



# Key Achievements 2019



For More Information

MEMBER OF

**Dow Jones  
Sustainability Indices**



In collaboration with a RobecoSAM brand

- Member of the **DJSI World and Emerging Markets** Chemicals Industry
- **Ranked 2<sup>nd</sup>** among global chemical companies
- Received the **"Silver Class"** distinction



DISCLOSURE INSIGHT ACTION

- 2019 Climate Change Rating: **B**



FTSE4Good

- A constituent of the **FTSE4Good Index Series**
- **Best ESG Score** in the 100% percentile of the group in 2019



- **Gold Recognition**  
**Top 3%** of suppliers in all categories



**SUSTAINALYTICS**

- 2019 ESG Disclosure **#3** percentile rank of Commodity Chemicals



- 2019 ESG Disclosure Score: **BB**



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# IVL at A Glance

## IVL Operating Sites\*

as of 31 Dec, 2019



**109**

Sites

**5**

Continents

**32**

Countries

In 2019,

**22**

New sites

**3**

### North America

- Canada
- Mexico
- The United States

**1**

### South America

- Brazil

**18**

### Europe

- Austria
- Bulgaria
- Czech Republic
- Denmark
- France
- Germany
- Ireland
- Italy
- Lithuania
- Luxembourg
- Poland
- Portugal
- Russia
- Slovakia
- Spain
- The Netherlands
- Turkey
- United Kingdom

**7**

### Asia

- China
- India
- Indonesia
- Israel
- Myanmar
- Philippines
- Thailand

**3**

### Africa

- Egypt
- Ghana
- Nigeria

\* Sustainability Report 2019 consists the data for 94 sites.

More details are given under 'About this Report' chapter of Sustainability Report.



# IVL's Sustainability Strategy



For More Information

We realize in creating a culture where the workplace is a home away from home. Where together, we dream, aspire, create and celebrate a better everyday life for ourselves, our customers and society.



## Environment – Responsible Operations

Our operations and products are focused on being environmentally-friendly, contributing to the circular economy, minimizing resource consumption and reducing emissions to fight climate change and contributing to the circular economy.



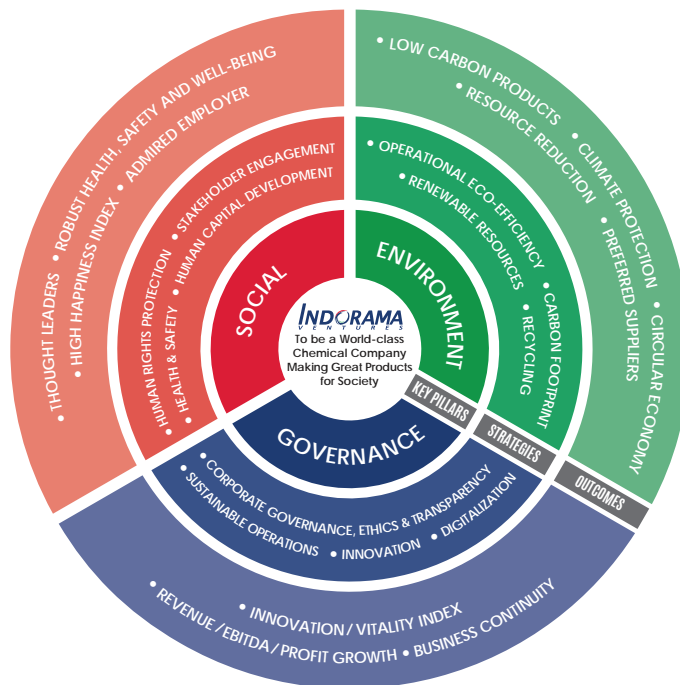
## Social – Empowerment Culture

Our respect for human rights, engagement, investments in capacity building, and creating shared value for our stakeholders demonstrates our commitment to achieving long-term success.



## Governance – Business Potential

Our business is based on our integrity and ethical principles, driving customer experiences through our innovative products and moving forward in meeting societal needs for sustainable growth and leadership.



# IVL's Sustainability Governing Structure

## Board of Directors

### Sustainability and Risk Management Committee (SRMC)



**Mr. Alope Lohia**  
Chairman



**Mr. Rathian Srimongkol**  
Member



**Mr. Russell Leighton Kekuwa**  
Member



**Mr. Kanit Si**  
Member



**Mr. Tevin Vongvanich**  
Member



**Mr. Dilip Kumar Agarwal**  
Member



**Mr. Udey Paul Singh Gill**  
Member



**Mr. Yashovardhan Lohia**  
Member



**Dr. Deepak Parikh**  
Member

Combined PET  
Business

Integrated Oxides and Derivatives  
Business

Fibers  
Business

Sustainability Dimensions

#### Governance

Corporate Governance / Risk Management /  
Customer Relationship Management /  
Supply Chain Management / Taxation /  
Innovation Management

#### Environment

Environmental Stewardship  
(Energy – GHG – Water – Waste) /  
Climate Change / Product Stewardship

#### Social

Human Resources (Labour Practices –  
Human Capital – Human Rights) /  
Occupational Health & Safety /  
Corporate Social Responsibility

# Group CEO Message



For More Information



//

**WE EMBRACE SUSTAINABILITY  
BECAUSE IT'S A JOURNEY, TRANSFORMATIVE,  
AND DEMANDS THAT WE CONTINUALLY  
IMPROVE - IN OUR OPERATIONS, OUR TEAM,  
AND FOR OUR LONG-TERM SUCCESS.**

Our collective efforts will contribute to a successful  
decade of action on sustainability.

