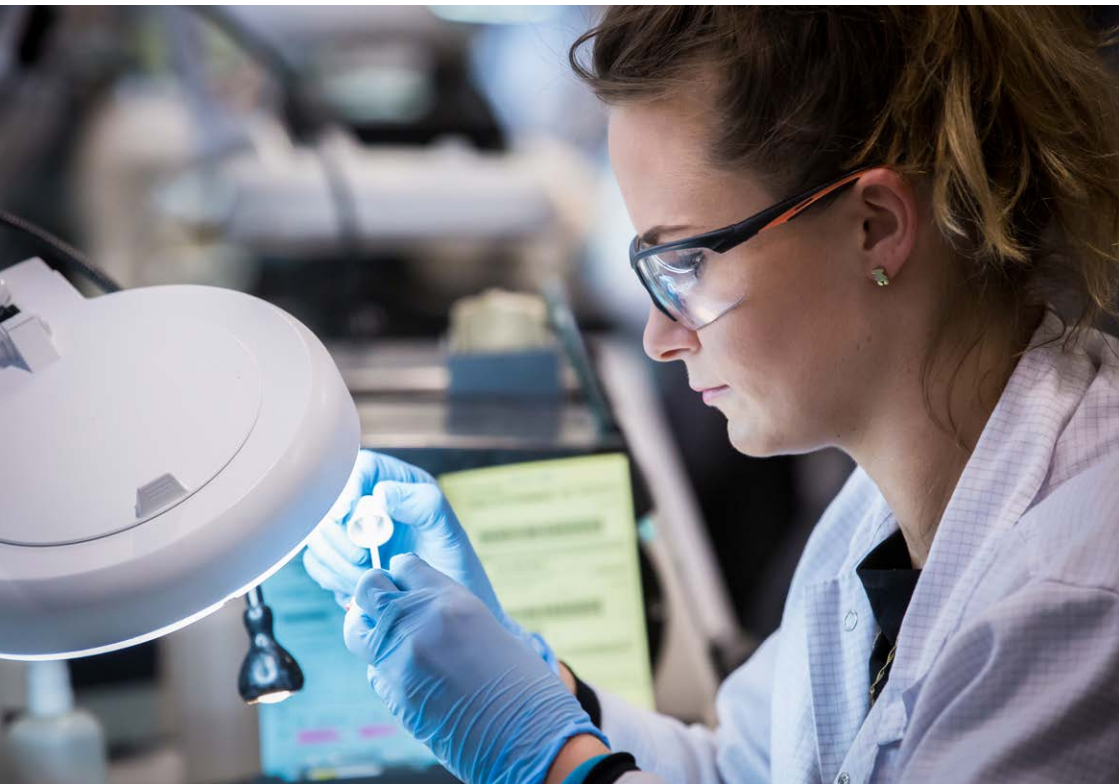


# Improving step by step II

How Sivantos takes responsibility as a  
Global Compact signatory

24.05.2018 - 23.05.2019



# The UN Global Compact's basic concept

The UN Global Compact (UNGC) provides a company with a value system and a principles-based approach to doing business. This means meeting fundamental responsibilities in the areas of human rights, labor, environment and anti-corruption. The Ten Principles of the United Nations Global Compact are derived from The Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

Our actions are guided by all these principles. Plus, as of February 1, 2019 Sivantos has an updated anti-money laundering policy to prevent all types of money laundering and/or terrorist financing activities.



◀ In line with our  
Environmental Health  
and Safety (EH&S)  
Policy: Styletto Connect.

## Thank you so very much

We wish to thank all those who contributed to this Communication on Progress:

Ananda Naude, Andrea Chapple, Toshikazu Shioji, Mark Laben, Christina Diering-Lockhausen, Vijayan Warrior, Adam Mandelbaum, Dave Biddiscombe, Joerg Pahlen, Yaping Xu, Cristina Regalia, Gisele Munhoes Dos Santos, Christiane Timmermann, Lim Summer, Patrick Lau, Ralf Soldner, Oliver Ninkovic, Ragini Chaurasia, Tina Meier, Luisa Schuster, Maria Bertling, Eileen Liu, Alves Cristiane, Ping Zhu, Kiran N, Martin Boldt, Tais Guimaraes, Priya Madan Mohan, Xiang Peng, Kyra Walenga, Marek Wójcik, Dawn Perry, Lise Carlsen.

# Dear Partners, Customers, and Employees,

Lynge, May 2019

It gives me great pleasure to introduce this Communication on Progress for the UN Global Compact report for Sivantos for the first time. And I am already looking forward to writing the introduction for the first report for WS Audiology A/S, which will continue the great work you can read about in this report.

