI

The present report has been drawn up according to the GRI standards, “core” option. An overview is displayed starting on page 66 (GRI Content Index). Apart from that, the corresponding GRI indices are stated at the beginning of each chapter.

The fulfilment of the corresponding requirements has been verified and confirmed by an independent third party, “Quality Austria” (Trainings-, Zertifizierungs- und Begutachtungs GmbH), (see page 69).

## General information

The designation “POLOPLAST” comprises the entire POLOPLAST group, i. e., both production sites and all business sectors. Our main business locations are the two production factories at Leonding (Austria) and Ebenhofen (Germany).

POLOPLAST Deutschland GmbH (POLOPLAST Germany Ltd) was founded in November 2016. Since the beginning of 2017, this

company has employed all field service employees servicing the German market, as well as the corresponding management. In the years before, some of these employees were assigned to the Leonding premises, and some to Ebenhofen. As of the beginning of 2017, all of these employees are now assigned to Leonding as they work for the Leonding centre of core competences. As of 2018, the employees of the Swedish sales company are also assigned to Leonding. Since the beginning of 2018, the employees of the American sales company are assigned to the Ebenhofen premises, as they work for this centre of core competences.

Thus, the respective characteristics have changed compared to the years before and the previous sustainability reports; all characteristic figures can now be related to the main business locations with production facilities.

Our sales companies share the space and resources of our main business locations.

Unless indicated otherwise, all figures refer to 31st December 2018.





A well-established company is more than its products. It is more than its employees. More than its locations.

Our company stands for responsible and targeted management, and for trust-based collaboration with our customers. For international orientation and stable success.

For a strong brand that keeps its promises.

02

We are  
POLOPLAST

# The POLOPLAST company



POLOPLAST mainly develops, produces and sells reinforced multi-layer plastic pipe systems. For more than sixty years, our innovative pipe systems have proved themselves in the various types of application in structural and civil engineering.

This Structural Engineering business line offers modern building installations and deals with topics such as energy-efficient construction and living comfort, as well as the safe and flawless supply with the most valuable of our vital substances: drinking water. Hydraulic structures for sanitary engineering are the main focus in the Underground Engineering business line. Here, we are the partner of municipal infrastructure, sewage and water supply boards.

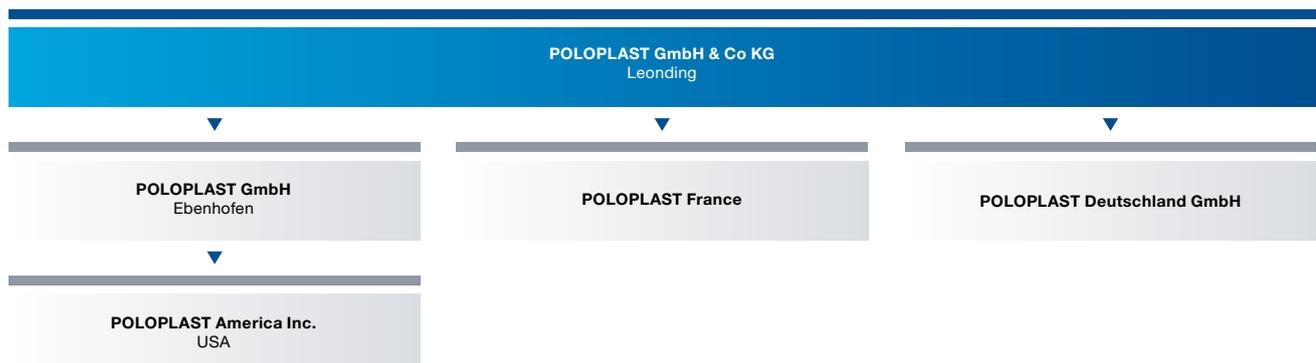
In the Compounding sector, POLOPLAST develops, produces and sells innovative special compounds made from polyolefins and technical thermoplastics for the plastics processing industry. Based on development know-how that has been accumulated over more than 25 years, we offer tailor-made solutions for demanding customer requirements.

## OWNERSHIP STRUCTURE

POLOPLAST with their headquarters at Leonding, Austria, and their subsidiaries, employ a total of 423 employees.

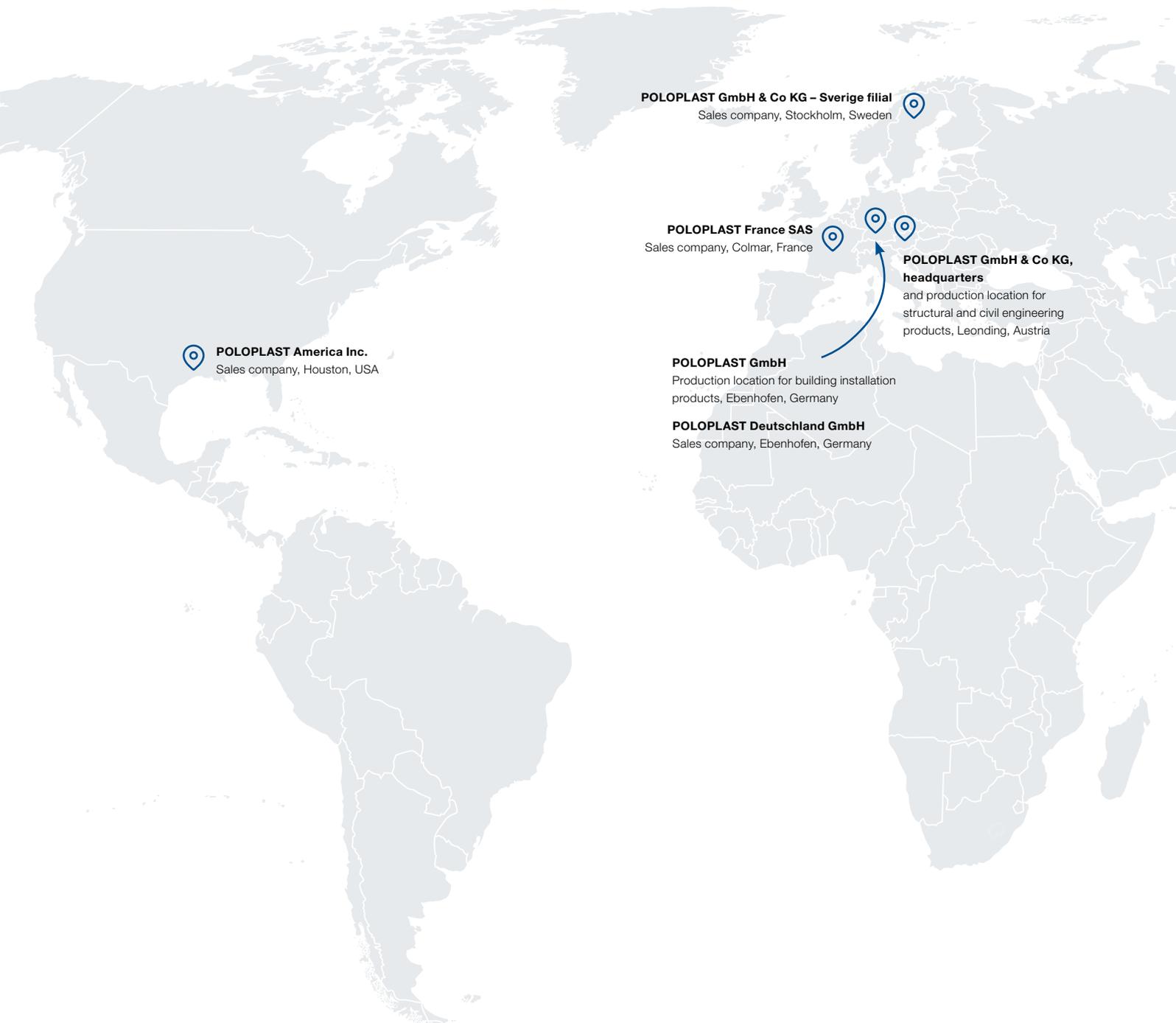
The foundation of POLOPLAST Germany Ltd (2016), POLOPLAST America Inc. (2018), as well as of POLOPLAST France (2019), has changed the structure and size of the company within the reporting period.

POLOPLAST is 100% owned by the WIG Wietersdorfer Holding GmbH that has its headquarters in Klagenfurt (Austria). Since their foundation in 1893, Wietersdorfer have been in Austrian family ownership and combine the business lines Cement, Lime, GRP Pipe Systems, PP Pipe Systems (PP = polypropylene) and Industrial Minerals under their common roof. At present, Wietersdorfer have sales representations and production facilities in nineteen countries in Europe and abroad. Headquartered in the Alps-Adriatic region, about 2,700 employees are committed to high product quality, innovation and benefit to the customer, while at the same time guaranteeing maximum protection of resources and the environment.



## POLOPLAST LOCATIONS

Based on its intensified international orientation, POLOPLAST has founded further international companies since the previous sustainability report was issued:



## PRODUCTS AND BRANDS

Since the company was founded in the 1950ies, we have pursued the aim to engage in successful niche business with strong brands. The consistent positioning of our brands has guaranteed our own success and that of our partners.

### Building engineering

For more than 60 years, POLO-KAL® stands for continuous innovation, reliability and an unchanging high level of quality of our highly sound-insulating domestic waste disposal pipe systems made from plastics. POLOPLAST is one of the inventors of the multi-layer technology, which makes the POLO-KAL® pipe systems unique in their practice-relevant properties, and produces this unique domestic waste disposal pipe system in the fourth generation.



The most recent innovation is POLO-KAL XS, which is not only a highly sound-insulating domestic waste disposal pipe system thanks to the multi-layer technology, but the Monotec socket and funTEC technology also make it the key to absolutely straightforward, fast, safe and clean processing.

POLO-KAL NG with its wide product range offers unique product line depth and offers tailor-made solutions for the most varied applications and installation situations. Apart from the classic application in domestic waste water disposal in detached single- and multi-family homes, POLO-KAL NG is used in shipbuilding and vacuum drainage systems. Moreover, POLO-KAL NG is also used in high-convenience housing ventilation, siphonic roof drainage and centralised vacuum cleaning systems.

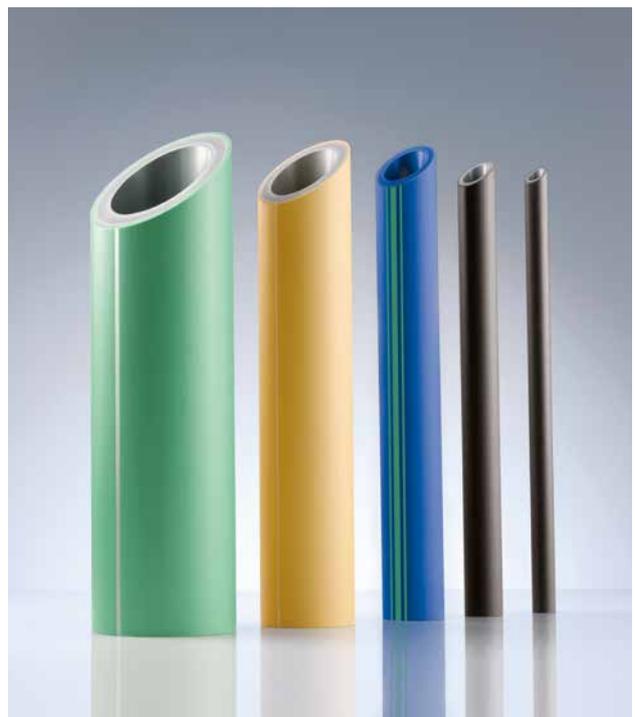
All pipe systems of the POLO-KAL® family belong to the family of highly sound-insulating domestic waste disposal pipe systems. POLO-KAL 3S features the best sound-insulating values and is used where particularly high demands are placed upon sound protection, such as in hospitals.

For many years, POLOPLAST has developed controlled dwelling ventilation systems and now offers a fully developed comprehensive system - covering planning and start-up, service and cleaning, as well as ventilation equipment. All the components are made by the same manufacturer, which means that they are all of the same high quality and perfectly match one another. In this system, POLO-KAL® pipes, that are of the highest quality and perfectly hygienic, are used to distribute air.

### Interior installation

The PP-R welded systems of POLO-POLYMUTAN, POLO-ECOSAN and POLO-UV allow for hygienically perfect, corrosion-free and sound-absorbing drinking water installations. These brands have helped POLOPLAST to make a name for themselves, particularly at their export destinations.

The newest application in the field of supply systems is POLO-KLIMA, the cooling and air conditioning pipe system. The innovative 5-layer technology and the outstanding material properties constitute an important step towards the future of heating, ventilation and air conditioning systems.





### Civil engineering

POLO-ECO plus PREMIUM is a sewage pipe system that has been developed for the demanding sector of hydraulic structures for sanitary engineering. It is a multilayer, mineral-reinforced PP pipe, which can reach a service life of more than 100 years. The very high longitudinal stability guarantees the pipe's extreme stability and also enables its use in bridge drainage.



In 2018, POLOPLAST extended their range of pipes and fittings of the POLO-ECO plus PREMIUM 12 and 16 pipe system by introducing the dimensions 800 and 1000. The production line that implements the PP multiple-layer technology was developed according to POLOPLAST's specification and is unique in the whole world. With this innovation, POLOPLAST opens up new fields of application for the PP pipe systems: ranging from municipal infrastructure to industrial purposes.



The POLO-RDS brand has been a synonym for highest competence in pipe and cable ducting for many years. The well-conceived product line has been continuously advanced and guarantees maximum efficiency and high leakproofness at the same time. This system consists of a finned pipe made from polypropylene and various sealing elements, thus enabling its safe and straightforward assembly in the most varied assembly situations.

### Compounding

POLOPLAST develops and produces special polyolefin-based compounds for its own needs and for the plastics processing industry that are suitable for demanding applications. The POLOPLAST brand "POLO-FIN" comprises a wide range of standard and special compound products. Innovative material mixes and individual, custom-made solutions open up new possibilities of process and component optimisation for our customers. During the joint development phases, our partners greatly appreciate our know-how and the high process, product and service quality. Halogen-free, flame-protected compound



materials are one example for the development of sustainable and safe raw materials. For the end users, they replace the former halogen-containing solutions. High-strength, glass-fibre- or mineral-reinforced polypropylene compounds replace metals or even industrial plastics, and save money and weight.

POLO-BLEND comprises the very specific range of polymer blends, pursuing the aim of uniting the best of different polymer worlds to create an integrated whole. Existing advantages of polyolefins can be further enhanced by special properties such as temperature resistance.

The high-quality, custom-made POLOPLAST compound materials are used in various applications in the automotive industry, the construction industry, but also in electrical and medical engineering.



Dynamically evolving markets place many a fascinating challenge on our company. How to ensure sustainably successful growth? Does digitisation also mean automation at the same time?

As a global player, we do not only want to serve the market, but also to shape it. Innovative strength, technological progress and digitisation are decisive for our sustainable success in the future.

03

We make  
ourselves fit  
for the future

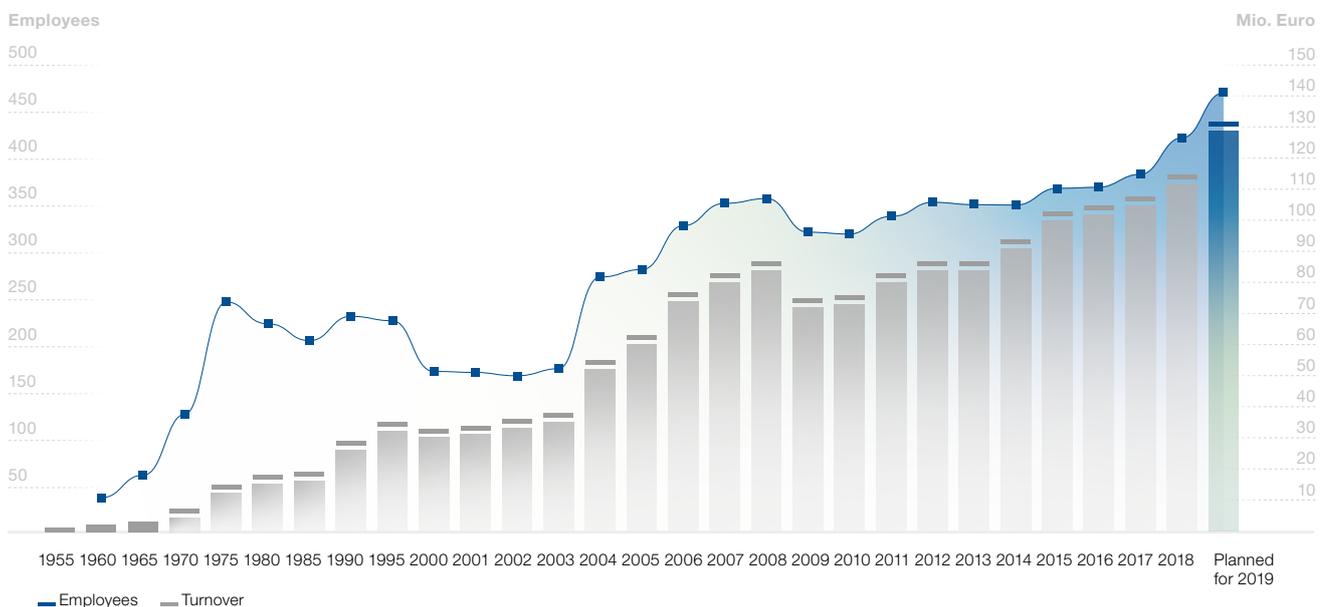
# Sustainable growth



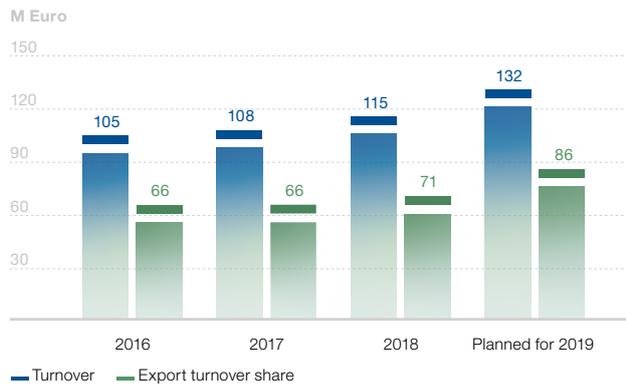
Companies will only be continuously successful, if they expand sustainably. Growth, particularly, organic growth, is one of the most fascinating challenges that exist. At POLOPLAST, we wish to expand continuously in a healthy and sustainable manner. Our growth has a self-preserving strength. The more we grow, the more we can grow. And if we grow, we will be even more attractive for all those who work with us and participate in our success. After all,

more resources also mean more innovation or more jobs. Thus, we create and preserve values for our employees, customers and business partners.

POLOPLAST's **employees and turnover development trend** since 1955 impressively demonstrates the sustainable orientation of our company and our success that has increased over decades.