//

**Alope Lohia**

Group Chief Executive Officer



**THAILAND, BE PROUD**  
Thai-based global company recycles  
**50 BILLION BOTTLES SINCE 2011**  
ON 23 MAR 2020  
**AND COUNTING**



We are accelerating our efforts, pledging to #recycle at least 50 billion bottles per year. Investing US\$ 1.5 billion to achieve this by 2025.

**Lowest carbon footprint**  
compared to alternative packaging



**Increases shelf life**  
of food & drink products



**Light weight**



**100% recyclable**



**Environmentally friendly**



**Fully circular**



**Let's #recycle together**



IndoramaVentures



IndoramaVentures\_official



@IVLteam



Indorama Ventures PCL



# Chief Recycling Officer Message

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//

**RECYCLING IS AT THE HEART OF  
A SUSTAINABLE AND FUTURE GLOBAL ECONOMY,  
AND WE AT IVL BELIEVE THAT IT IS A CRITICAL  
INNOVATION FOR ECONOMIC GROWTH.**

IVL is rapidly becoming a global leader in Recycling by building the infrastructure the world needs to close the loop and deliver a circular economy for PET packaging.

//

A handwritten signature in black ink, consisting of stylized initials and a surname.

**Yash Lohia**

Chief Recycling Officer



# IVL's Sustainable Value Creation for Stakeholders

## Our Capitals

**4,582**

Million USD  
Total Equity

**73.45**

Million GJ  
Energy Consumption

**13.19**

Million Tons  
Raw Material Consumption

**65.22**

Million m<sup>3</sup>  
Water Withdrawal

**33.06**

Training Hours  
per Employee  
per Year

**170.67**

USD  
Training Expenditure  
per Employee

**22,696**

Total Workforce

**1,796,730**

USD  
CSR Contribution

## Our Business Model

### Vision

To be a world-class  
chemical company  
making great products  
for society

### Mission

We commit to be a responsible  
industry leader leveraging on the  
excellence of our people, processes,  
and technologies to create values  
for our stakeholders.

### Values

- The customer is why we exist.
- Our people make the difference.
- We see change as an opportunity.
- Diversity is our strength.
- We are responsible.

## Our Results

**11.36**

Billion USD  
Total Revenue

**387**

Million USD  
Core Net Profit  
(After tax and NCI)

**21%**

Vitality Index  
Fibers Business

**35%**

Vitality Index  
PET HVA Business

**90.97%**

Employee  
Engagement Score

**86.58%**

Customer  
Satisfaction Index

**12.34**

Million Tons  
Total Production

**2.59**

Million GJ  
Renewable Energy

**206,996**

Tons  
of PET Bottles  
Recycled

**0.555**

tCO<sub>2</sub> e/Ton  
of Production

**TRIR = 1.45**

Cases/200,000  
Man-hours

**LTIFR = 4.18**

Cases/1,000,000  
Man-hours

# Sustainable Development Goals (SDGs) and IVL



For More Information



## Recycling & Circular Economy 3 4 6 8 12 13 14 15 17

- Developing ways to include recyclability into products and circular economy into business and operations
- Bringing customers of recycled products into the product value chain cycle
- Partnering with organizations to intensify our contributions to the circular economy

## Climate & Energy 7 11 12 13 14 17

- Being fully aligned with the global initiatives agreed at the COP21 towards developing the climate strategy
- Increasing the use of electricity from renewable sources
- Integrating TCFD analysis and recommendations

## Environmental Stewardship 3 6 9 7 12 13 14 15 17

- Managing sustainable resources use and improving efficiencies
- Analyzing global water risk and scarcity
- Reducing the impacts from hazardous chemicals

## Employees & Health and Safety 3 4 5 8 12 14 15

- Providing decent working conditions, equalities and non-discrimination
- Providing learning and development opportunities
- Guaranteeing that health and safety are at the forefront of our activities

## CSR & Collaboration 3 4 6 8 11 12 14 15 17

- Contributing to local development in health & well-being and education
- Creating shared values to stakeholders and promoting economies



# **GOVERNANCE**

## **BUSINESS POTENTIAL**

IVL registered volume growth of 18% in 2019, driven mainly by inorganic expansion. Industry-wide spreads declined to historical lows in 2019. Operating cash flow through this period increased as a result of lower prices and operational excellence.

### **Key Financial Highlights**

Production

**12.34**

Million Tons

**+18%**

Revenue

**11.36**

Billion USD

**+6%**

Core EBITDA

**1,147**

Million USD

**-20%**

Core Net Profit  
After Tax and NCI

**387**

Million USD

**-51%**

Operating Cash Flow

**1,316**

Million USD

**+33%**

Core Earning per Share

**1.96**

THB

**-56%**

TRIS Rating

**AA<sup>-</sup>**

# Corporate Governance



For More Information



We are committed to operating ethically, transparently, without bribery and corruption, throughout our global operations.