As you know, 2019 has been a milestone for us: On March 1st, 2019, Widex and Sivantos merged to become WS Audiology A/S. Together, we have created a global hearing aid leader with combined revenues of more than EUR 1.7 billion. The new company employs over 10,000 people worldwide, with a presence in more than 125 markets.

However, our core principles remain the same. We've continued our path to combine innovation and sustainability. We respect human rights, labor rights, environmental and anti-corruption aspects of our work, and, we're determined to use the new company's unique knowledge to contribute to the Global Compact's goal of making this world a better place.

There is no doubt that the core of our industry is improving people's quality of life. So, it's no wonder that you'll find plenty of local examples where our employees have helped beyond their job, simply because that's who they are. Just like Sivantos, Widex entities have an impressive record of supporting local communities, another reason why this is a good match. In addition, Widex adds a true environmental focus with one of our WS Audiology headquarters in Lynge, Denmark, home to our very own windmill.



I am delighted to present you with the impact we made this past year regarding the Sustainable Development Goals we chose to pursue—3, 4, 12 and, thanks to Widex, 7.

We've decided to cover some exemplary Widex stories in this issue of the Communication on Progress. However, the table at the end is strictly Sivantos-focused to highlight the progress made in the past 12 months.

Next year will be the start of a new chapter. I look forward to presenting our combined efforts as WS Audiology A/S.

Sincerely yours,

A stylized, handwritten signature in black ink, consisting of several sharp, angular strokes that form a unique, abstract shape.

**Jørgen Jensen**  
President and CEO WS Audiology A/S

# We Choose Responsibility

**C**orporate Social Responsibility (CSR) means that we recognize the impacts our activities have on our society, and act accordingly. We see this as an opportunity for us to engage with our internal and external stakeholders on a new level.

In 2015, the United Nations adopted 17 Sustainable Development Goals (SDGs) set to be implemented by 2030. They characterize the sustainability debate at national and international levels.

As a global goals system, the SDGs provide a common language and compass for the challenges of the 21st century. We are happy to support them wherever possible. From raising funds for global health issues and a university sponsorship program in Singapore, to utilizing clean and renewable energy sources in Denmark, the level of engagement has been driven by employees.

As a signatory to the UN Global Compact, we are currently focusing on four SDGs:

- **SDG 3** – Good Health and Well-Being
- **SDG 4** – Quality Education
- **SDG 7** – Affordable and Clean Energy
- **SDG 12** – Responsible Consumption and Production

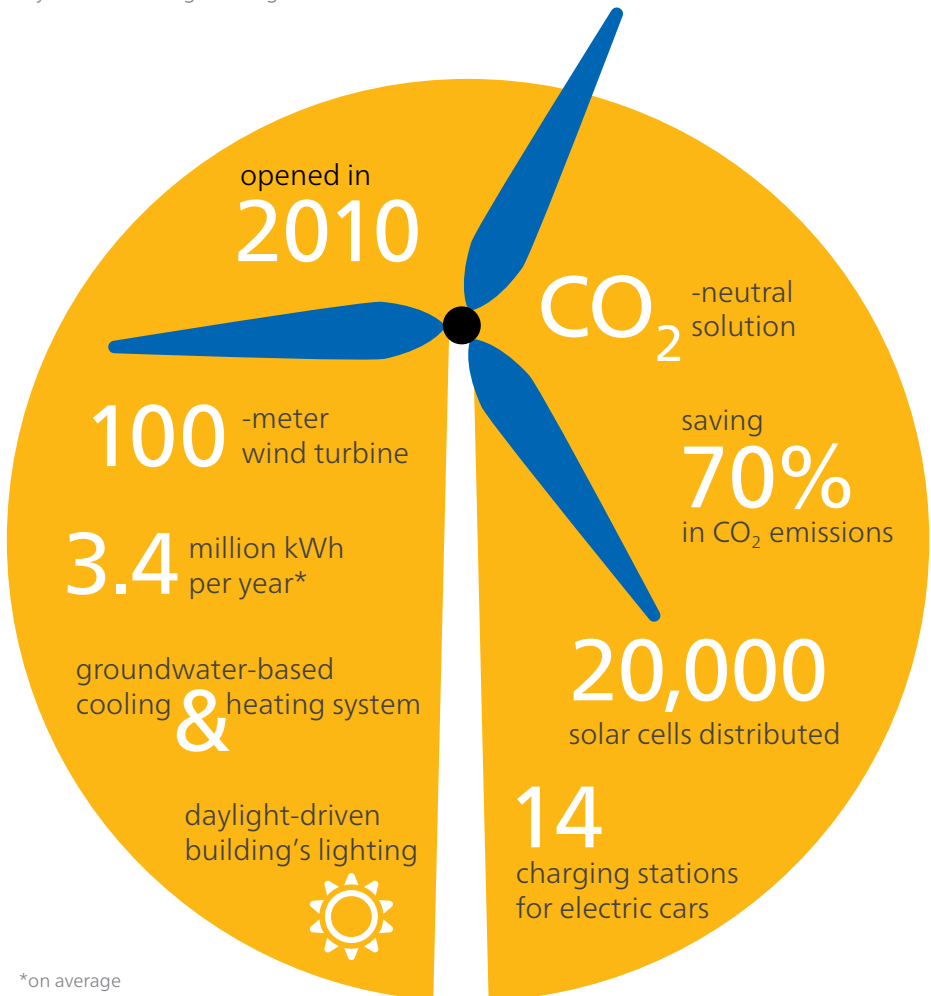
Our journey is presented here.