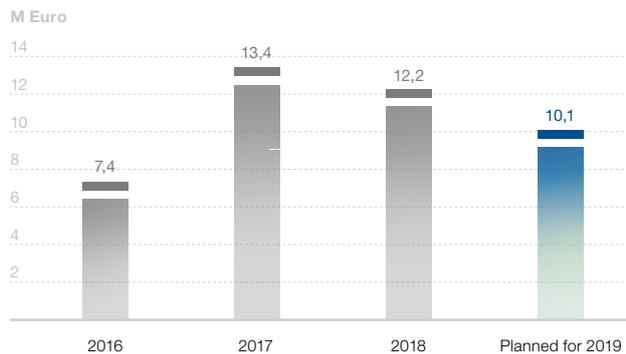
### Consolidated turnover in M Euro



### LESS IS MORE: GROWTH THROUGH FOCUS

Increased turnover is not everything, healthy growth requires more. This means to us that we must stay in motion, that we must have the courage to implement changes, but also need foresight and long-term goals. Often, growth is not more, but less. Not always do we have to develop additional capacities; to be growth-oriented also means: letting something go. We scrutinize our products and services for their contribution to value added for us and our partners. We examine them critically and pose the question if they obstruct or enhance our growth. We ourselves change and improve continuously, while always remaining the very company in whose values our partners trust.

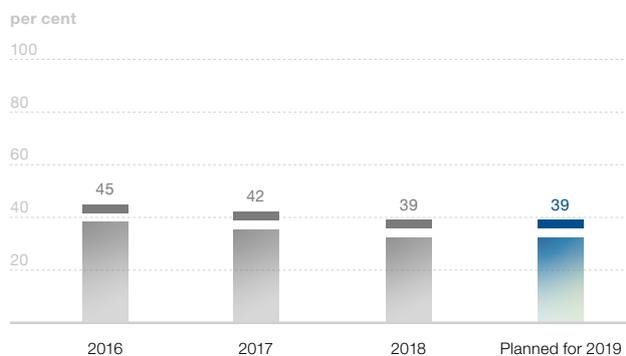
### Investment in tangible assets in M Euro



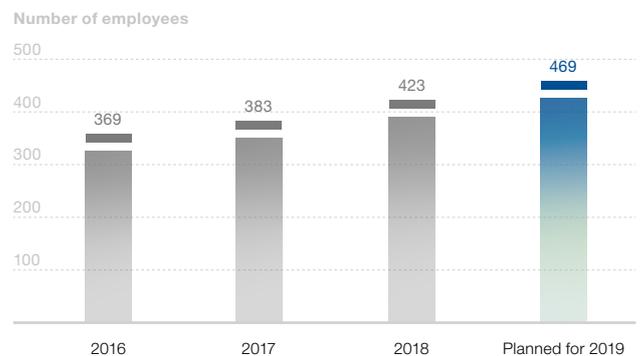
### WE GROW TOGETHER WITH OUR EMPLOYEES

Growth starts in the mind and must be implemented with heart and brain; it needs to be re-lived and re-created every day. Our employees speed up our growth and change. Jointly, we create a culture of innovation and dynamic development, a team culture, a culture of thinking and acting together. This approach will help us to successfully realise our ambitious aims in terms of growth.

### Equity ratio in %



### Number of employees as per 31<sup>st</sup> Dec.



For detailed characteristics, see page 49 and the following

## Innovation and technology know-how



Our innovations are successful, because they create obvious advantages for our customers. We create a UVP (Unique Value Proposition) that guarantees value added for all our partners along the supply chain, and is rewarded by the market.

We consider aspects of sustainability at a very early stage of innovation, as early as during strategic planning. This does not only include a reduction of materials and energy used by the company, a reduction or minimisation of water consumption, but also, and more importantly, it deals with the development of sustainable products and systems featuring a high degree of innovation. Our approach is so comprehensive that we take the recyclability of the end product and aspects of the circular economy into account from the very beginning.

### **OUR CULTURE OF INNOVATION: PURE PROGRESS**

To develop visions jointly, to implement ideas together, to strive for outstanding achievements and to break new ground in technology. In more than sixty years of existence, POLOPLAST has repeatedly proved to be an innovative technology leader. Our motto, "PURE PROGRESS", connects the past with the future and expresses the innovative feature of our corporate culture: a corporate culture that promotes innovation. We place people at the centre of our activities and create an atmosphere that inspires and stimulates the development of new ideas.

### **Innovation as a balance between technology push and market pull**

Technological renewal is one of the keys to our success. The starting point is our innovation strategy. It leads our endeavours to seek fields and clues for further market research and basis projects. Technology Scouting or Technology Screening helps us to identify new technologies, to understand them and to use them for the benefit of our products. We screen novel technology approaches and examine how we can convert them into benefits

for our customers. In that manner, we develop our innovations in a perfect balance between technology push and market pull. It is only when we are able to bring our customers' needs and new technologies together that we can optimally develop new products and create new solutions.

### **A good listener to ideas: POLO.PULS**

In the surroundings of our innovative culture, we always listen to the ideas of our employees. POLO.PULS, our suggestion system, is derived from our company name and the word "impulse". It means that the ideas and impulses coming from our employees are the pulse, and thus the heart, of POLOPLAST. POLO.PULS pursues the task to encourage all employees to submit their ideas to them. We acknowledge and remunerate this commitment, which often goes far beyond the own job. Our idea management is a strategic tool with economic potential. Thanks to it, we look into economic aspects in greater detail, improve products, increase occupational safety and environmental consciousness and encourage our living together.

**polo**  **puls**

To make sure that all ideas are checked, assessed and processed, we have initiated a database, which is serviced by our idea managers. From submission to implementation, the idea management procedure is straightforward and transparent, and we can be proud of its outcome: Since POLO.PLUS was introduced, approximately 150 ideas have been submitted. After a thorough examination, we have implemented those with the highest potential effects, which were about 50%. Thus, we were able to make significant economies all over the company.



**Project teams across disciplines, incubators of innovation**

Project teams who work across disciplines develop our innovations. In search of new solutions for the future, people from different job processes, who think from different perspectives, share their thinking and inspire one another. Top management, product management, application technologies, R&D, laboratory, production and sales, they all work together closely. This is how unusual and new approaches come into being, providing extraordinary results.

A development project at POLOPLAST stretches from the collection of ideas and their assessment, the compilation of the Requirement and Positioning Concept (RPC) and the business plan, to the implementation in production. The manufacture and testing of prototypes are constituent parts of the project, as are the necessary product approvals and certifications. Once a clear and joint understanding of the performance profile of the future product has been created, and once the RPC and the business plan have been released, the product management team transfers the main responsibility to the development team. This project team consists of people from various corporate processes and develops different solutions that are implemented using different technologies and that cover different ways of realising the profile. The individual development stages are coordinated with the product management and the sales department on a regular basis, which provides contact with the market and the customers.

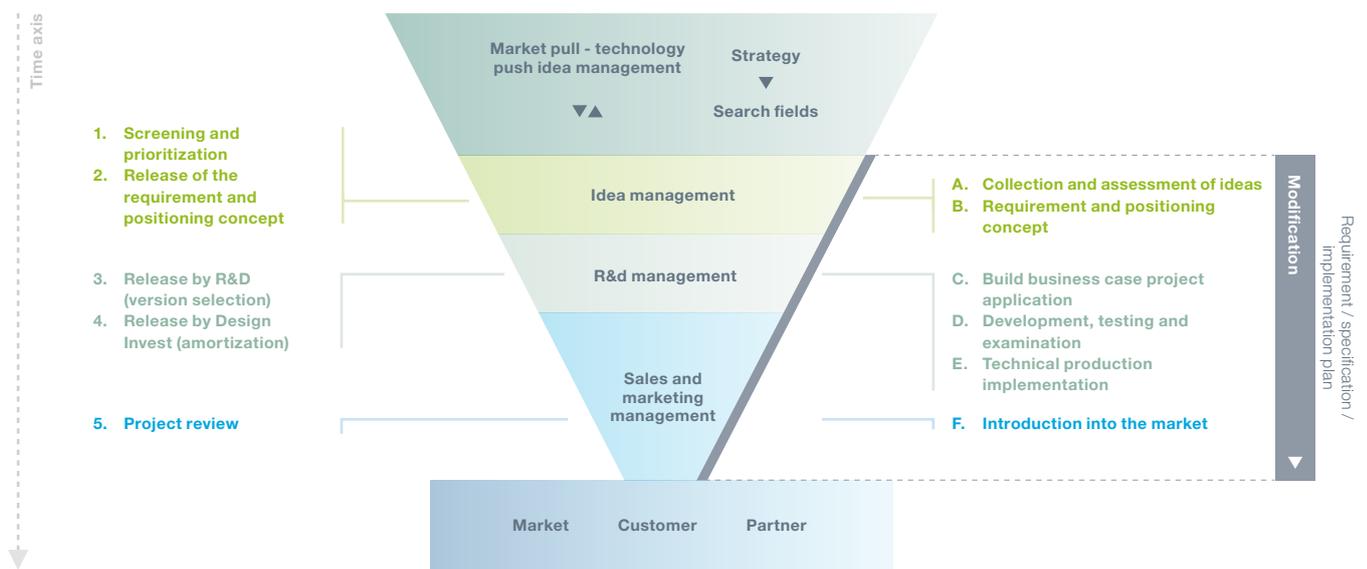
Once a product has been developed successfully, its introduction into the market starts. The sales team together with the product management, application technologies and the marketing department present the product to our customers. The feedback we receive from our partners gives us valuable incentives for future developments. Thus, our products become customer- and market-oriented.

**Our concept of innovation**

Every potential innovation passes a scrutinizing screening procedure. Our development funnel covers strategic, tactical and operational aspects. On top of this, the strategy level is represented by strategic work and idea management. To the left are five tactical break points, from screening to reviewing. If a project cannot finish one of the critical points positively, it will be revised, parked or terminated. The operative classification of every development project is into five milestones, from the collection and assessment of ideas to the introduction into the market (r. h. s.).

The development funnel and the core requirements of the product management (key fact sheets) together form our concept of innovation. The Key Fact Sheets serve as a roadmap for the development of each product group. They combine R&D activities with all other activities that are required by professional product life cycle management.

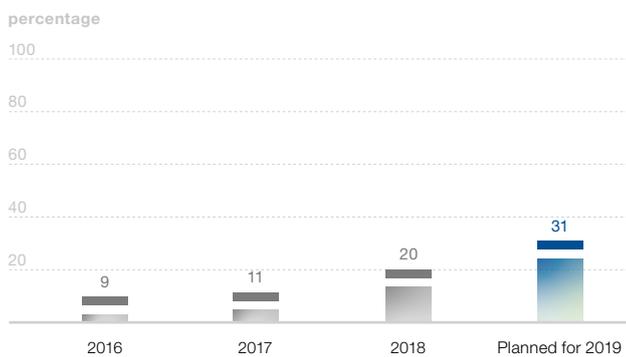
**R&D Funnel of POLOPLAST**



### We measure innovation: characteristics

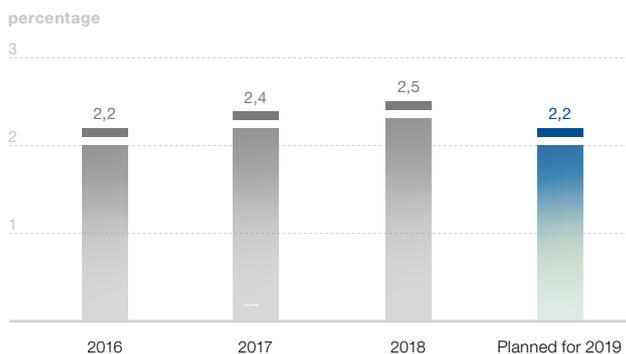
For the calculation of the percentage of innovations in our gross turnover, we take innovative products that were introduced in the past five years as a basis.

### Percentage of innovations in gross turnover



We use the guidelines of the Frascati Manual issued by the OECD to calculate our expenditure on research and development. Thus, we guarantee, on the one hand, our comparability with other companies, and on the other hand, we calculate the annual research subsidy for our annual balance statement.

### Research and development expenditure as percentage of the turnover



### TECHNOLOGY KNOW-HOW

We use highly developed technologies and manufacturing processes for our innovations, which we improve continuously. We critically assess the effects of any modification and use the methods of "Lean Production" to optimise the value stream. We process materials that we create ourselves and produce them ourselves using our own compounding equipment. Thus, we use a significant spectrum of development options and create unique products.

### Materials development

For two decades, we have developed and manufactured special high-quality compound materials. Our manifold know-how in materials development spans from the addition of additives to plastics to protect them against atmospheric influences (UV radiation, resistance to temperature and chemicals), to flame retardants and multiple reinforcement, mainly with mineral reinforcing fillers, for the optimisation of mechanical properties, such as stability and strength. Several thousand recipes are contained in our data base today. This means that we do not only ensure our independence from the standard materials that are available in the markets, but, above all, are able to manufacture products offering enhanced performance and a unique performance profile.





Thanks to decades of experience we know how to prepare plastic materials so that they are easy to process. “From the processor for the processor”, we also make our valuable know-how on POLOPLAST materials development available to our customers. On our high-end production lines, we manufacture custom-made compound materials from polyolefins and technical plastics, as well as blends of outstanding quality, which makes them fit to be used in the automotive industry or in medical engineering.

### Process engineering

#### Extrusion and multi-layer technology

The high performance of our products systems is based on more than 25 years of experience in the multi-layer technology and its continuous further development. Our production lines, where we manufacture our innovative multi-layer pipes for building and civil engineering, were developed and perfected in close collaboration with mechanical engineers and machine builders. The result are state-of-the-art production lines that ensure stable and process-controlled production, which allow us to continuously open up new dimensions.



#### Single-component and multi-component injection moulding. POLO-KAL XS technology

Using the single-component injection moulding technology, POLOPLAST manufactures functional and highly accurate fittings. Multi-component injection moulding is used to produce fittings that consist of two components. The classic example that involves manufacturing a socket in one piece from hard and soft components is POLO-KAL XS. In our patented manufacturing process, we use a new production technology and a new process, both developed by our company. So, the seal is no longer a loose element that traditionally needed to be inserted



separately, but becomes a highly elastic and resistant sealing element that is rigidly connected to the socket. From the first ideas up to readiness to go into line production, POLO-KAL XS reflects our innovative strength and the uncompromising implementation of our customers' wishes.

#### Handmade and welded

Using different joining processes that are optimised to comply with the respective application, we can fulfil our customers' requirements quickly and reliably. POLOPLAST uses various plastics welding processes. Joining pipes by poly-fusion welding is used to create reliable connections between pressure pipe systems used in drinking water systems. Special fittings and segmented bends are extrusion-welded or butt-welded.



## Digitisation and automation



Digitisation is a megatrend, which will leave permanent traces in nearly all areas of society and the economy. Digital solutions are going to change our processes, performances and our world of employment, but also our products themselves. Even new business models will develop. POLOPLAST makes use of the successful strategy of digitisation because it helps to increase our customers' benefit even more and to build sustainable competitive advantage.

### **OUR STRATEGY OF DIGITISATION**

Every single part of our company is involved in the development of our digital future. The main emphasis lies on systems that simplify and integrate, that make us more efficient and flexible. However, our employees are at the centre of our attention. We wish to make tools available to them, which will allow them to work more smartly, efficiently and effectively. Digital solutions based on work flows, which can be used independently of time, location and equipment, which cause positive changes in our jobs and working methods and open up interesting, new tasks. Thanks to digitisation, our employees have the chance to develop further and are given free space for activities human beings will always be better at than technical systems: innovating, thinking, exchanging, networking.

Across all processes in our company, we use digital systems based on work flow, which improve our collaboration even more: We use tools to assess and analyse various data as closely to the user and as promptly as possible. We use a file management system that helps us to standardize our

processes, to make archiving more flexible and our documents revision-proof, and where digital documents become equal to their hardcopy version. We use systems that record our working hours and travelling times, application management systems and many others.

### **EXAMPLE OF SUCCESS: THE POLOPLAST SMART FACTORY**

Digitisation and Automation will have to be the keys to our successful production strategy, if we want to succeed as a manufacturer among international competitors. In our vision, production lines and logistics systems in the production sector largely organise themselves via the communication and cooperation between people, machines, logistics and products. For that purpose, the computer reflects our production process in real time; in absolutely perfect timing, it draws an image of the current production and finds out its strengths and weak points. And this detailed virtual analysis is what we are able to optimise in reality.



The core of our “Smart Factory” is the Manufacturing Execution System. It interconnects control station, machine and operational data, manufacturing check, energy, material and claim management systems. Production data is registered promptly and in great detail, deviations are visualised so that they can be remedied more simply and quickly. The accuracy of planning increases, which is why batch sizes can be reduced with the product availability remaining the same. This does not only improve our productivity and flexibility, but also the effectiveness of the entire plant. Smart networks between equipment and machines or rather all links of the Value Chain

Our digitisation and automation projects are successful because we design, draft and implement our digital future together with the employees involved. They deliver the best ideas for smarter and more effective work processes. Jointly, we find solutions for more ergonomic workplaces that meet the requirements of the future. In that way, automation technologies help to reduce physical strain caused by heavy weight, unfavourable posture or frequent repetition of one and the same movement. And our strategy of digitisation becomes a win-win solution for our company, our employees and our partners.



help to significantly reduce stock expenditure and processing and search times. Materials are ordered exactly when required; intra-logistics are optimised.

By combining the use of robots and modern measurement equipment, we are able to control 100% of our products at competitive manufacturing costs. Thus, we avoid claims and make a decisive contribution to greater customer satisfaction.

**Further examples of automation projects in our production are:**

- Unmanned transport systems
- Parts manipulation, “bin picking” (a robot picking manufactured parts from a bin and placing them in the exact position for further processing)
- Data glasses that help in troubleshooting and provide technological support. These glasses enable our specialists to render their support from their home immediately, in real time, whenever a problem occurs in production.
- Quality control cameras that provide ongoing output evaluation during production



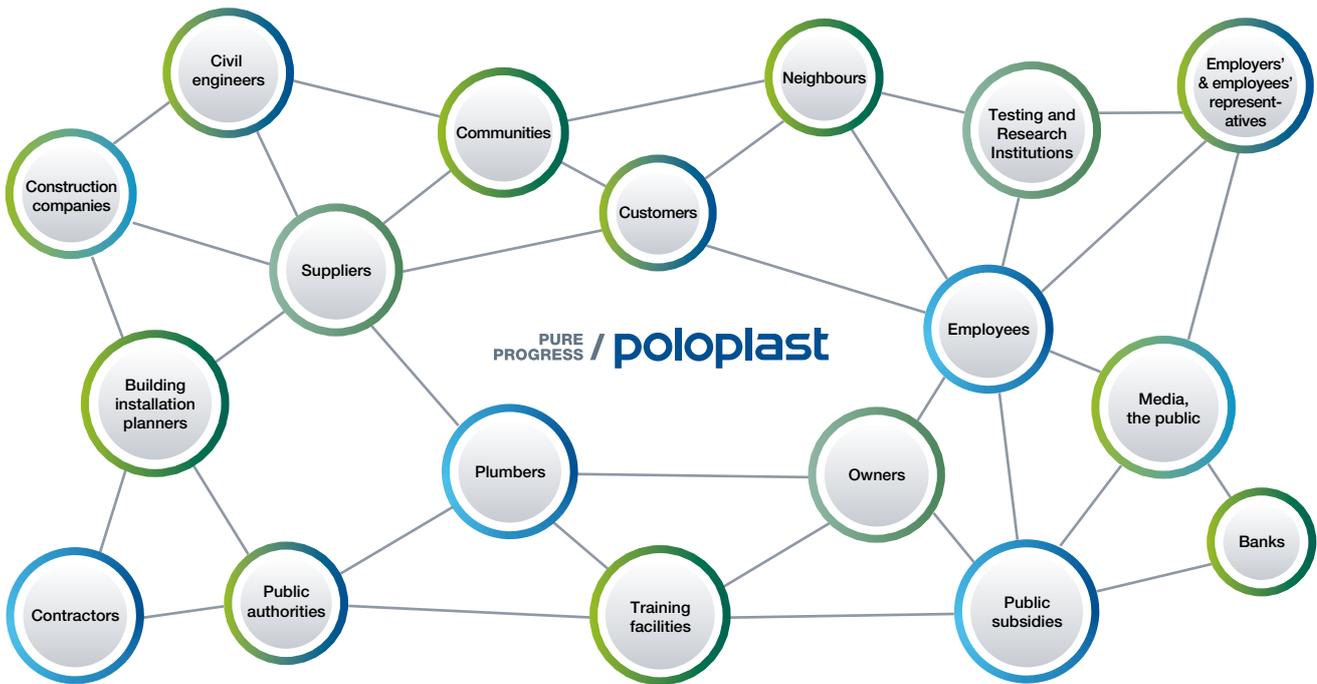


At POLOPLAST, we observe the rules. But, even more importantly, we do so because we believe in them.