No penalties were imposed on IVL in 2019 for material non-compliance with respect to corporate governance regulations.



The Company successfully renewed its certification for Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) in May 2018. IVL received its first certification in October 2014.



The Company received an “Excellent - 5 Star” CG score in the CG practices of Thai Listed Companies which was carried out by Thai Institute of Directors (IOD). This is the **seventh consecutive year** that IVL received the “5 star” rating.

## 2019 Highlights

IVL reviewed, consolidated and restructured all of its corporate governance related policies and code of conducts in to one document called, the **Corporate Governance Manual (CG Manual)**. The Manual provides all directors, employees and stakeholders of the Company a clearer focus of how the Company's values are being implemented and how corporate governance is being realized in the Company. The CG Manual was distributed to all IVL units, communicated and has been trained since September 2019.



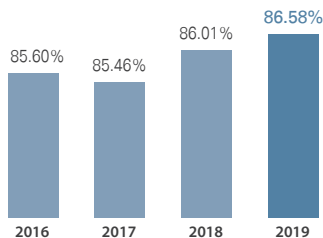
IVL does not have any gender bias and shall appoint a qualified female Independent Director as and when the opportunity arises as stated in the NCCG Charter. Accordingly, The Board has **nominated a female candidate**, who will **commence in May 2020** following the annual general meeting of shareholders.



For More Information

## Customer Satisfaction Index (CSI) and Customer Retention Rate (CRR)

CSI (2016 – 2019)



**2019 Target**  
IVL Overall CSI

**Better than  
or equal to  
86%**

**CSI**  
**86.58%**

**CRR**  
**93%**

Customer satisfaction measurement  
covered **100%** of global operations



Feedstocks

CSI : 86.16%  
CRR : 95%



PET

CSI : 87.11%  
CRR : 94%



Fibers

CSI : 85.88%  
CRR : 91%



Packaging

CSI : 88.11%  
CRR : 95%



Wool

CSI : 86.56%  
CRR : 92%



Recycling

CSI : 84.73%  
CRR : 98%

As a market leader in the polyester value chain, IVL recognizes its important role in understanding and positively impacting the needs of its customers in relation to their increasing efforts to tackle sustainability challenges.

## 2019 Highlights



### Awards from Customers



Indorama Ventures  
received the  
“Sustainability Award”  
from Coca-Cola.



Petform (Thailand) was  
awarded the “Gold Award”  
from ThaiBev as part of the  
Business Partner Award  
Program 2019





For More Information

## 2019 Highlights

- **13.8** million USD R&D Spending
- **162** R&D Employees
- **17** R&D Centers

## Vitality Index\*



### Fibers Business

**2019**

Actual **21%**

Target **21%**

**2020**

Target **23%**



### PET HVA Business

**2019**

Actual **35%**

Target **34%**

**2020**

Target **34%**

\* Vitality Index: Revenue generated from the sales of products developed during the last five years.

IVL recognizes that innovation is crucial to its vision of making great products for society. It also pursues continuous improvements of its products and processes to keep pace with shifting market needs, to protect people and environment, and to incrementally improve our core business.

## PHP Enka TecTape Hybrid Roving wins AVK Innovation Award

The development of a lightweight car seat with PHP Fibers' Enka TecTape Hybrid Roving has been recognized with the AVK Innovation Award during the Composites Europe Fair 2019, which was supported by the German government.



## Trevira Fibers wins Brandenburg Innovation Award

Trevira has been named winner of the "Brandenburg Innovation Award for Plastics and Chemistry 2019" by the Brandenburg Ministry of Economic Affairs for its new flame retardant, UV-resistant polyester yarn.



# ENVIRONMENT

## RESPONSIBLE OPERATION

Our operations and products are focused on being environmentally-friendly, contributing to the circular economy, and reducing resource consumption and emissions to fight climate change.

### Environmental Management

We are committed to effectively managing our environmental stewardship. In 2019, 83% of our total operations have ISO 14001 certifications. All of our investments in initiatives that have a positive environmental impacts undergo a feasibility and financial analysis to ensure that each of our projects are sustainable.



**Climate Strategy**



**Energy**



**Renewable Energy**



**GHG**



**Water**



**Waste**



**Recycling**



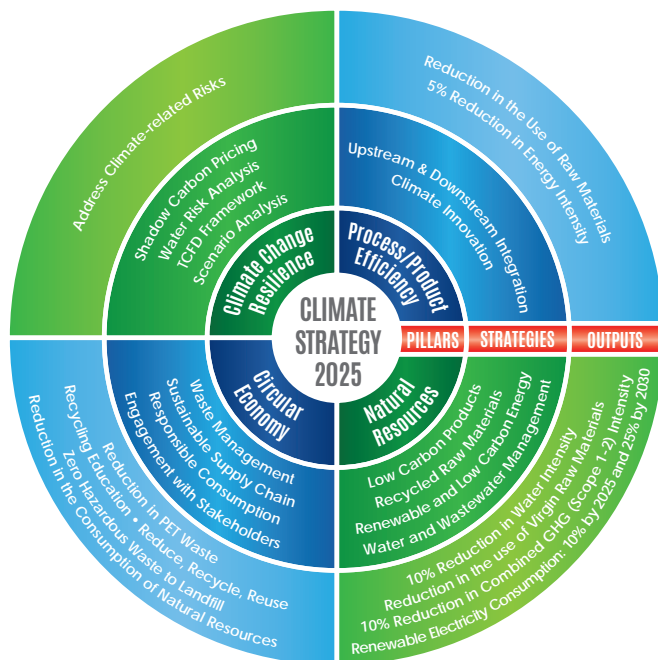
**Circular Economy**

# Climate Strategy



For More Information

Our Climate Strategy 2025 is fully aligned with the global initiatives agreed at the Paris Climate Conference (COP21) towards developing strong low-carbon strategies.



