



2015

Sustainability report & UNGC COP Neosys AG



Neosys AG

Gerlafingen ♦ Bern ♦ Lausanne

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Our vision

Our interdisciplinary team covers a broad range of services related to environment, technology, safety, risk management, social responsibility and management systems.

Our aim is the sustainable success of our customers. To achieve it, we combine technical know-how with management skills.

We work in Switzerland and world-wide for businesses, authorities and organisations. We assess, consult, plan, model, measure and serve as independent trustees.

Competence and objectivity are our hallmarks. We are independent of manufacturers or service providers, bound only by statutory requirements, our ethical and professional standards, and the best interests of our customers.

We develop and improve our services on a continuous basis. The exchange of experiences between our different specialists is a key factor here.

We also continually improve our environmental performance and contribute to the protection of natural resources.

Our corporate culture is defined by acceptance, respect and trust as well as by a common commitment to success. It links us across the complexity of our projects, collaborators and stakeholders. Our employees are empowered with a high level of responsibility.

Foreword



We view sustainability as the long-term capacity for survival and development of a system or an organisation – in line with the well-known Brundtland definition. We work towards this end in the wide range of projects and instructions we carry out for our customers.

We are convinced that, against a background of globalisation and rapid technical and economic development, it is a long-term necessity to recognise and tackle deficits in the ecological, social and security spheres, in order to ensure that our systems and organisations are sustainable. As the world becomes more transparent and communications more immediate and direct, it is increasingly difficult to conceal or put off these deficits. Forward-looking economic policies, an environmentally-friendly

attitude towards resources and confidence-inspiring relations with all business partners and stakeholders are therefore competitive advantages that make a crucial difference.

As in the five previous financial years, in 2015 we are continuing our practice of reporting on the previous financial year in the form of a GRI-compliant annual report. Although the GRI standard is primarily aimed at larger companies, a “GRI Report” provides us with the optimum link between an integral review and a report, which is in line with our management system and gives an innovative representation of our own performance. This report is also intended to provide an example of how SMEs can be actively involved in preparing sustainability reports without incurring excessive costs.

This report is also the Communication on Progress (COP) for the UN Global Compact, covering the period from 1 January to 31 December 2015. I would like to address our stakeholders directly to emphasize: I am pleased to confirm that Neosys reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. In this COP, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and operations. We also commit to share this information with our stakeholders using our primary communication channels.

We warmly invite you as a stakeholder in our company to join us in reviewing our activities and services during 2015. I would like to thank all our employees for their great dedication and our customers for their trust in us during the previous year!

Dr. Jürg Liechti

CEO and President of the Board of Directors

Importance of sustainability for Neosys AG

Neosys AG sees itself as a service provider for the sustainability of its customers. By that we mean all aspects of ecological sustainability and a large number of social and economic sustainability aspects (in particular safety and risk analysis).

We are convinced that in the present environment of globalisation and rapid technological and economic development, it will be necessary in the long term to recognise and correct deficits in the ecological and social sphere and in safety. We align our activities to this goal. Our vision is that we are able to accompany our customers towards ecological and social sustainability and thus also contribute to their long-term economic competitiveness.

The benchmarks of sustainability that we want to convey to our customers also apply to ourselves. We are a member of the UN Global Compact Initiative, we operate a management system that is certified according to ISO 9001 and ISO 14001, and we report in line with the GRI standard.

1 Our company in 2015

Neosys AG is an engineering company and service provider with its focus on sustainability.

Developments – Impact – Opportunities: 2015 was a very difficult financial year for our company. Despite the great dedication of our employees and good to excellent prospects in the market, for the first time in the company's recent history we recorded a loss at the end of the year. The reasons for this have been identified and addressed in detail, in order to set us back on the road to success. They mainly lie in project errors and reduced performance by several people due to illness.

Apart from these 'internal' problems, the developments and prospects for Neosys AG in the marketplace are very positive. In the important Legal Services Business Unit we have succeeded in once again increasing the turnover by almost 10%. In the future-oriented field of CO₂ emissions, we have established a good reputation, through measures including the development of a compensation programme in cooperation with the InfraWatt association and the Klik Foundation. The niche market of chemical safety services is developing very well, and an encouraging growth in turnover has also been recorded in our energy consultancy services, a sector that is strongly politically driven in Switzerland. Finally, in the area of management systems consultancy we are confident that the revisions to standards already implemented and those to follow in 2016 (ISO 9001, ISO 14001, ISO 45001) will generate a substantial number of new instructions.

