

CONTENT SUSTAINABILITY AT SIDEL

PLANET

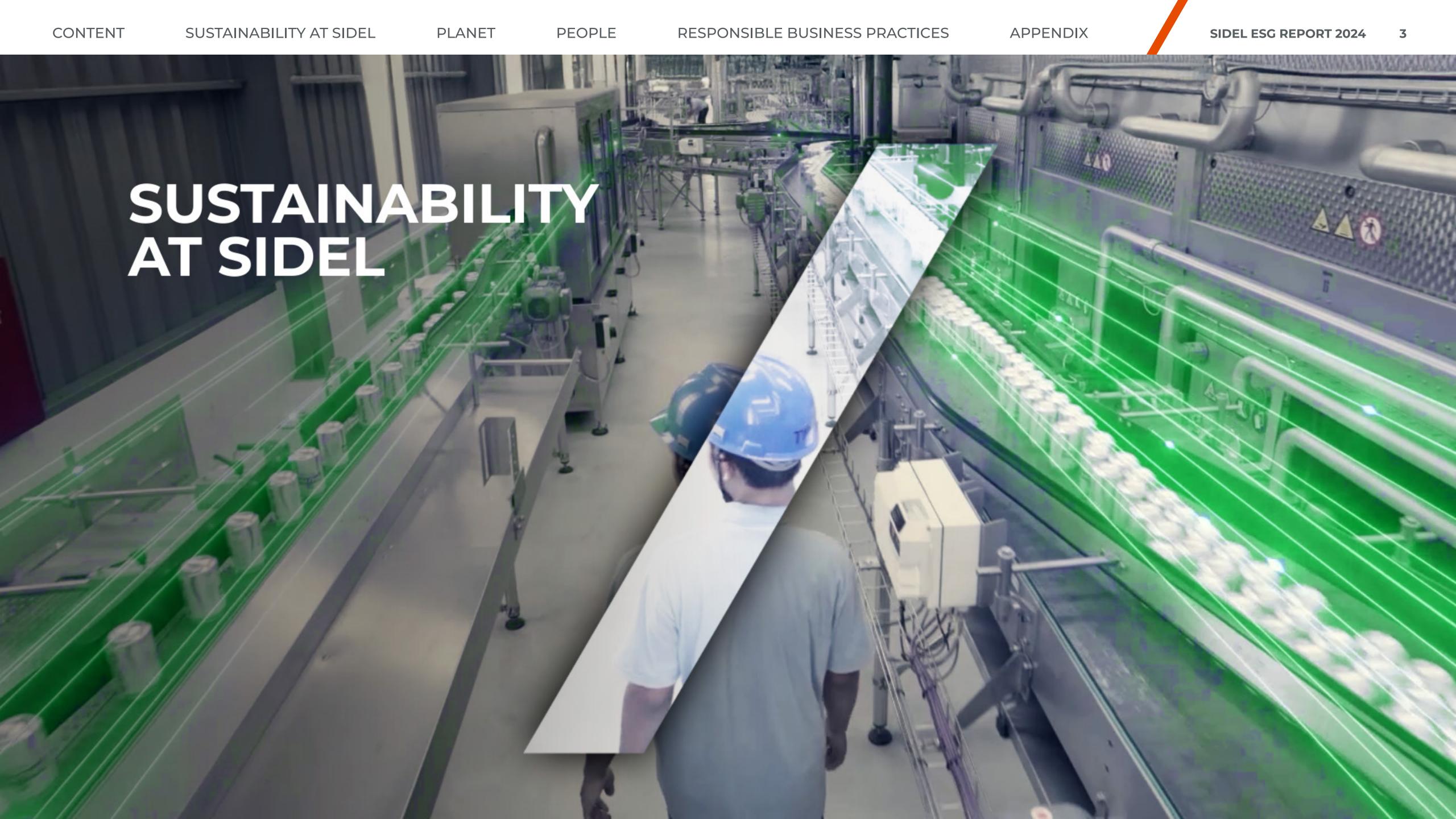
PEOPLE

RESPONSIBLE BUSINESS PRACTICES

APPENDIX

## Content

Sustainability at Sidel	A letter from the CEO	Z
	Governing strong values	Ĺ
	Sidel group at a glance	3
	Sidel Global Leadership Team	
	Double Materiality and Stakeholder Engagement	10
	Achieved results	13
	Stakeholders' views, needs and opportunities integration	14
	Behind the vision: Insights from our Sustainability VP	75
	Recognised, reviewed, reinforced	16
	Reporting Disclosure	18
Planet	Climate change	20
	Circularity & Waste	33
People	Health, safety & wellbeing	4
	Employee training & development	46
	Diversity, equity & inclusion	50
	Human rights	54
	Employee social bonding and leisure activities	58
Responsible Business	Product innovation & digitalisation	63
Responsible Dasiness	Sustainable supply chain	69
	Product quality & design	75
Practices	Customer management	78
	Appendix	80





## A LETTER FROM THE CEO

At Sidel, meeting the needs of our customers isn't transactional but is a commitment to the continuous performance and competitiveness of our customers, and to their sustainability goals. As we aspire to be the sustainability leader in the market, our approach runs 360 degrees, including both our own operations inside Sidel, and what we provide for our customers. We recognize that our solutions for customers are where we can make the biggest impact for people and the planet.

## Sustainable operations inside Sidel

Inside Sidel we have been transforming our operations to meet ambitious ESG (Environmental, Social, Governance) targets. These efforts have earned our latest EcoVadis Gold sustainability rating, granted to the top 5% of participating companies. EcoVadis evaluates a company's sustainability performance, across the full supply chain. It is an increasingly important assessment for us, our suppliers and our customers, who recognise our efforts.

We are actively working to achieve net-zero emissions across our value chain by 2050. One example is our increased use of green energy, such as at our site in Guadalajara, Mexico, now generating nearly all its our own electricity through solar panels, almost completely disconnected from the electric grid. As a global company, we celebrate and value

our diversity with many employees leveraging opportunities at our sites abroad.

Locally, our **togetherWE** programs promote wellness and support surrounding communities, and our SustainabilityBuilders network of ambassadors work across ESG topics, including advancing DEIB across Sidel.

## Making a difference for customers and the planet

Similar to a domino effect, every resource we save in our packaging design or in the consumption of our technology cascades to billions of containers filled for consumers worldwide.

We see this as both a responsibility and opportunity, and we are pushing new limits in the industry for

our customers and the environment. Sidel's most significant breakthrough for this year is our laserpowered blowing technology, recently validated in the field. Well-suited even for 100% recycled PET containers, it is a game changer, enabling better performing packaging with less materials, and greater efficiency. Other examples include our 'designed for recycling' and 'designed for reuse' approach, such as our returnable, resistant PET bottle qualified to withstand up to 25 refillable loops, more than the standard today. Likewise, we are extending the beverage shelf life up to five times while enabling lightweight packaging with our innovative Actis coating technology for carbonated soft drinks, beer, and oxygen-sensitive beverages like juices, tea, and coffee. It is thanks to our longstanding experience and technical knowledge that we continue to innovate through these and other solutions, across markets, and including digitalisation and services.

## Value beyond business

All of our efforts, both in our own operations and what we deliver for customers, are how we contribute to ESG goals. In this way we not only make a difference to our customers and our business, but to a better tomorrow for people and the environment.

Sincerely, **Pietro Cassani** President & CEO **PLANET** 

## GOVERNING STRONG VALUES

At Sidel, business ethics and compliance are foundational to our way of working. We are committed to upholding transparency, accountability, and ethical conduct across all our operations. These principles guide our governance and sustainability strategies, reinforcing trust with stakeholders and enabling long-term resilience. Our five Core Values contribute to form the ethical backbone of our organization:

## **CUSTOMER CENTRIC**

We build trust by listening carefully to our customers and delivering on our promises.

## **STRONGER TOGETHER**

We move forward as one, leveraging our global diversity to strengthen collective performance.

## **ONE STEP AHEAD**

We innovate responsibly, always looking to the future with long-term value in mind.

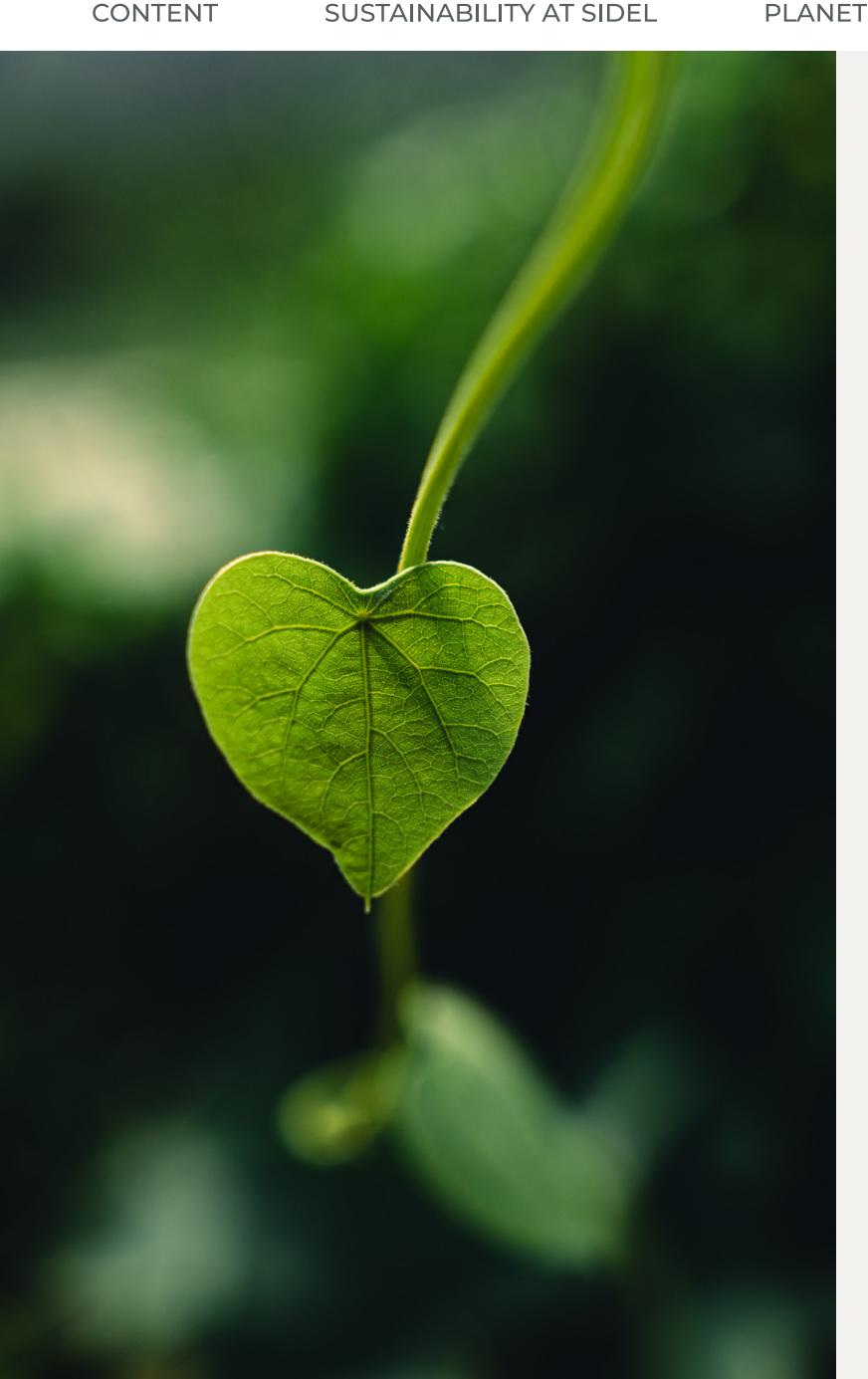
## **BETTER EVERY DAY**

We embrace continuous improvement, taking ownership to develop safer and more effective ways of working.

### RELIABLE

We honour our commitments, fostering trust with customers, colleagues, and partners alike.





These values are embedded in our Global Recognition Programme and inform our daily decisions and behaviours.

## **CORPORATE GOVERNANCE AND ETHICAL FRAMEWORK**

Our Corporate Governance Framework sets the foundation for how we conduct business. It acts as a moral compass for the organisation and includes the following key components:

- Strong company values
- The Code of Business Conduct
- Charter of Responsibility and the roles of the Group Leadership Team (GLT)
- Assurance activities including Risk Management, **Control Self-Assessment, Management Declarations, and Internal Audits**
- Policies, Procedures, and Processes that support ethical and responsible behaviour

Sidel's Chief Executive Officer (CEO) and the GLT (Global Leadership team) play pivotal roles in upholding the corporate governance framework and directing focus towards compliance, governance, monitoring, and control assessment. Our GLT encompasses administrative, management, and supervisory responsibilities, with the main goal to

maintain trust with our stakeholders, protect Sidel Group and its employees, support our ambitious business strategy and ensure that Sidel operates in a sustainable and responsible way. The responsibilities of our board and senior management are clearly defined in our policies, which are communicated through various channels such as our **Global Management System**, and our annual **ESG report** externally. Our GLT, comprising members from Italy, Brazil, Sweden, the United Kingdom, the Netherlands, India, France, ensures diverse perspectives in decision-making. Under the oversight of the CEO, the GLT plays a key role in driving ethical governance, overseeing compliance and risk controls, and supporting the implementation of Sidel's sustainability and business strategy.

## A GLIMPSE AT OUR ESG COUNCIL

We have established the ESG Council, composed of our CEO and GLT members, as a prominent governing body responsible for driving the long-term sustainability framework. The council assumes responsibility for overseeing various aspects, including strategy development, setting ambitious goals, managing risks, conducting due diligence, allocating resources, establishing effective communication channels, and ensuring the accuracy, balance, clarity, comparability, completeness, relevance, timeliness, and verifiability of reported ESG quantitative and qualitative information within the sustainability context.

## INTEGRATION INTO DECISION-MAKING, EXPERTISE, TRAINING, PERFORMANCE AND PURPOSE

While expertise in sustainability matters is essential, we're committed to fostering it among our leadership. We have put in place a strategy to ensure that appropriate skills and expertise are available for our decision-making bodies and councils, and that sustainability concerns are overseen effectively, empowering them to make informed decisions aligned with our sustainability objectives. Through periodical initiatives like ad-hoc e-learning and faceto-face trainings, supplemented by monthly updates and knowledge sharing, we equip our leaders with the necessary insights by ensuring a general understanding of sustainability and our business' impact on society and environment. We have defined a library of employees' individual performance objectives which encompasses sustainability ones, setting the stage to progress well into the future.

## STRENGTHENING OUR SUSTAINABILITY REPORTING **CONTROL SYSTEM**

To reinforce the credibility of our ESG disclosures, Sidel is enhancing its Internal Control and Sustainability Reporting (ICSR) system. Aligned with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework, this initiative is designed to improve the reliability and traceability of sustainability data across all ESRS indicators and company-specific KPIs.

We are conducting an in-depth mapping of data workflows to understand how sustainability information moves across systems and business functions. This includes:

- Assessing risks and controls at both workflow and entity levels
- Establishing a robust monitoring framework with clear governance protocols
- Promoting accountability and data quality through defined methodologies and structured oversight

This programme supports our ambition to embed ESG integrity within our internal control environment, ensuring that the information reported externally is consistent, accurate, and reliable.

These efforts are underpinned by ethical conduct, transparency, and inclusive partnerships. We recognise that real transformation requires collective effort—within Sidel, across our supply chain, and with our customers.

By aligning governance, values, and accountability, Sidel is committed to shaping a responsible, ethical, and sustainable future for the packaging industry.

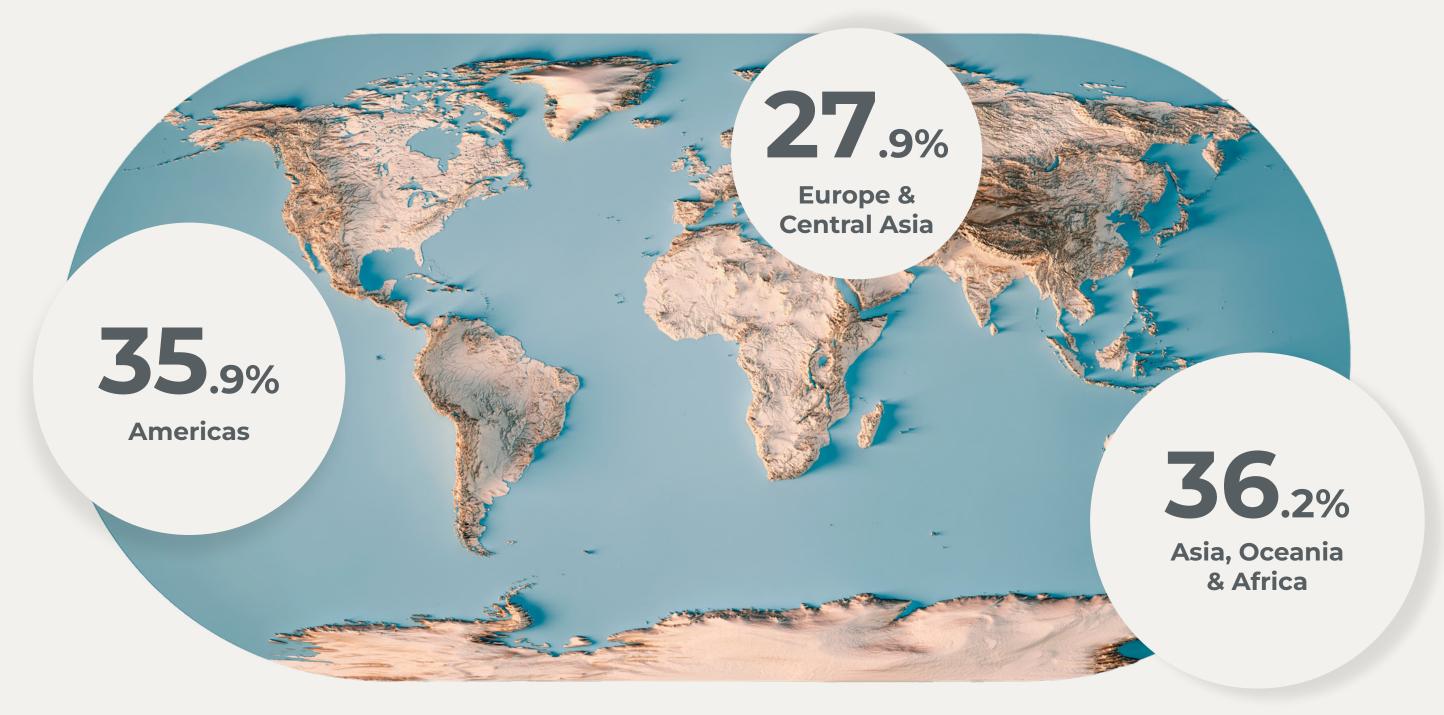


## SIDEL GROUP AT A GLANCE

Sidel helps package beverages, food, and home and personal care products in PET, can, glass and other materials. We are passionate about providing complete solutions that fulfil customer needs and boost the performance of their lines, products and businesses.



## **NET SALES BY GEOGRAPHY, 2024**





23% 23% 20% 12% 10% 6% 3% 2% 1%



Carbonated Soft Drinks



Juices, Nectars, Soft Drinks, Isotonics & Teas



Water



Liquid Dairy and Plant-Based Products



Dairy Food ant-



Beer





Home and Personal Care



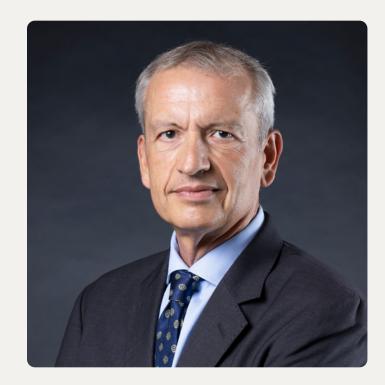
Wine & Spirits



Others

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## SIDEL GLOBAL LEADERSHIP TEAM



**Pietro Cassani** President & CEO



**Clive Smith Executive Vice President** Customer Management Asia, Oceania & Africa



Simone Mondini **Executive Vice President Customer Management Americas** 



**Marina de Barros Executive Vice President** Customer Management Europe & Central Asia



**Riccardo Codega Executive Vice President** Go To Market



**SIDEL ESG REPORT 2024** 

Ko Hoepman **Executive Vice President** Equipment Portfolio & Innovation



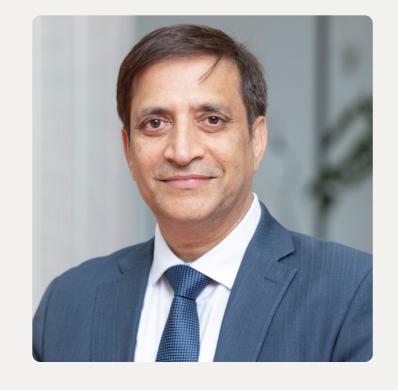
**Paulo Picca Executive Vice President** Supply Chain



François Lejard **Executive Vice President** Services Portfolio & Solutions



**Igor Glaser Executive Vice President** Finance & Business Transformation



**Deepak Kumar Executive Vice President** Human Resources



**Christer Carling Executive Vice President** Legal Affairs

# DOUBLE MATERIALITY AND STAKEHOLDER ENGAGEMENT

## DOUBLE MATERIALITY & STAKEHOLDER INTEGRATION: OUR 2024 ASSESSMENT FRAMEWORK

In 2024, Sidel significantly strengthened its Double Materiality process, implementing a structured methodology supported by clear governance and accountability.

Sidel's Double Materiality Assessment is composed of two distinct but complementary evaluations:

## **Impact Materiality**

Evaluates actual and potential impacts on people and the environment connected to Sidel's operations and value chain.