One particular factor spans our entire chain of supply: mutual trust. This trust enables the exchange of knowledge and competences with the numerous partners of our network and encourages long-term relationships with our customers.

Together  
with our  
partners for  
sustainable  
business  
relationships

## Partnership



We consider continuous exchange, good networking and solid, sustainable relationships to be the essential expression of the partnership principle. As a company controlled by the owner, we are in the habit of thinking in the long term and looking far ahead. Beyond fast and short-term profit, we see ourselves as a partner for generations, as a partner for partners, with the objective to jointly build a sustainable and successful future.

Joint interests and common responsibilities lead to joint profit. This process demands creativity and the readiness to find options that are acceptable to both partners. It also means that, putting sustainable success in our focus, we cannot be and do not wish to be everybody's partner. We concentrate on collaborating with those who share our philosophy, which makes us predictable in the most positive meaning of this word. Clarity, sincerity and continuity are the decisive factors that enable us to learn from one another, to jointly develop further, to create understanding and build trust. Our long-standing companions, whether they are customers, suppliers or other stake holders, appreciate our attitude, our competence and reliability.

### WE BUILD SUSTAINABLE NETWORKS

If we address the conjunction of ecological, economic and social issues, it is important that different social groups work together. That means that networks are of the essence. They focus the competences of different actors. This is why we strive to

participate in different networks and to interchange with different organisations, institutions and initiatives on a national and an international level. Depending on the respective topics, we offer commitment of varying intensity, from simple membership to active participation.

### PARTNER FOR INNOVATION AND QUALITY

By collaborating with renowned training facilities and research and testing institutions, POLOPLAST pursues applied research and development. As early as ten years ago, the Federation of Austrian Industries confirmed that we had one of the most efficient national networks in plastics engineering. Beyond that, we are in close contact with the international R&D and testing sector.



**R&D network**



Leipzig

**Approvals**

**Austria**



**Certificates**



**Germany**



**France**



**Norway**



**Sweden**



**Slovakia**



**Czechia**



**BRANCH NETWORK**

Thanks to our membership in national and international boards and branch associations, we have the opportunity to make a positive contribution to the development of the branch and to our company's surroundings. We strive to recognise chances, risks and trends at an early stage, to develop optional actions and to integrate them into our future orientation.



**GRIS** . [www.gris.at](http://www.gris.at)  
Quality Protective Association - Pipes in Hydraulic Structures



**OVGW** . [www.ovgw.at](http://www.ovgw.at)  
Gas & Water Association



**FCIO** . [www.fcio.at](http://www.fcio.at)  
Professional Association of the Chemical Industries in Austria



**TEPPFA** . [www.teppfa.org](http://www.teppfa.org)  
European Plastic Pipes Association



**IKR** . [www.ikr.at](http://www.ikr.at)  
Plastic Pipes Initiative



**ÖAKR** . [www.oeagr.at](http://www.oeagr.at)  
Austrian Working Group Plastic Pipes Recycling



**WKO** . [www.wko.at](http://www.wko.at)  
Upper Austrian Chamber of Commerce



**IV ÖÖ** . [www.iv-net.at](http://www.iv-net.at)  
Federation of Upper Austrian Industries

**GRIS, a successful model of top quality hydraulic structures in Austria**

Building and maintaining the infrastructure for safe waste water removal is one of the most important and investment-intensive municipal tasks. For more than thirty-five years, municipalities have had the support of a strong partner who helps them to ensure the very demanding quality level – the “GRIS”, quality protection association for pipes in hydraulic structures (Güteschutzverband der Rohre im Siedlungswasserbau), which was founded in 1981. If pipe systems have been approved according to the strict quality requirements of GRIS, they do not only fulfil the standard requirements, but also comply with the highest market and quality demands. They represent safety, reliability, longevity, sustainability and first-class service. And they represent all these qualities independently of their material, as GRIS is divided into three sections, concrete and stoneware, plastics, and steel and cast materials, thus representing all types of materials that are used in the production of sewage pipe systems.

From the very beginning, POLOPLAST has been active within the GRIS association and has thus supported its voluntary self-commitment to quality that surpasses the standard requirements by far, ultimately benefitting every single Austrian household.

## Focusing on our customers

POLOPLAST's actions are based on partnership. The relationships to our customers are long-standing and trusting, and we offer products that create additional value for our partners and customers. We consider it important to grow together with our customers and to ensure that the earning potential along the supply chain proves sustainable.

For this to come true, we are, among other things, in a continuous discourse with our partners. An essential component of this discourse is the mutual exchange of views and knowledge about specific features of markets: We speak our customers' language. In their different markets, POLOPLAST employs staff who speak the language of the respective country so that language barriers cannot impede communication. This allows us to better understand our customers and their wishes and requirements. We take our customers' wishes seriously, as satisfied customers are the foundation of long-term success in business.

### CUSTOMERS SATISFACTION

We enlist the services of an external market research and opinion poll institution to conduct inquiries among our customers on the quality of our product and their general satisfaction with POLOPLAST on a regular basis. Additionally, we obtain topic-related feedback. We consider analysis to represent an important tool to control our company. It helps us to better understand our customers' needs and to recognise potential for improvement. As these analyses have been drawn up in a comparable manner over the years, they allow us to visualise changes and to initiate the right measures so that we are able to take countermeasures, if required.

The latest customer satisfaction poll was conducted in January 2019. The questionnaires were sent by e-mail to over 10,500 partners in Austria and Germany. The core questions concerned our products, customer care and the degree of overall satisfaction with POLOPLAST. Additionally, we obtained feedback on our domestic waste disposal pipe system POLO-KAL XS, as well as on further areas of application of our products.

The results of this year's analysis of customer satisfaction show that our partners continue to perceive POLOPLAST as a reliable, highly innovative, competent, high-performance company. POLOPLAST's customers consider that they are very well cared for and they value POLOPLAST's high product quality and innovative strength. In the meantime, POLO-KAL XS has become very well known among the respondents and is seen as a product with unique properties, which they like to process and recommend. Our customers clearly see the use of POLO-KAL XS as an advantage.

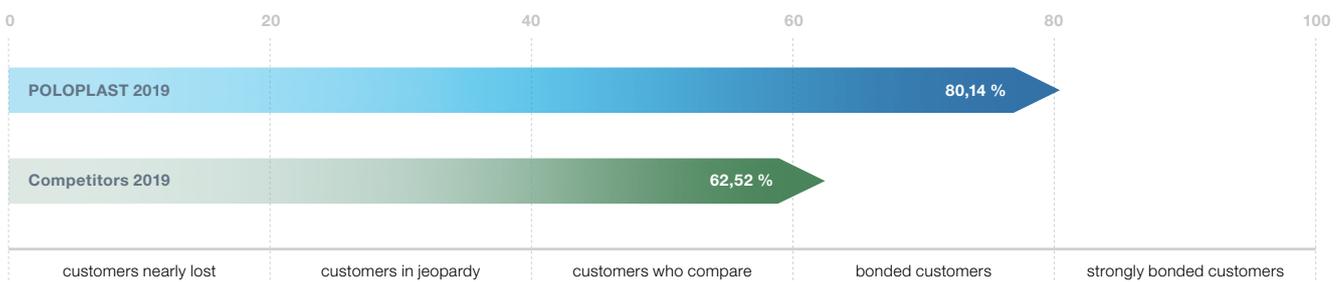
The feedback obtained from the customer satisfaction analysis is very valuable to POLOPLAST; on its basis, we initiate measures that will enable an even better understanding of our customers' needs in the future.

### PARTNERSHIP AND INNOVATION

The success story of the premium brand POLO-KAL® demonstrates how highly rated innovation and acting and thinking based on partnership are at POLOPLAST and how they interact.

When the first generation of POLO-KAL®, one of the first domestic waste disposal product lines, was introduced into the market, it was something entirely new. With their pioneering spirit, POLOPLAST laid the foundation for one of the most popular building installation brands, which became the model for high-quality, highly sound-insulating domestic waste disposal pipes. Three years later, in 1960, the next step of further development followed: POLO-KAL HT (HT = resistant to high temperatures), which added another particular advantage to this domestic waste disposal pipe system, its resistance to high temperatures.

### Bonding index: customer bonding with the POLOPLAST company





POLOPLAST opened up the Austrian market of plastic pipes, other companies simply followed. Soon, not every grey domestic waste disposal pipe was a POLO-KAL® product by POLOPLAST. Options of development were in demand and intensive research was conducted. Sound and fire protection were a hot issue, and such pipes were traditionally manufactured from cast metal. POLOPLAST discovered that an entirely new technology and manufacturing process might help to make the plastic answer equivalently competent. The creation of the highly sound-insulating domestic waste disposal pipe system POLO-KAL 3S in white was a quantum leap in 1990: The pipes are made from three layers, which fulfil various functions and can thus provide sound and fire protection to the full extent.

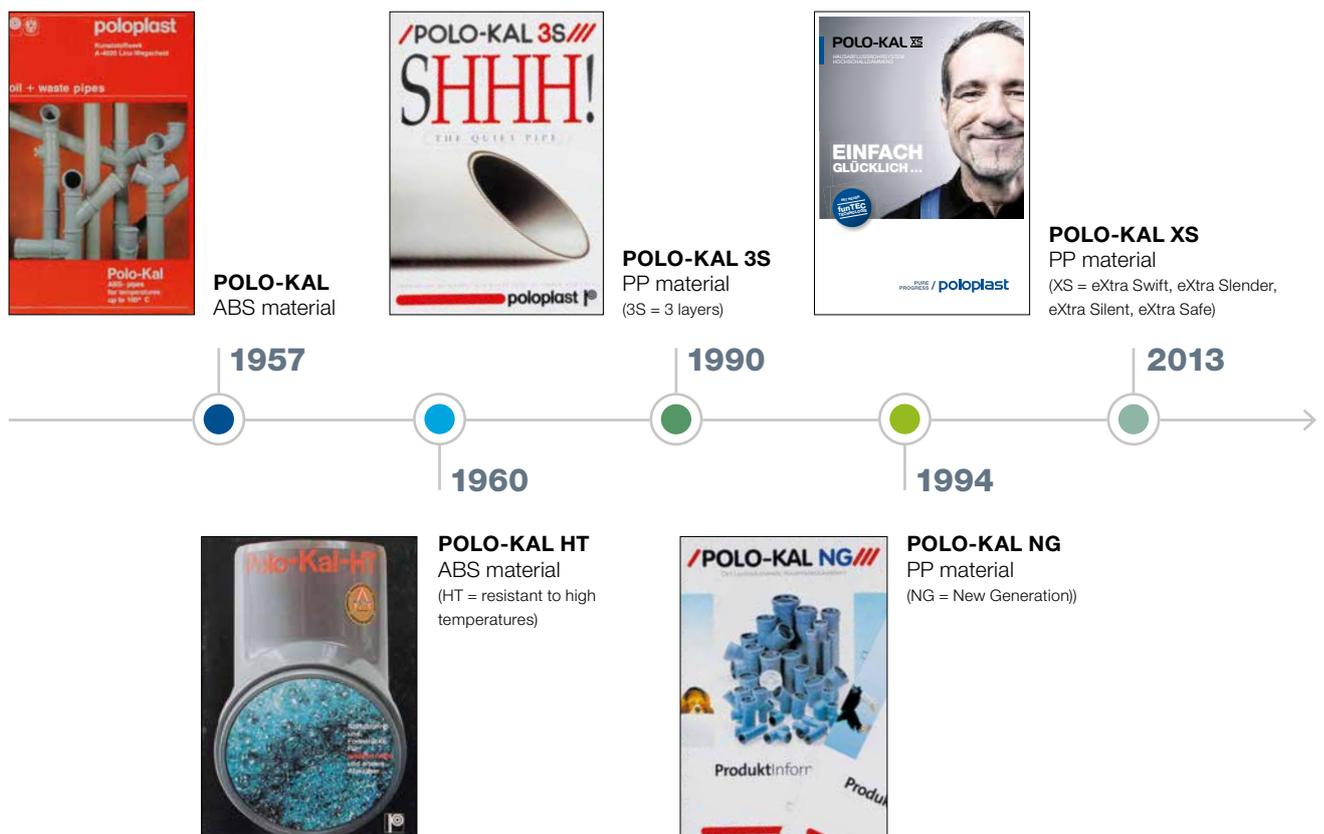
However, POLO-KAL 3S was only the first step. Suddenly, this multi-layer technology opened up a wide variety of options. Not long after, the decision was taken to abandon the grey ABS programme entirely; and in 1994, the three-layered, sound-insulating POLO-KAL NG system made from PP was introduced into the market. And almost without a transition period, so convinced was POLOPLAST of the “New Generation”. It also

had to be unmistakable at first sight. The dove-blue colour has become a unique feature of the appearance of POLO-KAL NG and has since been trademark-protected.

From that moment on, POLOPLAST has set several new benchmarks for plastic domestic waste disposal pipe systems. POLO-KAL XS, which was introduced into the market in 2013, is a successful and decisive step towards even easier processing. The strongest feature of the most recent generation of POLO-KAL® is space-saving thanks to a lean socket. In addition, the funTEC technology reduces the connecting forces to such an extent as to make pipe joining absolutely smooth and fast - without any lubricant. Once more, this innovation of POLOPLAST emphasises the company’s understanding of their customers and their clear commitment to the creation of additional value.

The close partnership with wholesale, plumbers, developers and design engineers is as important to the success of POLO-KAL® as innovation and (applied) technical competence. Because, at “the end of the day”, processors decide on the success of POLO-KAL® and POLOPLAST.

**The secret behind the success of POLO-KAL®**



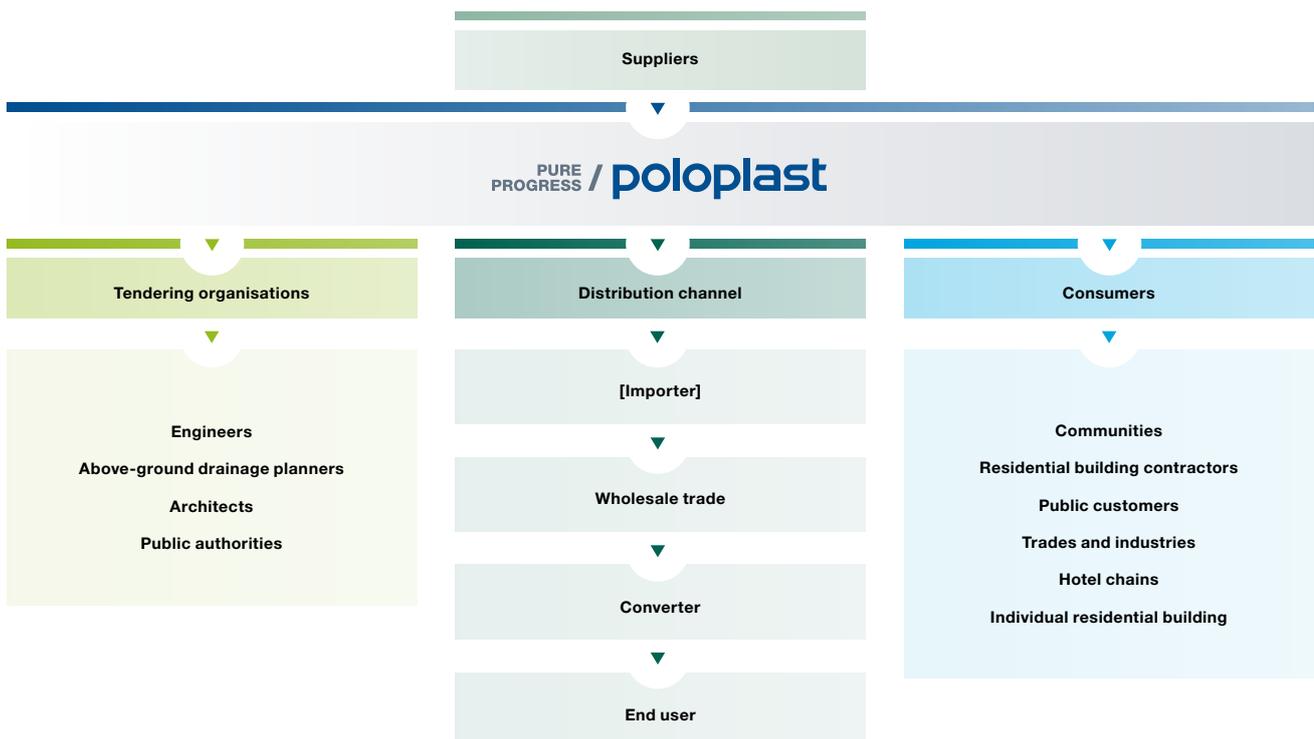


**SUPPLY CHAIN**

Our commitment to a three-stage sales chain that we have always adhered to is one of the main factors of POLOPLAST's success. In that way, we provide the processors with our brand-name products over a comprehensive network of wholesalers, thus guaranteeing our partners and customers additional value.

To be able to manage the company sustainably, the right selection

of suppliers is also an essential aspect (for more details, see page 63 and the following). They are an important part of our value chain. Jointly, we wish to create value and to reduce risk. We collaborate on a partnership basis so that both parties will have advantages in the long run. Thus, we create additional value, which is much more than procurement only; for example, we develop solutions together with our suppliers to be able to produce a tailored response to our customers' market-specific demands.