In addition, we have also pushed forward with the development of new services in the previous year. In the areas of ratings, the risks of nanomaterials, sustainability reports for SMEs, risk portfolios, conflict minerals and biodiversity we are ready to provide services that satisfy our customers' new requirements.

We are therefore looking forward to the coming years with confidence and look forward to meeting both existing and new challenges.

2 Economy

2.1 The success of our company

Current status and indicators

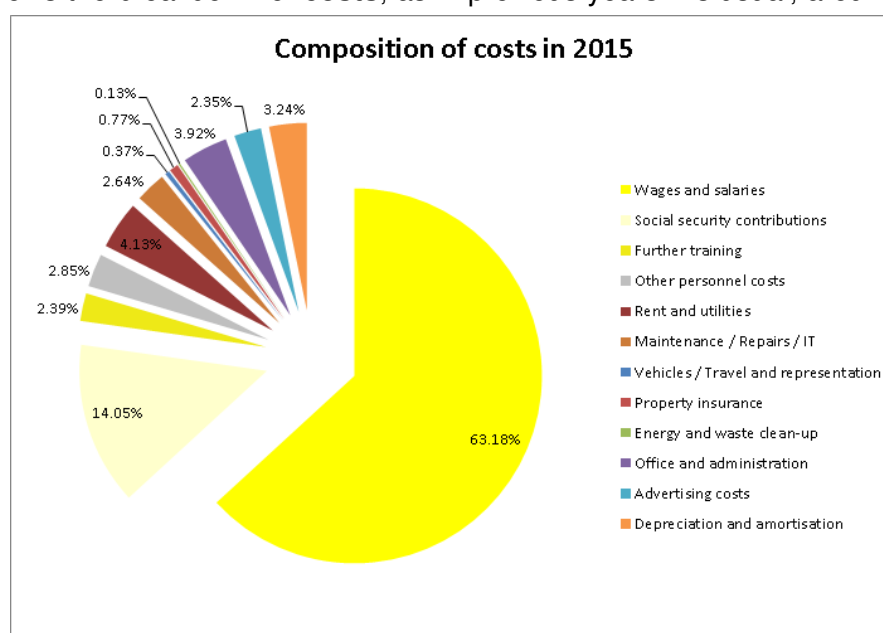
We have come through a difficult financial year with several long-term employee absences due to illness, together with an offset level that is too low overall (see Staff productivity). As a consequence, we have concluded the year with an unsatisfactory financial result (see table below with the essential indicators). For the first time in the history of Neosys AG we have recorded a loss of CHF 50,000 (**EBIT**). This has caused a drop in the return on sales to minus 1.6%. The precise reasons for this unsatisfactory result have been analysed in detail. Measures have been introduced by the management and their success will be monitored closely.

Staff productivity, i.e. the performance in chargeable projects and instructions, again fell in comparison with the previous year (1.36) and is again below the long-term reference value of 1.50. The reasons for this lie with the ongoing work on our LexPlus database, which continued into the reporting year. While this represents an investment, it ties up productivity, especially within the MSC Business Unit, in non-chargeable activities. Of the individual Business Units, Technology-Environment was the only one to close the year with a profit.

The **net turnover** (C1) thus ended the reporting year at almost 15% below the budgeted value (see table below for the essential indicators). Overall, our **operating profits** showed negative values for the first time in 2015, and therefore were of course substantially below the budget objectives. The **cash flow** was around 15% of the budgeted value.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Gross sales, all of Neosys	kCHF	3395	---	3,637	3,365
HR costs, all of Neosys	kCHF	2637	↘ 2730	2,637	2,378
Net sales (C1), BUs only	kCHF	3096	↘ 3574	3,380	3,003
HR costs, BUs only	kCHF	2281	↘ 2386	2,333	2,029
EBIT	kCHF	-50	↘ 286	225	163
Operating result	kCHF	-57	↘ 212	170	166
Cash flow	kCHF	46	↘ 312	245	164
Dividends distributed	kCHF	0	---	85	55
EBIT rate of return	%	-1.6%	↘ 8.0%	6.7%	6.2%
Staff productivity	---	1.36	↘ 1.50	1.45	1.47

The following graphic shows the breakdown of **costs**, as in previous years. As usual, around 80% are attributable to direct and indirect staff costs. Due to the predominance of staff costs at Neosys, the performance of the company depends on a good staff return, that is, a high offsetable utilisation of the existing staff capacities.