## Financial Materiality

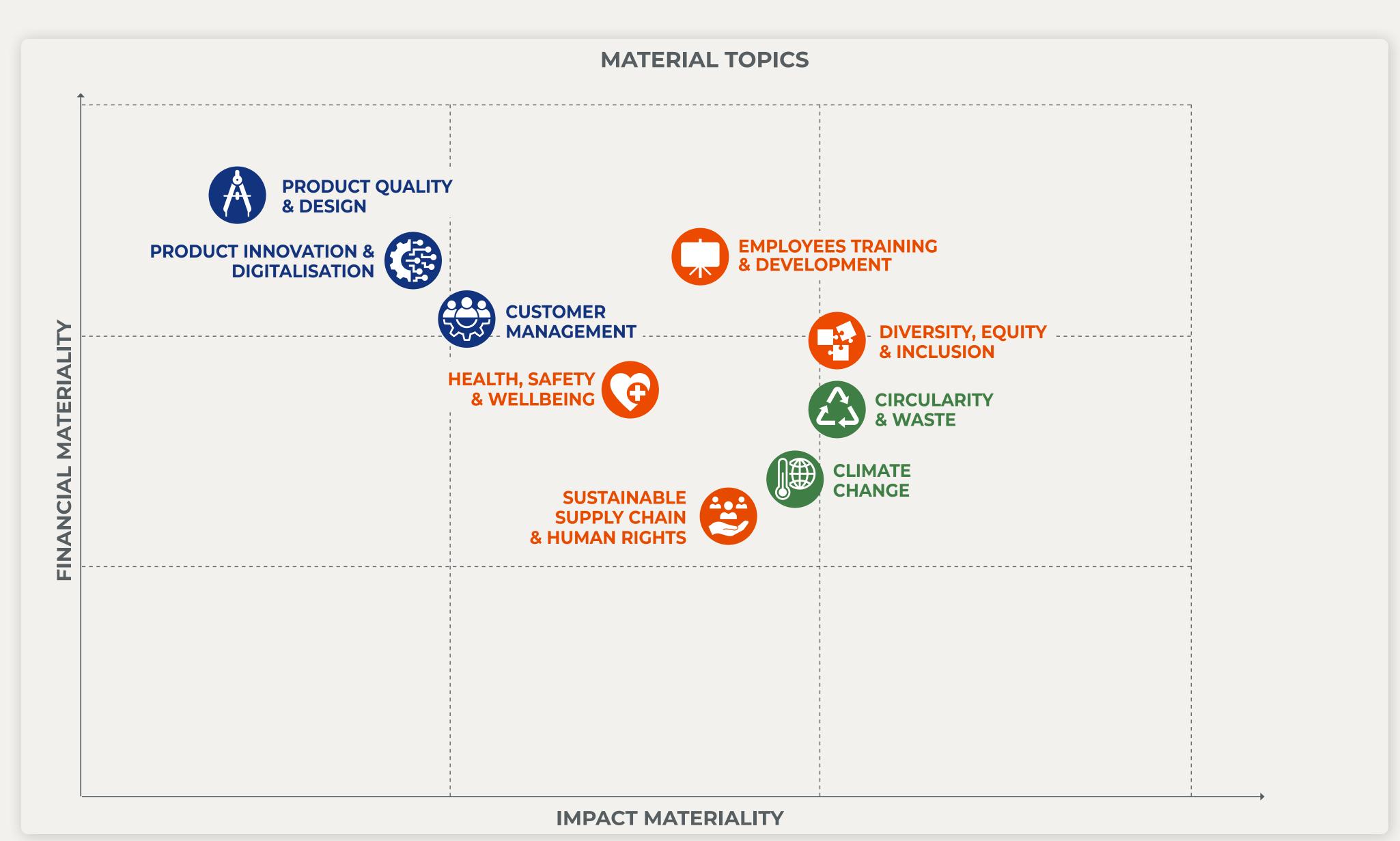
Assesses how sustainability-related risks and opportunities may affect Sidel's enterprise value over the short, medium, and long term.

Each assessment stream is based on dedicated criteria and follows different validation and consolidation pathways to maintain alignment with best practices. Impacts, Risks and Opportunities assessment involved a thorough analysis of both external and internal contexts more than 50 key stakeholders from various clusters—senior leadership, employees, customers, suppliers, academia, media, and local communities—were engaged, and they were trained on definitions, assessment scales, and criteria to ensure comprehensive and meaningful input.





- Social Topics
- Governance Topics



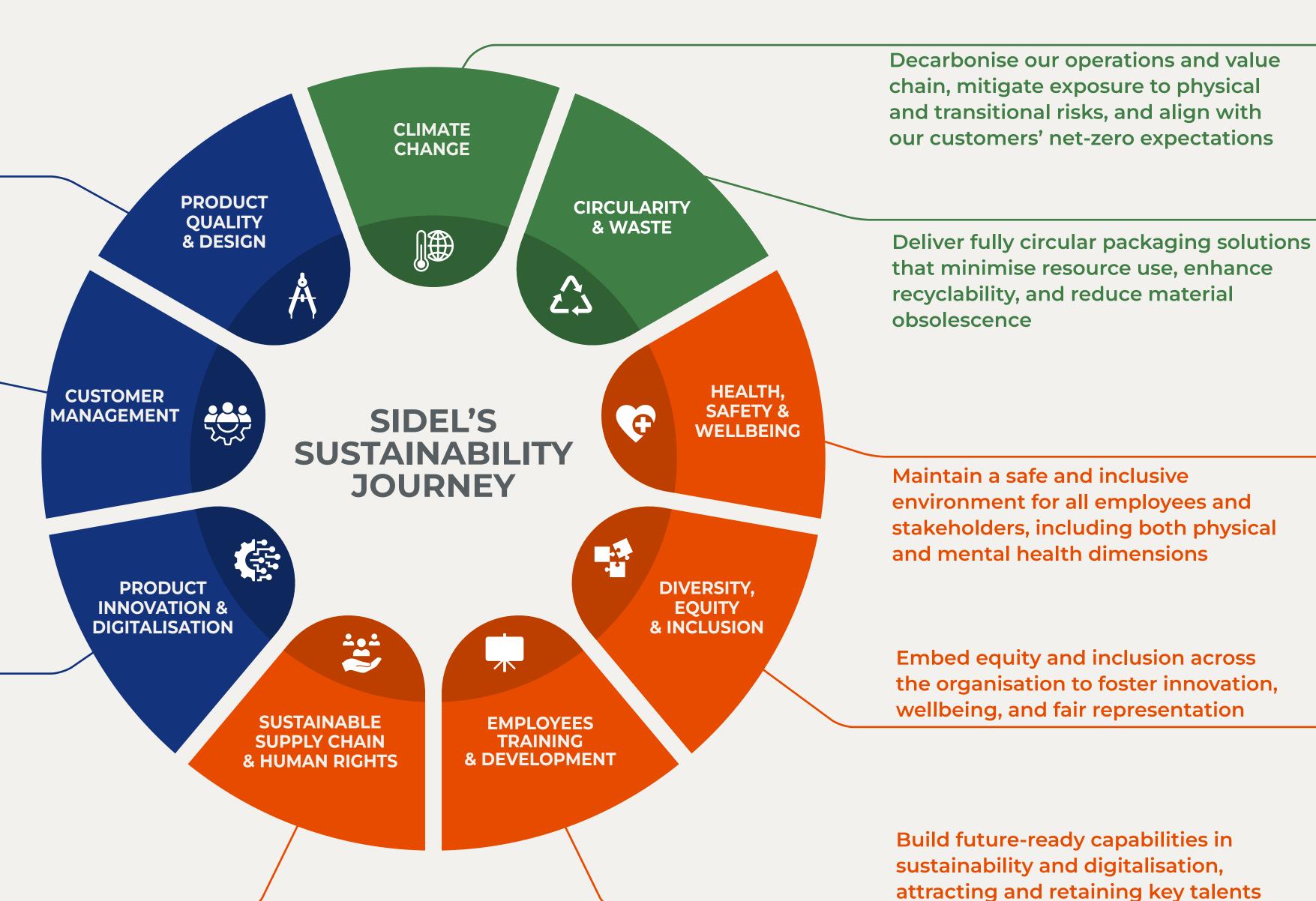
Based on the results of our Double Materiality exercise, we identified the following topics as most strategically relevant to Sidel's sustainability journey:

Continuously improve product performance and design robustness to meet stakeholder expectations and support ESG objectives

Co-develop sustainable solutions and maintain trust through responsible, transparent engagement

Lead in low-carbon, energy-efficient technologies and digital solutions that support sustainable transformation

Protect human rights and promote ESG compliance across our operations and supply chain through responsible sourcing, transparency, and ethical partnerships



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**SIDEL ESG REPORT 2024** 

Climate action and decarbonisation: Launched a Science-Based Decarbonisation Strategy validated by SBTi, targeting -73% emissions for Scopes 1 & 2 and -30% for Scope 3 by 2030. We are progressing through PV installations, fleet electrification, lowcarbon materials, and supplier engagement.



**GHG Emissions Reduction**<sup>1</sup> Sidel's Emissions Reduction<sup>2</sup>

## Circular packaging and resource optimisation:

Advanced lightweighting and reusable PET packaging. As active R-Cycle members, we promote traceability and recyclability through digital product passports.



r-PET Tests<sup>3</sup>: 35%

## Occupational health & mental wellbeing: All

production sites-maintained ISO 45001 certification. We reinforced safety culture through training, tracking unsafe acts, and Safety Week event. A new global mental wellbeing plan addresses employee resilience.



LTA reduction<sup>4</sup>-30% vs 2023

To seize these opportunities and address our risks and negative impacts, we have implemented the following initiatives:

## Inclusive culture and equal opportunity:

Delivered DEIB training, piloted inclusive mentoring and the Buddy Programme, and celebrated Diversity Month through dialogue-based initiatives. Focused on gender equity and removing bias in hiring.



Women in Senior Leaders<sup>5</sup> 24.7%

## Capability development and leadership growth:

Rolled out **BOOST** and **INSPIRE** programmes for first line and senior leaders. Implemented Individual Development Plans and launched the Future Talent Programme. Our e-learning platform achieved a 90% usage rate.



Training hours<sup>6</sup>

Female 10.5 Male 12.4

## Respect for human rights and responsible

sourcing: Reinforced our due diligence with the UNGPs. Over 50% of our suppliers assessed via EcoVadis; results inform action plans and contract requirements. We enhanced grievance mechanisms and launched supplier training on key ESG risks.



Suppliers in Ecovadis 65% of our spend<sup>7</sup>

4 n. of Lost Time Accidents (Sidel employees and non-employees) 5 % of women in Senior Leaders (A, B1) positions

## Sustainable product and digital innovation:

Deployed low-energy solutions such as the Hydra Ultrasonic washer and Evo Film Stretch. Evo-ON® Eco app enables real-time energy tracking. Launched Actis coating and StarLITE®R rPET bottle to support material circularity.



Product development efficiency<sup>8</sup> 75%

## Quality and reliability in design:

Deployed an internal Quality Management System and conducted audits across product lines. We track quality through indicators like Time to Contain and are improving cross-functional collaboration for product validation.



4 completed audits

Customer-centric engagement: Incorporated sustainability themes in customer satisfaction surveys. Insights are used to refine innovations, promote co-development, and ensure alignment with customers' climate targets.



Percentage of Promoters<sup>9</sup> 68.5%

7 % spend coverage of our suppliers entering Ecovadis platform 8 % of on-time TGs for projects with sustainability tag. 9 % of promoters = nb of promoters \* 100 / nb of responses

CONTENT

PLANET



## STAKEHOLDERS' VIEWS, NEEDS AND **OPPORTUNITIES** INTEGRATION

In 2024, Sidel reinforced its formal approach to stakeholder engagement by structuring clearly defined processes that ensure stakeholder views are consistently integrated into our strategy, business model, and risk management. These processes are embedded within our internal governance. Its purpose is to gather the views, concerns, and expectations of key internal and external stakeholders that may influence or be influenced by our operations and value chain.

Understanding how our actions shape the world around us—and how the world, in turn, shapes our business is at the heart of this journey. Listening to different voices from across our ecosystem, aligning them with our internal knowledge, and translating it all into actions that shape Sidel's path forward. This assessment is more than compliance, it's our way of listening, reflecting, and making sure Sidel aim to make sustainability real.

Valeria Beleniuc, Global Sustainability Expert

## **KEY STAKEHOLDER GROUPS AND ENGAGEMENT FORMAT**

In 2024, we engaged over 50 stakeholders across multiple clusters, selected based on their relevance, proximity to our operations, and potential exposure to impacts. Stakeholders were grouped as follows:

Customers Interview-based engagement

**APPENDIX** 

- Suppliers and Business Partners Interviews and dedicated exchanges focused on performance and collaboration
- Employees and Workers' Representatives Online surveys and brainstorming sessions
- Industry Associations, Academia, and Research Institutions Structured surveys with contextual briefing material
- Media and Local Communities Structured surveys with contextual briefing material

### **USE OF RESULTS AND STRATEGIC INTEGRATION**

Stakeholder input was consolidated and used to inform adjustments to Sidel's strategic priorities and to identify external expectations that may influence, and whenever possible directly shape, future business model developments.

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**SIDEL ESG REPORT 2024** 

## BEHIND THE VISION: INSIGHTS FROM OUR SUSTAINABILITY VP

Q: Francesca, reflecting on your years at Sidel, where do you think the most significant progress has been made in sustainability?

A: The biggest change that has been made is the strategic integration of ESG into our business. While we've made progress in each material topic, from decarbonisation to social sustainability, the real transformation has been in how we approach these issues as a business.

ESG is no longer a separate initiative, but it is present in every aspect of how we operate and make decisions. Our company and sustainability strategy are not separate entities, they are intertwined and go hand in hand.

We've put in place a governance framework, with our global leaders meeting monthly to track progress and our ESG Council setting clear strategies and targets. This shift has been about change management, rethinking how we approach sustainability, moving from isolated efforts to a fully integrated strategy that guides everything we do.

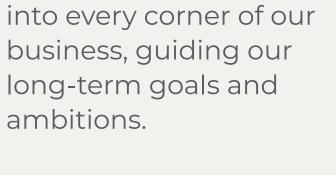
Q: What are the greatest opportunities to include sustainability into the business strategy and deliver value to customers?

A: A major way we create value for our customers is by cutting emissions linked to our products. Our focus here is on innovation, developing new solutions that are not only more energy efficient but also help our customers achieve their sustainability targets. We're going beyond past improvements, continuously shaping the future. Another area where we can add value, though not directly linked to our carbon inventory, is helping our customers make their packaging more sustainable. We've been working on reducing the amount of material used, providing reusable packaging solutions that are cost-effective, visually appealing, and environmentally friendly.

Additionally, we are increasing the use of recyclable materials, helping to close the materials loop and supporting our customers in achieving their sustainability goals. Integrating recyclable materials into their packaging practices not only enhances environmental impact but also strengthens their commitment to a circular economy.

Q: How is Sidel responding to evolving regulations and expectations on sustainability? What should people know about this journey?

A: We've embraced evolving regulations as an opportunity and we're using these changes to push beyond mere compliance and to leverage sustainability as a long-term strategic advantage. It's helping us shape the future and create a business model that is both more sustainable and more competitive. What's crucial for people to understand is that sustainability is not an afterthought, it's a conscious, strategic decision. While compliance with regulations is important, it is part of a wider, proactive effort to weave sustainability



## RECOGNISED, REVIEWED, REINFORCED

As we progress along the roadmap of our sustainability strategy, certifications act as strong foundations that anchor our commitment to sustainability. At Sidel, we recognise that Environmental, Social, and Governance principles are essential to driving positive change. To achieve this, we are joining forces with our customers, suppliers, external partners, and the communities we work with. Certifications help us demonstrate that we are meeting recognised standards and taking concrete action across key areas such as environmental management, health and safety, and responsible supply chain practices.









#### **ECOVADIS**

We have embraced EcoVadis as our chosen procedure for assessing our supply chain and using its platform to map and rate the environmental, social, and ethical performance of our suppliers. By becoming an EcoVadis member, we aim to facilitate the comprehensive evaluation and classification of our suppliers' environmental, social, and ethical practices. This proactive approach underscores our commitment to promoting sustainability, transparency, and responsible business conduct throughout our supply chain network. Sidel's Octeville site has been awarded the Gold Medal by sustainability assessors, following a comprehensive review of its supply chain strategy at both local and corporate-group level. Sidel was also positioned in the top five percent of reporting companies in 2024 by EcoVadis, highlighting our commitment to sustainability practices and transparency.

#### **CDP**

Sidel is a proud member of CDP and actively participates in its mission to reduce greenhouse gas emissions. CDP, formerly known as the Carbon Disclosure Project, is a leading global organisation that enables companies to disclose and manage their environmental impacts. As a CDP member, Sidel shows its commitment to transparency, sustainability, and proactive action towards addressing environmental challenges. Through the CDP supply chain platform, we also wish to encourage our suppliers to make a GHG inventory, commit to science-based targets and develop their climate change policy.

#### ISO 14001:2015

ISO 14001:2015 is an internationally recognized standard for environmental management systems. It provides a framework for establishing, implementing, maintaining, and continually improving an effective environmental management system. By implementing ISO 14001:2015, Sidel commits to environmental sustainability and reducing its environmental footprint. In 2024, we achieved our goal, with 100% of our industrial sites certified to ISO 14001:2015.

## ISO 45001

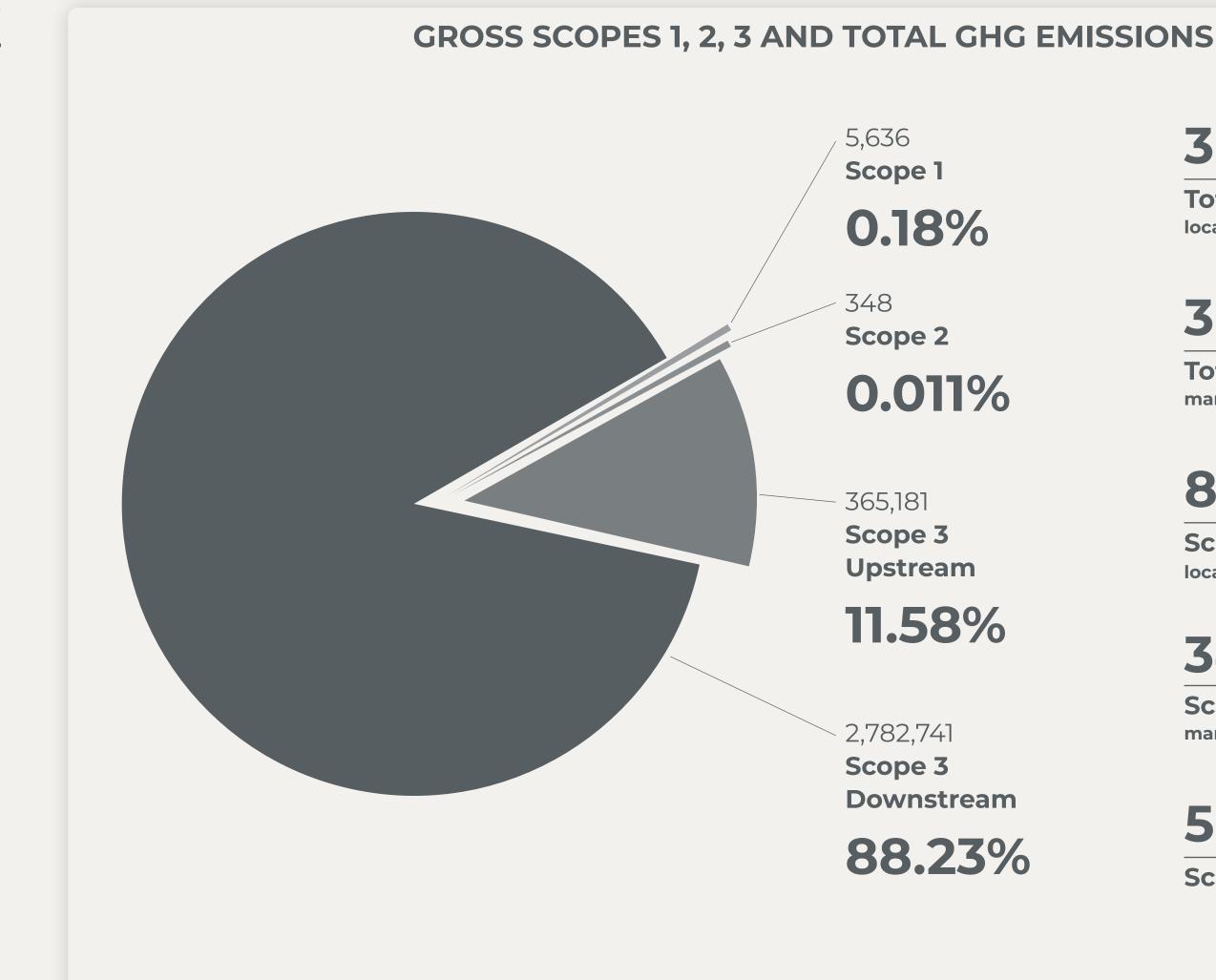
ISO 45001 is a globally recognised standard for managing occupational health and safety risks in the workplace. It requires organisations to establish and maintain a health and safety management system incorporating policies and procedures for identifying and mitigating workplace hazards. We are proud to report that 100% of our production sites are ISO 45001 certified, and in 2024, we continued to uphold these high standards across our operations.

## REPORTING DISCLOSURE

## A LIMITED ASSURANCE HAS BEEN PERFORMED ON THE FOLLOWING KEY PERFORMANCE INDICATORS

Sidel Group has reported in accordance with the Corporate Sustainability Reporting Directive (CSRD) and relevant European Sustainability Reporting Standards (ESRS) for the period 1 January to 31 December 2024. Sidel Group has engaged with a third party organization to provide independent assurance of our reporting on selected non-financial key performance indicators. The indicators that are in scope cover ESRS E1-6 and are shown in this page.