*An opportunity for us to engage with our internal and external stakeholders on a new level.*



# Heat from the Earth and Power from the Wind

**T**he UN insists that energy is central to nearly every major challenge and opportunity the world faces today. Be it related to jobs, security, climate change, food production or increasing incomes, access to energy for all is essential. Our new headquarters in Lyngø is leading the way in contributing to this goal. Take a look!



# Sivantos France: Providing Hearing Aids and Financial Support

Since 2011, Sivantos France has been one of Audition Solidarité's benefactors. For years, Sivantos has managed to help and support them in their actions. Audition Solidarité is a humanitarian association which operates in three specific areas internationally:

- Hearing aids for disadvantaged adults and children in France and all over the world
- Recycling of hearing aids in a unique workshop in France
- Hearing loss prevention for musicians

Sivantos France gives financial support to the association every year so they can continue their work in schools for the deaf and hard of hearing in Morocco, Tunisia, Guinea, Vietnam, Madagascar, Cameroon and Burkina Faso. CEO Pascal Boulud and Marketing

Director Solange Gonçalves care deeply about Audition Solidarité; Gonçalves even takes part in the missions herself if needed.

In 2018, Audition Solidarité went to Ait Melloul, Morocco, where 195 children needed audiological help, and to Madagascar where 162 children were also in need. Their mission was to appropriately equip the new pupils, adjust the hearing aids that were given throughout previous visits, and strengthen teachers' knowledge and skills to ensure the schools' autonomy.

Audition Solidarité is also engaged in two humanitarian missions in Paris and two in Marseille for disadvantaged people with hearing loss, helping over 245 patients in total. These types of missions are typically staffed with a medical team of audiologists and hearing aid manufacturers, lasting for two or three days at a specific location.

Sivantos employee Solange Gonçalves (l.) and the co-founder of Audition Solidarité.



*Helping in Agadir 2018.  
Audition Solidarité provides audiological  
support for children in need.*



Sivantos France gave unused hearing aids to Audition Solidarité which also owns a unique recycling workshop. With 2 technicians helping out, more than 3,000 hearing aids are recycled per year. Microphones, loudspeakers, electronic chips, and all components are tested to ensure that these hearing aids can be fitted to patients. The workshop operates independently thanks to its eco-friendly recycling system. This year, two new audiologist-benefactors were integrated. They support the two technicians already working there to adjust the hearing aids and dispense them all over the world.

Last, but not least and already since 2008, Audition Solidarité has brought awareness to 50,000 musicians about taking care of their ears to avoid early hearing problems.

*“Sivantos France is  
pleased to support  
Audition Solidarité.”*

Marketing Director Solange Gonçalves

# Helping around the World

## Australia

28° 57' 36" S 224° 28' 22" W

The MS Brissie to the Bay is an annual cycling event to raise money for Multiple Sclerosis research, treatment and awareness. This year, **Sivantos** Australia participated with a team of five.



*Mission accomplished!*

## Brazil

14° 49' 2" S 47° 6' 34" W

**Sivantos** Brazil employees supported women undergoing cancer treatment by wearing pink and donating scarves to the Chemotherapy and Beauty Institute 2018 Collection Campaign.