## Sensitivity Analysis

At the corporate level, we conduct a sensitivity analysis every six months to ensure sustainability, especially the environmental and social impacts to business operations.



- **Scenario Analysis**  
using TCFD as guidelines on climate change
- **Water Sensitivity Analysis**  
using the AQUEDUCT Water Risk tool developed by the World Resources Institute (WRI)

## Climate Governance



We are applying principles in the World Economic Forum Climate Governance Initiative. It serves as tools to help elevate the strategic climate debate and drive holistic decision-making.

### 2019 Highlight



Climate Change Rating: **B**

# Energy Management

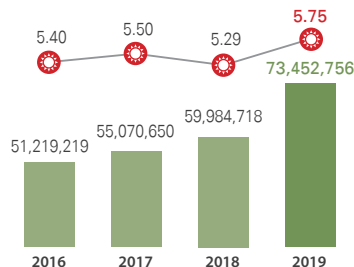


For More Information

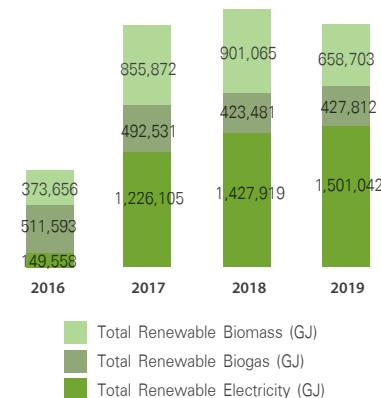
In 2019, there were 56 energy efficiency projects which contributed to our operational eco-efficiency.

The increase in absolute energy consumption is due to growth in business operations and acquisition of high energy intensive units. However, we will focus more on energy-efficient alternatives and expand our energy efficiency measures. IVL continues to explore further possibilities to increase use of renewable energy.

## Total Energy Consumption



## Total Renewable Energy Consumption



Total consumption (GJ)

Intensity (GJ/Ton of production)

Total Renewable Biomass (GJ)  
Total Renewable Biogas (GJ)  
Total Renewable Electricity (GJ)



### 2025 Target

- 5% reduction in energy intensity
- 10% renewable electricity consumption



### 2030 Target

- 25% renewable electricity consumption

## 2019 Highlights

- 5% increase in renewable electricity consumption over previous year
- 1.5 million GJ of renewable electricity purchased and generated
- An increase from 3 to 4 sites in 100% renewable electricity consumption and 1 to 4 sites in solar rooftop PV panels operation
- 52% of all operations certified by ISO 50001

# GHG Management

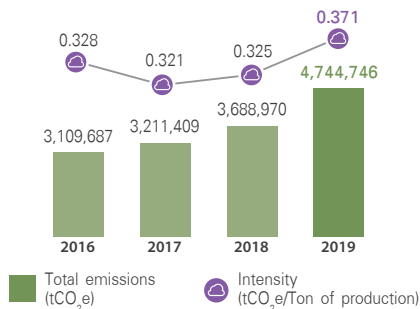


For More Information

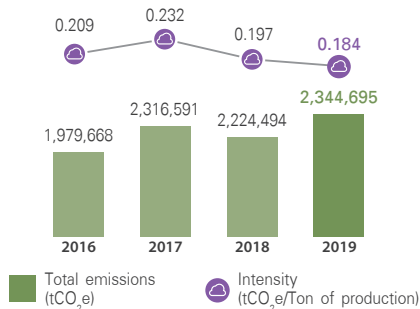
We analyze the GHG emissions across our operations globally in accordance with Greenhouse Gas Protocol on Corporate Accounting and Reporting by the WRI/WBCSD and ISO 14064-1:2006 and implement reduction measures.

The increase in absolute GHG emissions is due to the acquisition of high energy intensive entities which led to high emissions.