Read the independent assurance statement from EY.



3,161,643

Total GHG emissions location based

3,153,907

Total GHG emissions market based

8,084

Scope 2 location based

348

Scope 2 market based

5,636

Scope 1

Scope 1 and 2 emission figures now include commercial sites, following improvements in data accuracy and completeness. We have enhanced our data collection processes to provide a more comprehensive view of our emissions across all sites. Percentages for Scope 1, 2 and 3 are calculated based on the total GHG emissions market based, now including commercial sites. Refer to the Climate Change Table in the Appendix for specific ESRS Data points.

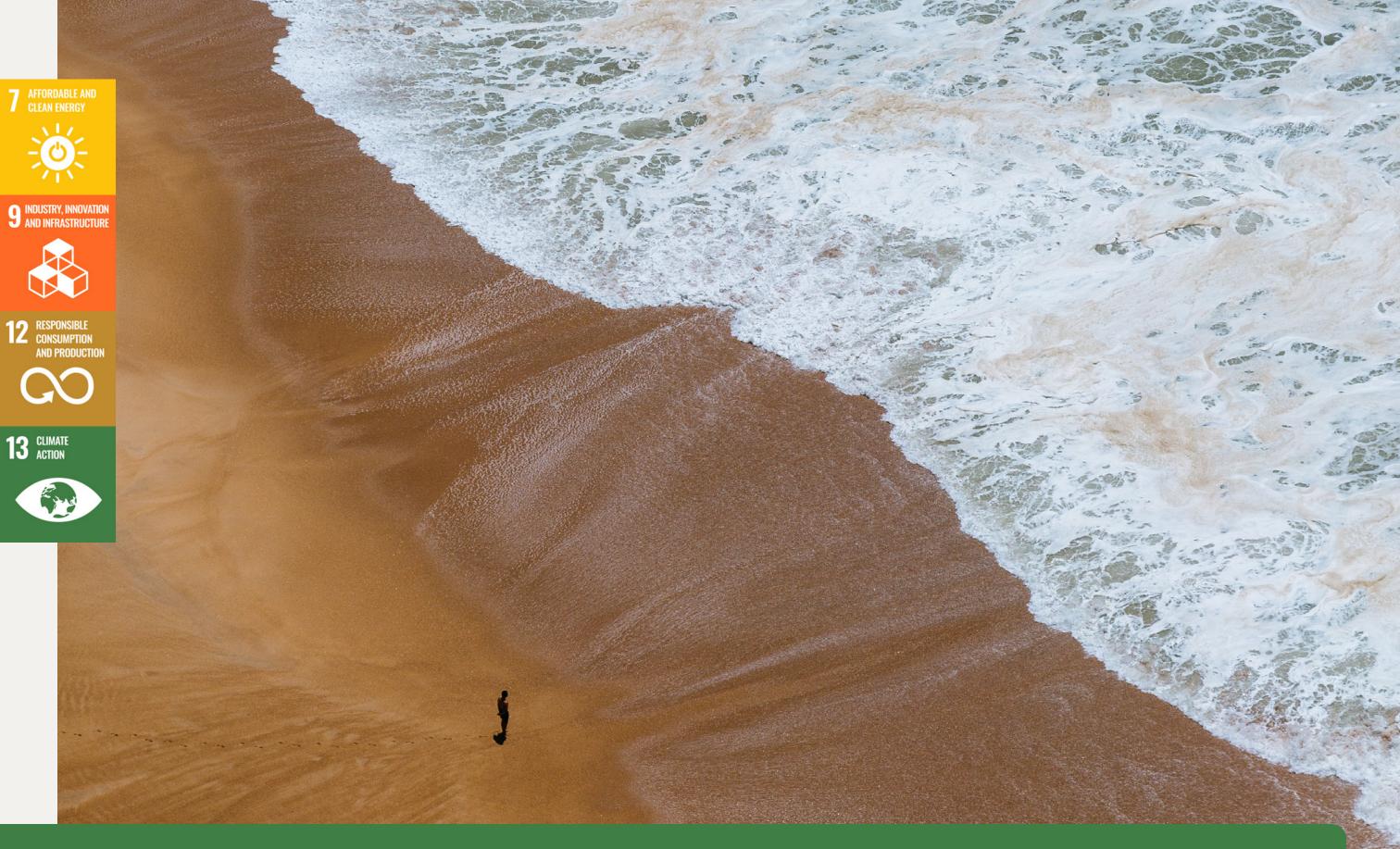
PLANET

## CLIMATE CHANGE

We envision a sustainable planet where climate action drives progress. Committed to science-based goals, we aim to significantly reduce emissions and inspire global change. Through innovative collaborations and sustainable solutions, we empower our suppliers and customers to join us in creating a more resilient and sustainable future.

## OUR CLIMATE ACTION COMMITMENT

The need for urgent action on climate change is clear, and businesses play a pivotal role in addressing this challenge. Recognizing the severity of the issue, we are committed to taking swift and decisive steps. The Earth's surface temperature has increased by approximately 1.5°C since the late 1800s, reaching the highest levels in recorded history. 2024 has been officially recognized as the hottest year on record, following a decade of record-breaking temperatures<sup>1</sup>.





Martina Pini, Sustainability Manager



**GHG EMISSIONS** CH **HFCs PFCs** SCOPE 2 INDIRECT SCOPE 1 DIRECT PURCHASED ELECTRICITY, STEAM, HEATING & COOLING FOR OWN USE COMPANY FACILITIES COMPANY VEHICLES

SCOPE 3
INDIRECT CO<sub>2</sub> PURCHASED GOODS AND SERVICES CAPITAL GOODS FUEL AND ENERGY RELATED ACTIVITIES TRANSPORTATION AND DISTRIBUTION WASTE GENERATED IN OPERATIONS **BUSINESS TRAVEL EMPLOYEE** 

COMMUTING

LEASED ASSETS















<sup>2</sup> World Weather Attribution (WWA)

<sup>3</sup> National Oceanic and Atmospheric Administration (NOAA)

<sup>\*</sup>Relevant categories for Sidel are: purchased goods and services, transportation and distribution, waste generated in operations, business travel, employee commuting, use of sold products

## NEAR-TERM AND NET-ZERO TARGETS

In 2024, we defined our **Decarbonisation Strategy** and **Roadmap**, marking a transformative step in aligning our operations with global climate objectives and minimising our environmental impact. This comprehensive strategy defines our ambitious vision, specific targets, and actionable steps to achieve net-zero emissions by 2050.

By embedding sustainability principles into our operations, we strive not only to lower our carbon footprint but also to enhance efficiency, foster innovation, and strengthen our competitive edge. This reflects our commitment to **transparency**, accountability, and environmental stewardship.

Our decarbonisation roadmap, which has been validated by the Science-Based Targets initiative (SBTi), charts a clear path to achieving net-zero greenhouse gas emissions across our entire value chain, including Scopes 1, 2, and 3, by 2050. It aligns with the Paris Agreement's ambitious targets, representing a critical step in addressing the most severe impacts of climate change.

By 2030, we are committed to achieving significant reductions in greenhouse gas emissions:

73%

in scope 1 and scope 2 vs. 2019

scope 1 (direct CO<sub>2</sub> eq emissions from our sites and company vehicles) scope 2 (indirect CO<sub>2</sub> eq linked to the energy consumption at our sites)

30%

in scope 3 vs. 2019

(both indirect upstream CO<sub>2</sub> eq emissions related to our suppliers and downstream CO<sub>2</sub> eq emissions related to everything we sell, i.e., the energy consumption of our equipment once installed at customers' sites)

## CHARTING OUR PATH TO DECARBONISATION

In our commitment to sustainability and climate action, we have established a structured, multi-step approach to drive our decarbonisation efforts:

#### **SCENARIO ANALYSIS**

We conducted a thorough assessment of the external landscape, examining market trends, benchmarking against peers, and reviewing best practices in decarbonisation.

This included mapping current and potential climate risk, both physical and transitional, and evaluating our position across various transition scenarios.

#### **GHG INVENTORY**

By refining our greenhouse gas (GHG) inventory and enhancing our calculation methodologies, we have laid the groundwork for accurate emissions reporting. This involved aligning with industry best practices and updating our methodology to improve data precision for Scope 1, Scope 2, and Scope 3 emissions.

## **DECARBONISATION STRATEGY**

We developed a robust strategy that identifies critical decarbonisation levers and assesses their financial implications. This includes scenario analysis, a roadmap aligned with SBTi requirements, and preliminary net-zero targets developed in accordance with SBTi methodologies.

These efforts culminated in the submission of our targets by the SBTi in 2024, representing a major milestone in our journey to achieve net-zero greenhouse gas emissions by 2050. Through this comprehensive approach, we are not only aligning with global climate goals but also driving innovation, operational efficiency, and accountability across our organization. This strategy underscores our commitment to fostering a sustainable future and creating meaningful change within our company.





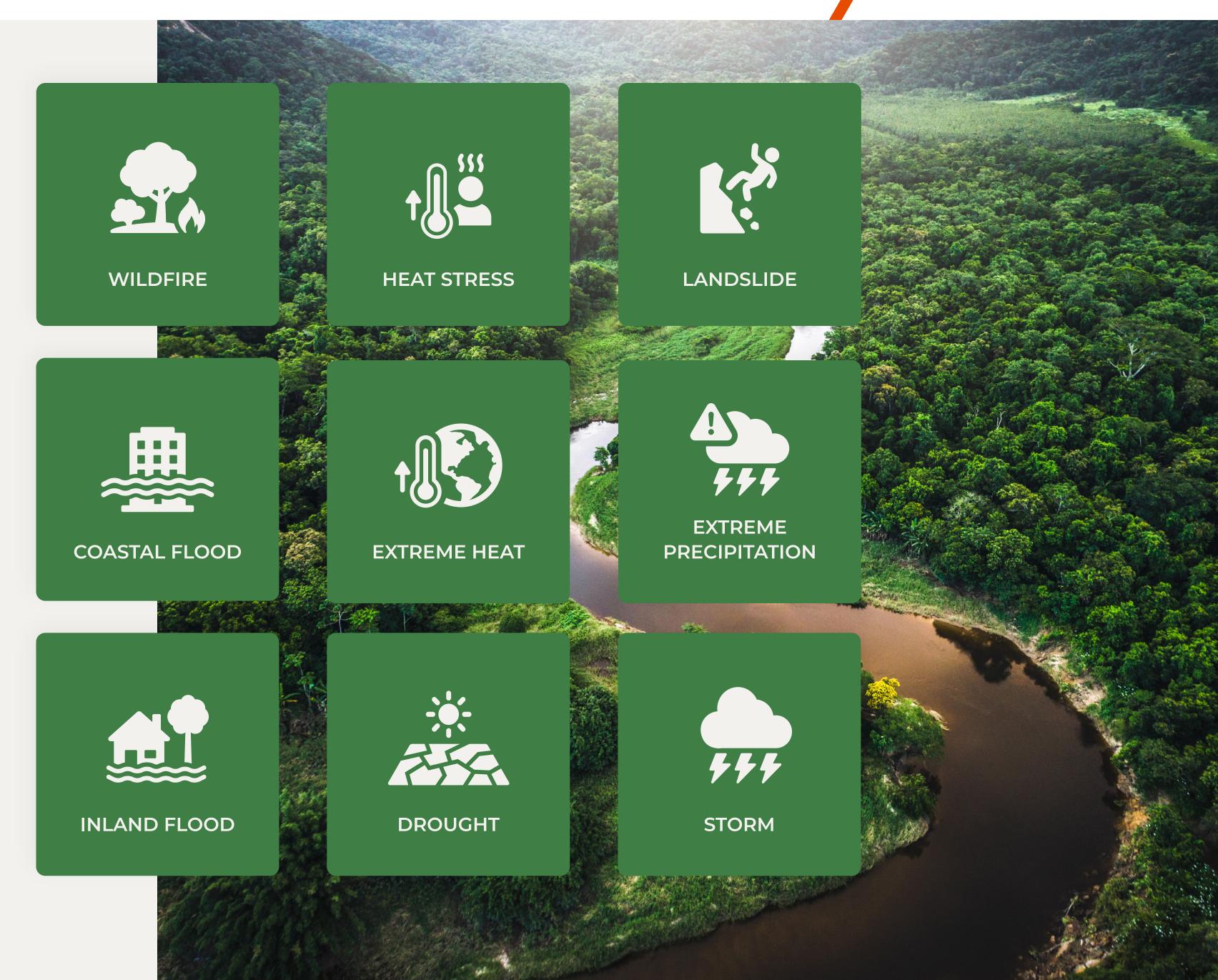


## SIDEL'S PHYSICAL AND TRANSITIONAL RISKS

Our evaluation of physical climate risks is grounded in the Representative Concentration Pathways (RCPs) established by the Intergovernmental Panel on Climate Change (IPCC). These pathways present various potential future climate outcomes based on projected greenhouse gas emission levels. In our analysis, we considered three scenarios: RCP8.5, RCP4.5, and RCP2.6.

## ASSESSING RISKS AT OUR LOCATIONS

To assess and address potential climate-related risks at our facilities, we utilise a detailed tool that evaluates 15 indicators across our 10 primary sites. These indicators are grouped into nine distinct risk categories.



## TRANSITIONAL RISKS ANALYSIS

Businesses today face the dual challenge of both mitigating climate change and adapting to its impacts. We have concentrated on the transitional risks linked to climate change, such as climate policies, technological advancements, and market trends in products relevant to our operations. By exploring various future scenarios, we aim to support the company's transition to a more sustainable economy.

#### **MARKET ANALYSIS**

Using these scenarios, we examined trends in the production, demand, and cost of essential materials for our products, as well as the growing use of recycled materials and changes in the energy landscape.

#### **REGULATORY ENVIRONMENT**

We reviewed current and upcoming climate-related regulations, such as the Carbon Border Adjustment Mechanism (CBAM), the Deforestation Directive, and the EU Packaging and Packaging Waste Regulation. These regulations are expected to significantly influence Sidel Group's operations.

## **CLIENT ANALYSIS**

We are carefully monitoring our clients' activity on emissions targets and reduction goals, alongside with the trends in changing consumer preferences, rising price of energy and raw materials and scarcity of resources.



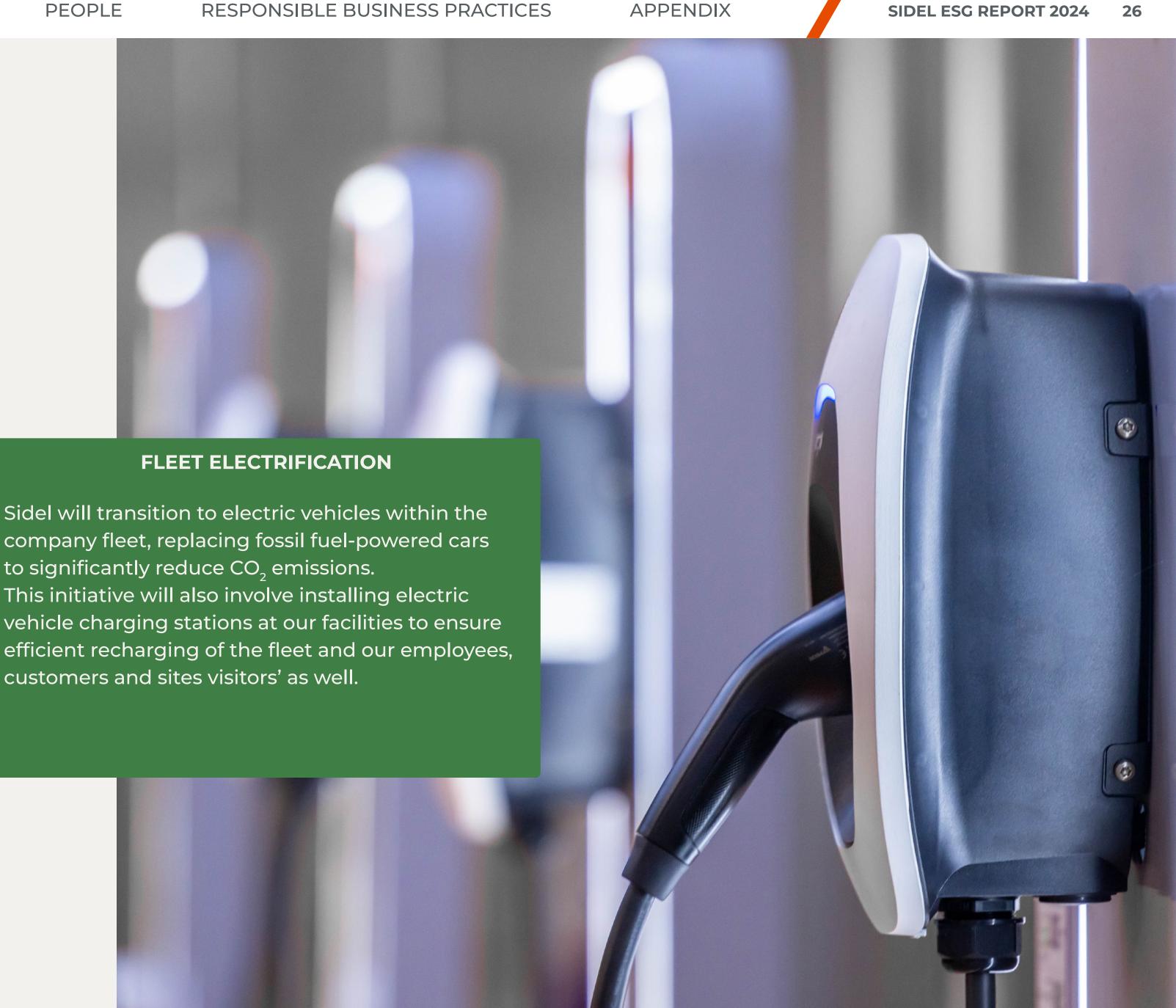
## SCOPE 1 & 2 AND 3 DECARBONISATION LEVERS

To achieve the targeted reductions in Scope 1 and Scope 2 GHG emissions, Sidel has identified the following key levers:

#### **FOCUS LEVERS FOR SCOPE 1 EMISSIONS**

#### **HEAT PUMPS**

We have already outlined a clear plan for the strategic implementation of heat pumps across our sites. Heat pumps are advanced air-conditioning systems that extract thermal energy from the external environment and transfer it indoors for heating or cooling. By utilising heat pumps, Sidel can reduce emissions associated with natural gas combustion, as these systems operate on electricity sourced from renewable energy.



#### **FOCUS LEVERS FOR SCOPE 2 EMISSIONS**

- Installation of Photovoltaic Panels (PV)
   The installation of photovoltaic panels allows
   us to significantly reduce our carbon emissions
   by generating clean, renewable energy on-site.
   This transition to solar power reduces reliance
   on conventional energy sources, thereby directly
   lowering emissions associated with energy
   consumption.
- Power Purchase Agreements (PPAs)
  We are working towards establishing Power Purchase Agreements, long-term contracts between renewable energy producers and buyers. These agreements will allow us to secure a steady supply of clean energy at a fixed price, further supporting our emissions reduction objectives.
- Energy Certificates (RECs)

  GOs and RECs are certificates used in Europe and internationally to verify that the energy purchased comes from renewable sources. These certifications help ensure that our energy consumption aligns with our goal of reducing emissions and supporting renewable energy.

Guarantees of Origin (GOs) & Renewable



PLANET

#### **SCOPE 3 DECARBONISATION LEVERS**

Scope 3 emissions represent the largest share of Sidel's carbon footprint, making it crucial to address them through collaborative and strategic efforts across our supply chain.

To achieve the reductions set for Scope 3 emissions, we are actively developing the following levers to have a positive decarbonizing impact on our full value chain.

#### **UPSTREAM**

#### **LOWER CARBON ALTERNATIVES**

Reducing the consumption of steel and aluminium by replacing them with low-carbon alternatives, such as green steel and recycled aluminium.

Substituting conventional plastics with biobased and recycled plastics to reduce emissions from materials.

#### **SPEND CONSOLIDATION**

Regularly reviewing procurement spend to identify opportunities for reducing emissions in the supply chain.

Adopting average data methodologies to improve emissions tracking and identify areas for improvement.

#### **SUPPLIERS DECARBONISATION**

Integrating sustainability and emissions reduction criteria into the supplier selection process to ensure that our suppliers align with our environmental goals.

Prioritising suppliers that demonstrate strong environmental performance or a clear commitment to sustainability. <u>Click here</u> to learn more about supplier engagement.

## **DOWNSTREAM**

#### **ENERGY EFFICIENCY IN PRODUCT USE PHASE**

Enhancing energy efficiency through design improvements driven by our R&D team.

#### **NATIONAL GRID IMPROVEMENT**

Supporting the decarbonisation of the electricity mix in the countries where we operate, in line with announced directives and initiatives.

#### **CUSTOMERS ENGAGEMENT**

Engaging customers to encourage decarbonisation plans and initiatives, and collaborating with key customers to collect data and identify their decarbonisation measures.