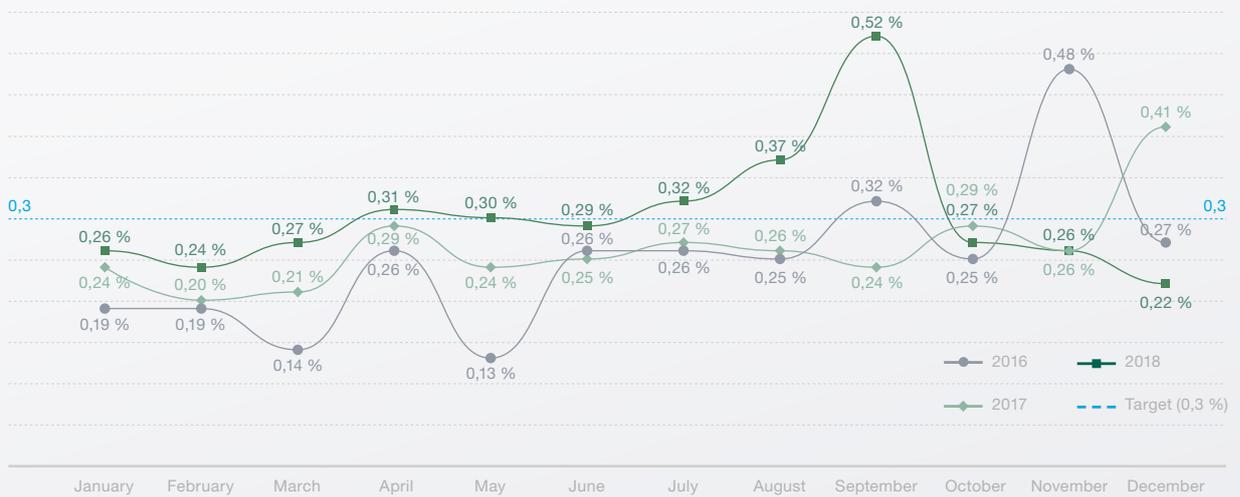


**Operative excellence in sales logistics**

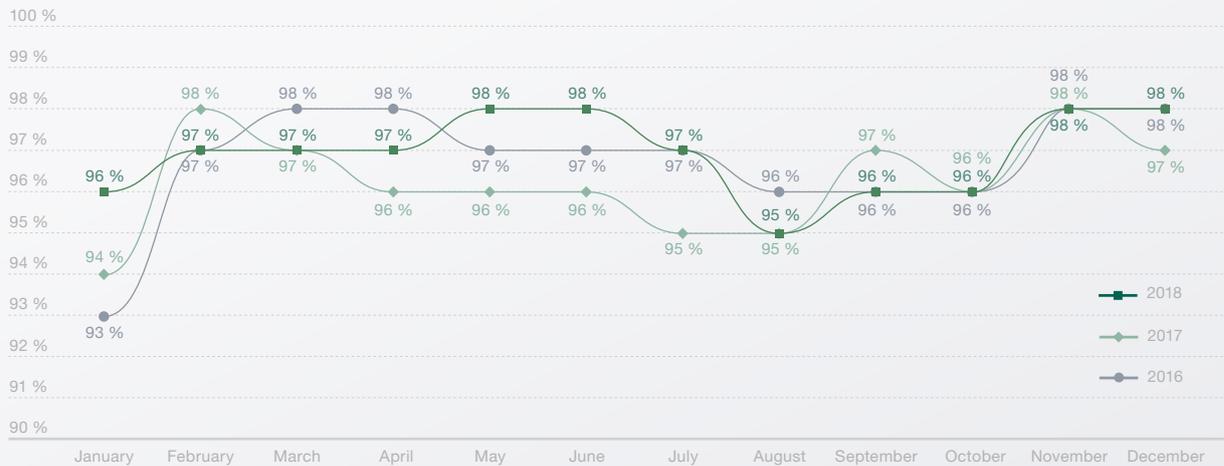
We understand the term “benefit to our customers” as a high degree of product availability and flawless deliveries. As for the rate of customer complaints, POLOPLAST sets a

benchmark for the industry. According to our statistics, our complaint rate is about 4 ppm. For a production quantity of one million fittings, this corresponds to four complaints. This is close to the quality level in medical engineering.

**Defect rate, Leonding (number of defects per order item)**



**Service level compared over a year, Leonding (per items)**



## MARKETS COVERED BY OUR SERVICE

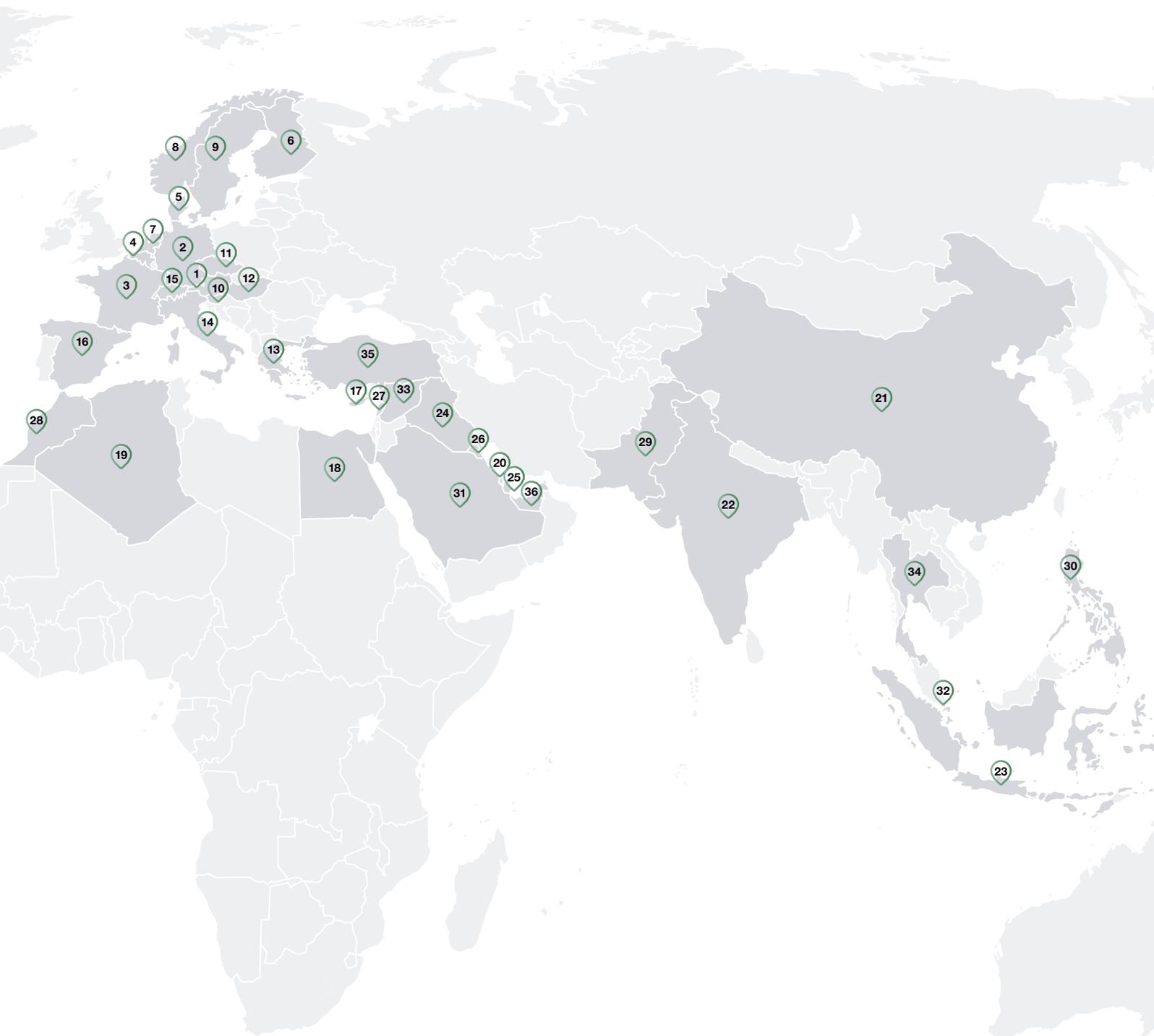
POLOPLAST sees itself as innovation leader in the European pipe industry, and continues to find new answers to the demands that keep rising, on a national, as well as on an international level. The core markets of our business activities are Austria and Germany, as our two production factories are situated in these countries. We continue to pursue and enhance a focused internationalisation that we started some years ago. The fact that we have founded sales companies in France and Northern Europe emphasises the importance of these markets for the POLOPLAST brand. Apart from these countries, Italy, Spain and Switzerland are important European export destinations.

We consider the USA, where we founded a sales company in 2018, to be the most recent, but also the most promising market.

Additionally, POLOPLAST has a strong network of customers in the Middle East, and in several countries in North Africa and Asia.

At the moment, POLOPLAST is active in almost forty countries and currently (2018) sells plastic pipe systems with an overall length of approximately 16,500 km each year. This roughly corresponds to the distance (as the crow flies) between Leonding (AT) and the Fiji Islands (FJ) in the South Pacific.

- 
- |                       |                        |
|-----------------------|------------------------|
| <b>1 Austria</b>      | <b>Overseas Area</b>   |
| <b>2 Germany</b>      | <b>18 Egypt</b>        |
| <b>3 France</b>       | <b>19 Algeria</b>      |
|                       | <b>20 Bahrain</b>      |
| <b>Northern Area</b>  | <b>21 China</b>        |
| <b>4 Belgium</b>      | <b>22 India</b>        |
| <b>5 Denmark</b>      | <b>23 Indonesia</b>    |
| <b>6 Finland</b>      | <b>24 Iraq</b>         |
| <b>7 Netherlands</b>  | <b>25 Qatar</b>        |
| <b>8 Norway</b>       | <b>26 Kuwait</b>       |
| <b>9 Sweden</b>       | <b>27 Lebanon</b>      |
| <b>10 Slovenia</b>    | <b>28 Morocco</b>      |
| <b>11 Czechia</b>     | <b>29 Pakistan</b>     |
| <b>12 Hungary</b>     | <b>30 Philippines</b>  |
|                       | <b>31 Saudi Arabia</b> |
| <b>Southern Area</b>  | <b>32 Singapore</b>    |
| <b>13 Greece</b>      | <b>33 Syria</b>        |
| <b>14 Italy</b>       | <b>34 Thailand</b>     |
| <b>15 Switzerland</b> | <b>35 Turkey</b>       |
| <b>16 Spain</b>       | <b>36 UAE</b>          |
| <b>17 Cyprus</b>      |                        |
|                       | <b>37 USA</b>          |



## Compliance



“There is no right way to do the wrong thing”. “Compliance” or “Conforming to Rules” stands for the observance of laws and internal regulations. To us, however, compliance, does not only mean that we “act conforming to legal and in-house regulations”.

Our daily work pursues the “SPIRIT” values - success, partnership, innovation, resources, identification and teamwork. This makes compliance more than just conformity to regulations - it becomes the expression of a tolerant vital corporate culture that lives according to clear and transparent regulations and respects the fundamental values of human life, on the inside, as well as on the outside.

### CODE OF CONDUCT AND COMPLIANCE PROGRAMME

We depend on our customers', employees' and partners' trust and the performance and integrity of our company. It is a strong pillar of our success that we consider the adherence to the law and responsible behaviour to be an indispensable part of our corporate culture. We can only expect social acceptance of our business and our projects, if we behave in conformity with regulations everywhere at any time. The integrity of each employee is absolutely essential and the key to our company's success. Law-abiding ethical behaviour protects against economic risks, strengthens the reputation of our company and enhances the general public's trust in it.

The major principles of compliance that are applicable for the entire group are contained in the Wietersdorfer's Code of Conduct and are put in concrete terms by principles of behaviour based on this code. We are convinced that it is the applied everyday culture of compliance that decides whether or not compliance rules are accepted in a business. We expect all employees to act according to those principles. The CEOs and the management personnel play a central role here: they are our role models for those within and those on the outside, and they communicate our values in both directions.





## THE PRINCIPLES OF THE WIETERSDORFER'S CODE OF CONDUCT

### Observance of the law

In every single one of our actions we respect legal, ethical and moral principles, as well as our own corporate guidelines. It goes without saying that we observe human rights.

### Safety

Occupational health and safety, as well as the safety of our products are of the essence to us. For that reason, we constantly take measures to enhance a consistent further development and optimisation of our safety standards.

### Equal rights

We believe in respectful work and actions without any kind of discrimination, and we support equal rights in all possible ways.

### Environmental protection

We make sure to treat our environment and its resources thoughtfully - this applies to the production and transport of our goods, as well as to all our everyday activities.

### Competition

Every decision is based on reliability, integrity and fair competition.

### Respectful relationships

We treat our customers, business partners and colleagues with respect and esteem, we undertake to deal with the company's assets carefully, and we dissociate ourselves from unlawfully offered advantages.

### Centre of our actions

Customer-orientation and our company's interests are the centre of our actions.

Our employees and business partners can obtain information on our corporate code of conduct at the Wietersdorfer website at all times; it is available in German and English. As a rule, new employees receive the Code of Conduct in a file during their training period. Additionally, it is also accessible via Intranet link.

Compliance tasks have traditionally been dealt with by the legal department whereas nowadays more and more separate departments are established. For example, compliance is a field of application in occupational safety, in the submission of invoices, in in-house standards, data privacy or risk management. To facilitate the execution and implementation of compliance tasks, a Compliance Management System (CMS) has been introduced in all sectors of the group. It is an essential component of the Wietersdorfer CMS that we have a comprehensive training programme where anti-corruption issues, cartel law and integrity are some of the main topics. Over the reporting period, all CEOs have received training in those topics. Additionally, 120 employees have been trained, among them 23 from the managerial staff of such sectors of the company, where an extended compliance knowledge is particularly helpful in their daily work (Sales departments Austria, Germany, France, North, South and Overseas; Marketing, Product Management, Application technologies, In-House Sales, Sales Logistics, Purchase, Finances and QA). This represents 60 % of our white-collar employees, and 59 % of employees with managerial responsibilities.

No incidences of corruption occurred in the reporting period. Legal actions were taken based on complaints of competitors. All of these were settled by mutual agreement.

## DATA PRIVACY

In the collection and processing of the personal data of our employees and business partners, we observe the data privacy stipulations, and we only collect and process this data for the respective purpose. We take comprehensive measures for the protection of this data and have implemented various processes and regulations. Based on those processes and regulations, we have established a protective system for personal data and have integrated this system into the POLOPLAST data privacy directive. The data privacy coordinator or officer trains and instructs our employees on a regular basis to make them sensitive to data privacy issues.

No complaints were made on the issue of data privacy during the reporting period.



Corporate culture is a vivid example of those values that are honoured by the respective company. We say: If you like what you do, you will do it well.

Every investment in attractive working conditions for employees is also a direct investment in the credibility of a company, and thus, in the quality of its services.

05

We as an  
employer

## Our employees – our capital



Current developments in the market, in society and in technology are changing the sphere in which POLOPLAST operates. To be able to continue our success and to guarantee our customers maximum quality and best service, we are convinced that motivated, ambitious and well trained staff are assets and will bond with the company even in challenging times. In return, we want to be an attractive employer and offer our employees professional surroundings.

### **TOMORROW'S STAFF**

We maintain a constant exchange with schools, universities and so-called universities of applied sciences so that we can make contact with potential staff members as early as possible. Young people who have not yet completed their education are offered the possibility of traineeships at our company. Students who wish to supplement their (technical) specialist knowledge obtain our support in the compilation of their theses.

We put a strong accent on regionalism when we select our staff. As we are customer-oriented, nearly 100% of our staff are hired in the respective region; that means that they are residents of the country, which they mainly work for. All managerial staff of our main business locations, who have at least one employee in their field of responsibility, are Austrian or, respectively, German residents, i. e., 100% were hired locally.

We use a professional application management system in compliance with data privacy so that we are able to make

applications as straightforward and clear as possible for future employees. With just a few clicks, applicants can submit their on-line application rapidly and easily, they can manage their data themselves and can obtain information on the status of their application. Additionally, this system guarantees that applications are processed quickly. In conjunction with our modern and attractive POLOPLAST career website, this makes sure that we meet our applicants professionally.

### **ONBOARDING**

If a new employee has decided in favour of POLOPLAST, it will be necessary to introduce them into our corporate culture and to integrate them into the company as fast as possible. Even before they start their first day at work, a professional onboarding process is initiated. Necessary formalities, such as the preparations of their workplace, or their equipment with tools, are guaranteed thanks to optimised in-house procedures.



On their first day of work, every new employee is given an individual training plan. This is to guarantee that they obtain comprehensive insight into our manner of work and get to know their colleagues, including their responsibilities, as soon as possible. In that way, we want to make it easier for new colleagues to get their bearings and to adapt to the new company, and to collaborate (across all teams). At the end of this on-boarding process, which is also the probationary period, they receive feedback.

### APPRENTICES

The lack of skilled workers is an issue that POLOPLAST also has to face increasingly. We counter this phenomenon by specifically training apprentices. Our qualified apprentice training already laid the foundation of the career of some of our current management staff.

Apart from the classical apprenticeship training, we also focus on the “Young SPIRIT” programme, which emphasises constructive feedback and personality development. For example, the apprentices are given a sponsor for the respective departments they are trained in. This sponsor is available to them as their first point of contact and offers valuable feedback for the further development of each apprentice. Moreover, scheduled appraisal conversations between the apprentice and the HR development department are held.



All apprentices are given the opportunity to develop their personality at seminars held at external training institutions. The topics span from languages and behaviour at the workplace to basic knowledge in business administration, teamwork and motivation training.

### EMPLOYEE DEVELOPMENT, TRAINING AND EDUCATION

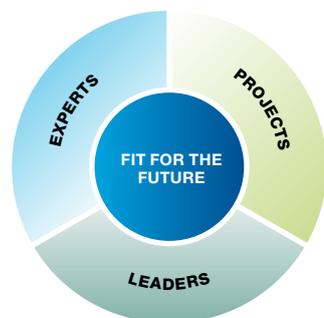
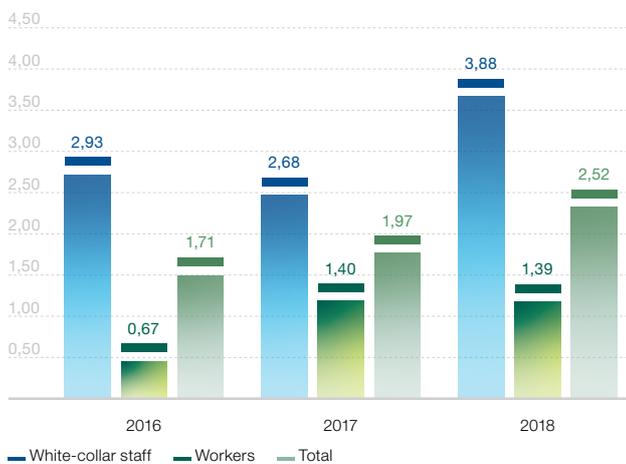
POLOPLAST sees its employees as the central asset of the company's success. It is them who put their energy into the company every day, who give their ideas to the company and who power the company's development.