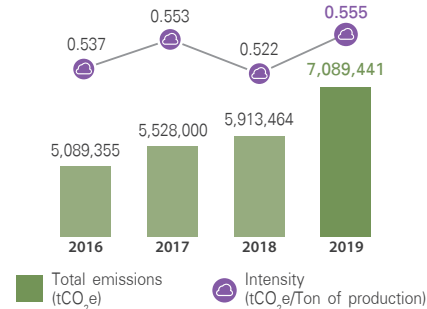
## Direct GHG Emissions (Scope 1)



## Indirect GHG Emissions (Scope 2)



## Total GHG Emissions (Scope 1 & 2)



## 2019 Highlights

- **6.5%** reduction in GHG Scope 2 intensity
- **122,806** tCO<sub>2</sub>e saved as a result of renewable electricity



## 2025 Target

- **10%** reduction in combined GHG (Scope 1 & 2) intensity



# 100%

GHG accounting, verification and assurance in accordance with ISO 14064-1 and ISO 14064-3



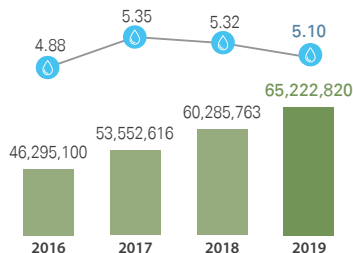
# Water Management



For More Information

Across our global operations, we make all pragmatic efforts to minimize use of water resources. In 2019 we reduced our water intensity by 4% over previous year. We have been implementing the 3Rs Principle to reduce freshwater withdrawal in most of our operations through waste water treatment plants and rain water harvesting.

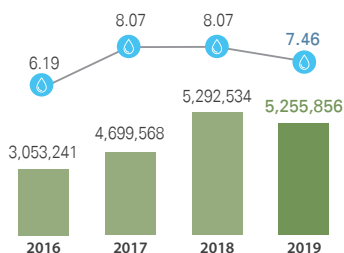
## Total Water Withdrawal



■ Total water withdrawal (m³) ● Intensity (m³/Ton of production)

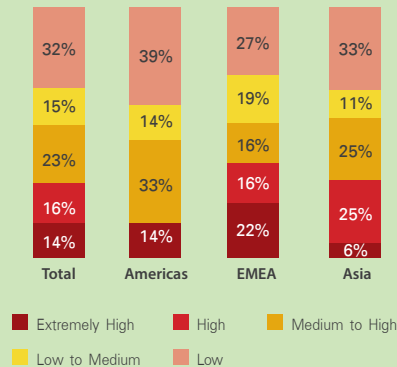
## Water Recycled/Reused\*

\* Percentage of historical recycled/reused water intensities are restated due to change in calculation methodology.



■ Total volume of recycled/reused water (m³) ● Recycled/Reused water (%)

## 2019 Water Stress Assessment\*



\* Assessment conducted using the AQUEDUCT Water Risk Tool developed by WRL.

## 2019 Highlights

- 2019 water intensity target achieved with **4%** water intensity reduction
- **2.4** million m³ of freshwater saved
- **5.2** million m³ of water recycled/reused, equal to 7.46% of total water withdrawal



## 2025 Target

- **10%** reduction in water intensity

# Waste Management



For More Information

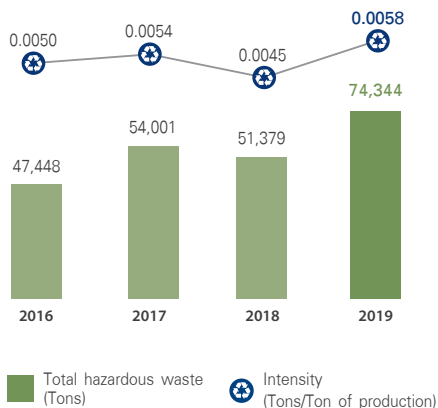
Over the years, waste management has been continued to increase our commitment to sustainability.

Post Hazardous Waste to Landfill Audit, we take initiatives to further reduce both hazardous and non-hazardous waste. We are aiming zero hazardous waste to landfill.