We have successfully achieved our target of 100% ISO 14001:2015 certification for all sites in 2024. ISO 14001:2015 is an internationally recognised standard for environmental management systems. It provides a framework to establish, implement, maintain, and continually improve an effective environmental management system. By implementing ISO 14001:2015, we commit to environmental sustainability and reduce our environmental footprint



## R-CYCLE

As part of our commitment to circularity, we are founding members of R-Cycle, an open tracing standard for sustainable packaging and plastic products based on GS1 standards, the leading global network for cross-industry process development (used by over 6 billion scanned barcodes every day). By providing a digital product passport, R-Cycle enables the implementation of a circular economy and a highly efficient value chain, connecting all valueadded partners along the cycle—from packaging manufacturers and converters to the recycling industry. The networking, traceability, and availability of data generated by the digital product passport not only create added value by making better use of valuable raw materials such as plastic, but also bring benefits along the life cycle, inevitably leading to the adaptation of existing or the creation of new business models. 30 dedicated members are actively engaged in advancing the underlying open GS1 standards and exploring innovative applications for the **Digital** Product Passport (DPP). Over 50 diverse companies and organisations have joined in supporting and utilising R-Cycle across various applications and projects. Together, we're expanding its impact and advancing sustainable solutions on a broader scale.



## R-CYCLE CONTINUED TO EXPAND ITS IMPACT IN 2024 THROUGH:

Showcasing the DPP at key events, highlighting its role in maximising recyclability and improving material data.

Organising community workshops that brought together machine manufacturers, regulatory experts, and marketers to enhance collaboration.

Establishing working groups to address packaging sustainability challenges, including a Product Carbon Footprint (PCF) study and partnerships with marking providers.

Conducting the first carbon footprint study to assess sustainability efforts.

Expanding the DPP's content through technical innovations, integrating detailed information and Electronic Product Code Information Services (EPCIS) technology for traceability.

Actively participating in industry trade shows, showcasing advancements, and engaging with key stakeholders.



Empowering a sustainable circular economy requires seamless cooperation and detailed product insights. R-Cycle is at the forefront, crafting a dynamic network that unites all stakeholders across the value chain. Leveraging the open and global standards of GS1, we provide a robust language and infrastructure that not only facilitates the capture, aggregation, and exchange of essential information but also sparks the creation of innovative business models. Together, through digitalization and sustainability, we are shaping a future that is both prosperous and sustainable.

Dr. Benedikt Brenken, Director R-Cycle

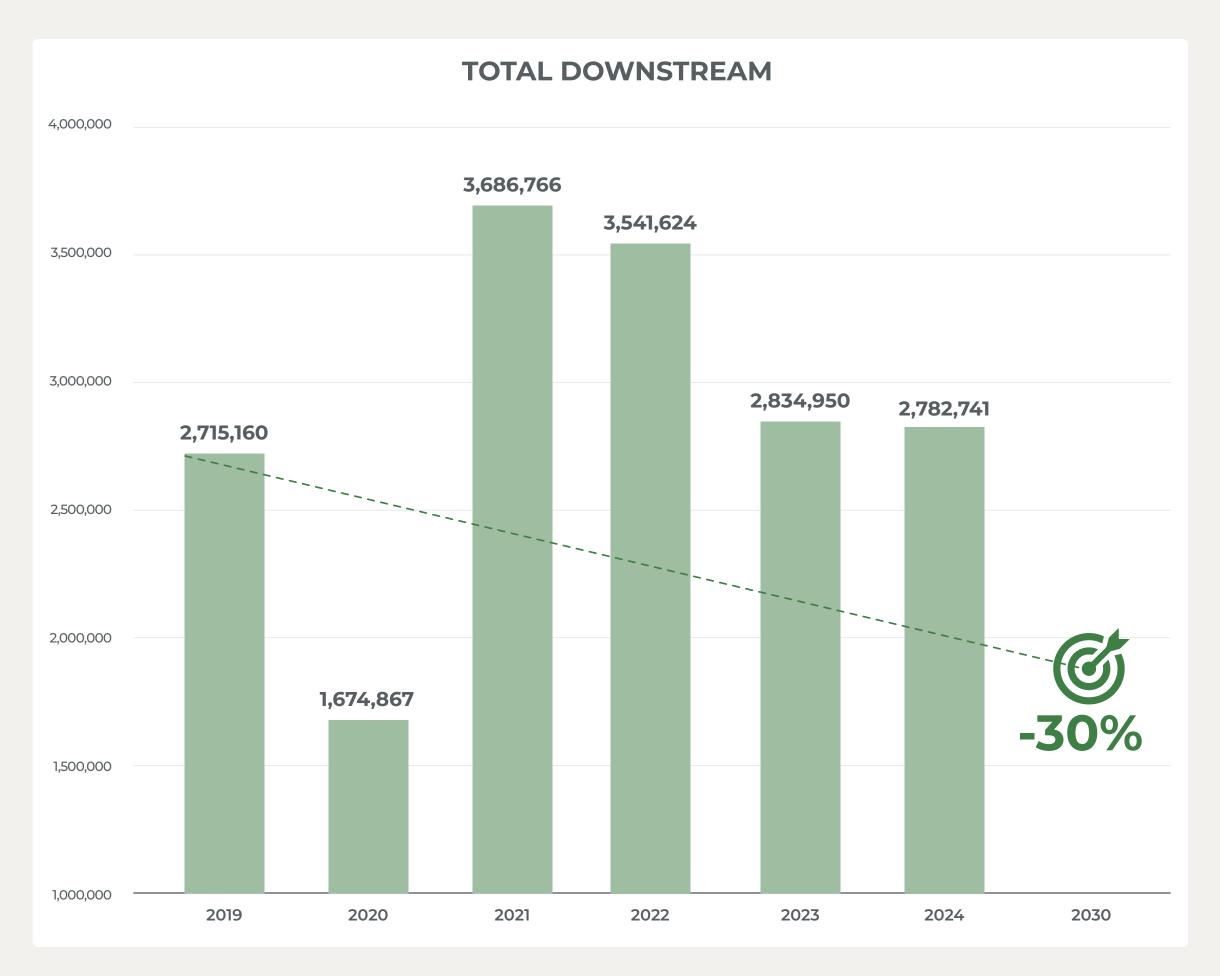
The overall emissions graph illustrates a slight reduction of 2% in our total GHG emissions from the baseline year to 2024. For 2023 calculations, Sidel used DEFRA 2023 emission factors for Scope 1 (Stationary and Mobile combustion, and Refrigerants) and Scope 2 (steam).

For Scope 2 (electricity) and Scope 3 – Category 11 (Use of Sold Products), emission factors from the IEA 2024 dataset were used to ensure a more complete and up-to-date representation of electricity-related emissions globally.

Additionally, we revised our baseline by excluding three high energy-consuming sites that were closed, and by including commercial offices in the analysis across all years to ensure greater consistency in organisational boundaries.



The graph illustrates our Scope 1 and Scope 2 GHG emissions from 2019 to 2024, with a target to reduce emissions by 73% by 2030. Scope 1 emissions include stationary combustion, mobile combustion, and fugitive emissions. Scope 2 emissions cover purchased electricity and imported steam, both calculated using IEA 2024 emission factors. These are reported using both market-based and location-based methods, in line with GHG Protocol standards. The analysis includes both Production and Commercial Sites, ensuring consistent organisational boundaries across all years. The graph shows both location-based and market-based calculations. The location-based method reflects average grid emissions, while the market-based method accounts for emissions based on specific energy sourcing choices, such as renewable energy purchases. From 2019 to 2024, there is a notable decrease in both location-based and market-based emissions, with market-based emissions consistently lower, highlighting our efforts to use cleaner energy.



In 2024, Scope 3 Downstream emissions for the "Use of Sold Products" category registered a slight decrease of 21% compared to the previous year. This limited reduction reflects a relatively stable sales volume of equipment, with a balanced mix across product lines. Compared to 2019 Category 11 registered a 18% decrease. Emissions are calculated using a combination of two approaches: an energy consumption-based method—multiplying hourly consumption by standard operating hours and the expected lifetime—and a cycle-based method where applicable. Energy consumption is then aggregated by country of sale and converted using country-specific emission factors from IEA 2024, reflecting the respective energy mixes. The modest decline is primarily attributed to marginal shifts in the product mix and improved emission factors in key markets. However, as equipment sales remained consistent and included units with comparable energy profiles to the previous year, the resulting variation in emissions is minimal.

## CIRCULARITY & WASTE

We envision a future where circular solutions drive sustainable innovation. By promoting sustainable packaging and minimizing the use of virgin materials, we are committed to creating a world of durability, reusability, and resource optimization for lasting positive impact.

Aligned with the Circular Economy Action Plan, a core part of the European Green Deal, we at Sidel are committed to practical circular economy solutions that help our customers meet sustainability requirements. The European Union aims to create a resource-efficient and competitive economy with net-zero greenhouse gas emissions by 2050, and we actively contribute by reducing waste and keeping materials in use for longer. To achieve this, we integrate Design for Recycling principles into our products and support our customers in doing the same. Our focus is on making products durable, easy to maintain, and recyclable at the end of their life. We are developing clear guidelines to assess our platforms, set sustainability criteria, and evaluate the impact of logistics and transportation. Our product lifecycle management approach prioritises longer product use, reuse, and recycling to make the

most of available resources and make sure we achieve our broader sustainability goals.





We are committed to shaping a future where packaging is truly circular—designed to be reused, recycled, and sustainable. Every step we take, from developing lightweight, refillable packaging to increasing our use of recycled PET, reflects our dedication to reducing our environmental impact. There will be challenges along the way, but we believe in playing our part in making circularity the norm, not the exception.

Vincent Le Guen, Packaging VP

## REDUCE, REUSE, RECYCLE

To support our customers, we adopt a comprehensive strategy focused on **reducing**, **recycling**, and **reusing** materials in our packaging. We actively pursue **lightweight opportunities** and incorporate **recycled content**, minimising both resource consumption and transportation emissions.

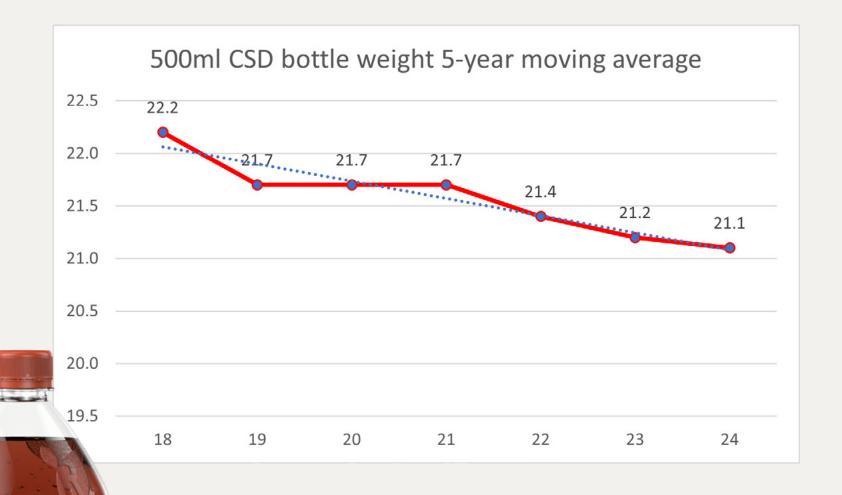


Create solutions with less primary, secondary and tertiary packaging materials, without compromising quality, function or consumer experience, while anticipating regulations and industry commitments.



By prioritising the reduction of virgin materials and optimising packaging designs to increase product longevity, we aim to reduce obsolescence and the need for frequent replacements, ultimately extending the product lifecycle.

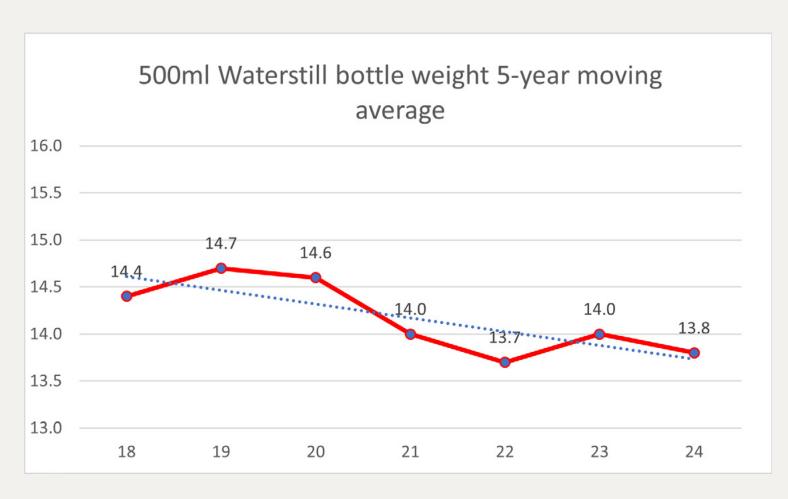
In 2024, we made further progress through improved designs, including the introduction of new neck formats, while maintaining bottle performance.



The average bottle weight 500ml CSD of 2024:

CSD 500 ml (December 2024)

21,1 g



The average bottle weight 500ml Water of 2024:

Still Water 500 ml (December 2024)

13,8 g



PLANET

**SIDEL ESG REPORT 2024** 

#### REUSE

Our approach to reusability focuses on designing packaging that can be used multiple times, thereby reducing the need for single-use containers and minimizing waste. We are committed to developing solutions that enhance the durability and functionality of our products, making them suitable for repeated use.

We support European stakeholders who opt for PET to their regulation compliance for optimizing refillable packaging. One of our key initiatives includes the development of highly durable preforms that can endure up to 25 refill cycles. This innovation not only reduces the environmental impact but also offers cost savings for manufacturers and consumers alike. For instance, our **1.5L refillable bottle**, currently available in the market, weighs just 91 grams a reduction of 9% — while maintaining its structural integrity over multiple uses.

#### RETURNABLE PET BOTTLE

To help the beverage industry switch from one-way to reusable bottles, our packaging experts have designed a PET bottle that supports the transition to reusable packaging with a lightweight yet durable design that withstands up to 25 washing cycles. Available in 1L, 1.5L, 2L and 3L formats, it meets the needs of both water and carbonated soft drinks markets. Engineered for deposit schemes, the bottle features an optimised preform design, reinforced neck, and a specialised blowing process to endure repeated washing at high temperatures. It is fully recyclable and can incorporate up to 30% recycled PET, ensuring continuous material circularity. Balancing strength with resource efficiency, the 2L bottle weighs as little as 88g without compromising performance, demonstrating best-inclass lightweighting for sustainable packaging.

#### **RETURNABLE GLASS BOTTLE**

Glass is an exceptionally sustainable material, and at Sidel, we draw on our decades of experience to provide complete production lines specifically designed for glass packaging. Understanding that the cleaning process for glass is both complex and delicate, we have developed the Hydra Sound technology. This innovative solution effectively reduces immersion time and lowers cleaning temperatures, enhancing efficiency while preserving the quality of the glass. Our commitment to sustainability is reflected in our advanced solutions, enabling our customers to achieve high-quality glass packaging that meets market demands and aligns with their environmental objectives.

Our commitment to recycling is reflected in our packaging solutions, designed for easy material separation and efficient processing. We have been steadily advancing the use of 100% rPET, integrating it into our development plans for years. Today, 35% of the packaging we validate in our blow moulding feasibility centres includes rPET. Sidel has successfully developed and commercialised the StaRLITE family of bases, enabling the use of 100% recycled PET while reducing bottle weight and supporting high-speed production for water, juices, milk, and edible oils in sizes from 0.25L to 2.5L. Balancing production speed, material quality, and bottle weight with rPET presents a challenge, but the StaRLITE base range ensures precise shaping and efficient material distribution. Switching to rPET can also help manufacturers cut CO<sub>2</sub> emissions by up to 3,000 tonnes annually, a 30% reduction compared to virgin PET.



# SIDEL 360° APPROACH TO RECYCLED PET

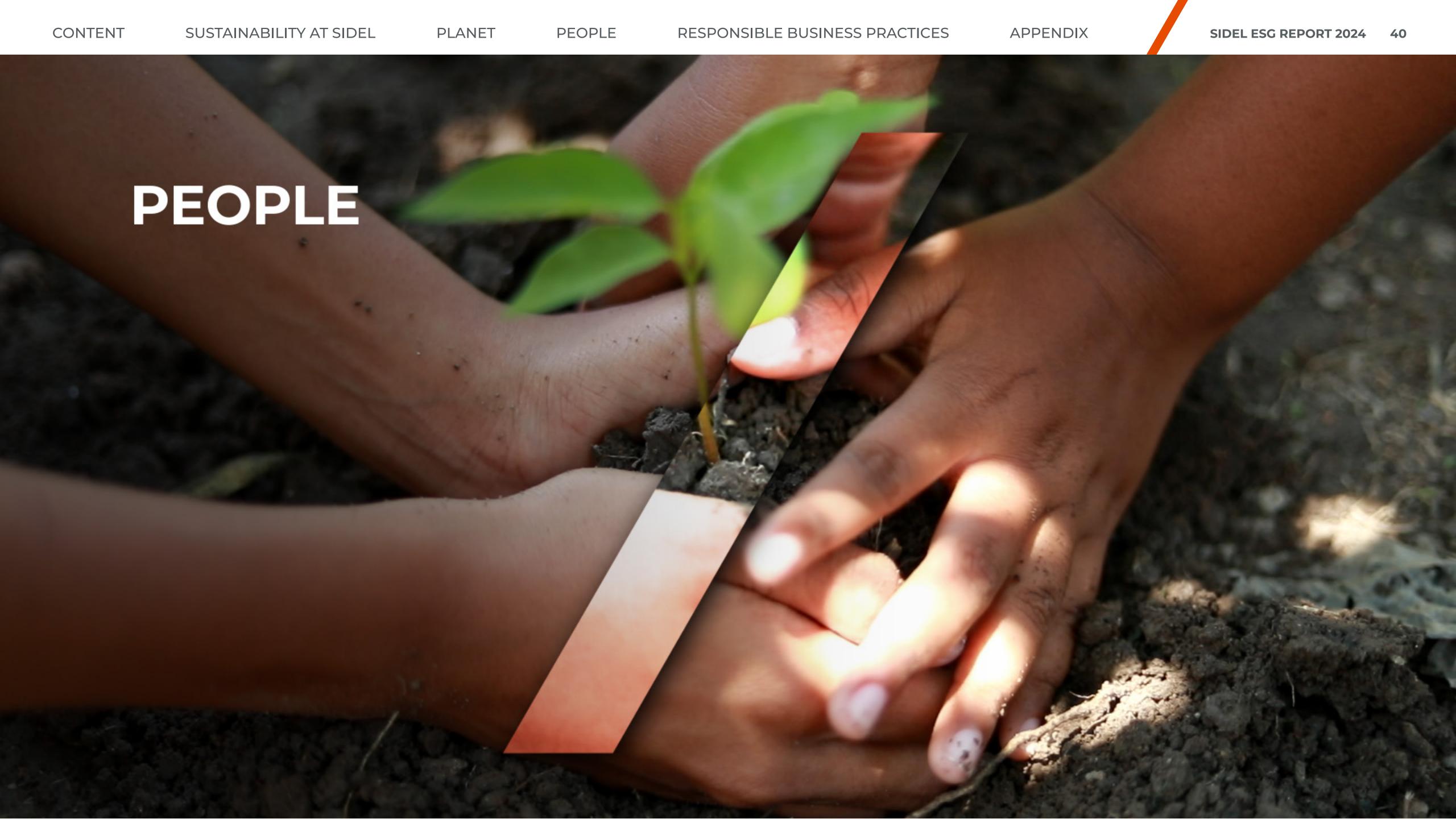
As part of our commitment to promoting circularity in packaging, we continue to work on the rePETable line project in Octeville. This innovative production line is designed to produce recycled PET and support our customers in qualifying their recycled materials.

While demand for rPET is increasing, our primary focus is on providing solutions that align with circular economy principles, crucial for future sustainable packaging practices.

We are working towards certifying this line, following recognised recycling standards as a key milestone of our dedication. This process involves rigorous testing and audits to ensure full compliance with industry requirements.

Already in operation for some of our customers, these lines showcase our ongoing dedication to circularity to our stakeholders. Through these efforts, Sidel aims to make tangible steps towards a more sustainable future, empowering our customers to adopt environmentally responsible practices and contribute to a circular economy.





We work towards a Sidel with zero accidents and zero work-related health issues, including those affecting mental wellbeing. Our goal is to cultivate an environment where employees are proud to choose safety and take personal responsibility for it. Safety is a collective effort, guiding our daily actions and decisions.

# HSE ORGANISATION AND NETWORK

At Sidel, our Health, Safety, and Environment (HSE) organization plays a pivotal role in fostering a robust safety culture that permeates every aspect of our operations globally. Our commitment to safety is demonstrated through a network that includes not only dedicated HSE experts but also employees who serve as **safety ambassadors** and **champions**. These individuals are instrumental in promoting safety awareness and practices within their respective areas, ensuring that safety is a collective effort embedded in our daily operations.

In 2024, we strengthened our safety network by incorporating regional organisations for the first time. This integration has allowed us to deliver localised service support, enhancing our ability to address specific safety needs and challenges in different regions.





Working safely is non-negotiable and everyone's responsibility. We promote a just and fair culture that seeks to reinforce safety at work and ensures our total workforce goes home in the same condition as they arrive at work. We promote a healthy lifestyle supported by a genuine care for all our team-mates and their families.

Our goal is simple: ZERO HARM

**Armelle Biton, HSE Business Partner** 

# PILLARS OF HSE CULTURE

Our **HSE Steering Committee**, which includes members of our senior leadership team, exemplifies our commitment to safety at the highest levels of the organization. This committee provides strategic direction and oversight, ensuring that our safety initiatives are aligned with our overall business objectives and that we maintain a strong focus on safety performance. We included into our lost time

accident also the subcontractors, as part of our priority to maintain a consistent level of safety across all operations. By integrating subcontractors into our safety network and providing them with the necessary training and support, we aim to create a unified approach to safety that encompasses everyone involved in our operations.

Our Safety Culture at Sidel is built on fundamental pillars of safety and environment, as well as wellbeing and health. These pillars are essential to ensuring a safe and supportive working environment for all employees.