## Canada

53° 24' 34" N 74° 0' 14" W

Our **Sivantos** Canada colleagues participated in the annual Enbridge Ride to Conquer Cancer, a two-day cycling journey through the Canadian Rockies. Thousands of people ride over 200km (120mi) across Canada and Australia for the event. The riders from Sivantos contributed almost 3,700 USD and raised 12,600 USD for the charity.



*Ready to ride!*



## China

29° 57' 18" N 249° 26' 1" W

On World Hearing Day, **Sivantos** China donated around 7,500 USD to the "Love Ears" concert put on by the China Symphony Orchestra. Children with hearing loss also performed songs and poems to an audience of around 2,000 in celebration of the beauty of hearing. The annual event is organized by the China Rehabilitation Research Center for Hearing and Speech Impairment. See more about China's engagement on page 12/13.



*Celebrating the beauty of hearing.*

## Germany

51° 2' 29" N 350° 19' 55" W

**Signia** started to support the German Lions "Help for Little Ears" project, providing those in need with 650 hearing aids in the first year. They are distributed to charitable aid organizations for suitable projects with the hard of hearing. On-site specialists fit the devices to each patient individually. Support for this project is long term.



*"Help for Little Ears" in Cambodia!*

**Audio Service** and **Sivantos** donated hearing aids to the noble initiative "Hören ohne Grenzen"

("Hearing without Borders"). The program consists of a group of German audiologists who, in their free time, travel to different locations in Ukraine, delivering and fitting hearing aids to those in need.

## India

21° 5' 4" N 281° 25' 33" W

Nishad, a 31-year old from Kochi, who has been deaf and unable to speak since birth, is well known for his impersonations, especially those of famous Indian cricketers. He appeared on TV to perform a routine when audiologists from **Widex** Dhvani Hearing Aid Center surprised him with an on-air fitting of hearing aids, and Nishad was able to hear the voices of his family for the first time. Dhvani is also providing Nishad with free servicing and free batteries for life and is helping him with speech therapy.

## Italy

43° 9' 54" N 347° 52' 16" W

**Sivantos** Italy participated in the 18th Milan Marathon. Guido, Simone, Angelo, and Davide ran record times to support the charity organization "Make a Wish". It helps terminally ill children to make their biggest wish come true. Their donations from the marathon (5,220 USD) have supported e.g. 10-year-old Valentina to meet her favorite characters at Disneyland Paris.



Italy making dreams come true.



## Japan

34° 56' 24" N 224° 7' 16" W

This year, **Sivantos** Japan kept up its tradition of sponsoring hearing aids for the UN Refugee Agency in Azerbaijan. In total, ten hearing aids and 120 batteries were donated through the Fuji Vision Aid Mission. The hearing aids, altogether valued at around 4,700 USD, were intended for refugees, internally displaced persons and other vulnerable people.



## Poland

52° 18' 30" N 341° 43' 7" W

**Widex** Poland employees participated in two runs for charity—the Wrocław Business Run and Bieg Firmowy. Reaching the finish line was especially rewarding, as participants achieved their personal goals and supported charities simultaneously.



Off to the races!

Noble Gift is one of the largest, most effective and well-known social programs in Poland. It implements and develops a system of smart, personalized aid that is unique, providing goods and emotional support to people and families in need. This year, **Widex** employees provided aid in the form of Christmas gifts, including food, clothes, and household necessities to Mrs. Helena from Świebodzice.



## Singapore

1° 17' 47" N 256° 6' 48" W



The Lungi Run has become synonymous with Ali Akbar, a well-known colleague in the **Sivantos** Singapore office who passed away in August. Ali was a passionate runner who developed the idea of an event in which runners wear a lungi, a traditional Indian garment, to help build a bridge between local Singaporeans and Indian migrant workers.



*Bridging cultures through running.*

In November, over 100 **Sivantos** employees and their family members completed a Walkathon to raise money for charity along Singapore's famous shopping belt. The annual event is held by the local Children Charities Association. Sivantos is the main sponsor of the event, contributing around 15,500 USD to the cause.



*Walking to support charities for children.*

Inspired by "Its raining coats", a voluntary organization in Singapore,

**Sivantos** employee Priya Madan Mohan initiated the gifts-for-migrant-workers drive. More than 100 colleagues in Singapore donated 450 gifts, while the finance team worked extra hours coordinating the collection.



*Workers in Singapore receiving gifts.*

In April 2019, **Sivantos** Singapore is participating in Soles4Souls shoe drive. The initiative seeks to bring new and used shoes to people around the world who find it difficult to afford basic footwear.

The Women4Women@Work program at **Sivantos** Singapore was launched in March 2019. It's about providing a platform for women to develop skills, get equal opportunities, be empowered, and build self-confidence through mentoring, networking events, forums, and more.