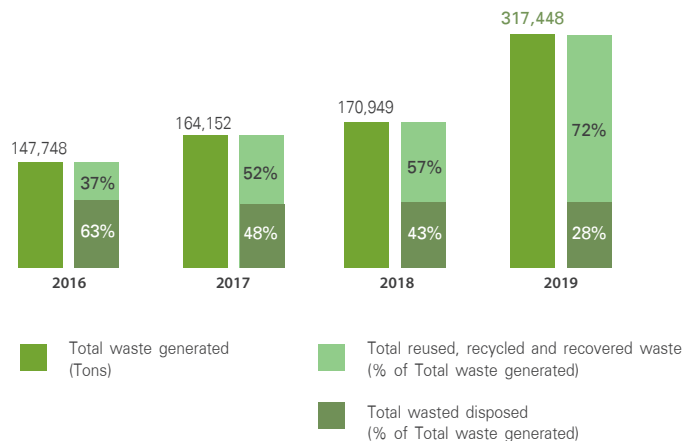
## 2019 Highlight

- Initiated a Hazardous Waste to Landfill Audit

### Total Hazardous Waste



### Total Waste Generated, Disposed, Reused, Recycled and Recovered



# Recycling



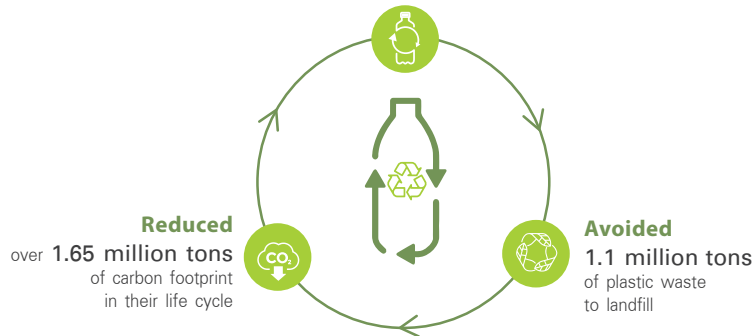
For More Information

## 2025 Global Commitment

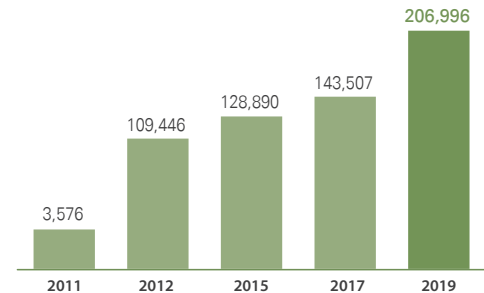
- Recycle **750,000 tons** of post-consumer PET materials as feedstock into our polyester production **per year**
- Recycle **50 billion bottles per year**
- Invest **USD 1.5 billion**



**Recycled**  
around **50 billion** PET bottles



## Post-Consumer PET Bottles Recycled



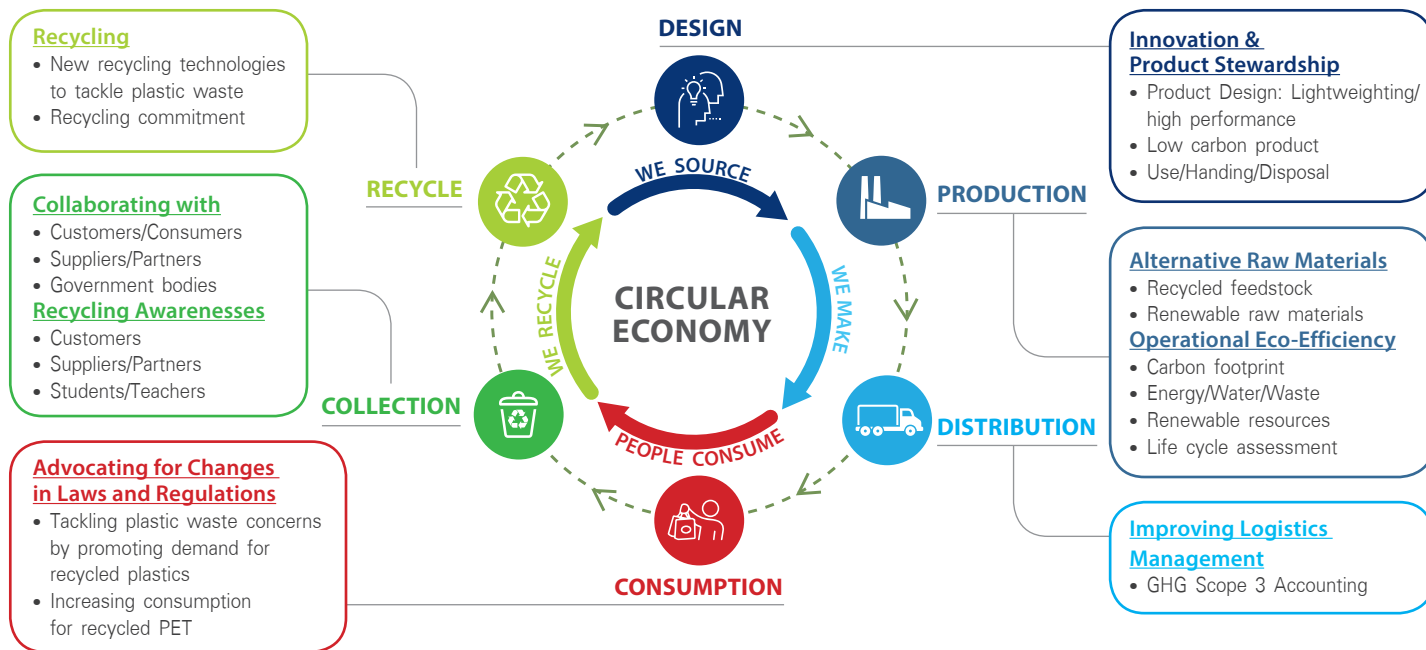
Unit : Tons

# Circular Economy



For More Information

It is important for us to be able to offer added value to our customers with our product, while protecting the environment in the best possible way. By adopting a more circular economy, this is a key step to help us achieve our aspiration of being a world-class chemical company making great products for society.





## SOCIAL EMPOWERMENT CULTURE



**Health, safety and well-being** represent our core values. We continuously implement programs for improvements and places the health and safety of our workforce at the forefront of our activities.



We provide **fair and equal opportunities** for all, without discrimination and build a unique and naturally different corporate culture that **respects diversity** and foster cooperation and synergies among the group with ensuring the respect of **human rights** in every context including **labor practices**.



We **engage and maintain strong relationships** with community by contributing to long-term and **sustainable economic growth and development** of the communities where we live and operate.

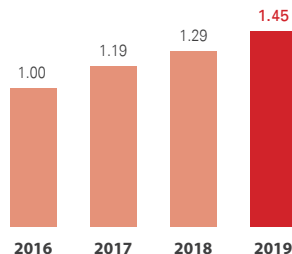




For More Information

## Total Recordable Injury Rate: TRIR

(cases/200,000 man-hours)



As of 31 Dec 2019, 70% of our total operations have OHSAS 18001/ISO 45001 occupational health and safety management system certifications in place.