**SIDEL ESG REPORT 2024** 

ISO 45001 is a globally recognised standard for managing occupational health and safety risks in the workplace, that requires organisations to establish and maintain a health and safety management system incorporating policies and procedures for identifying and mitigating workplace hazards. We had previously achieved our target and 100% of all our production sites are ISO 45001 certified. In 2024, we continued to uphold these standards across our operations.

We maintained our certification efforts, ensuring that our production sites, including those not traditionally within the supply chain perimeter, were considered for ISO 45001 certification.



**SIDEL ESG REPORT 2024** 

# SIDEL'S IMPROVEMENT PLAN FOR PREVENTION

We revisited our major risks and made significant efforts to enhance safety, particularly in areas such as driving safety and electrical safety, which were identified as critical risks. Additionally, we expanded our safety network to include not only production centres but also regional and commercial areas, ensuring a comprehensive approach to safety management Given our global presence, travel safety and security are critical components of our approach. We prioritise the safety and security of our mobile workforce, through comprehensive protocols and support systems designed to mitigate risks and protect our employees as they carry out their duties around the world. Training is another cornerstone of our HSE plan. We have developed customised training matrices to ensure compliance with local regulations and address specific safety and security needs. Regular interactions with our field operations teams help reinforce safety practices and quickly address emerging risks. At Sidel, we are committed to continuous improvement in our safety practices. We actively investigate all accidents and incidents, sharing the lessons learned across the organization, including both manufacturing and field operations. This proactive approach helps us to identify root causes, implement corrective actions, and prevent future occurrences.

#### SIDEL'S SAFETY WEEK

In 2024, we focused on Road Safety through various in-person and virtual events tailored to local needs. Activities included video screenings, interactive games, and discussions aimed at fostering dialogue and reflection on road safety practices. The weeklong initiative took place at 23 sites, engaging over 2,400 employees. We highlighted our collective responsibility to promote a culture of safety both within the organization and in our daily lives.

## SAFETY EMPLOYEE ENGAGEMENT, REPORTING UNSAFE CONDITIONS AND UNSAFE ACTS IN 2024

Incident reporting is common practice at all our sites and, in 2024, following our accident prevention awareness drive, employees reported 2,538 unsafe acts and situations. In 2024, 173 near misses occurred within our own industrial activities. Recording, analysing and processing near-misses help us to be proactive in identifying negative trends and protecting employees.

# FOSTERING EMPLOYEE SELF-RESILIENCE: A GLOBAL INITIATIVE

We embarked on an ambitious journey to prioritize the mental health and well-being of our employees worldwide. Recognizing that mental health is integral to overall wellness, we established a dedicated, active and cross-functional committee.

In 2024, we conducted a comprehensive assessment of the existing **Employee Assistance Programme** (EAP) across Sidel and are committed to enhancing these efforts moving forward.

#### **OUR APPROACH**

#### **HOLISTIC WELL-BEING**

Our global employee mental wellbeing plan takes a holistic approach. By addressing both professional and personal aspects, we aim to create a supportive environment.

#### **ACCESSIBLE RESOURCES**

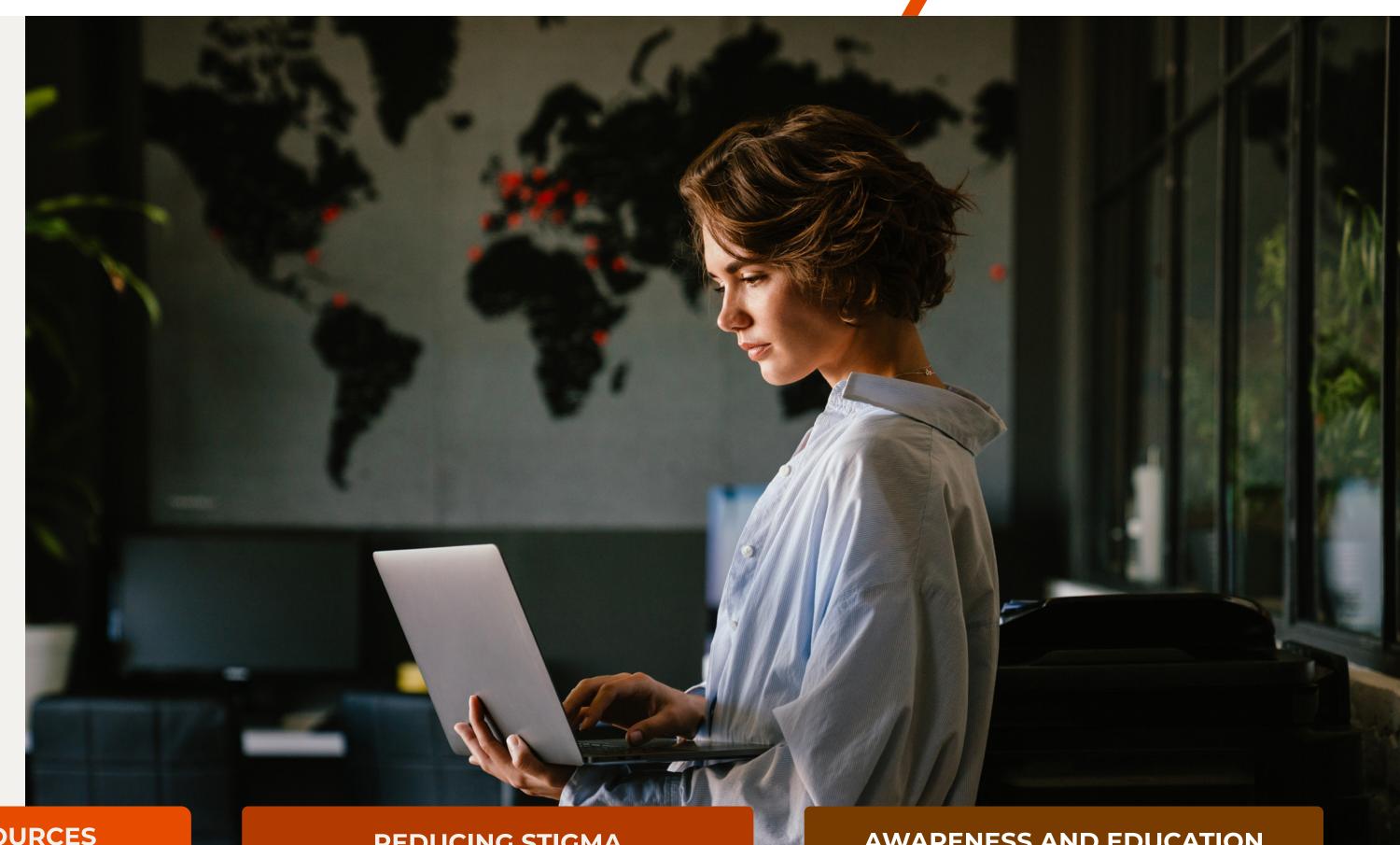
We believe that access to resources is crucial. Our plan aims to include anonymous counselling services and online platforms where employees can find information, coping strategies, and self-help resources.

#### **REDUCING STIGMA**

We strive to eliminate the stigma associated with mental health. Open conversations, empathy, and understanding are at the core of our efforts. By fostering a culture of acceptance, we encourage employees to seek help without fear of judgment.

#### **AWARENESS AND EDUCATION**

The committee actively promotes awareness and education. We want to equip employees with tools to manage stress, build resilience, and recognize signs of mental health challenges.



# **EMPLOYEE TRAINING** & DEVELOPMENT

As the nature of work is changing rapidly and capabilities required evolve in parallel, we are promoting a culture of continuous learning that encourages all employees to spend time in learning and apply that learning in ways that positively impact their performance, the performance of their teams and the overall business results, while driving innovation and a sustainable business.

# ADVANCING CONTINUOUS LEARNING AND RECOGNITION

To go into this direction, we offer all employees opportunities for upskilling (learn new skills to improve in the current work), reskilling (learn new skills to do new types of work and increase their employability) and, above all, create the habit to become life-long learners.

Building upon our previous efforts to enhance leadership capabilities across different managerial levels and increase accountability we piloted the eXtra **INSPIRE** and eXtra **BOOST** programmes.





Continuous learning is essential for adaptability in a changing business world. We are upskilling and reskilling employees to boost their growth and employability. Last year, we launched leadership development for People Managers to improve collaboration and team management. Programmes like eXtra INSPIRE, eXtra BOOST, the Future Talent Program, and Mentoring demonstrate our commitment to nurturing future talent. We will keep supporting employee growth and fostering a culture of learning.

Giovanna Spina, Learning & Development Director

**PLANET** 

**SIDEL ESG REPORT 2024** 

transition to effective **people leaders**.

With participants from various sites in Europe, the feedback from our leaders was very positive. We are also laying the groundwork to develop future capabilities, an initiative that will impact the entire organization, ensuring our systems and processes are effective for 2025 and beyond. This is an ongoing effort that we are actively working on.

In 2024, our **e-learning Library** saw strong usage by our managers and employees, recognized as a bestin-class company by our e-learning provider. With 90% of the available licenses used, this resource supported the continuous learning mindset and behaviour for 4,484 employees, clearly demonstrating our employees' commitment to their ongoing development in a proactive and self-driven way.

The INSPIRE Program, on the other hand, was designed for managers of managers and leaders with significant scope and impact. Over a 3/4-month period, participants engaged in a comprehensive learning experience that included workshops, virtual sessions, and peer coaching. The primary goal was to address critical leadership challenges, foster a common leadership language, and positively impact the business by enhancing collaboration and leadership effectiveness across the organization.

# INCORPORATING FEEDBACK INTO EVERYDAY PRACTICE

Feedback is a key practice for employee development, helping individuals refine their skills, improve performance, and stay motivated. At Sidel, we promote a strong feedback culture by integrating it into our Annual Performance Appraisal.

To support continuous growth, employees can seek input from managers, peers, and team members at any time through the Multi-Rater Feedback. This approach ensures that feedback is not just a yearly formality but an ongoing process that drives individual and organisational success.

The IDP is hosted in our Human Resource Information System (HRIS) and can help driving development discussions between managers and employees and finding the right mix of learning and experience to enhance professional growth. These diverse learning opportunities ensure that every employee receives the support they need

to thrive, and they are aligned with the 70-20-10 model of development, stating that 70% of learning should stem from hands-on experiences, 20% from interactions and relationships such as coaching and mentoring, and 10% from formal educational activities. This balance allows employees to acquire practical, role-specific skills and knowledge, facilitating their ongoing growth and improvement.



interactions and relationships

experiences

# UNLOCKING POTENTIAL THROUGH INDIVIDUAL DEVELOPMENT

To encourage employee development, we have implemented the Individual Development Plan (IDP). This strategic tool is designed to help managers and employee create personalised development pathways, tailored to each employee's unique goals, performance, and potential.

In line with our commitment to embed mentoring, we have piloted the Sidel Mentoring Program in the Americas. This program is designed to foster learning partnerships between employees, enabling the sharing of technical information, institutional knowledge, and insights. The mentoring process spanned six months and included various stages such as goal setting, regular progress discussions, and feedback sessions. Supporting tools and documents, including self-evaluation forms and mentorship agreements, were provided to ensure the success of the mentoring relationships.

CONTENT



# GROWING FUTURE TALENTS

We progressed with our **Future Talent Program**, reinforcing our dedication to nurturing the organisation's next generation of talent through an engaging development experience that includes international rotations.

Over the course of a 16-month rotational programme, recent graduates are provided with valuable exposure to various facets of our global operations. Throughout this journey, they will experience accelerated learning and skill development, guided by dedicated mentors committed to supporting their growth and integration within the company.

By the conclusion of the programme, participants will have gained the foundational knowledge and practical insights necessary to confidently pursue a dynamic and fulfilling career path within Sidel. They will be equipped to align their individual aspirations with the opportunities available at Sidel, paving the way for future leadership roles.

In 2024, we welcomed 14 talented individuals into the programme across various functions, reinforcing our commitment to creating diverse opportunities within our global network.

# HONOURING EXCELLENCE

At Sidel, recognition is an integral part of our culture. This year, we took great pride in celebrating remarkable achievements through our **Success Behaviour Recognition Programme**, acknowledging the dedication and excellence demonstrated by our people. For the first time since the programme's launch in late 2023, we proudly recognised three **HERO winners**, role models within the organisation who exemplify the behaviours that drive Sidel's success and culture. Each winner was honoured for embodying one of our Success Behaviours: satisfying our customers, being driven for high performance, and nurturing our people for the future.

Recognition is a powerful driver of engagement and performance. By continuing to nominate colleagues for their contributions to our Success Behaviours, we not only celebrate excellence but also reinforce the values that make us stronger as one team.

**SIDEL ESG REPORT 2024** 

Sidel aims to be an inclusive environment, striving to implement real equity for people across gender identities, disability conditions, age generations, nationalities, and ethnicities. Sidel is a safe space where employees can fully express themselves and their personalities and where employees learn that diversity is a value.

# TURNING VALUES INTO ACTIONS

We value diversity, equity, and inclusion as key drivers of innovation, better decision-making, and stronger connections with our customers and stakeholders. In 2024, we focused on our DEI strategic priorities and took concrete steps to create a more inclusive workplace. We continued collaborating with a part of the *SustainabilityBuilders* network, passionate individuals from different genders, various backgrounds, roles, and regions, who are deeply committed to sustainability topics, including Diversity, Equity and Inclusion.









### **DIVERSITY MONTH**

September was **Diversity Month** at Sidel, a time to celebrate the unique backgrounds, perspectives, and experiences that make our community vibrant and strong. We highlighted the importance of diversity, equity, inclusion, and belonging (DEIB) in the workplace and beyond, using this month as a key opportunity to raise awareness and foster meaningful conversations.

Throughout the month, we launched various initiatives, including short videos, communications, and events designed to encourage learning and engagement. Rather than formal training, these activities aimed to spark dialogue and exchange ideas on diversity topics. Across our sites, initiatives such as Diversity Chats and breakfast discussions provided spaces for employees to share experiences, raise awareness, and strengthen our sense of belonging while enjoying some coffee and pastries together.

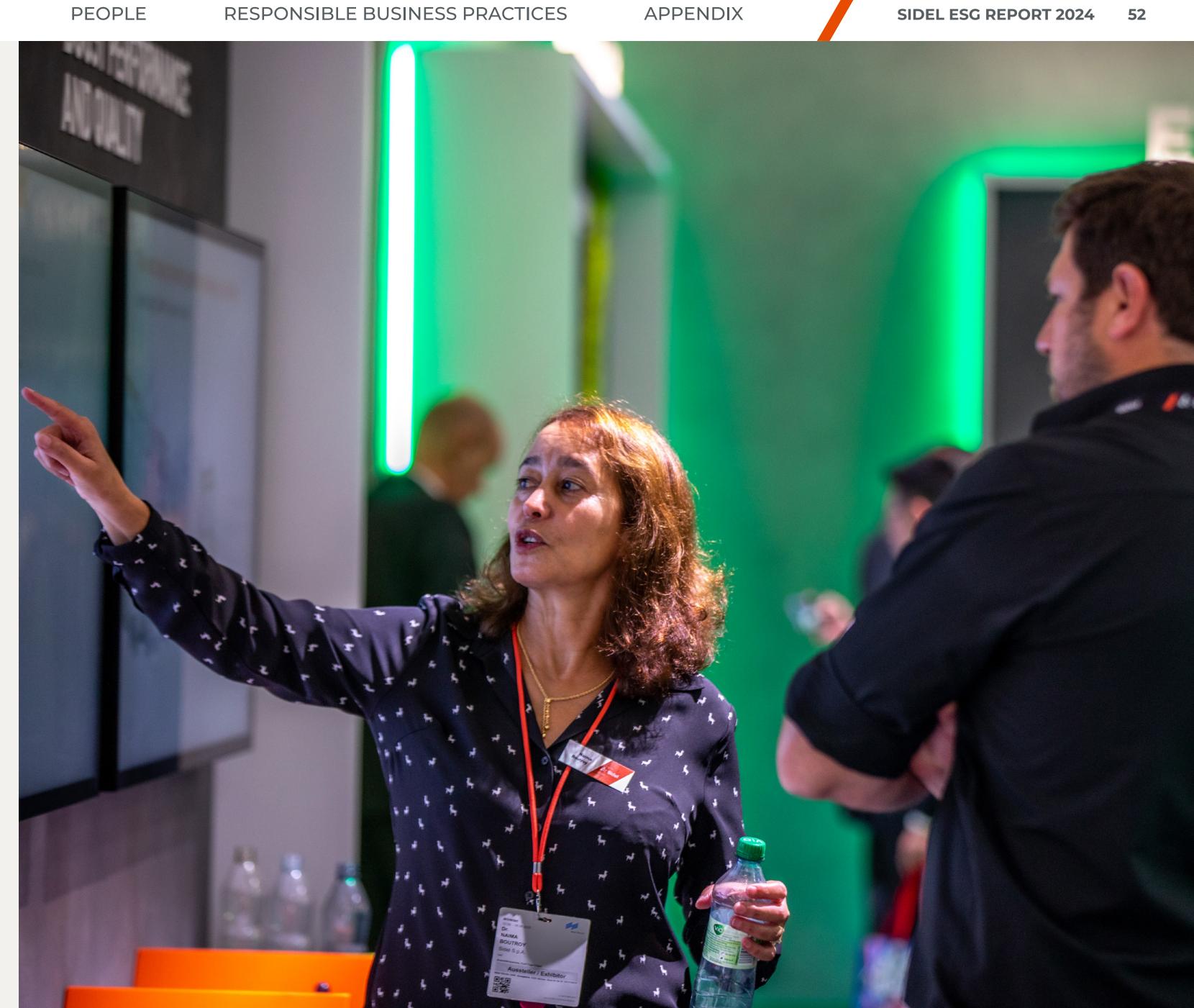
At the same time, on our employee engagement platform, TogetherWeGrow, we introduced a dedicated DEIB training module and launched **Diversity** Challenges. These challenges offered employees a chance to deepen their understanding of diversity while actively promoting equity and inclusion. Looking ahead to 2025, a key focus will be further fostering open dialogue and knowledge-sharing around DEI. We took the first steps during the Diversity Month initiative, and we aim to build on this momentum to create more opportunities for meaningful engagement and connection.

## CREATING AN INCLUSIVE CULTURE

In 2024, our Diversity Action Plan set out to elevate awareness and enhance training initiatives, all aimed at fostering a culture of diversity, equity, and inclusion. We rolled out comprehensive training for all employees, underscoring the critical importance of DEI principles in the workplace.

We introduced specialized programs for recruiters, equipping them with the skills needed to attract and hire a diverse workforce. We also plan to extend similar training to hiring managers, enabling them to make more inclusive hiring decisions.

Empowering women remains a cornerstone of our efforts, with initiatives specifically designed to build confidence and resilience among our female employees. Through these investments, we are committed to creating a workplace where everyone feels valued, respected, and empowered to succeed.



## FOSTERING CONNECTIONS THROUGH MENTORSHIP

Sidel has introduced a mentoring program that emphasizes diversity. The program has been implemented as a pilot, with plans to expand it company-wide in 2025, maintaining a diverse structure (50% women at least) that includes a mix of mentees and mentors. To further our commitment, we intend to introduce trainings on unconscious bias as part of our ongoing diversity and inclusion efforts.

In terms of generational diversity, our **Buddy Program** pairs senior employees with newcomers, facilitating the sharing of knowledge and diverse perspectives. This initiative supports the professional development of younger employees and ensures their smooth integration into the organization. The Buddy Program is now embedded in the onboarding process, meaning that all new employees are assigned a buddy to help guide them as they adjust to their new roles and the company culture. This program is designed to complement our other diversity and inclusion initiatives, ensuring it remains focused on providing dedicated support to new joiners.

PLANET

## **HUMAN RIGHTS**

At Sidel we embrace and support international human rights principles wherever we operate and are committed to contribute to a world in which human rights are realized.

People remain at the heart of our business.

Guided by the UN Guiding Principles on Business and Human Rights (UNGPs), we are dedicated to protecting and promote the rights of all individuals.

By refining our Due Diligence process, we aim to bring this commitment to life and ensure a respectful and empowering environment for everyone who contributes to our success.

# ENSURING LIVING WAGES GLOBALLY

In our commitment, we recognize the critical importance of providing living wages to employees across the globe. A living wage is more than just a monetary figure, generally higher than minimum wage; it represents the fundamental right of every individual to earn an income that allows them and their families to meet basic needs and live with dignity. While there is no universally agreed-upon definition or fixed amount for a living wage, the consensus centres around its ability to cover essential expenses such as food, housing, healthcare, and education.







Everyone deserves a respectful and protective work environment. Strengthening our due diligence ensures that respect, fairness, and integrity are implemented throughout our value chain. What drives me is knowing our efforts, through risk assessments, supplier engagement, and accessible grievance mechanisms, can truly impact lives. Our responsibility is to create a workplace and business ecosystem where human rights are upheld, risks are addressed, and every voice is heard.

Lisete Pereira, Sustainable Sourcing Manager

#### **CODE OF CONDUCT**

All employees, including those within our supplier network, are held to the highest ethical standards through the Tetra Laval Group Code of Business Conduct. This code respects the UNGPs and reflects our commitment to integrity, fairness, and sustainability. It ensures strict adherence to all applicable laws, fosters a workplace culture free from discrimination and harassment, and safeguards the confidentiality and security of information. It drives continuous environmental improvement, reinforcing our pledge to responsible business practices.

#### PREVENTION, MITIGATION, **AND REPAIR**

We proactively assess and address human rights risks to prevent potential violations within our operations. In 2024, we transitioned from a gross to a net risk approach, engaging internal and external stakeholders through our **Double Materiality Assessment.** To further strengthen risk prevention, we have introduced **periodic updates** to our Human Rights Risk Assessment, incorporating site visits, community surveys, and collaborative evaluations. These efforts ensure **continuous** monitoring and early identification of risks, reinforcing a proactive and preventative approach.