*Empowering women at work!*

## South Africa

31° 35' 50" S 338° 59' 39" W

**Sivantos** South Africa showed the importance of employees' hearing health and awareness by offering free screenings for all staff members. The screenings were also a way to improve their overall understanding of the specific field through firsthand experience.



*A South Africa employee gets screened.*

**Sivantos** South Africa colleagues are tackling the cost of hearing aids by setting up a donation system so that a person who needs a hearing aid but cannot afford one can be recommended to an affiliated audiologist. If all works out, this person receives a hearing aid and the corresponding follow-up services free of charge. In total, employees donated 66 hearing aids in 2018.

## USA

37° 5' 25" N 95° 42' 46" W

Breast Cancer Awareness Month is marked in countries across the world every October and helps to increase attention and support, early detection, treatment and palliative care. **Widex** USA raised 5,000 USD with an event that included a raffle and bake sale. The company doubled the amount raised to 10,000 USD that went to the Breast Cancer Research Foundation.



According to the American Red Cross, someone in the USA needs blood every two seconds. **Sivantos** USA and **Widex** USA hosted separate blood drives in July 2018 and January 2019. Altogether, 28 people participated in Sivantos' event carried out in a specially-equipped New York Blood Center truck. Meanwhile, Widex's blood drive received a total of 38 donors. Each blood drive collected around 40 pints of blood, saving dozens of lives!

As part of its ongoing commitment to help people communicate and connect, **Widex** USA has pledged to donate at least 20,000 USD to the Helen Keller National Center for Deaf-Blind Youth and Adults (HKNC). For every pair of WIDEX EVOKE hearing aids purchased through January 31, 2019, Widex USA donated a portion of the proceeds. HKNC provides comprehensive vocational and independent living training to youths and adults who are deaf-blind.

## UK

52° 59' 18" N 1° 45' 28" W

**Sivantos** UK has been matching its employees' charity donations since 2014. Together, they have raised over 22,000 USD. In May 2018, two team members, Andrew and Lynda Feldmanis, took part in the half marathon "Run Gatwick" to support St. Catherine's Hospice. Both achieved personal best times and raised 250 USD which was matched by Sivantos UK to achieve a total of 500 USD.

# Sivantos China: Supporting Adults and Children with Hearing Loss

Corporate Social Responsibility has been a pillar of Sivantos China since its foundation in 1995. Just two years later, Sivantos started a close cooperation with the China Foundation for Disabled Persons (CFDP). The foundation carries out hundreds of charity programs per year. So far, up to 2 million people with disabilities have benefitted.

The second important organization that Sivantos China supports is the China Rehabilitation Research Center for Deaf Children (CRRCDC). In 2001, Sivantos China signed a 5-year- agreement with the CRRCDC for yearly donations of hearing aids to children with hearing loss in poor areas. As part of this plan, hearing care professionals from Sivantos travelled to remote areas of China to help local hard-of-hearing children on International Ear Care Day. Plenty of activities followed.

With the newly developed brand Signia, Sivantos China started a CSR initiative called the "Signia Colorful Sound Program" in 2017. First, by distributing hearing aids donated by Sivantos China to adults with hearing loss living in rural areas who are unable to afford such devices. With the help of local partner audiologists, about 733 units have been fitted free of charge. The program's second area of focus strengthens language rehabilitation and education for children with hearing loss in different regions of China through donations. From 2017 - 2018, Sivantos China donated 295,000 USD to help over 200 children who come from families unable to afford the costs of professional hearing and speech rehabilitation training.

*The oldest recipient who benefited was over 100 years in age; the youngest, only 3.*



*The Signia Colorful Sound Program 2018 supported more than 200 children.*



*"We strongly hope that more warm-hearted organizations and people will raise their hands to help the next 100 children enter the 'Signia Colorful Sound' classroom."*

Vivian Zhu, Sivantos China Marketing Manager.

# Educating by Raising Awareness, Training Audiologists and Supporting Students

## Brazil

14° 49' 2" S 47° 6' 34" W

In September, the Department of Speech and Hearing Therapy at the University of São Paulo organized the Walk of Silence, an annual event that aims to raise awareness on deafness and hearing loss.

**Sivantos** Brazil helped advertise the event. One employee participated along with two from **Comunicare** and ten audiologist partners.



*Participants at the Erlanger Colloquium*

## Germany

51° 2' 29" N 350° 19' 55" W

Audiologists can playfully gain knowledge, regardless of time and place, thanks to the first knowledge acquisition app for acousticians.