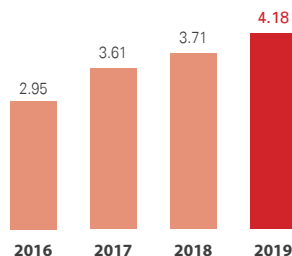
We continued to invest in occupational health and safety training for all our employees. Over 465,800 hours of Health and Safety training were given to our employees and contractors.

## TRIR / LTIFR

Our Total Recordable Injury Rate (TRIR) stood at 1.45 and Lost Time Injury Frequency Rate (LTIFR) was at 4.18 in 2019. The increase of TRIR and LTIFR over time is due to the changing mix of acquisitions. Some of the more recent acquisitions have more manpower and require more manual work leading to high injuries.

## Lost Time Injury Frequency Rate: LTIFR

(cases/1,000,000 man-hours)



### 2025 Target

- 10% reduction in Total Recordable Injury Rate

### 2019 Highlight

- 70% of all operations certified by OHSAS 18001/ISO 45001

# Workforce and Diversity



For More Information

We live by our values which means creating a valuable workplace proposition. With 22,696 colleagues from 79 nationalities, we are a living entity working together in 32 countries to build trust, learn and grow in addition to delivering.

## 2019 Highlights

- 17.53% increase of total workforce
- 90.50% retention rate
- 0.3% increase of female employee



### 2019 Achievement

- 90.97%  
Employee Engagement Score



### 2020 Target

- Employee engagement score is better than or equal to previous year



**Total Workforce**  
**22,696**

### Gender Diversity

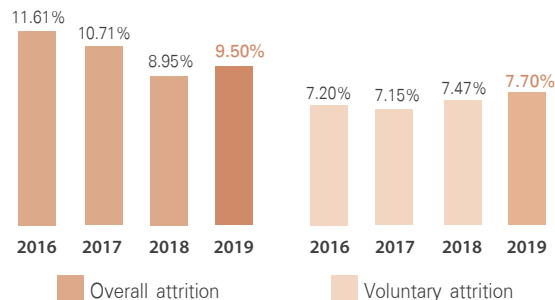


**22%**

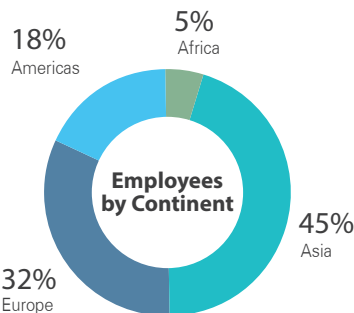
### Employees with Disabilities



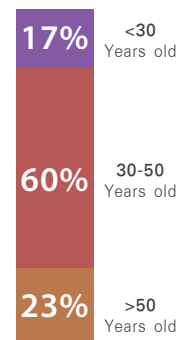
**198**



Note: Turnover rates have been recalculated and restated using more stringent definition and methodology.



### Age Diversity



**90.97%**

Employee  
Engagement Score

**93.43%**

Employee Participation

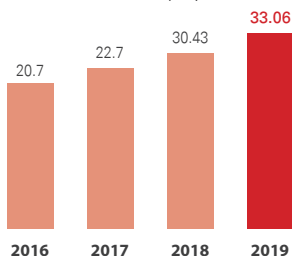
# Human Capital Management



For More Information

We are also committed to sustainably building IVL's growth culture where employees are inquisitive, inclusive, engaged, and become ambassadors of a great place to work. We created multiple forums, channels, and e-Learning platforms to facilitate experiential learnings.

## Average Training Hours (hours/employee)



## Operational Excellence Awards



### Feedstock Business

Indorama Ventures Portugal PTA,  
Portugal



### Fibers Business

Indorama Polyester Industries  
Public Company Limited  
(Nakhon Pathom), Thailand



## 2019 Highlights

- **728,206** hours of training
- **8.64%** increased of training hours per employee over the previous year
- **170.67** USD training cost per employee
- Communication launch of the **IVL Leadership Curriculum** project to 200 Global Leaders