#### **OUR HUMAN RIGHTS DUE DILIGENCE PROCESS**

RESPONSIBLE BUSINESS PRACTICES

Aligning our Due Diligence process with the UNGPs, we aim to improve our framework promoting responsible business conduct across our full value chain.

#### STRENGTHENING OUR COMMITMENT

We are focusing on reinforcing our commitment to external workers' rights across the company. As part of our Due Diligence, we have updated a series of policies that outline Sidel's objectives and principles, drawing on the outcomes of our Human Rights Risk Assessment, the UNGPs, and insights from our Double Materiality Assessment on material Impacts, Risks, and Opportunities.





To minimise potential negative impacts, we are enhancing transparency by refining our processes and strengthening agreements with suppliers. Stakeholder consultations and accessible grievance mechanisms allow us to identify and mitigate risks before they escalate. We also ensure that employees and affected communities have a clear grievance mechanism to raise concerns, enabling us to act swiftly and effectively. By embedding risk mitigation into our broader sustainability strategy, we reinforce a culture of accountability and continuous improvement.

If a human rights issue arises, we take full responsibility and act promptly to address and resolve the situation. Our approach involves thorough assessments, stakeholder engagement, and the implementation of corrective actions to prevent recurrence. We work closely with affected parties to provide meaningful remedies, ensuring that any harm is acknowledged and rectified in a timely manner. By prioritising swift and **effective** resolution, we strengthen trust and reinforce our commitment to upholding human rights across all areas of our business.



### GRIEVANCE MECHANISM

We are committed to address potential and actual human rights concerns by providing a safe, accessible, and transparent **grievance mechanism**. This allows individuals to report any negative impacts caused by our activities, guaranteeing fair handling, open dialogue, and timely resolution in collaboration with stakeholders. Multiple reporting channels are available, from direct communication to submissions through our grievance platform, and we are continuously working to make these options more visible and accessible to Sidel Group employees and relevant stakeholders. We have improved the clarity of existing resources, revising the mechanism to increase transparency and ensure external workers can easily access it through our website. Through ongoing monitoring, we assess the effectiveness of our human rights Due Diligence, ensuring we proactively identify and manage potential impacts.

## ENHANCING ETHICAL GOVERNANCE

At Sidel, we are continuously strengthening our commitment to responsible business practices, ensuring that our people, partners, and communities are at the heart of everything we do. We are enhancing training, supplier policies, audits, secure reporting, recruitment, and career development—helping employees grow in a work environment that supports their well-being and ambitions.

Creating opportunities while maintaining a healthy work-life balance remains a key priority, in line with our core values.

A significant step forward is the refinement of our environmental policy, integrating social and environmental due diligence into our wider framework. At the same time, we are strengthening governance policies to take a more holistic approach to safeguarding both our workforce and external workers. Consolidating training and audit systems ensures that these commitments translate into meaningful action across all areas of our business.

Transparency within the supply chain is a major focus. We are reinforcing social standards across supplier contracts and agreements while strengthening due diligence measures to monitor risks. These actions are particularly important in protecting workers in vulnerable communities, ensuring that human rights remain at the centre of our decision-making. Through these ongoing efforts, we continue to build a more responsible, inclusive, and sustainable future.

# EMPLOYEE SOCIAL BONDING AND LEISURE ACTIVITIES

At Sidel, we prioritise the overall well-being of our employees. We believe that shared experiences strengthen teams, which is why we encourage collective activities that foster connection, promote physical activity, and support a balanced and resilient mindset. Our togetherWE initiative was created to bring employees together, reinforcing team spirit and belonging through social engagement.

In 2024, we organised 181 initiatives engaging 2,548 participants across 27 sites worldwide. TogetherWE was guided by **Sustainable Development Goal 13: Climate Action**, channelling our collective energy into environmental initiatives and inspiring events such as riverbank clean-ups, plogging, and running events to promote environmental awareness.

We aim to expand togetherWE to all Sidel sites, ensuring every employee has the opportunity to connect, collaborate, and contribute. Through these efforts, we wish to foster an inclusive and supportive workplace where fairness, teamwork, and employee well-being are at the heart of our culture.







Seeing colleagues unite for health, teamwork, and environmental initiatives is inspiring. Every step reinforces our commitment to a supportive and empowered culture, where individuals not only grow professionally but also personally.

Swena Shirsat, Sustainability Expert



Strong connections and shared experiences create a thriving workplace. Through togetherWE and togetherWE GROW, we help employees engage, learn, and contribute to well-being and sustainability. These initiatives foster an environment where employees feel valued, supported, and motivated to bring their best selves to work every day.

**Barbara Beghini, Sustainability Expert** 

**SIDEL ESG REPORT 2024** 



# **EMPOWERING** SUSTAINABILITY: TOGETHERWE GROW

RESPONSIBLE BUSINESS PRACTICES

The **togetherWE GROW** platform empowers all employees to navigate the company's global sustainability transformation. Designed as an interactive and educational space, it provides opportunities to explore Sidel's sustainability initiatives, gain valuable knowledge, and engage in learning experiences.

Through gamification, employees can connect with colleagues, exchange ideas, and commit to sustainable daily and weekly actions. The platform encourages individuals to integrate sustainability into their everyday lives, extending beyond the digital space. Efforts like choosing to bike to work for a week or being mindful of portion sizes to reduce food waste are examples of how employees can commit to actions offline.

Collaborative training sessions further enhance this learning journey, making sustainability a shared commitment.

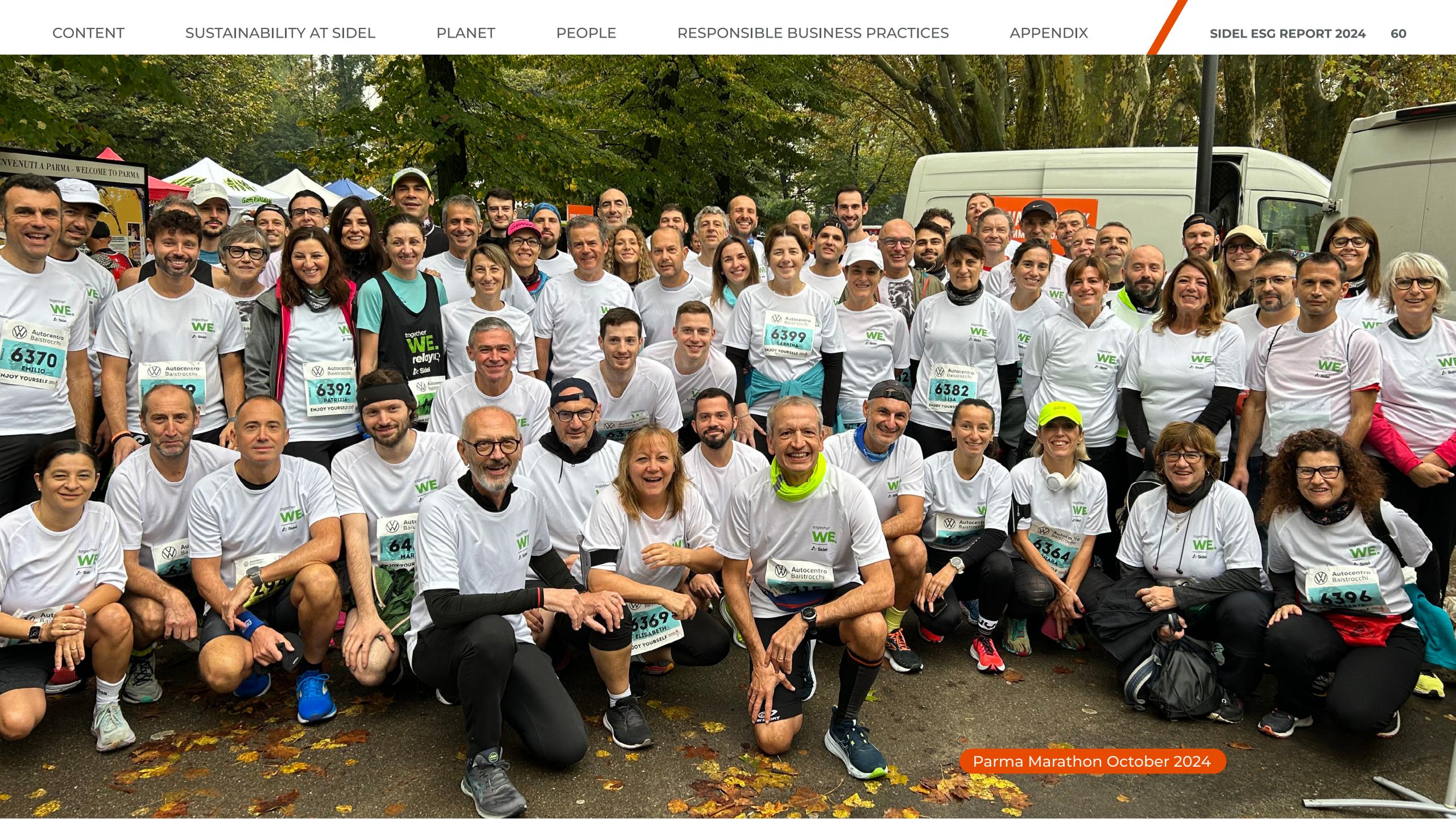
To motivate and recognize participation, achievements on the platform are rewarded and celebrated within Sidel's Recognition Program, fostering a culture of continuous learning and improvement.

Each month, the platform introduces a new training module on a material topic. In September, the focus was on Diversity, Equity, Inclusion, and Belonging (DEIB), with related events hosted across Sidel sites. This theme was also highlighted on the platform, featuring dedicated content to engage and inform employees about the importance of DEIB in cultivating an inclusive workplace.

A global leaderboard tracks employee engagement, showcasing those who have earned the most Greencoins, points awarded for completing training, joining collaborative sessions, or taking sustainable actions.

With nearly 1,500 employees who accessed the platform, togetherWE GROW aims to integrate sustainability into daily life raise awareness, and broaden knowledge on the subject, making it a shared commitment across Sidel.





# SUSTAINABILITYBUILDERS NETWORK: DRIVING ESG EXCELLENCE

The **Sustainability**Builders network at Sidel plays a crucial role in embedding our ESG strategy across the organization and contributing to **stakeholder** engagement. Acting as the eyes and ears of our ESG initiatives, the network helps identify emerging opportunities, innovative ideas, and potential challenges, allowing us to take a forward-thinking approach to ESG. Through regular round tables and brainstorming sessions, the network fosters a culture of continuous improvement and innovation. These engagements have already proven invaluable, offering insights from periodic discussions and quarterly meetings. They have effectively acted as a focus group for our sustainability initiatives, a role they will continue to play in the future. They have supported in testing various initiatives, such as the pilot and launch of togetherWE GROW, as well as training team managers and guiding them on how to cascade these learnings throughout the organisation.

Part of the network is also actively engaged in advancing our **DEIB** action plan, helping ensure that our sustainability efforts are aligned with inclusivity and equity.

Looking ahead, our goal is to expand this network, leverage their insights, and actively involve them in shaping future initiatives.

#### SUSTAINABILITYBUILDERS NETWORK IN KEY FIGURES



are women

# SUSTAINABILITYBUILDERS DEVELOPMENT PROGRAMME

The **Sustainability**Builders network also benefits from a dedicated development program. Members have exclusive access to a section of the togetherWE GROW platform, designed specifically for them. In 2024, we launched monthly sessions centered on the pillars of Purpose and Passion. Moving on, we aim to shift focus to the **Process** pillar, with the goal of driving our **ESG** objectives forward in an even more impactful way.

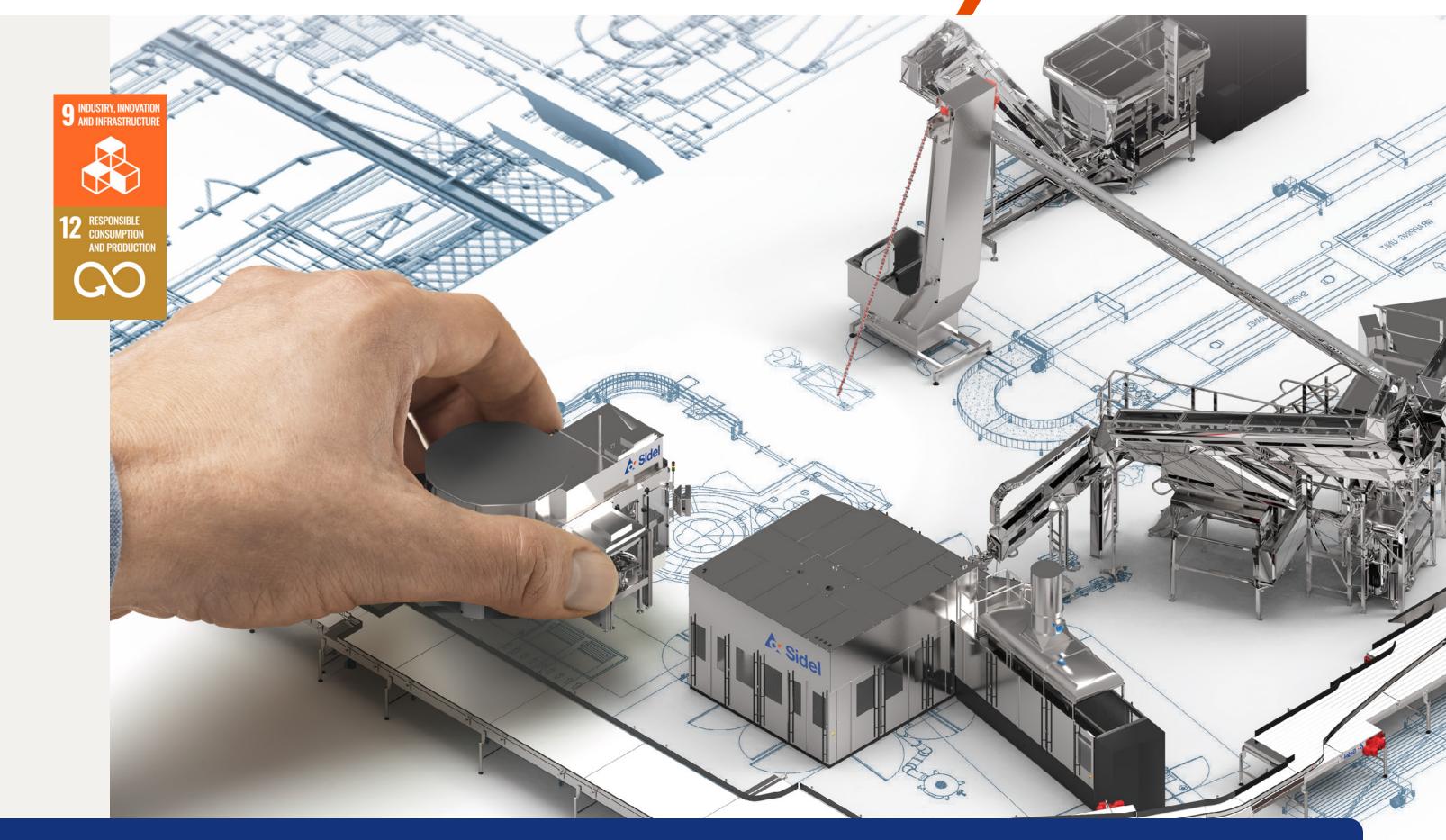


## PRODUCT INNOVATION & DIGITALISATION

We believe in implementing and using new technologies and digital transformations to create more sustainable solutions to equipment and machinery

# OPTIMISING EFFICIENCY AND SUSTAINABILITY THROUGH INNOVATION

Our design approach focuses on creating innovative, highly efficient, and sustainable solutions that optimise resource and energy use, chemical consumption, ensuring the best total cost of ownership. This includes exploring new technologies to further enhance efficiency, reduce chemical use, and optimise production processes. Productivity and sustainability are vital to the competitiveness and future growth of our industry.





Innovation is key to building a more sustainable future, and at Sidel, by improving processes and using fewer resources, we aim to make our equipment more efficient without compromising performance. Embracing new ideas and working together, we are shaping a future where progress and sustainability go hand in hand.

Mattia Cenci, Innovation & Program Management VP

RESPONSIBLE BUSINESS PRACTICES

PLANET

**SIDEL ESG REPORT 2024** 

### INNOVATION IN ACTION

We are committed to reducing energy consumption across our equipment and complete lines. To achieve this, we continuously expand our portfolio of solutions that optimise energy use, minimise waste, and lower costs. Many of these advancements are also available as upgrades for our installed base, helping customers meet their sustainability goals.

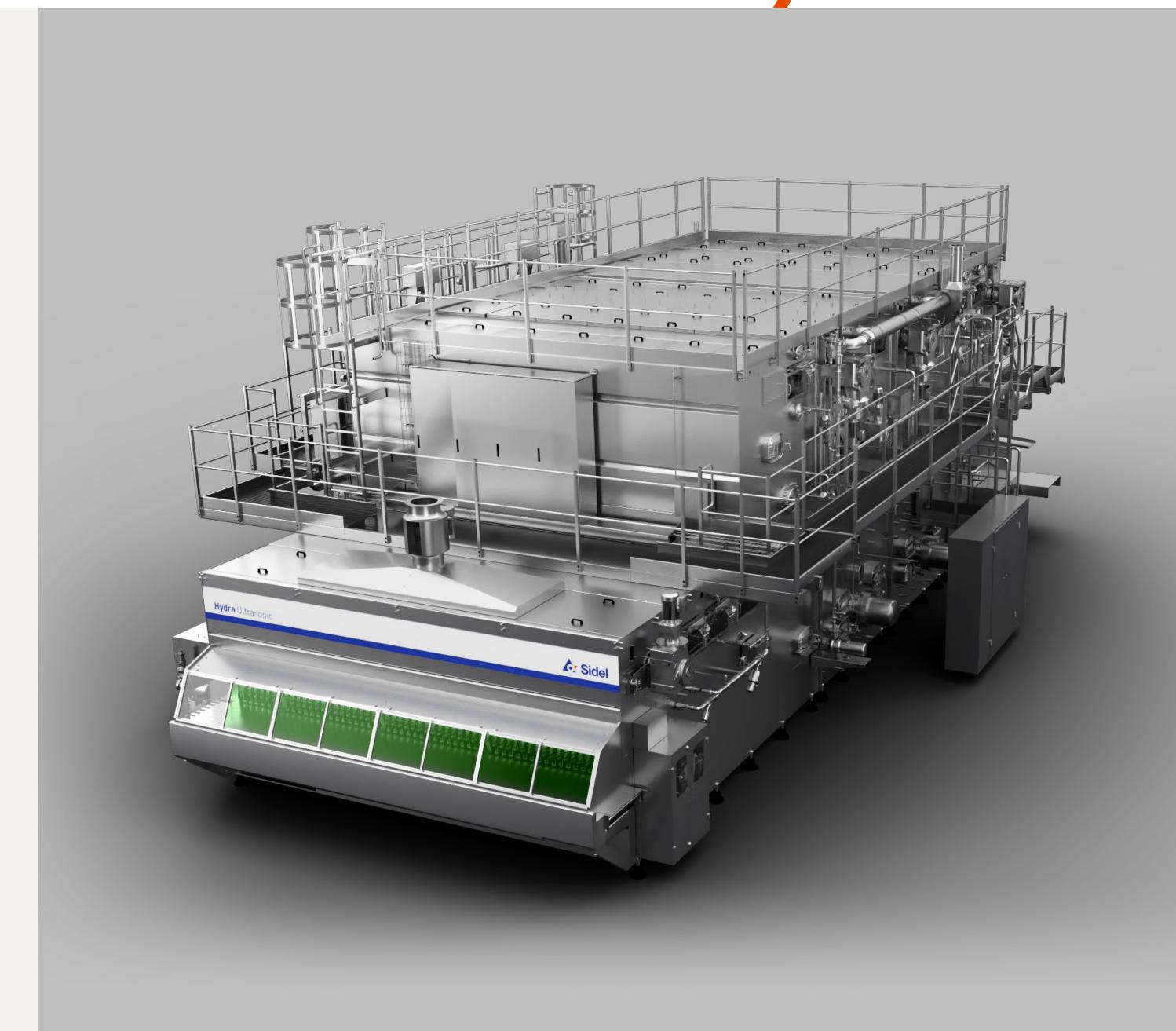
Our Evo-ON® app suite leverages cloud computing, machine learning, and artificial intelligence to enhance operational efficiency. Among its applications, Evo-ON® Eco analyses energy consumption in real time, providing instant alerts that empower operators to reduce waste and optimise utility usage.





We launched the **Hydra Ultrasonic**, a revolutionary sustainable bottle washer that uses ultrasound technology to clean both returnable glass and refillable PET bottles. Compared to traditional washers, it boosts production rates by up to 15% <sup>1</sup> while reducing heat usage by 20%<sup>2</sup> and water consumption by 15%<sup>3</sup>. By lowering washing temperatures, it enables the use of hot water instead of steam, contributing to an overall lower carbon footprint. The first installation is now operational, and we are collecting data to further refine its performance.

We are also making significant progress in **blowing technology**, focusing on lightweighting and expanding the use of recycled PET (rPET) to support material circularity. Our expertise allows us to address rPET variability while maintaining high packaging quality and performance.



<sup>1</sup> Suitable for +10/15% production rate increase (with 75°C washing).