The app was launched by **Sivantos** Germany as an effective and fun way to convey information. It provides real added value for users, since, with completed exams, one can earn training points from the Federal Guild of Audiologists (biha).



## India

21° 5' 4" N 281° 25' 33" W

Millions of children in India are eager to attend school but are unable to do so due to poverty and hunger. The Akshaya Patra foundation provides free lunches to schoolchildren all over India. In 2018,

**Sivantos** India supported this project by matching its previous year's donation of 15,500 USD, helping to feed more than 1,100 children in need in the Bellary area.



*Enabling free meals for schoolchildren.*

## Poland

52° 18' 30" N 341° 43' 7" W

During International Week of the Deaf, **Widex** Poland had the pleasure of hosting 20 schoolchildren to learn about hearing difficulties and hearing aids. Staff members demonstrated how deaf people communicate using sign language. They also observed the processes of manufacturing hearing aids using 3D printers.



## Singapore

1° 17' 47" N 256° 6' 48" W

Since October 2017, **Sivantos** Singapore has outsourced assembly work to two trainees with intellectual disabilities from Hearts@Work, a project initiated by the Catholic Welfare Service in Singapore. Sivantos plans to hire the two as future employees. Additionally, Suleiman is an employee with a physical disability who has worked in manufacturing for 30 years at Sivantos and whose story was widely broadcasted on television in April.



## South Africa

31° 35' 50" S 338° 59' 39" W

On World Hearing Day, employees at **Sivantos** South Africa met students at St. Vincent School for the Deaf in Johannesburg, to whom they donated hearing aids as part of the "Hear We Are Foundation" sponsorship project. Some students gave a signed performance of the song "You've got a friend in me."



*Singing together on World Hearing Day.*

## USA

37° 5' 25" N 95° 42' 46" W

The average person waits nearly seven years from the onset of hearing loss until they seek help. To help tackle this problem, **Sivantos** US launched the new video series "It's Your Choice" that follows three individuals with hearing loss on their path to better hearing. The series' goal is to encourage people to seek help and be proactive with their hearing health.

# Sustainability First

## Global

“Environment, Health and Safety” (EH&S), in simple terms, is what organizations do to make sure that no one is harmed by their activities. Efforts and policies to be responsible with our global consumption and production are included in our code of conduct and are constantly under review. This applies not only to environmental decisions for new buildings or those in production, but also to our recycling schemes and alignment with new policies, such as the European Union’s WEEE Directive.

In November 2017, **Sivantos Group** started a comprehensive improvement program. Thanks to this “smart lean program”, our European and Asian manufacturing centers go beyond the traditional manufacturing methods that were long common in the hearing aid industry. Along with greater efficiency and safety, environmental concerns are an integral part of our manufacturing concept, and we strive to make a positive impact on the environment.

So far, we achieved significant improvement, including:

- 1.5 days reduction of manufacturing turnaround time
- 6% increase of first pass yield
- 12% increase in completion of same-day orders
- 86% work-in-progress inventory reduction.

Changes that have brought about energy savings and reduced waste.



On the product side as well, **Sivantos** and **Widex** have a long tradition of developing energy-efficient hearing aids, many of which are among the industry’s lowest battery consumption rates. Users save time and money when changing fewer batteries, while also reducing their environmental footprint.

**Sivantos** production sites have an ISO14001 certification, one of the most difficult international certificates for environmentally friendly manufacturing to attain. In addition, to make sure that medical devices are safe in every aspect, the US Food and Drug Administration (FDA) regularly inspects manufacturers. **Sivantos** sites in Germany, the USA and Singapore all successfully passed the FDA audit inspection in 2018.



*Successful FDA inspections in Singapore, Germany and the USA.*

The **Sivantos** Environmental Management System team passed the external audits for a certified EH&S system for our locations in Singapore, Suzhou, and, in 2018 for the first time, in Poland. The audit resulted in an outstanding zero non-conformities, the best result one can get.

We are very proud of this outcome as we had to set up a new lean environmental management system

that is compliant with the relevant ISO norms and regulatory requirements – all within only eight months. Not to forget that at the same time, we developed our own EH&S policy, conducted all the training, and implemented the new processes and documents.

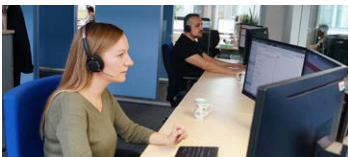
## Asia

Earth Hour was created to raise awareness, celebrate sustainability and to show support for climate change initiatives that will help mitigate the problem of global warming. **Sivantos** locations in Singapore, Poland, and China, observed the event by switching off all external and non-essential office lighting for one hour on March 30 from 8:30pm-9:30pm.