### PET Business

AsiaPet (Thailand) Limited,  
Thailand



### Packaging Business

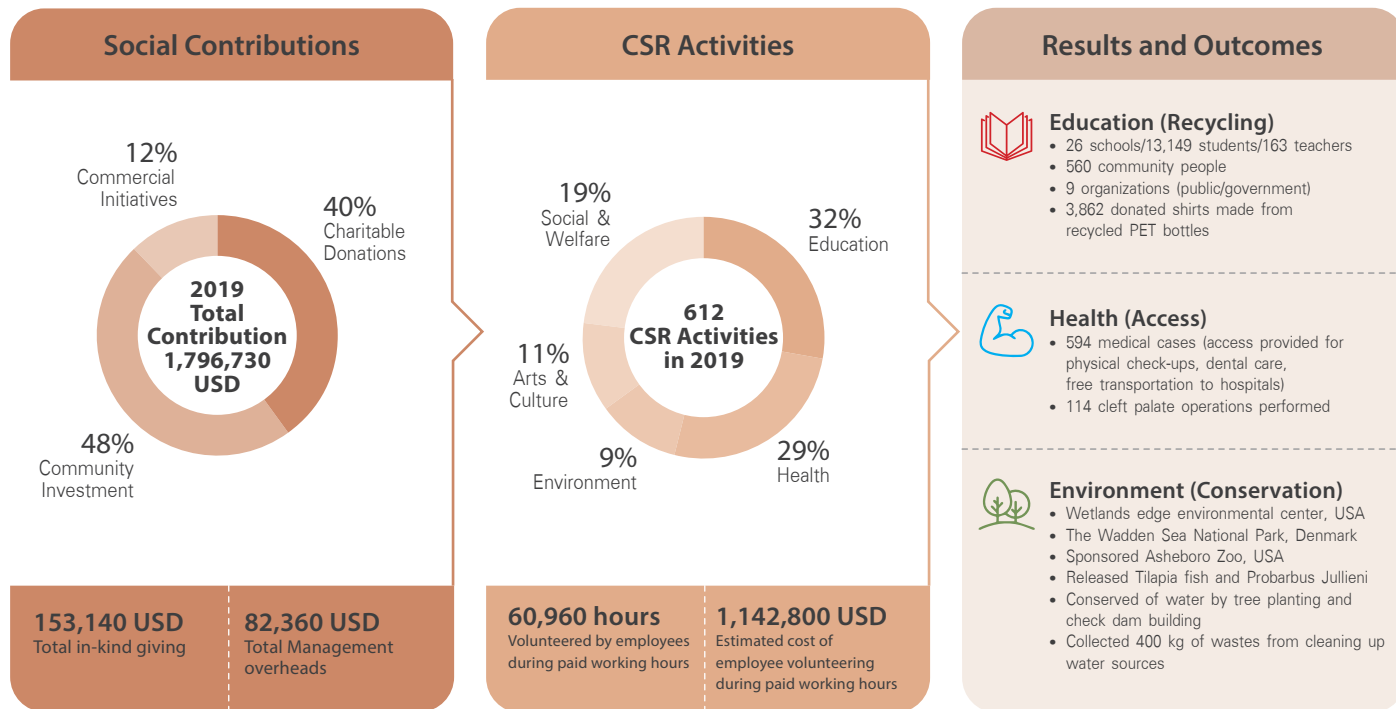
Petform (Thailand) Limited,  
Lopburi, Thailand





For More Information

We aim to have a positive impact on society and focus on delivering results and value – whether social, environmental or economic – to ensure the company remains sustainable.



# Recycling Education



For More Information



We collaborated with the IVL Foundation to raise public awareness concerning plastic waste management and recycling education. We also established a collection network for plastic bottles to monitor participation and changes in behavior, and observed the positive impact from our recycling education program.

In 2019, we made huge progress through the following activity:

<b>13,149</b> Students	<b>163</b> Teachers	<b>26</b> School Visits	<b>371</b> Teaching Hours
<b>560</b> Community People	<b>6</b> Provinces	<b>533</b> Recycling Materials Downloads	<b>187</b> Recycling VDO Downloads
<b>22</b> Public Events	<b>7</b> Recycling Talks	<b>124</b> Articles about Recycling	<b>9</b> Recycling Factory Visits*
<b>791</b> Recycling Bins Donated	<b>3,862</b> rPET Shirts Donated	<b>890,310</b> Bottles Collected Globally	Bottles Back to Factory** <b>4,970</b> kg

\* Recycling Factory groups visit only in Thailand at Indorama Polyester Industries Public Company Limited (Nakhon Pathom)

\*\* Only bottles back to Indorama Polyester Industries Public Company Limited (Nakhon Pathom), Thailand

# Summary of IVL's Key Sustainability Ambitions 2025

## 2025 Global Commitment

- Recycle **750,000** tons of post-consumer PET materials as feedstock into our polyester production **per year**
- Recycle **50 billion** bottles per year
- Invest **USD 1.5 billion**

## Circular Economy

- Integration the circular economy into IVL Business Operations
- Partnering with organizations to intensify our contribution to the **circular economy**

## Renewable Energy

**10% by 2025**

**25% by 2030**

Renewable electricity consumption

## Energy

**5%**

Reduction in energy intensity



**INDORAMA**  
VENTURES

WE SUPPORT



## Water

**10%**

Reduction in water intensity

## GHG

**10%**

Reduction in combined GHG (Scope 1 & 2) intensity

**Zero Hazardous Waste to Landfill**

Implementation of  
**Sustainable Products Classification**



## Data Reporting, Verification and Report Assurance

Reported based on  
the GRI Standards

**100%**

Reporting  
Verification &  
Assurance

in accordance with  
AA1000AS

**100%**

GHG  
Accounting,  
Verification &  
Assurance

in accordance with  
ISO 14064-1 and  
ISO 14064-3

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### Sustainability Report 2019



For More Information



### Annual Report 2019



For More Information



## 2025 GLOBAL COMMITMENT

- Recycle

**750,000** tons

of post-consumer  
PET materials  
as feedstock into  
our polyester  
production **per year**

- Recycle

**50** billion bottles  
**per year**

- Invest

**USD 1.5** billion



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