<sup>2-3</sup> Comparison with previous model. Calculation hypothesis: Formats: 330ml - 250g - 60.000bph, 660ml - 450 g - 40.000bph, fresh water temperature 20°C, bottle infeed temperature 25°C, bottle outfeed temperature 35°C

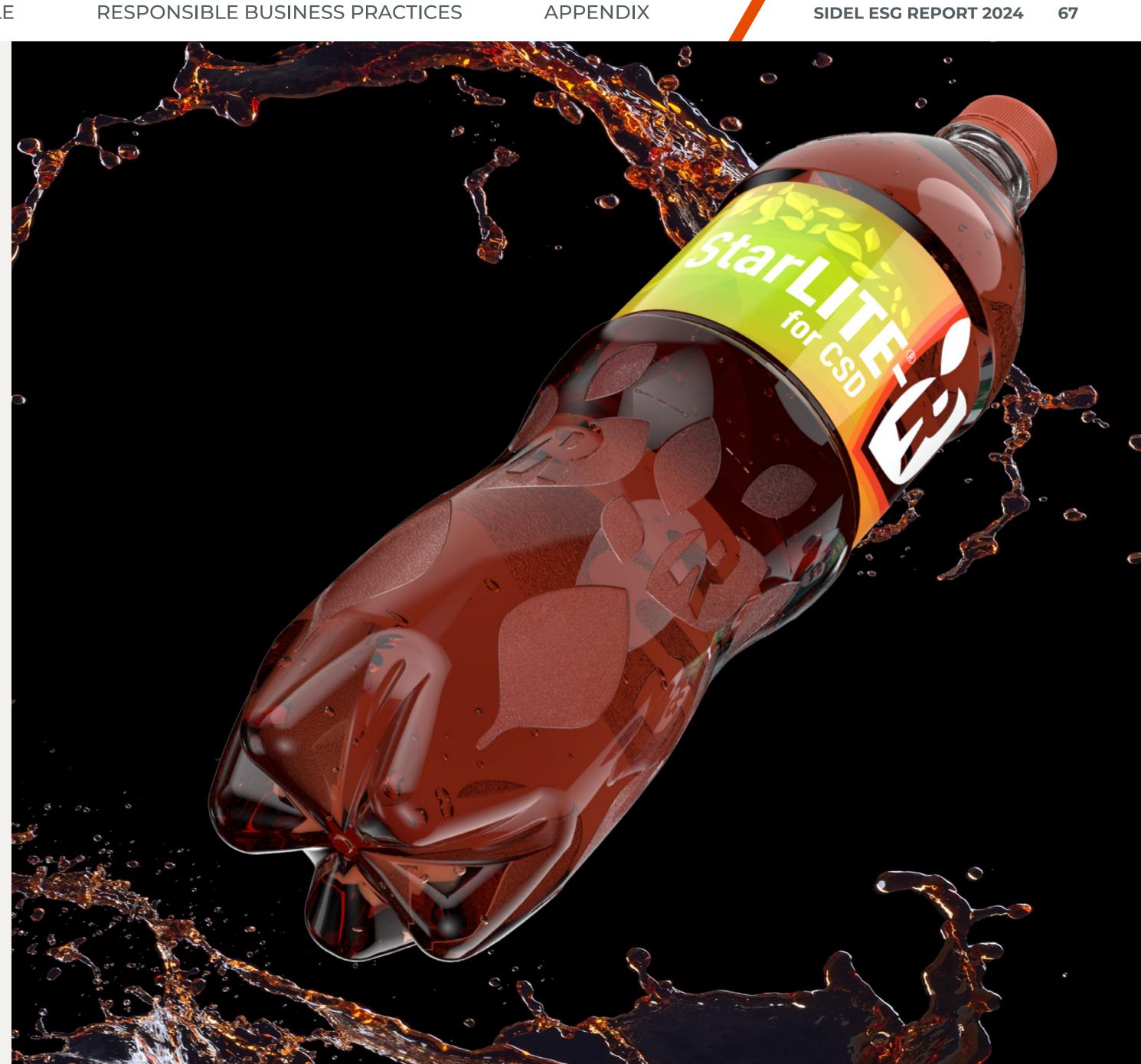
A key innovation in secondary packaging, **Evo** Film Stretch, offers a new wrapping process that significantly reduces both plastic use and energy consumption. A full life cycle analysis confirms a 50% reduction in plastic film usage and up to 90% energy savings by eliminating the need for a shrink tunnel.

Our pioneering Actis plasma coating technology enhances PET barrier properties, extending beverage shelf life up to five times while enabling lightweight packaging. Actis supports production rates of up to 40,000 bottles per hour, providing exceptional protection for carbonated soft drinks, beer, and oxygen-sensitive beverages like juices, tea, and coffee, with extensive global experience in the field.



Beyond product innovation, we actively support customers in improving quality and performance, both in production and in the lab.

PET packaging.



**SIDEL ESG REPORT 2024** 

Through these advancements, we remain committed to leading the way in optimising energy efficiency, reducing waste, and supporting a more sustainable future for the packaging industry.



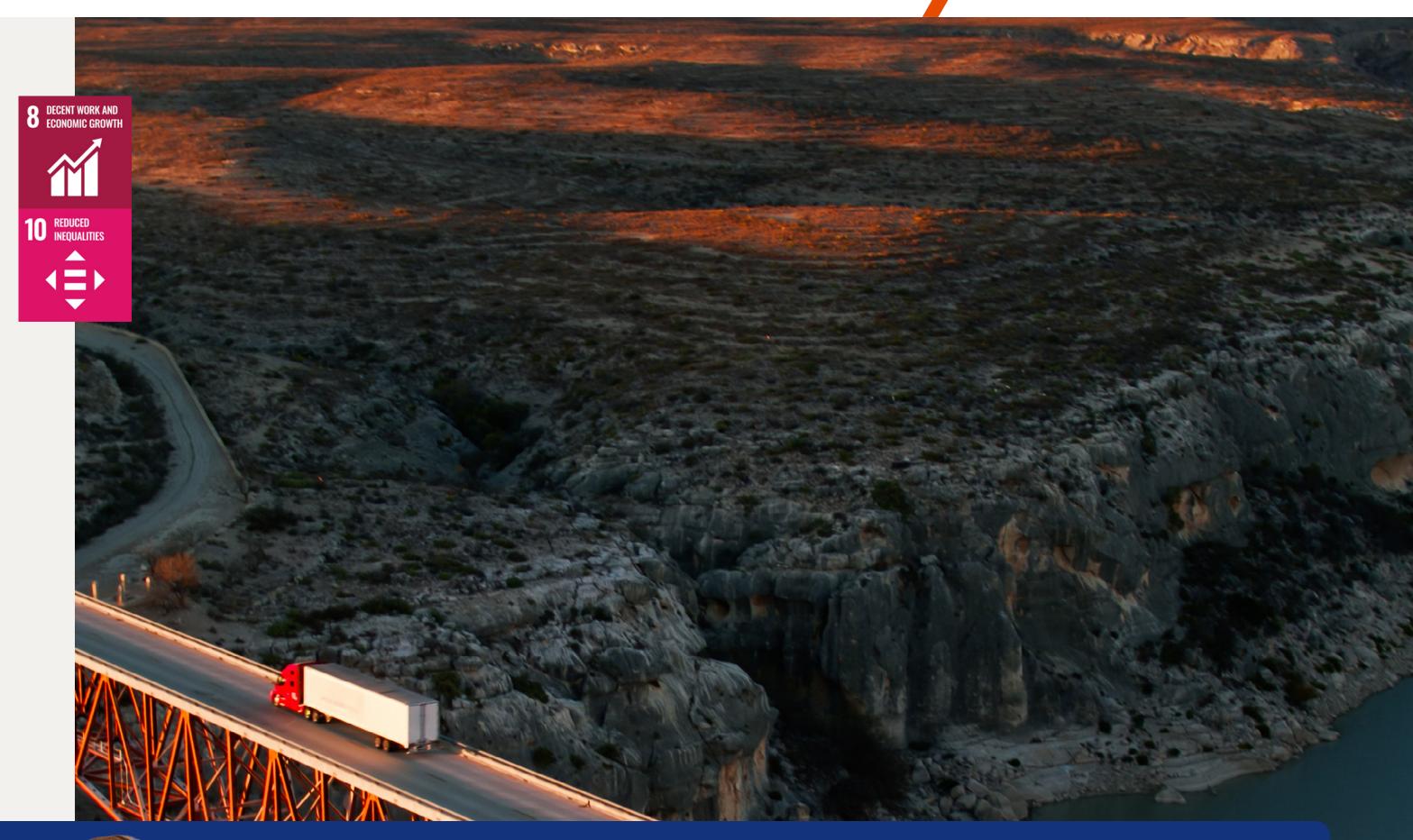
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## SUSTAINABLE SUPPLY CHAIN

At Sidel we take action to accompany our suppliers in the never lasting journey of having more and more a positive impact on people and planet.

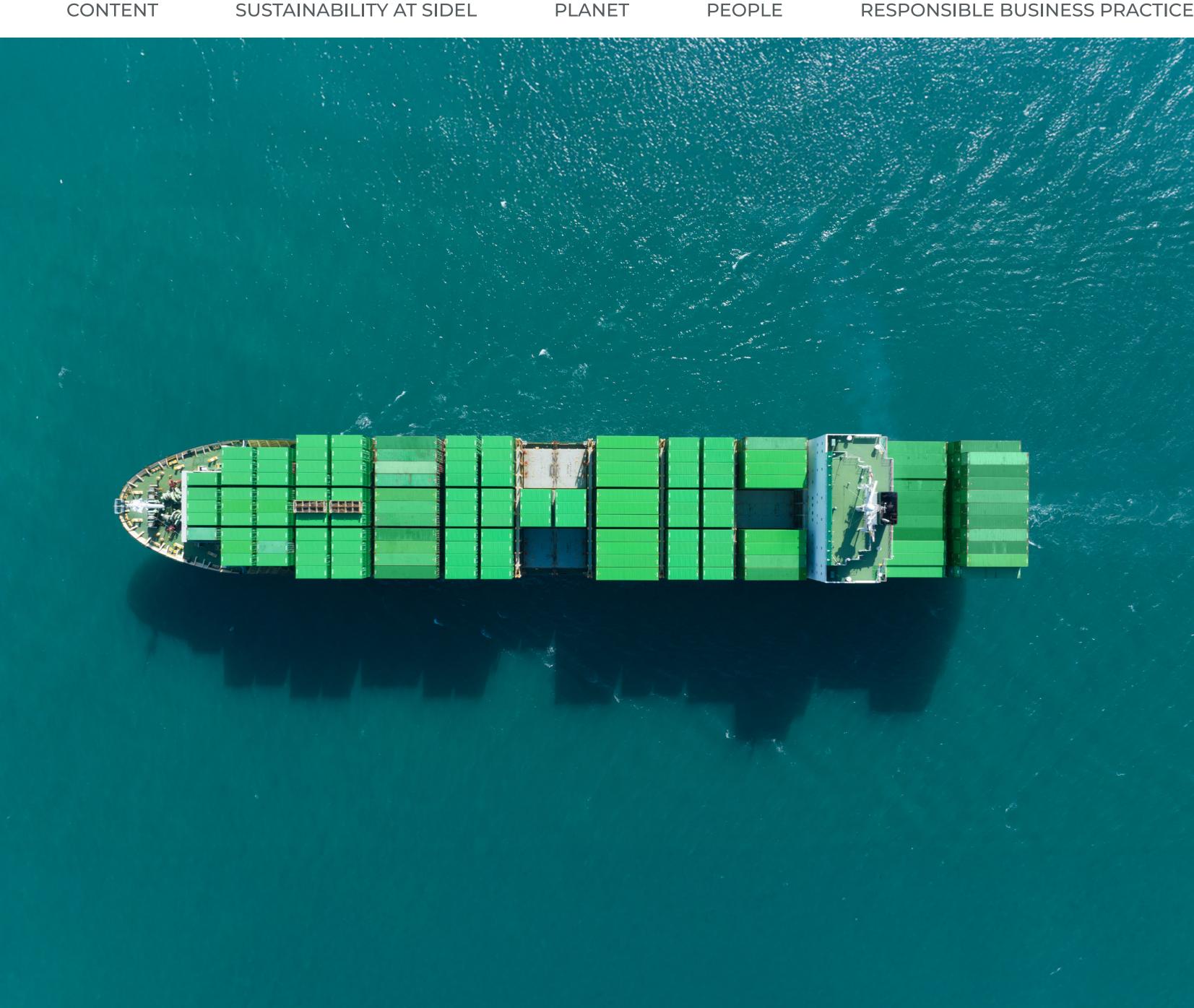
# SHAPING THE FUTURE OF SUSTAINABLE SUPPLY CHAINS

We are committed to ethical and environmentally responsible practices across our entire supply chain, recognising that true sustainability can only be achieved through collaboration. By partnering with our suppliers, we uphold the highest standards across all ESG factors, ensuring integrity at every stage. Our **Sustainable Supply Chain Strategy** is built on collaboration, accountability, and continuous improvement. Through this approach, we wish not only to enhance our own operations but also to empower our suppliers to adopt more sustainable practices.



I am proud of our progress, yet aware there is more to achieve. Our commitment to sustainability reaches beyond our operations into the core of our supply chain. By working closely with suppliers, we strive to build a more responsible and resilient future. Challenges remain, but they bring growth and transformation. With continued effort, I am confident we will surpass our goals and create lasting benefits for people and the planet.

Lisete Pereira, Sustainable Sourcing Manager



#### **BUSINESS CONDUCT FOR SUPPLIERS**

This framework provides a clear roadmap, guiding our suppliers in aligning with sustainable principles across ESG areas. We actively support them on their journey towards positive change, fostering a culture of shared responsibility. We are currently enhancing this framework to further strengthen our commitment to ethical business conduct, human rights, grievance mechanisms, and digital security, ensuring a more resilient and responsible supply chain.

# DRIVING ACCOUNTABILITY AND PROGRESS

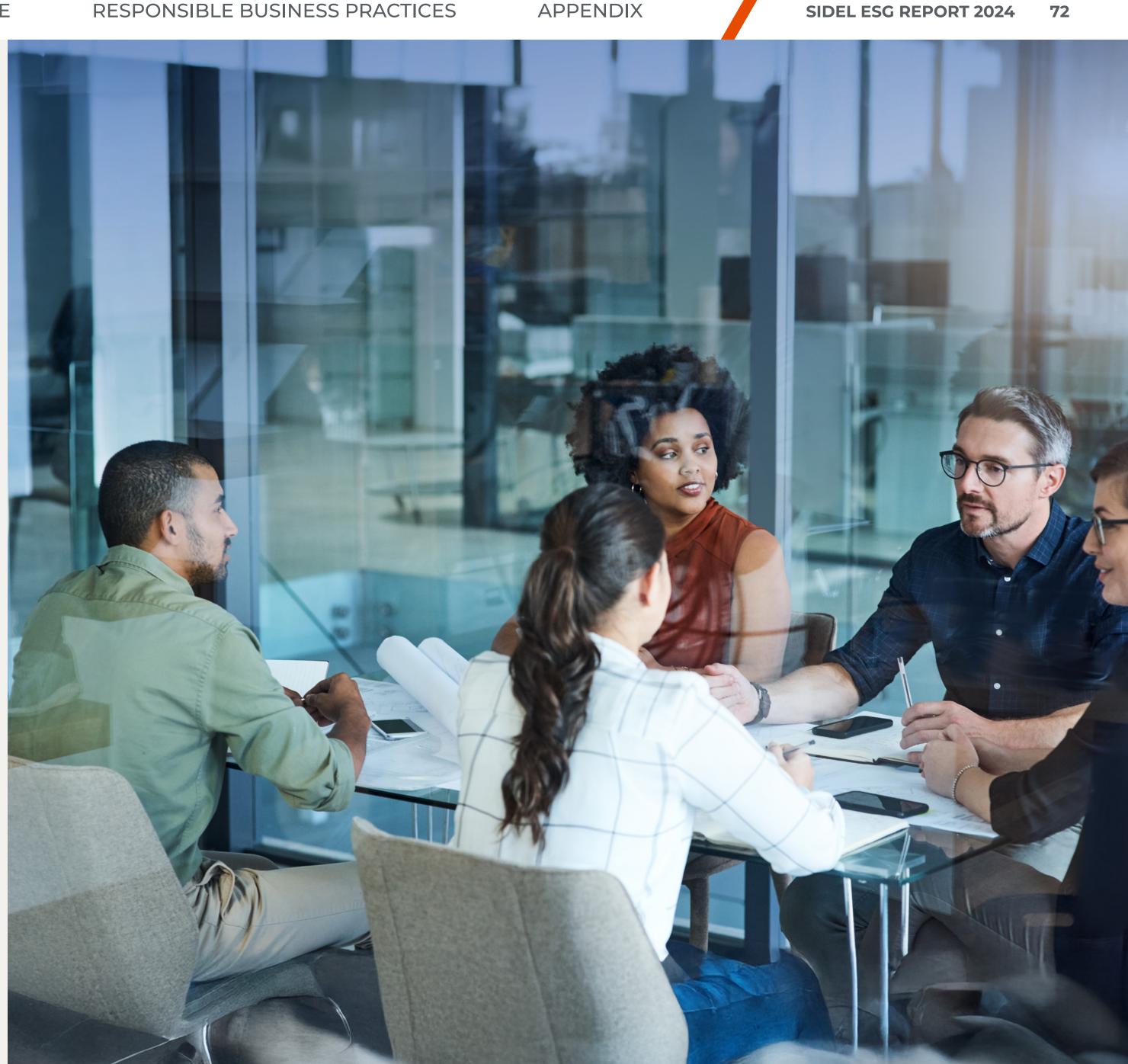
As part of our Environmental and Social Evaluation (ESE) programme with suppliers, we are marking a successful first year of using **EcoVadis** assessment methodology into our Supplier Scorecard to evaluate how companies embed sustainability and CSR principles into their operations and management systems. Over one-third of our suppliers have already completed the evaluation, representing more than 50% of our total business. To embed sustainability from the outset, we have enhanced our qualification process, making this assessment a mandatory step. Our goal is to map and onboard suppliers, aiming to cover over more than 80% of our business. We are highly satisfied with the progress made, having screened a significant number of suppliers while actively monitoring key environmental, social, and governance (ESG) metrics. This expanded scope enables us to extract more reliable and representative sustainability data.

This structured approach allows us to assess and monitor supplier performance, ensuring both accountability and progress within our supply chain. A comprehensive evaluation benefits both us and our suppliers, driving continuous improvement across four fundamental areas.



Through this sustainable sourcing platform, we gain clear and measurable insights into our suppliers' sustainability performance, enabling us to track progress and identify areas for improvement. The detailed scorecard data allows us to implement targeted interventions, support suppliers in addressing key challenges, and drive continuous progress across our supply chain.

To further strengthen our sustainability journey, we prioritise **training** for both our sourcing teams and our suppliers on key ESG topics. Our sourcing teams receive specialised training on sustainable procurement, continuous improvement, and carbon reduction targets. Meanwhile, suppliers benefit from training programmes and resources covering sustainable management systems and environmental policies. These initiatives equip suppliers with the knowledge and tools needed to meet our standards and enhance their performance. Our target is to achieve 100% coverage for both groups, empowering everyone to contribute to building a truly responsible future.





# DRIVING PROGRESS THROUGH COLLABORATION AND DATA-DRIVEN INSIGHTS

Our commitment to supplier development is evident in the increasing sustainability performance of our partners. The average **EcoVadis score** of our suppliers has risen by nearly 10 points compared to industry benchmarks. Over 50% of our screened suppliers have earned EcoVadis medals, demonstrating advanced maturity in tackling ESG challenges.

Achieving our long-term sustainability goals, including net-zero GHG emissions by 2050, depends on strong, collaborative supplier partnerships. We take a holistic approach, considering both immediate environmental and social impacts as well as future risks.

We actively encourage suppliers to exceed our **Supplier** Code of Conduct and responsible sourcing requirements. This involves assessing operational and supply chain impacts on people and the environment, followed by action plans to address areas of improvement. With a broader scope of data now available through the EcoVadis platform, we can extract additional emissions-related metrics, including carbon footprint, energy usage, and reduction targets from a wider supplier base. These enhanced insights, alongside key performance indicators such as sustainable procurement policies, health & safety reporting, and supplier CSR assessments, allow us to measure progress more accurately. By leveraging

this data, we implement focused action plans, ensuring we stay on track to meet our long-term sustainability objectives. Through accountability, collaboration, and transparency, we are building a more resilient and responsible supply chain.

#### A SNAPSHOT OF WHAT WE'VE ACHIEVED

suppliers with specific policies on sustainable procurement

suppliers reporting following the Science **Based Targets initiative (SBTi)** 

suppliers implementing actions for equity among minority and vulnerable groups

suppliers reporting health and safety indicators

suppliers with climate action plans 180 aligned with 2030 GHG targets

suppliers with specific anti-corruption policies

97% of trained teams

This progress wouldn't be possible without our dedicated suppliers. We set an ambitious target to actively onboard in the sustainability journey around 1000 suppliers, covering more than 80% of Sidel business in all its dimensions and regions from direct materials to services in our production sites.

PLANET

**SIDEL ESG REPORT 2024** 

At Sidel we are committed to working closely with suppliers by supporting them in the implementation of action plans and the necessary improvements focused on climate, ethics, and circularity improvement by 2030.

"At GEODIS, sustainability is central to our operations and strategic direction, reflecting our strong commitment to reducing environmental impact across our value chain. Our climate commitments, validated by the Science Based Targets initiative (SBTi), reinforce our ambition to achieve measurable reductions in emissions across all scopes, from Scope 1 to Scope 3. These targets provide clear milestones for our decarbonisation journey and are a testament to our dedication to sustainable business practices.

Our approach to decarbonisation highlights various initiatives and programmes that are already underway or in the pipeline to reduce CO<sub>2</sub> emissions. Notable efforts include optimising logistics operations, investing in low-emission technologies, and enhancing energy efficiency throughout our facilities.