## Germany

51° 2' 29" N 350° 19' 55" W

Since January 2019, our **Sivantos** Customer Service team in Germany has managed to digitize all internal order entry processes, saving around 250,000 pieces of paper per year. We are proud to continue to take steps to combat climate change and reduce our carbon footprint.



*Saving 250,000 pieces of paper per year.*

Every year, **Sivantos** Germany donates unused IT equipment to the non-profit group "Arbeit für



Menschen mit Behinderung ("Work for People with Disabilities"). This organization provides people with disabilities jobs such as refurbishing, selling, or disposing of used equipment. The donations help support such jobs, and significantly reduce waste from the IT department.

## Philippines

1° 17' 46" N 256° 6' 48" W

**Sivantos** is fully committed to ensuring that all generated waste from the Global Service Center repair production line is disposed of in a legally compliant and sustainable manner with proper records and verifiable data. In 2018, Sivantos began a new program with the goal of 100% recycling or reutilization of all materials. We aim to recycle all plastics while batteries undergo a recovery process including the lithium component in the case of Li-ion batteries, as well as components from all other electronic waste.

## South Korea

36° 46' 11" N 232° 20' 19" W

Our success continued in South Korea, where **Sivantos** obtained the best possible results in the Korean Goods Manufacturing Practice audit. The inspector even said that Sivantos has "one of the top QMS in the medical device industry in South Korea."



*Excellent audit results in South Korea!*

# Sivantos US: Supporting Local Communities with Multiple CSR Initiatives

**C**orporate social responsibility has become a major priority at the Sivantos USA headquarters in Piscataway, N.J. Throughout the year, employees partake in many initiatives to support the larger community and assist those in need.

One of the most successful initiatives in the USA has been a series of blood drives to support the New York Blood Center. Since blood supplies in the area continue to remain at emergency levels, Sivantos employees have pitched in to donate their blood. This year, employees donated around 40 pints of blood that were sent to local hospitals for life-saving blood transfusions.

In addition, Sivantos employees helped to address the issue of food insecurity, particularly for children who receive free meals at school but don't get adequate nutrition on the weekends. Working with the Food Bank Network of Somerset County, employees prepared 150 backpacks full of nutritional food to supply local children with supplemental nourishment.

Sivantos USA has also partnered with Vaseful, a flower shop located in Edison, N.J. that employs adults with disabilities from the area. These employees learn a wide range of skills, from taking orders and assembling floral arrangements to helping with money management, shipping and distribution, and delivery. The organization supplied beautiful floral arrangements that served as centerpieces for Signia's summer national sales meeting.

*Preparing nutritional food is fun.* ►



Sivantos USA employees  
at last year's blood drive.



It's not just people who benefit from Sivantos' CSR efforts. The company has donated to the St. Hubert's Animal Welfare Center and its mission to support the humane treatment of animals. During the holiday season, Sivantos held a drive to collect canned and dry food for dogs and cats, as well as treats, blankets, towels, and toys. Through this initiative, Sivantos employees donated several bags full of pet supplies that will help St. Hubert's take care of the animals in its shelters.

So, employees are being empowered to share their ideas while benefiting the local community at the same time.

*"Such CSR initiatives are embedded in the culture of Sivantos USA, and many of these events have been suggested by employees themselves, rather than directed from the top."*

Nancy Werner, Vice President, HR

# Where Do We Stand Today?

The table below lists key performance indicators for activities relevant to Sivantos CSR. Additional details can be found throughout this report.

Category	KPI	2016	2017	2018	2019 (planned)
Workplace					
Health and Safety Management standards	OHSAS18001 certification for our main manufacturing sites	2 (China, Singapore)	2 (China, Singapore)	3 (China, Poland, Singapore)	3 (China, Poland, Singapore)
Health and Safety	Number of work accidents	28	24	3	Reduce accidents
Gender Diversity					
Gender balance	Percentage of stronger-represented gender in the company	59%	56%	54.7%	Continuous harmonization
Gender diversity at senior level	Women in VP positions or above as percentage of total VP and above employees	17%	14%	18.5%	Continuous improvement
Social Impact					
Donations	Corporate-wide cash contributions, excluding the annual donations to the NUS, s. further down		209,000 USD Australia, Canada, China, India, Italy, Poland, Singapore, UK, USA	228,770 USD Australia, Canada, China, Germany, India, Italy, Singapore, UK	Continue
Social investment	Corporate-wide in-kind contributions		330+ Hearing Aids Brazil, China, Japan, Poland, South Africa	1060+ Hearing Aids Australia Brazil, China, France, Japan, South Africa	1100+