Continuous staff development and additional qualification is therefore one of the most important objectives to be achieved by the HR management. To offer the employees the optimum qualification to cope with the demands placed upon them and to guarantee their continuous further training, we offer a wide variety of training and qualification options. Apart from individual training in the respective special field, individual and group training courses are also offered on a regular basis. Moreover, we also offer special measures in the field of team and personality development and support our managerial staff to tackle their task with the help of professional coaching.

Apart from the many individual training courses, POLOPLAST also pursues the aim to make their employees “Fit For the Future” by attending the in-house training programme that specialises in company-specific future challenges. Cross-departmental collaboration is also an issue supported by this programme.

#### Average number of training days



Fit for the Future (F<sup>3</sup>) represents a modular tailor-made programme where very experienced external trainers hold the courses. The programme addresses different target groups at three training levels:

**Fit for the Future experts** deals with all contents that are relevant to and

interesting for employees of all jobs and hierarchy levels. This level consists of two-day courses and discusses topics such as project management, resilience or communication in a very hands-on manner. Fireside chats with managerial staff and / or the CEOs provide the connection to everyday business at POLOPLAST, which is why they are an essential part of this programme.

**Fit for the Future projects** deals with topics where employees of different areas tackle POLOPLAST-specific issues and derive implementation measures, such as business plans.

**Fit for the Future leaders** addresses the members of the second and third managerial level. The main topics here are management, strategy, change and communication.

#### STAFF APPRAISAL CONVERSATION

Once per year, staff appraisal conversations are held between employee and superior at POLOPLAST. The emphasis of these conversations is placed on the reflection of collaboration, motivation, the job contents and surroundings of the respective employee, as well as a joint agreement on objectives. Frequently, these interviews result in defining training and qualification measures. The HR department has compiled a well-structured guideline for such conversations which is constantly evaluated and developed further. At present, the staff appraisal conversations are held with all white-collar employees on a mandatory basis. In 2018, we reached a quota of 100% in this field.

In the production and storage sector, team conversations are held on a regular basis. These team conversations have the objective to pass on relevant in-house information, as well as to discuss current topics and wishes of the employees.

In 2018, POLOPLAST held a staff development conference for the first time, following the employees' appraisal conversation. This staff development conference serves as a confidential meeting between staff development and the manager of a (partial) sector where the employees' interviews can be considered. At this conference, it is not the contents of the individual interviews that are discussed, but the knowledge the manager could gain from the entirety of conversations conducted. Current and future challenges in the process, as well as future demands placed upon the employees are the focus of this conference, as far as the content is concerned. The staff development conference aims at gaining more additional value for the organisation from the employees' interviews by deducing what organisational measures will become necessary, and by identifying additional important training topics.

#### ABSENCE MANAGEMENT

POLOPLAST conducts professional leave management and wishes to re-integrate employees successfully after a period of family-related absence. Scheduled and well-structured meetings are held before, during and immediately before the end of these periods of absence. They allow ongoing coordination between manager and employee in order to ensure the return is a pleasant experience for all parties involved. There are special individual cases where the employee is offered a limited-income employment for the duration of their leave.

But we also strive to integrate employees on leave as well as possible into all events happening in the company apart from daily work routine. If they agree, the employees on leave receive the company's general information by e-mail and are given the opportunity to attend training courses in the field of “F<sup>3</sup> Experts”.



They can also participate in skiing days, end-of-the-year parties and the summer party, so that their connection with company and colleagues remains vivid throughout the year.

Every employee of POLOPLAST has the right to spend so-called parent time with their new-born child. Over the reporting period, twenty-five employees from the entire group used their right to parent time, among them eight fathers. Six persons, among them one father, were still on parenting leave as per 31st December 2018. As for all the others, the return quota is 100%, even after twelve months have passed since their return.

### EMPLOYEE INTERVIEWS

POLOPLAST conducts employee interviews every four years. On the one hand, they want to get a picture of the employees' mood. On the other hand, they use the results of these interviews to deduct from them measures that will further improve the employees' working conditions and increase their satisfaction and motivation.

Work®. All employees, workers and white-collar staff, were given the opportunity to put their wishes, their approval, critical observations and suggestions in writing anonymously. 90% of the staff participated in this survey.

The results of the survey demonstrate that nearly 90% of the participants assess their job at POLOPLAST as "very good" and, as can be said consequently, are satisfied with their workplace. The staff consider it very positive that the jobs are safe, that they are offered comprehensive health service, that the working time is flexible and that they are well paid (including shares in profits). Pride and loyalty prove to be very strong qualities among the respondents. This offers a high level of intrinsic motivation, a pronounced commitment and high readiness to recommend POLOPLAST as an employer. Improvement potential is present in the field of communication, collaboration across different teams, and the celebration of successful deals.

According to our principle of "PURE PROGRESS" we constantly strive to actively embrace improvement potential, so that our good

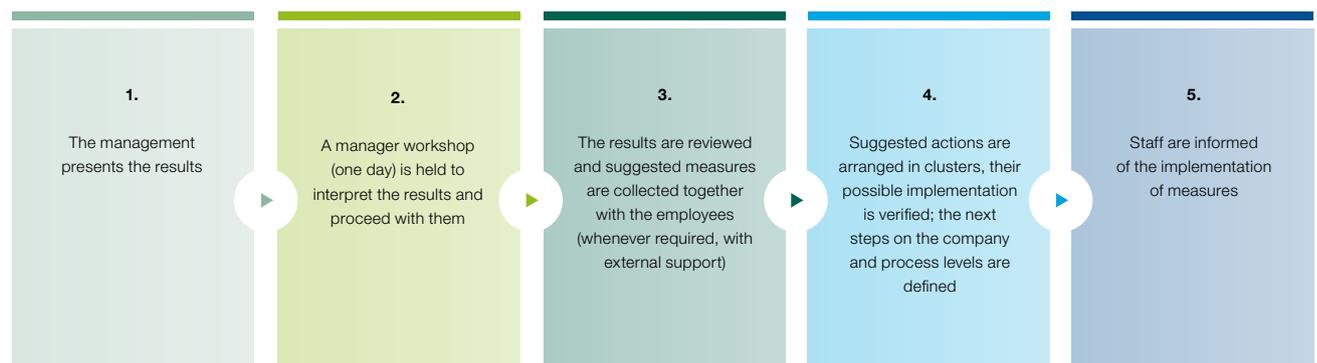


### A great place to work

The latest comprehensive staff survey was conducted in autumn 2016, in collaboration with the Institution "A Great Place to

work" results will become even better. For this reason, a stage plan was developed following the employees' opinion survey so that the survey results could be processed and worked on specifically.

### Stage plan





**In retrospect, this professionally conducted process has helped to implement a great number of improvements in the company:**

For example, since the survey two summer parties have been held at the Leonding location, which the staff met with enthusiasm. Another measure that has resulted from this process and has already been implemented is regular information on the construction progress at the Leonding location. Team meetings in the products sector, as well as the “Technology Day” strongly target the improvement of cross-team communication and collaboration; several successful technology days have been held since the survey. Measures, such as new windows, a new insulation of the outer walls, and the installation of exterior roller shutters have improved the indoor climate in the offices and have led to positive changes that were immediately tangible following the survey.

Moreover, the individual divisions conduct their own annual staff surveys on specific topics so that they can gain further insight and implement improvement.

At the Ebenhofen location, the entire year 2018 was dedicated to health. The key areas of focus were nutrition, exercise and relaxation: For example, a cookery and nutrition course for working people was offered and accepted enthusiastically. Staff were also offered the opportunity to attend relaxation training and exercises for a healthy back held by external trainers. The summer party 2018 also followed the health-and-exercise motto: The POLOPLAST Olympics were held for the first time, where the staff gathered in randomly formed teams to prove their skills in different disciplines, such as darts, football, basketball or bowling.

**Analysis of corporate culture**

Our value management, our culture and our ethical principles are unique. We term them “SPIRIT”. SPIRIT is an essential factor of POLOPLAST’s success and offers a high contribution to the motivation and satisfaction of our employees. For many years, we have placed “SPIRIT” in the centre of our daily work - and will continue to do so.

You need to know the presence well, though, to be able to shape the future. For this reason POLOPLAST conducted an analysis of corporate culture in collaboration with an external partner for the first time in 2018. Eighty managers and employees, as well as the three chairs of the works council were interviewed. It was the objective of this survey to be able to derive improvement measures and to develop our SPIRIT further according to our strategy and in a modern manner. The interview responses were evaluated anonymously and confidentially.

The results of the analysis of our corporate culture confirm that POLOPLAST is a success-oriented company where the staff strives for great achievements. We work thoroughly and with great discipline, and we value stability and efficiency. At the same time, POLOPLAST is a staff-oriented company. We help and support one another. We cherish loyalty and mutual trust. This is a good thing to do. This is what SPIRIT stands for.

But SPIRIT also stands for innovative strength. The analysis of our corporate culture has demonstrated that other values were ranked before the pursuit of innovation. This is why we wish to enhance the focus on innovation in the future. In the future, we intend to put a stronger emphasis on the enhancement of enthusiasm for the new, the readiness of each single employee to try out new



things, and the eagerness to create something new. A successful company requires innovative strength to successfully stand its ground in the market and to be distinct from the competitors.

## SOCIAL BENEFITS

POLOPLAST regards itself as a socially minded and fair employer. This is why we offer our employees at the two main locations attractive wages, but also a series of further benefits. These are not directly connected with permanent employment contracts or full-time jobs.

POLOPLAST supports its staff by making voluntary contributions to retirement funding, as it has become necessary to build a second and third pillar.

A legal regulation provides this for the staff at the Ebenhofen location. POLOPLAST pays their employees a voluntary contribution to the government-sponsored form of saving.

At the Leonding location, all employees are subject to a pension funding regulation that provides a basic payment by the employer, starting after one year of employment. Additionally, POLOPLAST makes further contributions to the pension funding with employee's shares after a certain period of employment.

### Apart from the pension funding, there are many other social benefits that increase the attractiveness of POLOPLAST as an employer, such as:

- Flexible working time models
- Company canteen offering high-quality low-price lunch
- Group accident insurance
- Allowance for travel expenses
- Allowances for company and sport events
- Allowances for company-organised massages
- Health and wellness offers
- Additional leave
- Christmas offers and social benefits to the works council's fund
- and many more.

## WAGES AND SALARIES

All employees who have concluded a job contract with the parent company are subject to payment according to the collective contract of the chemical industry. The Ebenhofen location in Germany is not bound by a collective regulation. However, a company agreement was made which corresponds to the German labour-law regulation, particularly to the minimum wage regulation. All employees at both locations are represented by a works council.

The staff employment contracts of the other subsidiaries are subject to the respective national legal provisions.

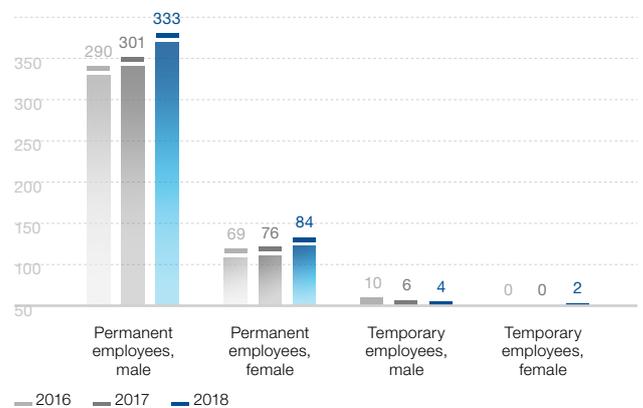
We offer our staff a system of attractive wages and salaries that comprises other components apart from the basic wage / salary. All our staff members have the opportunity to make an active contribution in order for the company's objective to be reached and thus to participate in shaping the company's success.

Provided a corresponding business profit, all employees receive a share in profit that depends on the objective reached. Additional performance incentives, particularly for apprentices, are, for example, bonus payments for excellent reports and final exams at the end of their apprenticeship.

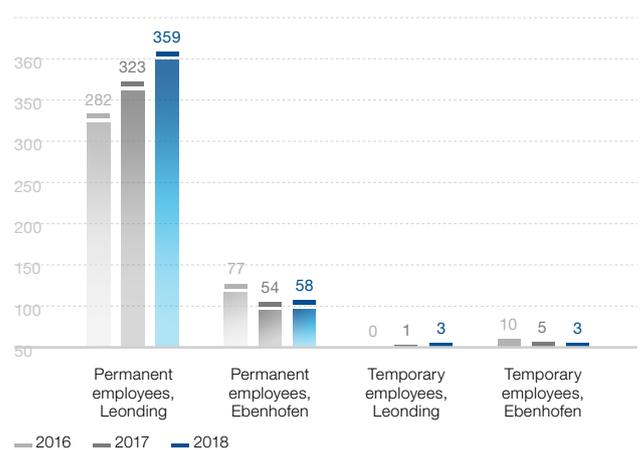
The basic wages and salaries, as well as other components and additional benefits, do not differ depending on gender, ethnicity, religion or other criteria.

## CHARACTERISTICS

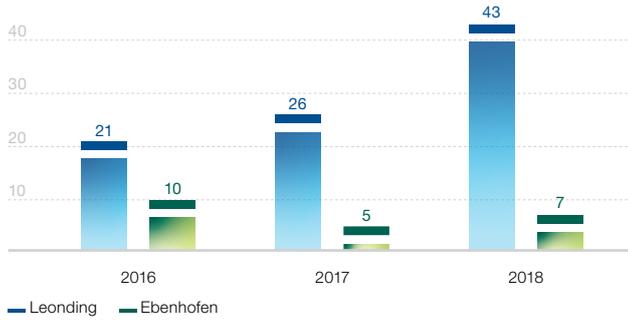
### Permanent and temporary employees by gender



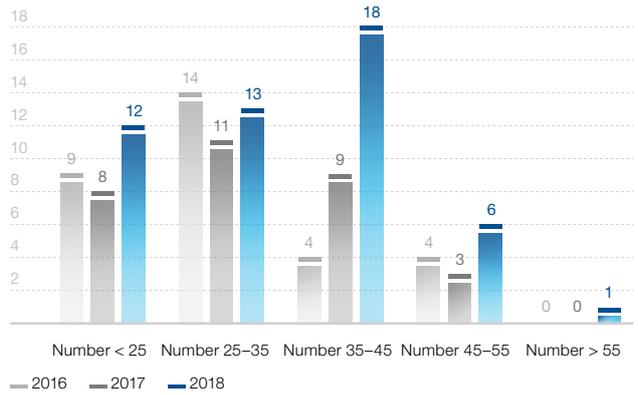
### Permanent and temporary employees by region



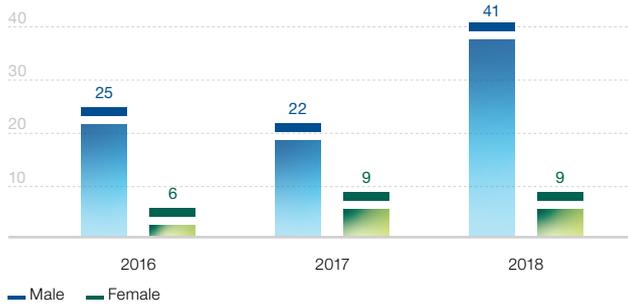
**Overall number of new employees by region**



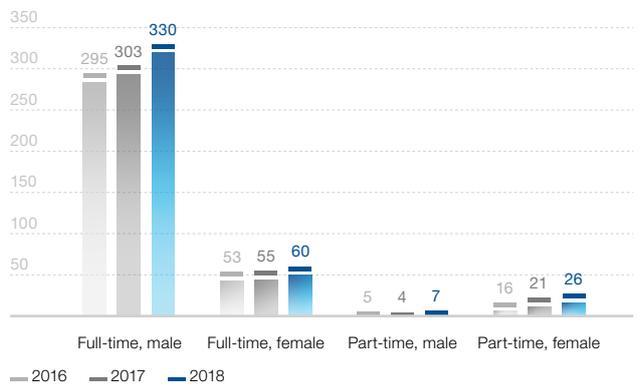
**Overall number of new employees by age groups**



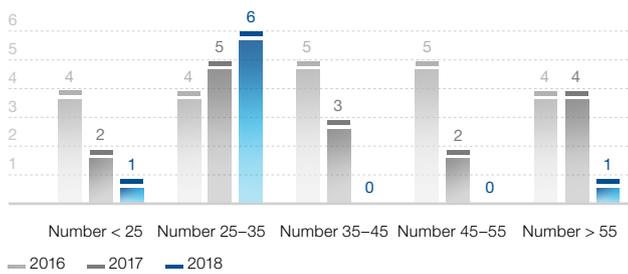
**Overall number of new employees by gender**



**Full-time and part-time jobs, by gender**



**Overall employee fluctuation by age groups**

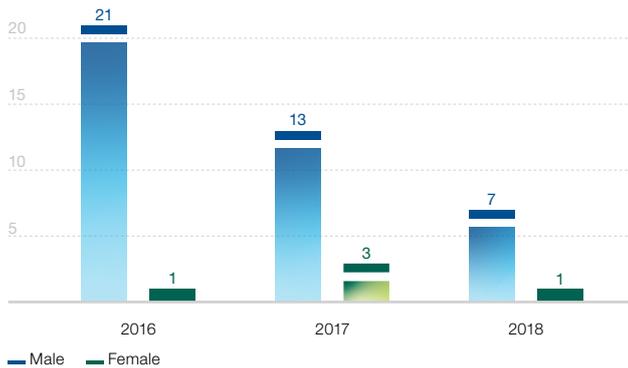


No significant share of the company's activities is carried out by persons who are not employees.

The fluctuation rate is calculated using the Schlüter formula: That means:

$$\text{Rate of fluctuation} = \frac{\text{Rate of fluctuation}}{\text{Number of persons employed at the beginning of the period} + \text{newly employed persons}}$$

**Overall employee fluctuation by gender**



**Overall employee fluctuation by region**





## Occupational health and safety

As we take on social responsibility, we strive to prevent illness at the workplace, to strengthen our employees' health, to avoid accidents and to improve the well-being of our employees at the workplace and to maintain it in the long term. 18% of the employees from all levels and departments are represented in the most varied processes in health and safety committees (occupational health committee, fire protection group, first responders). Together with external experts on preventive measures, we ensure that all our employees have safe and healthy workplaces.

### OCCUPATIONAL HEALTH

Healthy, satisfied and motivated staff are one of the main keys to quality and competitiveness. It is a fact that only healthy persons who like their workplace are able to make significant contributions to the company's success.

In order to create the optimal conditions for them, POLOPLAST offers a number of health-supporting measures that go way beyond legal obligations. Our current offers comprise, for example, health checks and examinations, occupational medical care, vaccination programmes, medical massages, a company canteen offering healthy, regional and seasonal lunch menus, fruit baskets, stop-smoking seminars, in-house sport events, such as skiing days, etc.

Moreover, we have focused on structural and technical measures



in the occupational health area during the past years. New windows, a new insulation of the outer walls, and the installation of exterior roller shutters have improved the indoor climate in the offices. The existing conference rooms have been equipped with air conditioning units. We have replaced all office desks with desks that are adjustable in height to support ergonomics at the workplace even more.