Since 2022, GEODIS has been actively utilising the EcoVadis assessment process, which has significantly contributed to our sustainability strategy. The insights gained from this process have allowed us to identify gaps and formulate improvement plans in areas such as environmental impact, labour and human rights, ethics, and sustainable procurement. The EcoVadis assessment has proven invaluable for monitoring the sustainability performance of both our suppliers and subcontractors, as we use it to assess their CSR practices, particularly during tenders and when qualifying new partners. This helps us pinpoint strengths and weaknesses, fostering meaningful discussions aimed at continuous improvement."

#### **Franck Labbe**

Global Account Manager Vertical Market – Industrial

"Sustainability is integral to our operations and partnerships. We aim to achieve Net Zero GHG emissions across scopes 1, 2, and 3 by 2040, with interim targets of reducing scope 1 and 2 emissions by 59% (baseline 2017) and scope 3 by 55% (baseline 2020) by 2030. Key initiatives include increasing renewable energy usage (76% in India), transitioning to electric mobility, and improving energy and water efficiency.

Since 2020, Wipro has been assessed by EcoVadis, receiving a Gold rating in 2022 and currently holding a Silver rating with a score of 68 (top 15%). Our carbon management approach is recognised as industry leading.

The EcoVadis assessment has been instrumental in identifying improvement areas, benchmarking ESG performance, and strengthening transparency. It provides a valuable framework for continuous progress and alignment with global standards. Through our collaboration with Sidel, we reaffirm the importance of shared sustainability goals and encourage all suppliers to leverage EcoVadis as a tool for measurable impact and responsible growth."

#### **Stefano Massei**

Sales Account Executive





# PRODUCT QUALITY & DESIGN

We are working to further guarantee that our products are reliable, of the utmost quality and deliver optimal performance.

We work to deliver the highest standards of quality and design, ensuring our products meet customer expectations in functionality, food safety, lifecycle management, and sustainability. Quality is not a one-time action but a continuous habit. With over 170 years of design expertise, we remain committed to enhancing equipment quality through optimised production processes. Customer satisfaction is at the heart of our approach. By actively incorporating customer feedback and implementing rigorous quality control measures, we aim to strengthen customer loyalty and retention. To support our commitment to Quality in Everything We Do, we have introduced a Quality Management System (QMS). This system ensures that all teams work towards shared goals with a strong quality mindset and culture. It establishes standardised processes, procedures, and controls across our operations, ensuring consistent product quality and alignment with our ESG commitments. In 2024, we launched an internal audit programme and completed four audits. This initiative will continue, allowing us to systematically identify and address quality gaps. By acting on audit findings and implementing continuous improvements, we aim to prevent quality issues and strengthen overall performance.





Quality is at the core of everything we do, powered by a culture of continuous improvement and team ownership. Through audits and customer feedback, we drive concrete actions and track progress to consistently exceed expectations. Quality is a continuous journey and we are committed to excellence at every step.

Marco Martinelli, Group Quality & Continuous Improvement VP

Our Quality Management System fosters a culture of continuous improvement, empowering employees to identify and resolve quality issues, inefficiencies, and waste. This approach strengthens our commitment to delivering high-quality products and services.

# SIDEL QUALITY STRATEGY

#### **QUALITY MANAGEMENT**

Robust, consistent approach to quality management including leadership, culture, stakeholder understanding, risk management, processes and measurements. Corrective and preventive actions form an integral part.

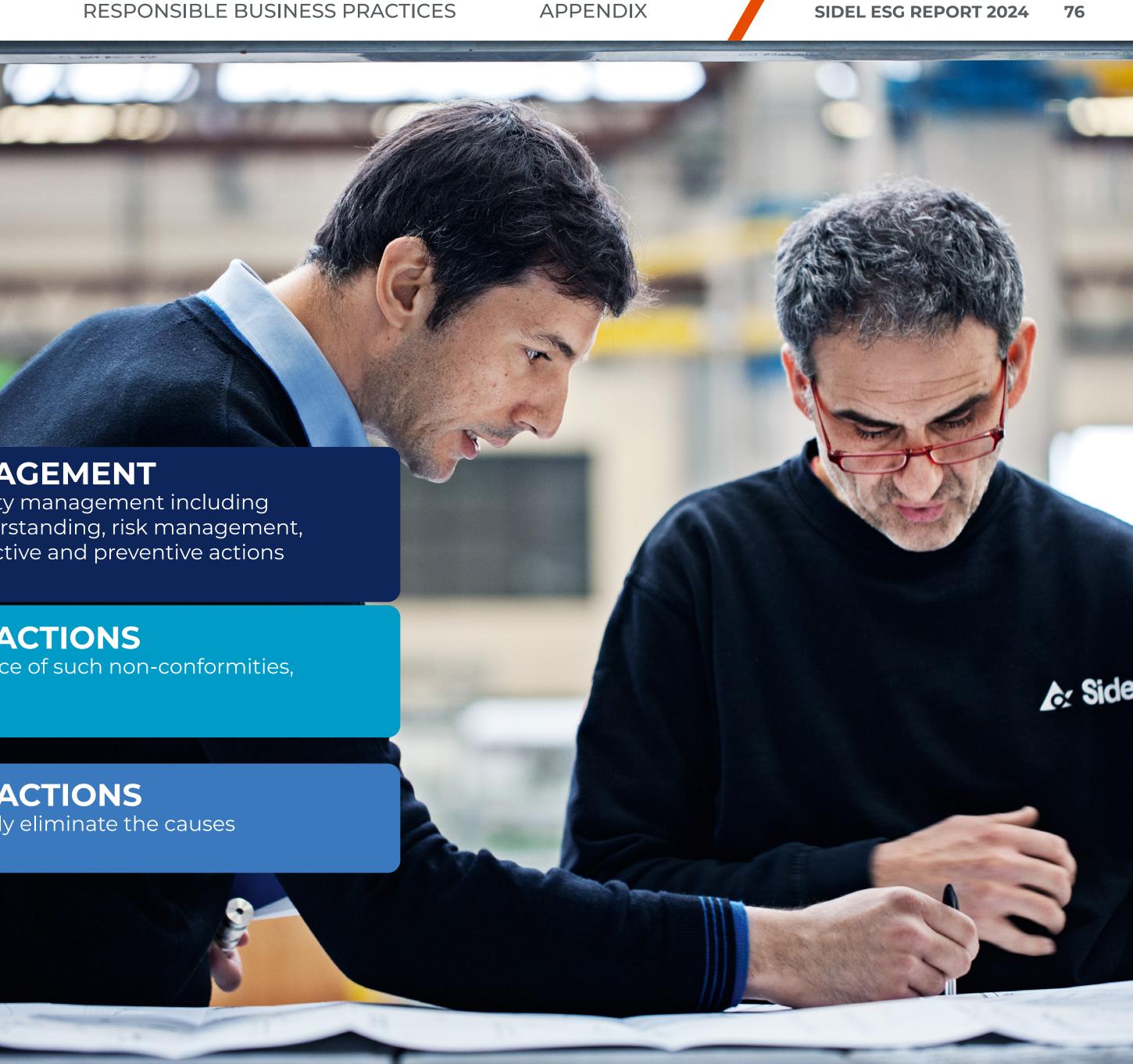
#### **PREVENTIVE ACTIONS**

Action taken to prevent the occurrence of such non-conformities, generally as a result of a risk analysis

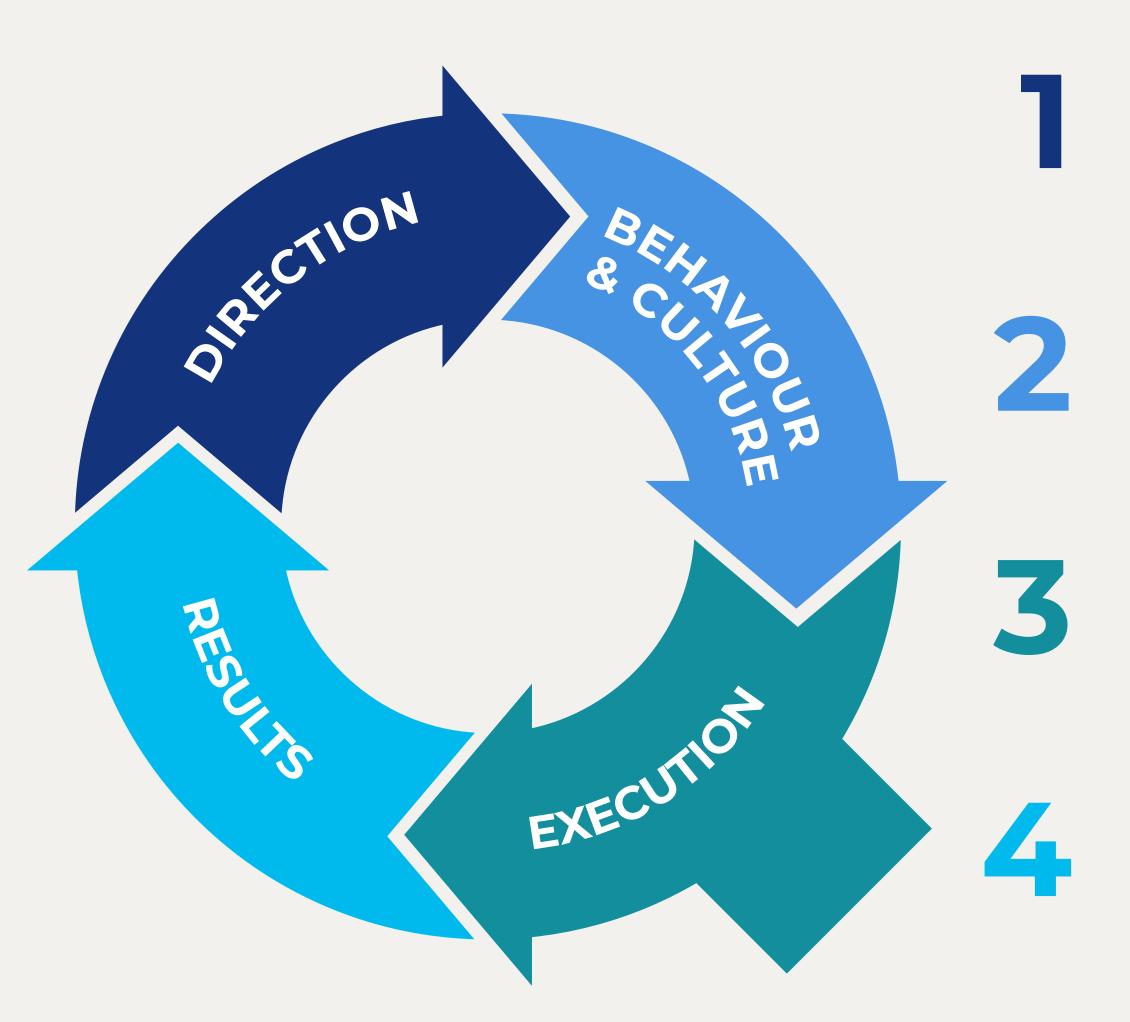
#### **CORRECTIVE ACTIONS**

Action taken to contain and ultimately eliminate the causes of non-conformities

**QUALITY IN EVERYTHING WE DO!** 



#### QUALITY MANAGEMENT SYSTEM



Securing that all employees know their purpose, for whom they are working and what is expected of them. Securing that all stakeholders are mapped and understood

Driving a quality culture and mindset, securing that everyone has what they need to be able to deliver now and in the future

Securing that our processes focus on stakeholder needs. Securing that we measure the right things, monitor and continuously strive for better

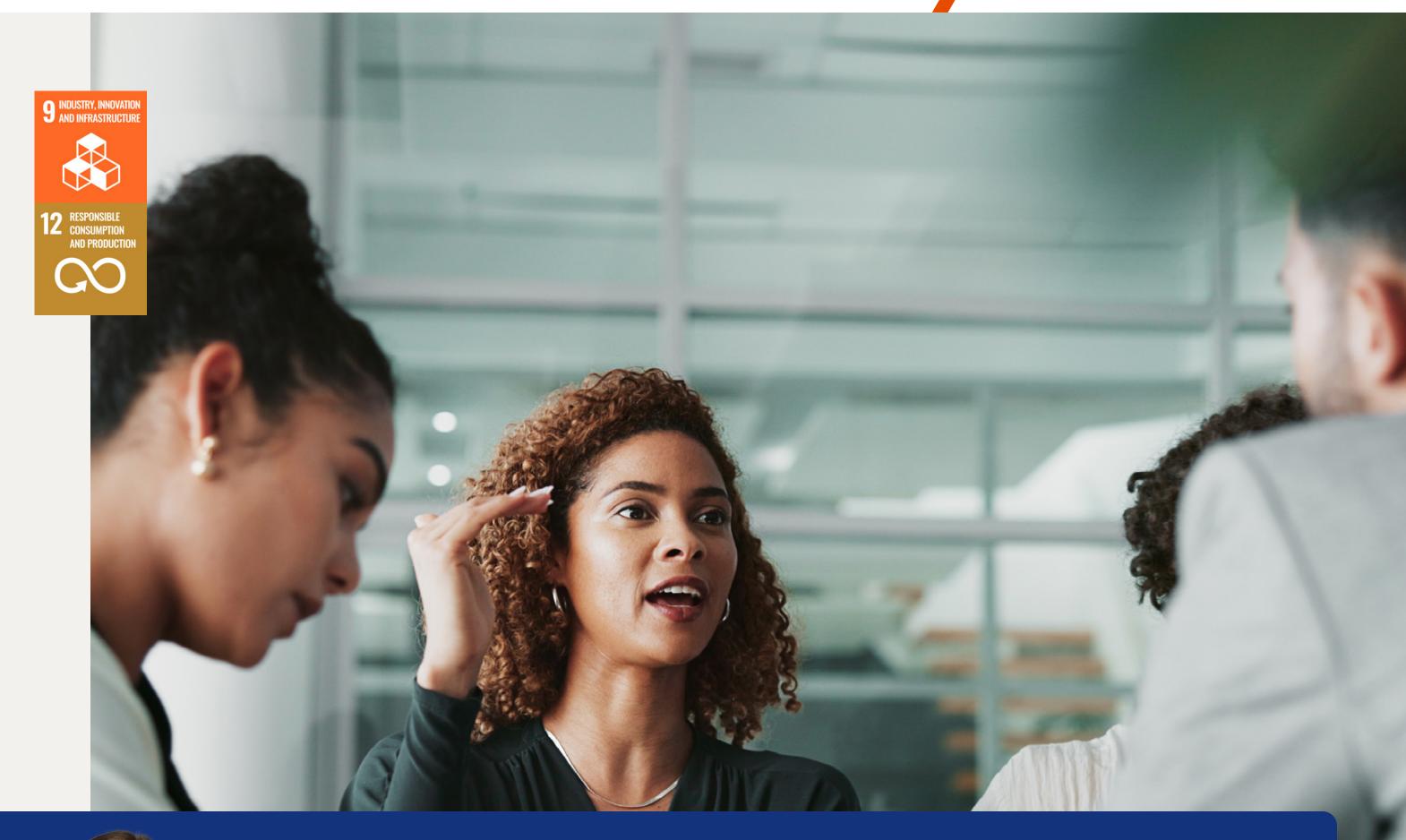
Securing that quality targets are achieved and if not, that the reason is clear. Securing that our stakeholders agree with our self-image.

**SIDEL ESG REPORT 2024** 

We are dedicated to delivering exceptional customer experiences that drive sustainable progress. We listen to our customers, value their feedback, and use it to continuously enhance our operations, ensuring that we not only meet their expectations but also improve our environmental, social and governance practices.

# LISTENING TO OUR CUSTOMERS

Our customer experience surveys are strategically deployed at key project milestones, allowing us to capture timely and relevant feedback. These surveys focus on various aspects of the relationship and services we are providing to our customers, including quotation phase, project execution, and overall satisfaction. By engaging our customers at these pivotal moments, we gain valuable insights that guide our continuous improvement efforts.



Our customers' feedback pushes us to keep evolving. They expect more than just reliable solutions, they want sustainability, transparency, and ethical practices.

Turning their insights into real action challenges us to innovate, and to take meaningful action on environmental and social issues. Every insight we receive is an opportunity to do better.

Anne Ferbach, Marketing & Commercial Operations Director

CONTENT

**SIDEL ESG REPORT 2024** 



## TURNING FEEDBACK INTO ACTION

The insights derived from our customer surveys play a crucial role in shaping our ESG initiatives. Here's how we are utilizing this feedback:

Customers increasingly express their concerns regarding sustainability in packaging. By analysing their feedback, we identify opportunities to enhance our environmental initiatives, such as developing energy-efficient machinery, reducing waste in our manufacturing processes, and promoting the use of recyclable materials in our packaging solutions.

This commitment to environmental responsibility is essential for meeting both customers' expectations and regulations.

#### **SOCIAL RESPONSIBILITY**

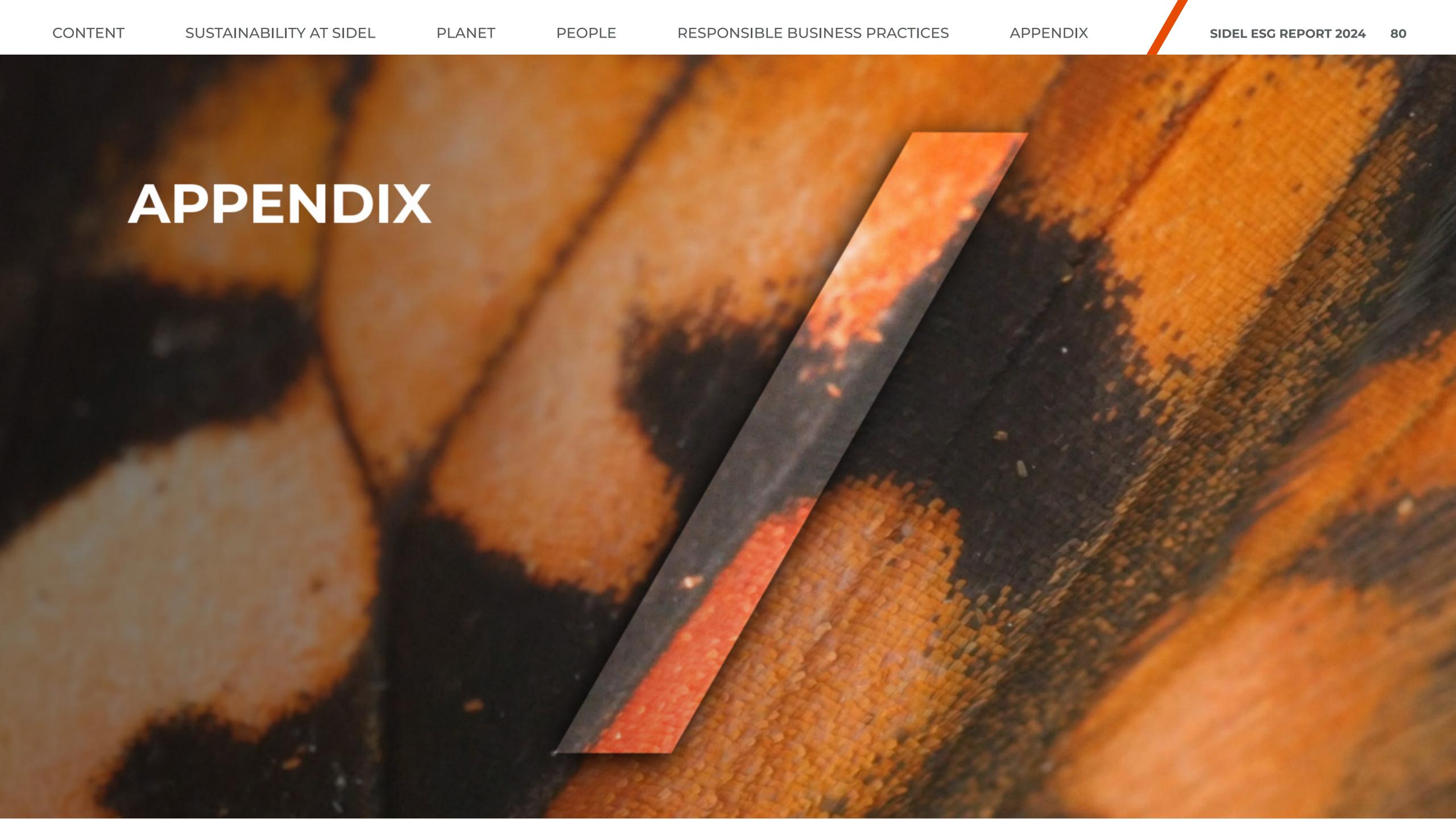
Our surveys reveal that our customers place a high value on social responsibility and ethical practices in the packaging industry. We take this feedback seriously and actively seek ways to enhance our contributions to the partners we serve. This includes promoting sustainable packaging solutions, supporting our suppliers, and ensuring that our operations adhere to fair labour practices. By prioritizing these initiatives, we aim to create a positive impact not only within our industry but also in the communities where we operate.

#### **GOVERNANCE AND ACCOUNTABILITY**

Customers' value transparency and ethical practices in our operations and in business practices. The feedback we receive helps us assess our governance structures and policies. We are committed to maintaining high standards of integrity and accountability, and customer insights guide us in refining our governance practices to ensure we meet these expectations.

#### A STRONGER CUSTOMER EXPERIENCE

At Sidel, customer feedback plays a key role in shaping our future decisions. By carefully analysing survey results, we refine our strategies, enhance our services, and strengthen our ESG commitments. This approach reinforces trust and ensures we continue to meet the needs of our customers and stakeholders.



**SIDEL ESG REPORT 2024** 

**General requirements** 

**General disclosure** 

Climate change

Resource use and circular economy

Own workforce

Workers in the value chain

**Consumers and end-users** 

**Business conduct** 