Category	KPI	2016	2017	2018	2019 (planned)
Social Impact					
Employee volunteering	Numbers of hours volunteered by employees		1000+ h Brazil, Germany, Japan, Singapore, USA (significant amount of hours in response to hurricane crisis)	900+ h Australia, Brazil, China, Germany, Italy, Japan, Singapore, South Africa, UK, USA	Improve
Sivantos donations to the National University of Singapore	Sivantos setting up a MSc Audiology	1,321,452 USD donated to the NUS	1,321,452 USD donated to the NUS	1,321,452 USD donated to the NUS	1,321,452 USD to be donated to the NUS
Social and economic investment	Number of countries where Sivantos currently invests or manages programs		12 Brazil, Canada, China, Germany, India, Italy, Japan, Poland, Singapore, South Africa, UK, USA	13 Australia, Brazil, Canada, China, Germany, India, Italy, Japan, Poland, Singapore, South Africa, UK, USA	Support will be continued
Partnerships	Significant collaborations with NGOs and other partners		27 in Australia, Brazil (2) Canada, China (2), Germany, India, Japan, (3), Poland (5), Singapore (4), South Africa, UK (4), USA (2)	19 in Australia, Brazil (2), Canada (2), China (2), Germany, India, Japan, Poland (3), Singapore (3), UK, USA (3)	Support will be continued
Support for children	Children who received a free lunch as a result of the cooperation between Sivantos and the Akshaya Patra foundation		1158*	1158*	Support will be continued
Hearing Loss Awareness	Visitors at awareness campaigns (minimum range)		52,000+ Brazil, Germany, Italy, Japan, Poland, Singapore, South Africa, USA	60,000+ Brazil, Germany, Italy, Japan, Poland, Singapore, South Africa, USA	Increase
Environmental Standards					
Number of global manufacturing Sites with ISO 14001 EMS certification		2 (China, Singapore)	2 (China, Singapore)	3 (China, Poland, Singapore)	3 (China, Poland, Singapore)
Employee base covered with ISO 14001 EMS certification		1,848	1,861	2,271	Increase

Category	KPI	2016	2017	2018	2019 (planned)
Environmental Standards					
Total gross Greenhouse Gas (GHG) emissions (absolute)	Scale 1 and scale 2 combined	9,587 tn	9,473 tn	8,447 tn including SG, CN & PL	Reduce GHG emissions by 1.7%
Total gross GHG emissions (scope 1 in relation to our products produced)	Manufacturing sites in China, Singapore; Poland since 2018	4,849 tn 3,453,342 products produced = 1,40 g per product	4,816 tn 3,481,274 products produced = 1,38 g per product	3,518 tn 4,238,821 products produced = 0,83 g per product	Reduce GHG emissions by 3.3%
Total gross GHG emissions (scope 2)	Global business flights	4,738 tn	4,657 tn	4,929 tn	No increase
Energy and Electricity Usage					
Electricity usage (GWh)		9,810	9,721	5,995	Baseline phase after office renovations/ relocations
Water Consumption					
Total water consumption (m³)	Considering water usage at major manufacturing locations	16,178 tn	13,725 tn	17,338.3 (Poland included first time)	Reduce usage by 3.3%
Product Safety					
Safety related products recalls	Per year	0	0	0	0

\* number of children who receive a free meal every day at school as a result of Sivantos' donation

Please note that

- All data in this table refers to Sivantos, as the merger was effectuated on March 1, 2019, only weeks before our COP deadline. We aim to have an integrated COP in 2020.
- Our data on energy consumption, water consumption, GHG emissions and gender diversity refer to the fiscal year 2017/2018 (Sept. to Oct.)
- Our data on social activities, campaigns, donations and other projects refer to the period of the COP report, published on 23.05.2018, up to 15.04.2019
- Due to further development of our data collection methodology in 2018 and the merger in 2019, the employee satisfaction results are no longer comparable. We will restart reporting from 2019 data onwards.

# Imprint

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# Some quick facts

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## 2017

signatory to the UN  
Global Compact

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## 16

Sivantos entities  
participating

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## 1.3 m USD

donations yearly for an  
Audiology Master Program  
in SG

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*Thank you for your  
precious time!*

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