In two new workshops, we have provided windows that are as large as possible. Natural light makes the job surroundings more pleasant. Moreover, intuitive lighting concepts, as well as radiant ceiling panel heating, increase the sense of well-being at the workplace.

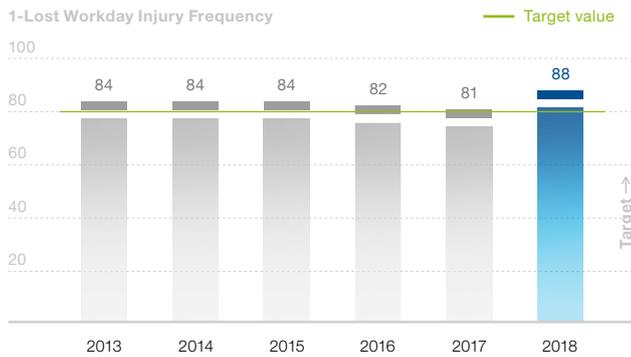
To be able to support our employees in their psychological well-being, POLOPLAST and the workers' council offer an external consulting service based on the health service provided for in the worker's collective contract. Since 2015, all blue-collar workers at the Leonding premises, as well as all persons living with them in a joint household, are offered the services of the external "CONSENTIV" experts to support them in their professional and private life. They offer information, sponsoring and individual consultation on professional and private issues, on an anonymous and strictly confidential basis, 365 days a year.

### OCCUPATIONAL SAFETY

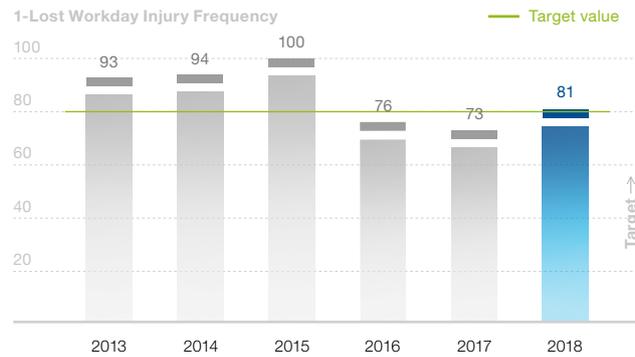
Occupational accidents are often caused by negligence. We meticulously investigate the reasons for every occupational accident, even for every near accident, and pursue the objective to sustainably eliminate all possible hazards. We conduct safety audits on a regular basis, and also use the tools of "Lean Production" in order to systematically find and eliminate all trifles that might cause accidents.

We have included the safety topic in the BSC (Balanced Score Card), which undergoes monthly analyses of two parameters (LWIF, LTIF). These parameters correspond to the international characteristics of LDR (Lost Day Rate) and IR (Injury Rate). The frequency (number) and severity (lost days) of occupational accidents is monitored continuously. For the assessment of our safety measures we have set the benchmark at 80% of successful safety measures and at 400 LTIF (Lost Time Injury Frequency). The success of safety measures is measured using the international coefficient of "Lost Workdays Injury Frequency" (LWIF). We check our measures aimed at reducing occupational accidents continuously, discuss them in the occupational health & safety committee (ASA), benchmark them against industry-wide figures and, if required, add further preventive measures.

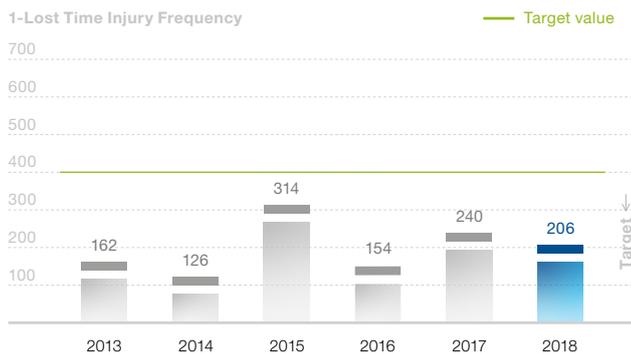
### LWIF\* safety coefficient, Leonding



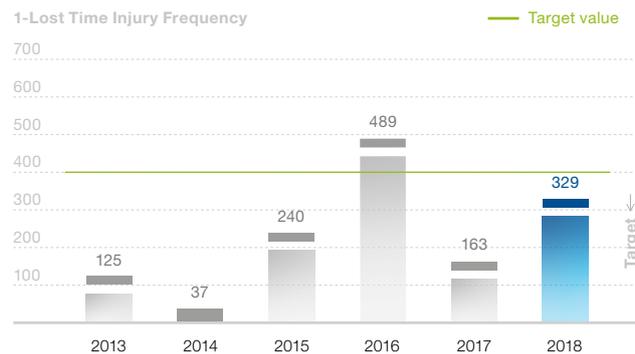
### LWIF\* safety coefficient, Ebenhofen



### LTIF\*\* safety coefficient, Leonding



### LTIF\*\* safety coefficient, Ebenhofen



\* safety coefficient =  $1 - \text{Lost Workday Injury Frequency} = 100 - \frac{1.000.000}{\text{hours worked}} \times \text{number of occupational accidents that must be reported}$

\*\* safety coefficient =  $\text{Lost Time Injury Frequency} = \frac{1.000.000}{\text{hours worked}} \times \text{number of lost days as a consequence of occupational accidents that must be reported}$

## FIRE PROTECTION

### At POLOPLAST, fire protection has the following objectives (listed by priority):

- Safeguarding the life and health of all persons present in the company (own employees and external staff), as well as of all emergency teams, in the event of a fire
- Preventing long-term or extensive loss of production as a consequence of damage caused by fire
- Protecting material assets
- Protecting the environment, particularly, the soil

To be able to live up to these objectives, we do not only comply with the official fire prevention regulations by conducting inspections and revisions of our fire-protective systems, but we also conduct preventive inspection rounds, in-house checks and various assessments, as well as adapting our buildings and workflows systematically to optimise our fire prevention measures. To be well prepared in the event of a fire, both locations have been extensively equipped with fire alarms, and apart from training, maintenance and optimisation of fire compartments, a trained emergency team is on the alert 24/7.



# Employer of the future

## RELIABLE EMPLOYER

The need for security is a basic human need. Particularly when life becomes more dynamic and changes rapidly, values such as security and stability gain in significance. This applies to one's private life, as well as to the job.

For several reasons, we are convinced that we are able to provide our employees with these stable and secure surroundings. First of all, because of "SPIRIT", our credo of values. In a nutshell, "SPIRIT" stands for sustainable and responsible action. "SPIRIT" is not only the basis for our daily business though. It is much more the foundation of our corporate strategy and serves as a guideline in strategic planning and phrasing our corporate objectives. "SPIRIT" is the reason why our employees can rely upon our making sustainable, prospective and responsible decisions.

Secondly, we are convinced to be able to offer security and stability based on our motto of "PURE PROGRESS", our clear commitment to progress. We tread new, innovative and flexible paths, we are oriented towards our customers' needs, and we successfully face the challenges of the future. To change, to keep up with the times and to recognise changed customer demands, is indispensable to the successful continuance of POLOPLAST. Our corporate history of over sixty years proves that we are



able to do that; POLOPLAST has always proved that they are innovative technology leaders, and we are convinced that we will succeed in continuing to prove that.

The third pillar is our clear commitment to our locations in Austria and Germany. For example, the factory at Leonding was built more than forty years ago; since that time it has been extended in several stages to adapt to the current needs. Irrespectively of the overall conditions - Leonding is situated in a water protection area - the location has never been up for discussion. We have also made it clear that, in accordance with our values, we would never move our production to a low-wage country.

The fourth point is that we choose regionalism when hiring employees. Primarily, this is in our customers' interests, as absolute customer-orientation does not only show at the product level. Absolute customer-orientation rather shows at the personal, emotional level: language, knowledge of local conditions, cultural understanding. This is why only regional employees are responsible for customer care, among them also in our main international markets. Only those who speak the customers' language at all levels can be successful in the long term. And only those who are successful in the long term, can be a stable and reliable employer.

## FLEXIBLE / ALTERNATIVE JOB MODELS

We want to be an attractive employer, for our present but also for our future staff. The development of the past years has shown that security and financial incentives will not suffice in the future to hire and keep well-qualified employees. The importance of attractive general conditions is increasing. General conditions that allow the job to be smoothly combined with one's private life and one's own values. General conditions that leave space for family, leisure and social life. Employees who are satisfied with their work-life balance show higher motivation and productivity at work, stay healthy and fit for longer.

We have understood the future trend and are ready to face this development with an open mind. POLOPLAST already offers their employees more than forty different worktime models. Employee-friendly alternative models such as teleworking, part-time work for older employees, job sharing or the four-day week also occur in some situations of POLOPLAST's daily work. However, the challenge of the years to come will be to find smart solutions with a wide foundation that take into consideration both sides, the employees and the employers. It will be required to balance personal interests and operational necessities. This will be the only way of guaranteeing that POLOPLAST will continue to be a successful competitor in the international leading group while yet remaining an attractive employer.



We take on  
responsibility:  
the product  
life cycle from  
A to Z

## Water management

### SOURCE WATER PROTECTION AREA – STRINGENT STIPULATIONS MUST BE MET

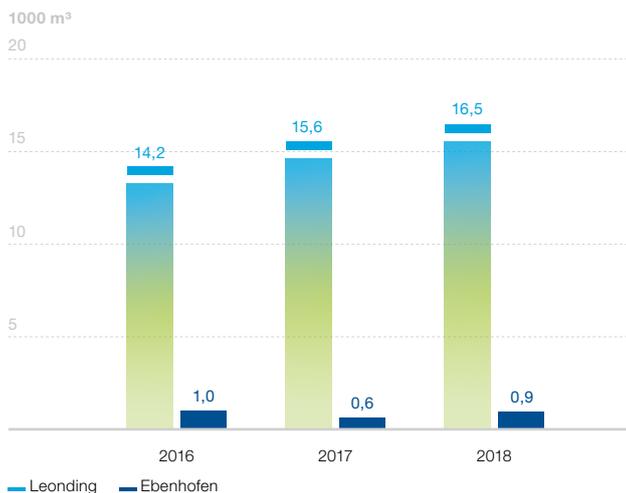
Our production at the Leonding location covers an area of approximately 85,000 sqm and is situated in the direct surroundings of a major drinking water tapping point for the supply of the city of Linz. The situation of our location in the heart of this area and the fact that it has been operated without disruption for more than forty years demonstrate how carefully we deal with the use of resources and raw materials. Apart from periodical inspections by official authorities, we ourselves also take measurements on a regular basis to be able to detect possible risks of water pollution and to eliminate them immediately. Numerous in-house control and monitoring systems help us to avoid deviations from the nominal conditions and to take immediate corrective measures, if required.

Our sewage network is inspected on a regular basis, and modern technical equipment at the Leonding location makes sure that precipitation water seeps away as stipulated by legal provisions. We cover our open areas with tarmac to ensure that our factory transport functions flawlessly and only produces low levels of noise. Expensive and labour consuming seepage troughs make sure that the rainwater is cleaned before seeping into the soil. With that precaution taken, precipitation water can be left to the natural above-ground and underground drainage process, and the ground water stream remains uncontaminated.

### PROCESS WATER MANAGEMENT

100% of the process water needed for our Leonding production is taken from our factory-owned well, is then treated and used for product, equipment and tool cooling purposes in the production sector. Our drinking water only comes from the local water network.

#### Total volume of water tapped for cooling purposes (Process water consumption)



The quality of our products goes hand in hand with the quality of our process water. We do not only comply with the official regulations, but constantly measure, adjust and verify various water parameters in line. This continuous monitoring allows the water to circulate at least a hundred times before being drained. This, in turn, means that we only have to top up about 1% of the volume of circulating water. Moreover, we take many an initiative to keep the volume of tapped water significantly below the volume permitted by the official authorities, although our production increases steadily. Approximately one half of our waste water is used process water, the other half is domestic waste water.

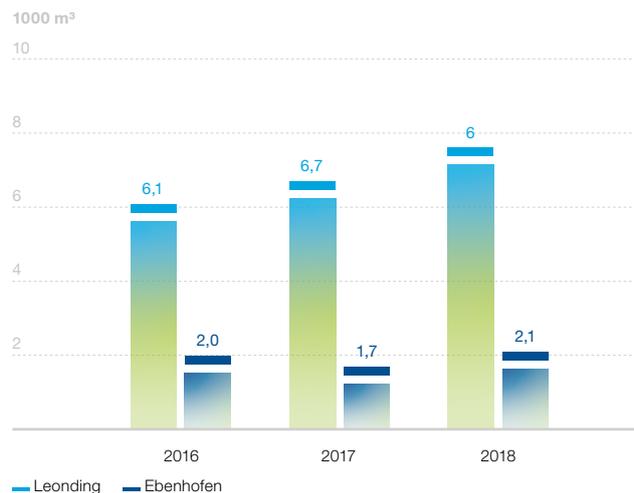
POLOPLAST is also successful in the implementation of projects that aim at saving energy for cooling purposes. Comprehensive analyses and process adaptations make the cooling machines more and more redundant; energy-efficient evaporative equipment takes over.

Process water is made available wherever needed. Our extensive pipe network and modern automatic control engineering equipment guarantee that. The pipe network consisting of our own products is continuously monitored, periodically checked for leaks and constantly extended.

For the time being, POLOPLAST only uses water from the public supply system at the Ebenhofen location; however, there are some initiatives exploring a change to well water. As a method of efficient use of this valuable resource, we let the water circulate over 170 times, and only 0.3% of the required volume of circulating water need to be replenished from the local water supply network.

Our waste water is of such high quality that it is given the public authority approval to be drained away into the local sewage system without the need for any further treatment.

#### Volume of waste water

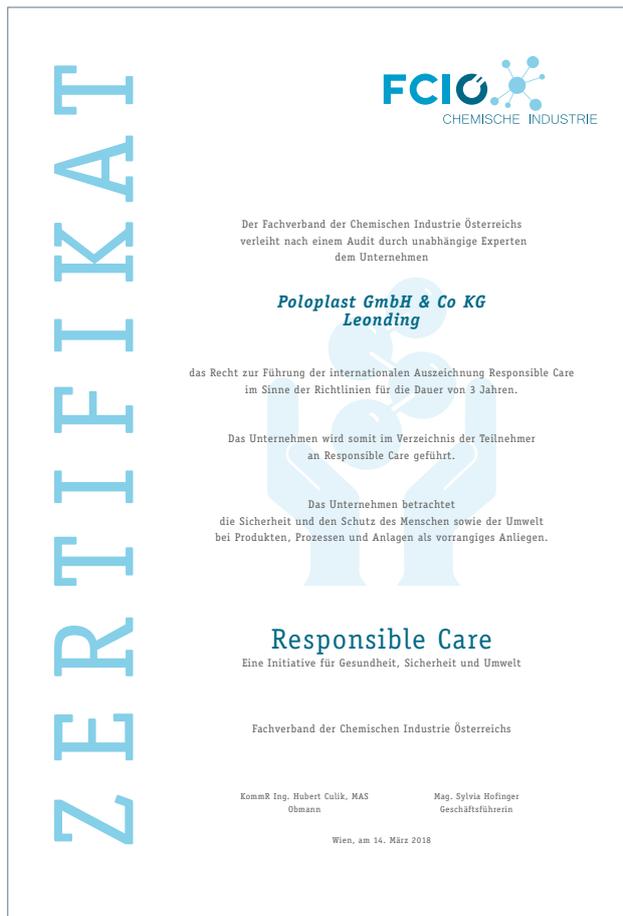




## RESPONSIBLE CARE

Responsible Care Audits regularly confirm that we handle resources and raw materials used in the production process with care and conscience. By participating in Responsible Care, a voluntary initiative of the chemical industries, POLOPLAST has undertaken to take measures to strengthen the employees' health and safety, and to minimise adverse effects on nature.

Since 2000, POLOPLAST's Leonding location has been certified according to Responsible Care. In 2018, POLOPLAST successfully subjected themselves to a comprehensive examination and re-certification by RC auditors again. The result: The high standards achieved in the earlier audits were improved even further.



## ZERO PELLETT LOSS

In a joint initiative with the Austrian Ministry for Agriculture and Forestry, Environment and Water Management, the plastics industry founded the "Zero-Pellet-Loss" Initiative in 2015. The participating companies oblige themselves to implement a 10-issue programme, which is intended to reduce the daily amounts of plastics drained into the Danube by the entire plastic processing branch to less than one kilogram. Within a few days, twenty companies joined the pact, covering approximately 80% over the total volume processed in Austria - about 1.85M tons per year.

POLOPLAST was among the first companies to sign the pact. We have identified different potentials that are specific to our company, we have implemented the individual measures and have firmly embedded them in our existing structures. On the Responsible Care platform, the compliance with these items of our programme is checked on a regular basis.

**"ZERO PELLETT LOSS" PACT**

**Programme Consisting of Ten Measures**

1. Ensuring that collector baskets are used at all charging points.
2. Strategic arrangement of granulate containers to allow local disposal
3. Checking all traps for correctly installed sieves
4. Thorough sealing of bulk-cargo containers prior to shipment
5. Ensuring that all bulk-cargo containers are completely emptied
6. Ensuring that no granulate remains on the roof of hopper wagons after charging
7. Installation of central exhaust systems wherever possible
8. Careful discharging of bulk granulate
9. Training of employees
10. Notification of our logistics partners

No environmentally relevant incidents happened within the reporting period, which have incurred fines or which might have had other, non-monetary consequences.

# Energy management

## ENERGY EFFICIENCY

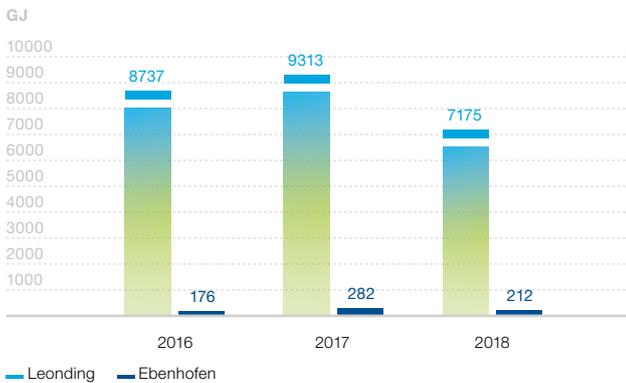
We use energy-efficient processes and equipment. Compared to other materials, our production of plastic pipes from thermoplastic is, for example, based on energy-saving manufacturing processes. We manufacture these pipes using individually equipped energy-optimised, high-end production facilities. We apply an electric load management system in order to make the energy consumption steady. Thus, voltage peaks and the total network load can be reduced significantly by switching off secondary energy consumers. Continuous analyses are being conducted to find optimisation potentials and to implement them.

Pursuant to the respective national legal provisions, an energy management system in compliance with EN ISO 50001 has also been introduced at the Ebenhofen location, which was successfully re-certified in 2018. At the Leonding location, we fulfil our legal responsibilities by our successful "Responsible Care" re-certification and by conducting the required energy audits.

Using the synergies between the two locations, POLOPLAST has additionally implemented an energy management system at the Leonding location, which closely follows the EN ISO 50001 and the elements of the RC programme. The relevant measurement is always the parameter of total consumption of electric energy required per kg of finished product, which is a value that differs between the two locations. By constantly improving the systems at the Leonding location, POLOPLAST could even exceed the legal provisions as early as in the year when the energy efficiency law was adopted and the energy management systems were first implemented. Our in-house objective is far more ambitious though. We wanted to reduce the specific energy consumption by more than 1% per year and did not only achieve, but surpassed this aim within the observation period.

Apart from electric and thermal energy, POLOPLAST also uses diesel fuel in their in-house goods transportation and the vehicle fleet, and engine and/or fluid gas for forklifts at Ebenhofen.

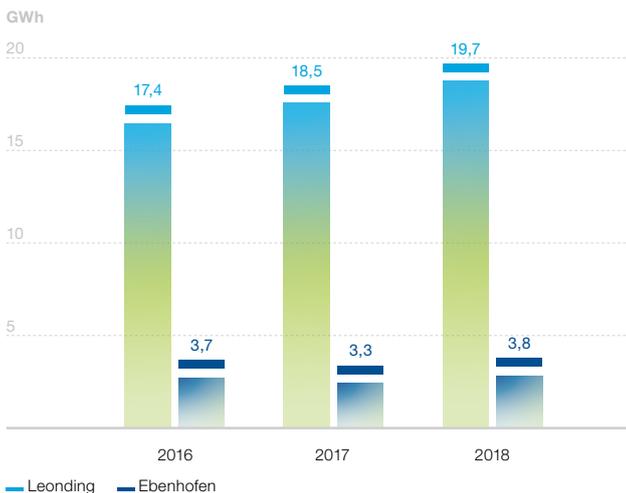
### Direct energy consumption subdivided by primary energy carriers (thermal energy)



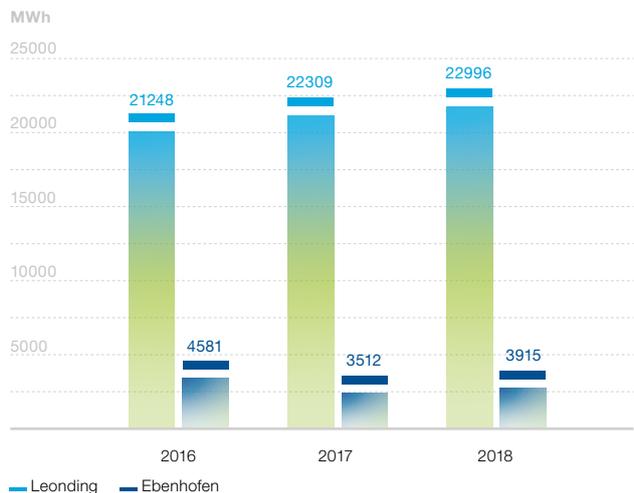
### Specific energy consumption



### Indirect energy consumption (electricity)



### Total energy consumption





### EXAMPLES OF ACTIVE ENERGY MANAGEMENT AT LEONDING

In the years 2017 and 2018, POLOPLAST made investments in the construction of new production facilities for compounding and pipe extrusion.

Our forward-looking construction method took into consideration a maximum size of the windows as early as at the design stage, so that, on the one hand, energy spent on lighting could be minimised, and, on the other hand, natural light created a pleasant atmosphere for the workers. Smart and adaptive lighting systems and an intuitive lighting conception make equal contributions to creating additional value for our employees and our energy balance. Energy-efficient ceiling-mounted radiant heating panels further enhance this atmosphere of well-being.

In 2017, all façades and the roof of the office building were insulated thermally. The windows were replaced by triple glazing with plastic and aluminium frames, the outer walls were insulated by applying a 24-cm layer of stone wool. Thanks to the thermal rehabilitation of the office building, heating costs were successfully reduced, and the CO<sub>2</sub> saving was calculated to equal approximately 127 tons per year. The new solar shades create a pleasant atmosphere in the offices. With reference to the calculation in the energy passports, the heating energy consumption will be reduced by approximately 50% per year.

The “Kommunal Kredit Public Consulting” company officially confirms our savings in CO<sub>2</sub> and climate relief.



# Carbon footprint

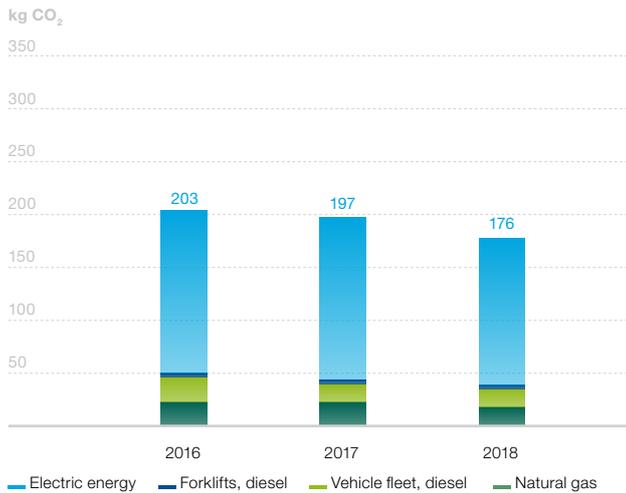
A careful analysis of the current status is a prerequisite for all successful optimisation. This also applies for the field of CO<sub>2</sub> efficiency. We have decided to consider our CO<sub>2</sub> footprint, or rather the footprint of our products, at the level of “Scope 1” and “Scope 2”. The assignment to Scope 1 and Scope 2 is made based on internationally recognised calculation factors of the DEFRA (Department of Environment, Food and Rural Affairs) database. Energy carriers used in the production process (electric energy), the in-house transport systems (electricity and diesel), as well as our vehicle fleet (diesel) are

investigated comprehensively; these are the energy factors that we can influence indirectly. An active material management, the newest possible manufacturing equipment, continuous energy efficiency evaluation and a system of active monitoring allow POLOPLAST to influence their “Carbon Footprint” actively and selectively.

The tonnage of finished products was chosen as a reference value: The equivalents of emissions in relation to the quantity of finished products result in our footprint.

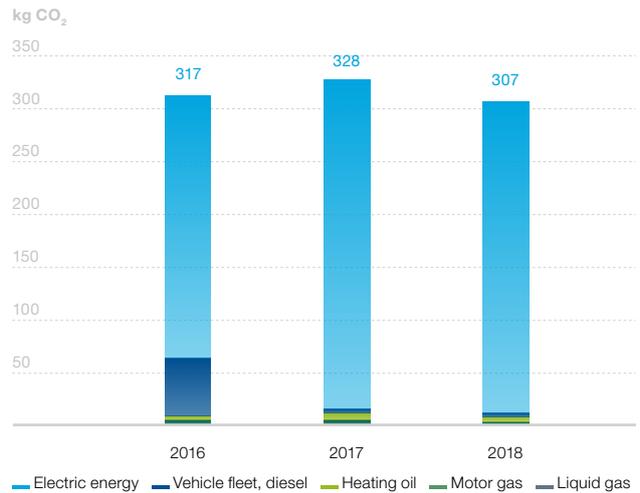
## Carbon footprint, Leonding products

Emissions in kg CO<sub>2</sub> per ton of finished products (Scope 2)

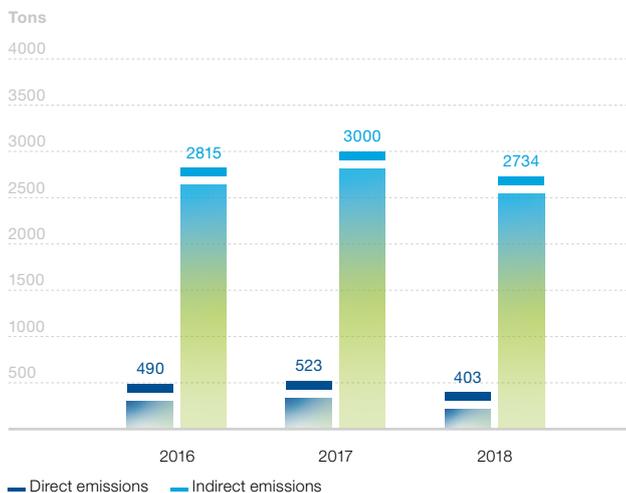


## Carbon footprint, Ebenhofen products

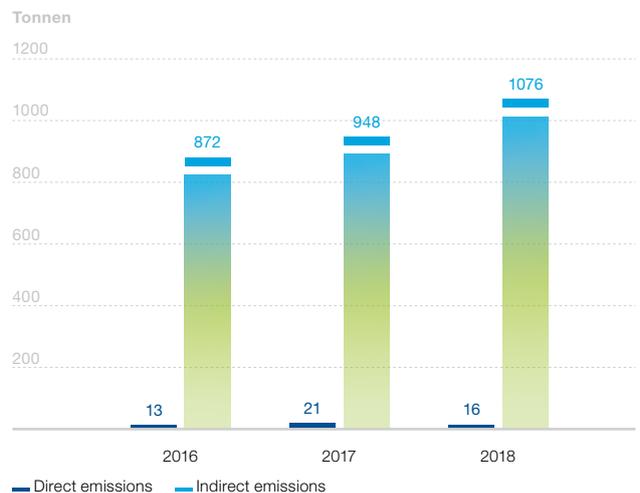
Emissions in kg CO<sub>2</sub> per ton of finished products (Scope 2)



## Direct and indirect emissions of climate-relevant gases, Leonding (CO<sub>2</sub> equivalent\*)



## Direct and indirect emissions of climate-relevant gases, Ebenhofen (CO<sub>2</sub> equivalent\*)



CO<sub>2</sub> ... Carbon dioxide

\* The calculation of the CO<sub>2</sub> equivalent depends on the location (according to the utility company).



## Emissions and standards of work (product transport)

Material delivery and product transportation to the customer are a challenge in terms of CO<sub>2</sub> emissions. At POLOPLAST, the relation between the transportation volume for raw material deliveries and shipment of finished products is approximately one to four.

### PRODUCT TRANSPORT

Many suppliers concentrate their production facilities at a small number of specially selected locations. Thus, their raw material can be supplied in larger, and thus cheaper units. To minimise emissions, we support our suppliers to change to alternative means of transportation, such as railway transportation. Furthermore, POLOPLAST deliberately enters new relationships to raw material suppliers with a shorter conveying distance, provided that those regionally closer materials are of a comparable quality.

Additionally, we continuously launch projects in order to make sure that raw materials are conveyed in more efficient big containers (preferably in bulk transporters). This minimises packaging material and ensures that the transportation volumes are used optimally. POLOPLAST has an in-house directive on safe and

environmentally friendly purchasing. This directive undergoes periodic adaptation to meet the current requirements, which usually keep rising.

On the other hand, the current overland transport distance for POLOPLAST products in some cases is more than 1,000 km. To be able to reduce these distances as well, we conduct modern lorry tour utilization calculations, optimise the storage facilities within the lorries and partially use "pipe-in-pipe" shipment (in containers). Moreover, we also use transportation by ship.

In the fields of servicing level and product availability, our aims are very high, and we optimise our in-house logistics procedures constantly. The logistic sales process starts in the order processing department and continues down to a precisely planned and phased loading procedure. The latest logistic systems support us in efficiently coping with our controlled-range products and increasing sales.

We exclusively commission renowned, regional transport operators who pay high attention to the safety and health of their employees and observe all legal provisions concerning occupational standards.



### EMISSION REDUCTION IN OUR IN-HOUSE TRANSPORT

POLOPLAST makes good use of improved technologies in the field of in-house transportation facilities. Where possible and in consideration of our factory requirements, we have replaced IC engines with electric drives. Noise and exhaust gas have been reduced sustainably. It is our neighbours and particularly our employees who benefit from that measure.

In 2017, a new forklift charging station was installed at the Leonding location that can serve our electric forklift fleet which is increasing constantly. Since 2018, we have been discussing the topic of autonomously driving transport vehicles. This step will help us to convey the goods between production and storage facilities even more efficiently, around the clock and independent of staff availability.

## Quality and product safety

### POLO-KAL XS

With plug-in systems, the seal is usually a loose element, which needs to be inserted into a groove of the socket. With the patented Monotec socket of the POLO-KAL XS system, the seal is a permanent component of the socket. This simple and at the same time revolutionary innovation has so far given rise to the leanest plug-in system ever. Moreover, this technology offers a variety of sophisticated additional benefits:

The lean socket of POLO-KAL XS reduces the outer diameter of the pipe system even with small dimensions by as much as an average 8 mm. Seals of traditional plug-in systems that are usually inserted as loose parts may get pushed out, be forgotten or lost. The integrated seal of the POLO-KAL XS system prevents all that from happening. Thanks to the funTEC technology, the connecting forces of the highly elastic seals are designed so that no chamfering is required and no lubricants need to be used to establish the connection. Moreover, the processor no longer needs a measuring tape and a pen, as a ruler is imprinted on the pipes. This is why POLO-KAL XS is considered to be one of the user friendliest pipe systems.

Laying conventional plug-in systems is very straightforward compared to systems that need to be welded. However, in creating POLO-KAL XS, we were able to make pipe laying even more straightforward.

### POLO-ECO PLUS PREMIUM

Over 25 years of experience in multi-layer technology have enabled POLOPLAST to make the sewage pipe system POLO-ECO plus PREMIUM what it is today: Thanks to the excellent material properties, the POLO-ECO plus PREMIUM system excels in its outstanding longevity. The mining university at Leoben has conducted long-term tests and applied computer-assisted calculation models to test the POLO-ECO plus PREMIUM system

for the demands placed upon the material and the laying criteria and has confirmed that - expert laying provided - they can reach a service life of more than one hundred years.

Piping that is laid in the soil is subject to loads (surface, soil, traffic loads, etc.) and settlement of the soil. POLO-ECO plus PREMIUM changes its form and redistributes the point loads and tension that occur in that case to the soil. The pipe lies in the soil in a condition that is quasi-free from tensions. For that reasons, POLOPLAST's plastic pipes are classified as "flexible" pipe systems.

The most important demand that pipe network operating organisations place on the pipes is that they must be leakproof. On the one hand, the medium contained in the pipes must be prevented from emanating, and on the other hand, external water must not seep into the pipe system. POLO-ECO plus PREMIUM offers a high-quality sealing system which is designed as a plug-in system and offers the required long-term prevention of leaks.

### PP-R PIPE SYSTEMS

Pipe systems are the spine of every building. They fulfil different functions: they supply, for example, cold and hot water, or they provide air conditioning. They are invisible, laid behind the walls, and that they exist only comes to one's mind if water starts to appear where there should be no water.

Our customers all over the world have relied on the quality and longevity of our PP-R pipe systems for more than 35 years. These convince thanks to their low weight, their straightforward handling, excellent resistance to pressure, temperature and corrosion, in private, as well as in industrial projects. We bear the responsibility for our products' compliance with the overall legal provisions and standards, their functionality and their safe use. Apart from extensive in-house laboratory testing, all POLOPLAST products are examined and monitored by external approval bodies. This is the only way we can provide our customers with pipe systems that guarantee the impeccable high quality of their drinking water.





## Materials used



POLOPLAST regards itself as a processor dedicated to improving the materials used. Our in-house materials development department continuously develops, tries, tests and produces samples based on new ideas. Apart from development equipment, which is quite close to the serial equipment used for production purposes, modern laboratory equipment and highly qualified engineers are also available to this department, so that their research and development continues at the highest level.

We purchase our raw materials from renowned European suppliers. We have long-standing customer-supplier relationships and work based on long-term agreements. Our partners support our rolling-wave forecast planning, but also cover volatility-caused fluctuations in demand. Thus, we are able to fulfil our customers' demands optimally. We procure special materials, which excel in their quality and properties and can only meet our high quality demands if these are given, from selected partners all over the world.

We use mineral reinforcing agents. This helps us, on the one hand, to reduce the volumes of thermoplastic needed, and to save resources. On the other hand, this is why our products are unique in their properties and their outstanding performance.

## Working materials

All production materials, auxiliary or working materials, pass a standardised approval procedure before they are used in our Leonding factory. Apart from occupational safety, we check health

aspects, environment and fire protection and other hazards. Materials which do not fulfil these high in-house requirements are not released for procurement or are not given leave to enter our business.

## Material management

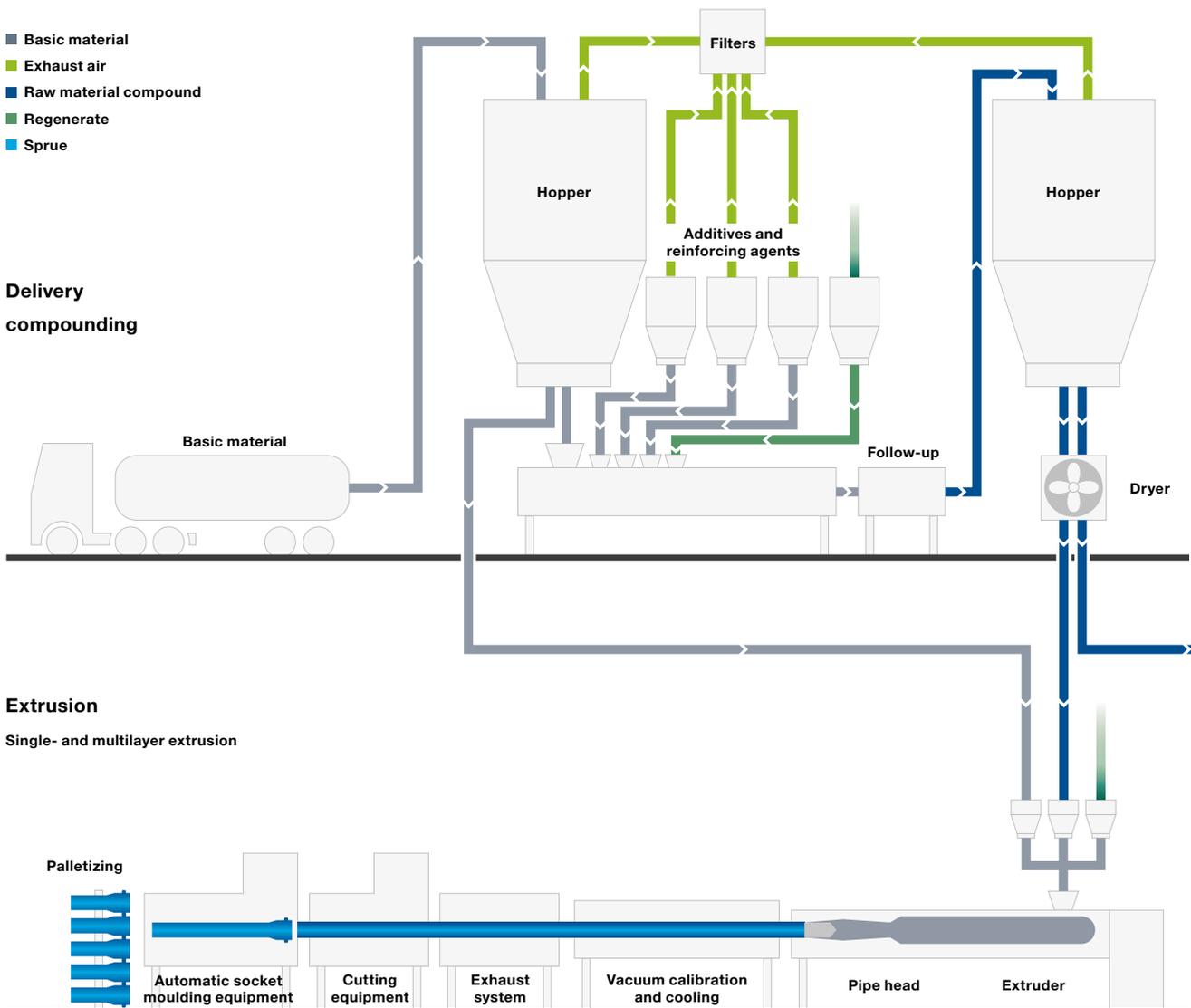
In our production processes, we plasticize and mould plastic granulate by feeding electric energy into them. For the plastic material to keep its shape after moulding, the product needs to cool down. For our pipe systems, we use polyolefins together with a portion of minerals; these polyolefins have a significantly lower specific energy consumption value compared to polyolefins without reinforcing agents both when plasticizing and when cooling down. The use of these reinforcing agents does not only influence the material properties, but also the consumption of energy required for their processing. Optimised material recipes allow us to maintain a perfect balance between material properties and efficient processing, on the one hand, and on the other hand we can positively influence the amount of energy that needs to be fed and led away - which subsequently also influences the CO<sub>2</sub> balance, while the product quality remains stable.

# Final product utilisation and recycling

POLOPLAST have their waste materials processed carefully by external partners and re-use this as a secondary raw material for certain kinds of products. Less than 1% of these waste materials from our production do not fulfil our high quality standard and need to be disposed of by approved specialised companies.

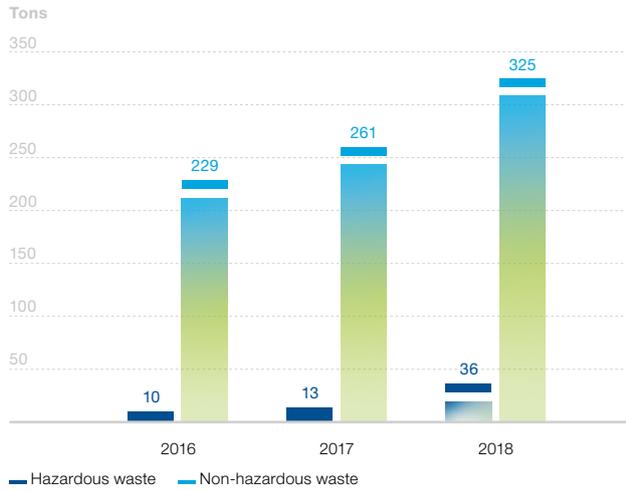
Closed raw material circuits are very important to us: Materials are delivered in hopper transporters, stored in hoppers and fed into the production cycle automatically. This makes additional operations, such as intermediate packaging, conveying them from one storage facility to another, or manual transportation, unnecessary. Thus, we save resources. The production process

controls the handling of our products and this is how we avoid loss of materials and minimise environmental hazards. Optimally designed filtering and exhaust systems are present at all stages of production and guarantee clean workshop surroundings. We take many preventive measures to minimise the impact on the environment, for example, we support the Zero-Pellet Agreement.

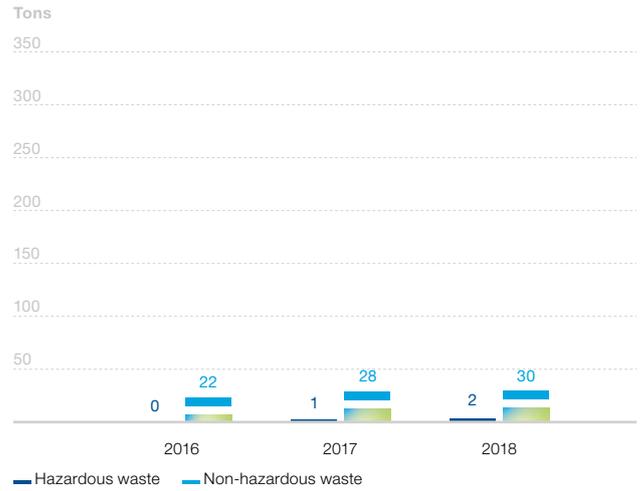




**Quantities of non-hazardous waste and waste classified as hazardous, Leonding**



**Quantities of non-hazardous waste and waste classified as hazardous, Ebenhofen**

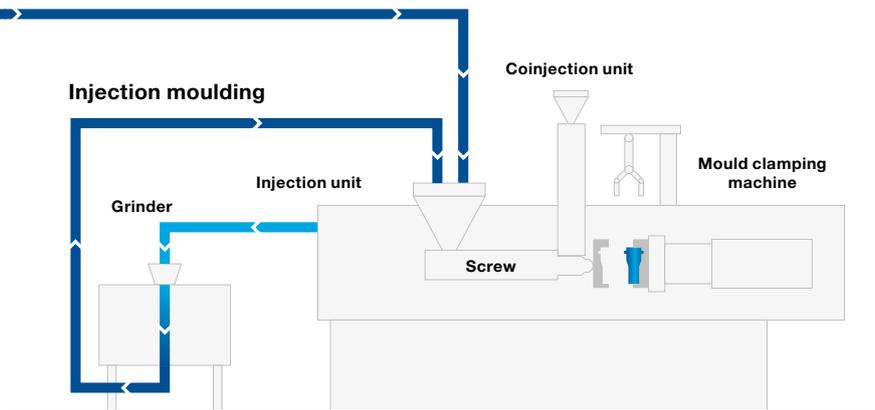


**ÖAKR – FOR THE SAKE OF SUSTAINABILITY**

Once the service life of plastic pipes is over, they are still a source of valuable raw materials. We are co-founders of the Austrian Working Group for Plastic Pipes Recycling (Österreichischer Arbeitskreis für Kunststoffrohrrecycling – ÖAKR), thus making an important contribution to the practical implementation of our principle of sustainable management.

More than twenty-five years ago, the leading Austrian producers of plastic pipes founded a voluntary, extensive collection and recycling system for used pipes, fittings and processing residues. The “ÖAKR” quickly became a

successful model, has been highly respected from day one onwards and serves as an example in Europe nowadays. From the year of its foundation 1991 up to 2018, a total of 23,630 tons of plastic pipes were collected, sorted and recycled. POLOPLAST and the members of the “ÖAKR” feel obliged to a responsible way of dealing with the environment and resources. The “ÖAKR” system makes sure that valuable raw material is not lost, but that the plastic pipes will be fed into a closed material circuit once their service life has ended. POLOPLAST is strongly committed to the collection of their pipes’ processing waste and participates in all activities that maintain the collection rate at a continuously high level.



## GRI Index

GRI Standard	Text	Page number and/or URL(s)	Remarks & omissions	External assessment*
<b>GRI 101: Basic data 2016</b>				
<b>GRI 102: General data 2016</b>				
<b>Corporate profile</b>				
102-1	Company name	16		QA
102-2	Activities, brands, products and services	18, 19		QA
102-3	Location of headquarters	16		QA
102-4	Production facilities	16, 17, 38		QA
102-5	Ownership and legal structure	16		QA
102-6	Delivery markets	16, 17, 38, 39		QA
102-7	Company size	16	Net turnover not reported	QA
102-8	Information on employees and other staff	49, 50		QA
102-9	Supply chain	36, 61, 63, 64, 65		QA
102-10	Significant change in organisational structure and supply chain	16f, 36		QA
102-11	Provision approach or provision principle	33, 51, 52, 56		QA
102-12	External initiatives	33		QA
102-13	Membership in associations and advocacy groups	32, 33		QA
<b>Strategy</b>				
102-14	Declaration of the top decision-maker	4, 5		QA
<b>Ethics and integrity</b>				
102-16	Values, principles, standards and codes of conduct	10, 40, 41		QA
<b>Corporate management</b>				
102-18	Management structure	4, 5		QA
<b>Involvement of stakeholders</b>				
102-40	List of stakeholder groups	32		QA
102-41	Tariff contracts	49		QA
102-42	Determination and selection of stakeholders	32		QA
102-43	Approach for involving stakeholders	11, 32, 34		QA
102-44	Important topics and issues tabled	11		QA
<b>Reporting procedure</b>				
102-45	Entities contained in the group balance	13		QA
102-46	Procedure for determining the report contents and delimitation of topics	11		QA
102-47	List of material topics	12		QA
102-48	New presentation of information	–	No new representation required	
102-49	Changes in the reporting procedure	10		QA
102-50	Reporting period	10		QA
102-51	Date of the last report	10		QA
102-52	Reporting interval	10		QA
102-53	Contact in case of questions concerning the report	70		QA
102-54	Explanation on the reporting in accordance with GRI Standards	13		QA
102-55	GRI Index	66		QA
102-56	External examination	69		QA

\* External assessment carried out by "Quality Austria".

GRI Standard	Text	Page number and/or URL(s)	Remarks & omissions	External assessment*
Main field of action: <b>Business model that is fit for the future</b>				
<b>GRI 103:</b> Management concept 2016	103-1 Explanation of essential topics and their delimitations	22, 24, 28		QA
	103-2 Management concept and its constituent parts	22, 24, 25, 28, 29		QA
	103-3 Assessment of the management concept	23, 25, 26, 28		QA
Essential topic: <b>Innovation and technical know-how</b>				
<b>Own indicator</b>	Percentage of innovations in gross turnover [%]	26		QA
<b>Own indicator</b>	Research and development expenditure [% of turnover]	26		QA
Essential topic: <b>Automation / digitisation</b>				
<b>For the time being, no expressive indicator is available; therefore the effects and measures are described in qualitative terms. P 28</b>				
Essential topic: <b>Sustainable growth</b>				
<b>Own indicator</b>	Consolidated turnover [M Euro]	22, 23		QA
<b>Own indicator</b>	Export turnover [M Euro]	23		QA
<b>Own indicator</b>	Investment in tangible assets [M Euro]	23		QA
<b>Own indicator</b>	Equity ratio [%]	23		QA
Main field of action: <b>Sustainable business relationships</b>				
<b>GRI 103:</b> Management concept 2016	<b>103-1</b> Explanation of essential topics and their delimitations	32, 40		QA
	<b>103-2</b> Management concept and its constituent parts	33, 40, 41		QA
	<b>103-3</b> Assessment of the management concept	34, 37, 40, 41		QA
Essential topic: <b>Partnership / focus on the customer</b>				
<b>Own indicator</b>	Customers' satisfaction (NPS)	34		QA
<b>Own indicator</b>	Service level [%]	37		QA
<b>Own indicator</b>	Research and development expenditure [% of turnover]	26		QA
Essential topic: <b>Business compliance</b>				
<b>GRI 205:</b> Anti-corruption 2016	<b>205-2</b> Communication and training courses on anti-corruption directives and procedures	41		QA
	<b>205-3</b> Confirmed incidents of corruption and measures taken	41		QA
<b>GRI 206:</b> Anti-competitive behaviour 2016	<b>206-1</b> Legal proceedings based on anti-competitive behaviour, cartel and monopoly formation	41		QA
<b>GRI 418:</b> Customer Privacy 2016	<b>418-1</b> Justified complaints relating the violation of customer data privacy and loss of customer data	41		QA
Main field of action: <b>Attractiveness of the employer</b>				
<b>GRI 103:</b> Management concept 2016	<b>103-1</b> Explanation of essential topics and their delimitations	44, 45, 48, 51		QA
	<b>103-2</b> Management concept and its constituent parts	44ff		QA
	<b>103-3</b> Assessment of the management concept	46, 47, 49, 50, 51		QA
Essential topic: <b>Flexible / alternative job models</b>				
<b>GRI 401:</b> Employment 2016	<b>401-3</b> Parent time	47		QA
Essential topic: <b>Occupational health &amp; safety</b>				
<b>GRI 401:</b> Employment 2016	<b>401-2</b> Corporate benefits that are only offered to full-time employees, but not to temporary staff and part-time employees	49		QA
<b>GRI 403:</b> Occupational health & safety 2016	<b>403-1</b> Representation of employees in formal employer-employee committees on occupational health & safety	51		QA
	<b>403-2</b> Type and rate of injury, occupational illnesses, loss of working hours, absences and number of job-related deaths	51, 52	Only partially reported for confidentiality reasons	QA

GRI Standard	Text	Page number and/or URL(s)	Remarks & omissions	External assessment*
Essential topic: <b>Work-life balance</b>				
<b>Own indicator</b>	Employee satisfaction [%]	47		QA
Essential topic: <b>Employee development, training and education</b>				
<b>GRI 404:</b> Training and education 2016	<b>404-1</b> Average number of hours spent on training and education per employee and year	46	Not relevant to control system, therefore only partially reported	QA
	<b>404-3</b> Percentage of employees whose performance and professional development is assessed on a regular basis	46		QA
Essential topic: <b>SPiRiT / corporate culture</b>				
<b>Own indicator</b>	Employee satisfaction [%]	47		QA
Essential topic: <b>Reliable employer / ties to location</b>				
<b>Own indicator</b>	Share of regional employees [%]	44		QA
<b>GRI 202:</b> Market Presence 2016	<b>202-2</b> Share of members of top management hired from the local community	44		QA
<b>GRI 401:</b> Employment 2016	<b>401-1</b> Newly hired employees and employee fluctuation	50		QA
Main field of action: <b>Social and ecological aspects of the product life cycle</b>				
<b>GRI 103:</b> Management concept 2016	<b>103-1</b> Explanation of essential topics and their delimitations	56, 58		QA
	<b>103-2</b> Management concept and its constituent parts	57, 59, 61, 64, 65		QA
	<b>103-3</b> Assessment of the management concept	56, 57, 58, 61, 62, 65		QA
Essential topic: <b>Quality and product safety</b>				
<b>GRI 416:</b> Customer health and safety 2016	<b>416-1</b> Assessment of the consequences of different product and service categories on health and safety	62		QA
	<b>416-2</b> Violations related to the consequences of products and services on health and safety	41, 57		QA
Essential topic: <b>Final product utilisation / recycling</b>				
<b>Own indicator</b>	Recyclability of products (and, if applicable, packaging materials) [%]	64, 65		QA
Essential topic: <b>Materials used</b>				
<b>GRI 301:</b> Materials 2016	<b>301-1</b> Materials used by weight and volume	63	For confidentiality reasons only reported in a qualitative manner	QA
	<b>301-2</b> Raw materials used that were recycled	64	For confidentiality reasons only reported in a qualitative manner	QA
Essential topic: <b>Energy management and climate change</b>				
<b>GRI 302:</b> Energy 2016	<b>302-1</b> Energy consumption within the company	58		QA
	<b>302-4</b> Reduction of energy consumption	58, 59		QA
<b>GRI 305:</b> Emissions 2016	<b>305-1</b> Direct greenhouse gas emissions (Scope 1)	60		QA
	<b>305-2</b> Indirect energy-caused greenhouse gas emissions (Scope 2)	60		QA
Essential topic: <b>Longevity of products</b>				
<b>Own indicator</b>	Complaints concerning products within the warranty period	37		QA
Essential topic: <b>Water management</b>				
<b>GRI 303:</b> Water 2016	<b>303-1</b> Water tapped per source	56		QA
<b>GRI 306:</b> Waste water and waste materials	<b>306-1</b> Waste water discharge by quality and location of discharge	56		QA

\* External assessment carried out by "Quality Austria".

# External examination



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4060 Leonding

### Gültigkeitserklärung und Prüfbescheinigung

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wurde als unabhängige Zertifizierungsgesellschaft von POLOPLAST GmbH mit Sitz in 4060 Leonding beauftragt, den vorliegenden Nachhaltigkeitsbericht im Hinblick auf Übereinstimmung mit den internationalen Richtlinien für Nachhaltigkeitsberichte der Global Reporting Initiative, GRI Standard; Option: „Kern“ zu beurteilen.

Unsere Prüfung beschränkte sich auf die definierten Schwerpunktbereiche und die festgelegten Leistungsindikatoren. Zahlen, die aus externen Studien entnommen wurden, wurden nicht geprüft. Es wurde lediglich die korrekte Übernahme der relevanten Angaben und Daten in den Bericht überprüft. Die im Rahmen der Jahresabschlussprüfung durch einen Wirtschaftstreuhänder geprüften finanziellen Leistungsindikatoren und Aussagen wurden von uns keiner weiteren Prüfung unterzogen. Wir überprüften hier die GRI-konforme Darstellung dieser Daten im Bericht. Die Prüfung zukunftsbezogener Angaben war nicht Gegenstand unseres Auftrags.

Das Management der POLOPLAST GmbH ist für die Erstellung des Berichts, sowie für die darin enthaltenen Informationen, in Übereinstimmung mit den Kriterien, verantwortlich. Diese Verantwortung beinhaltet die Entwicklung, Implementierung und Sicherstellung von internen Kontrollen. Diese sind für die Erstellung der Berichterstattung maßgeblich, um wesentliche falsche Angaben auszuschließen. Bei der Validierung wurde nicht nur die Bewertung formaler Berichtskriterien vorgenommen, sondern auch die qualitative Verankerung von Nachhaltigkeitsprozessen im Unternehmen berücksichtigt. Das Unternehmen POLOPLAST GmbH bekräftigt mit diesem Bericht die konsequente nachhaltige Ausrichtung im Sinne von CSR. Die jährliche Weiterentwicklung ist in den Planungszyklus integriert, Nachhaltigkeits-Ziele werden aus der Strategie abgeleitet. Ausgewählte Kennzahlen fließen im Reporting zur periodischen Verfolgung der Prozessziele ein, entsprechende Beispiele wurden im Rahmen der Validierung eingesehen.

Besonderes Augenmerk sollte zukünftig auf eine detailliertere Darstellung des „Management Approaches“ der wesentlichen Themen im Bericht gelegt werden. Ebenso sollten die erreichten Ziele und die neuen Ziele, die aus der Wesentlichkeitsanalyse abgeleitet wurden, klarer dargestellt werden.

Die Auditorin hatte während der Validierung umfassenden Einblick in alle erforderlichen Unterlagen, die uneingeschränkt zur Verfügung gestellt wurden und bestätigt hiermit, dass dieser Nachhaltigkeitsbericht in sämtlichen Anforderungen der GRI-Richtlinie Standard; Option „Kern“ entspricht. Für alle im Bericht veröffentlichten Zahlen zeichnet die Firma POLOPLAST GmbH verantwortlich.

Wien, im März 2019

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Business Development Umwelt und Energie, CSR  
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Leitende Auditorin

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We wish to make use of every opportunity to improve continuously and sustainably, also in documenting that we fulfil our ecological and social responsibility. This is why your opinion on this report is of the essence to us. Please do not hesitate to contact us, be it with approval or reprimand, with questions or inquiries for further information.

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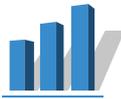


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