Additionally, a comparison with the previous year shows that the percentage expenditure on staff and premises has fallen slightly, and that, on the other hand, depreciation costs represent a larger slice of the cake. These are a natural result of the high level of investments – for example, in the LexPlus database. Renovation work on our office building

has meant that the maintenance and repair costs have been somewhat higher in the reporting year. By implementing the long-awaited change of the pension fund model to a defined contribution system (effective from 1.4.2016), we have been able to eliminate some substantial risks in the area of staff costs, which has a positive effect.

Assessment

The financial parameters have been unsatisfactory in the reporting period. The reasons for this have been identified and addressed in detail.

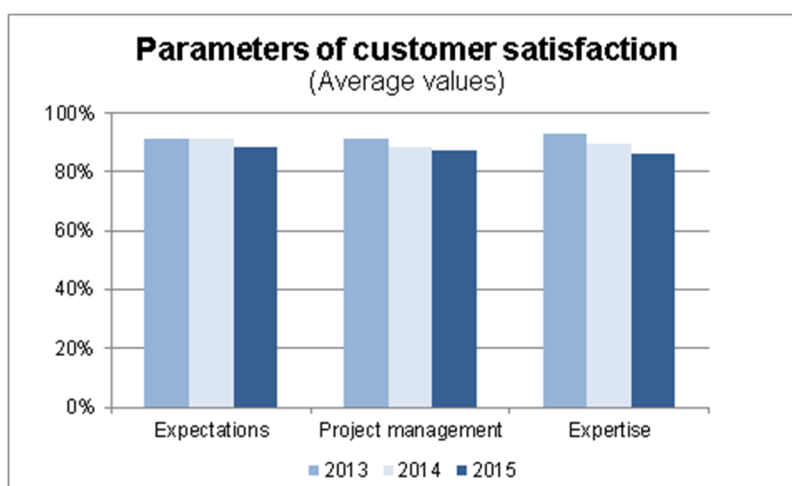
Measures

- Personal measures for employees with chronically poor performance
- Training measures for new employees, with the aim of achieving good productivity and quality of work as quickly as possible
- Awareness-raising/continuous education for HR managers to promote their understanding of the necessity of offsetable performance.
- Critical analysis of the products as part of the strategic process. Systematic controlling of the product yield figures. Promotion of the products that are doing well.

2.2 Our customers

Current status and indicators

Our **customers** are companies, authorities (departments and municipalities) and organisations (associations, international organisations, NGOs, etc.) in Switzerland and abroad. Our customer base has included a broad range of industries for many years. Neosys AG provides personal support and consulting services that are tailored to our customers and their requirements.



Our customer relations, strongly **characterised by personal contact**, have provided us with direct feedback about our customers' satisfaction with our work and the services we offer. In addition, we systematically use a questionnaire to obtain information on customer satisfaction, to enable us to continually improve.

The rate of return of **customer questionnaires** in 2015 was around 22% of those sent out (27 out of 125), which is slightly more than last year (around 19%).

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Overall average customer satisfaction	Weighted percentage	0.85	↔ 0.90	0.88	0.90
Overall average customer satisfaction	% "very good"	65.1		67.7	71.5
Average of criteria 1-8	Weighted percentage	0.87	↔ 0.90	0.89	0.91
Average of criteria 1-8	% "very good"	69.6		70.6	75.3

Customer satisfaction continues to be at a high level: in the reporting period almost all the parameters covered in the questionnaire were between 80% and 90%. However, over the past year we saw an ongoing drop in the figures. In addition, in 2015 we received three **complaints from customers**.

Assessment

This trend is unsatisfactory, as we constantly strive to provide the highest possible quality of service. Only by doing so can we satisfy the expectations of our customers. Although the figures are still high, the aim for the next year must be to reverse the downward trend.

Measures

For the coming year our aim will once again be to achieve a weighted percentage value in the customer questionnaire (in respect of questions 1-8) of at least 0.90. The following measures should help us to achieve this:

- Structured analysis of the causes of quality problems by the company management. Discussion of complaints in the marketing and management meetings. Constant awareness-raising.
- Project management training to increase the competence of HR management. This includes in particular coverage of the "magic triangle" of Time - Quality - Cost.
- Deadline monitoring within each Business Unit.

Municipality of Ittigen – CO₂ balance/reduction, sustainable development in the municipality, environmental management standard ISO 14001:2015

"In order to meet the above challenges successfully, a municipality like Ittigen needs an experienced partner with well-founded and wide-ranging specialist knowledge and a long-term outlook on sustainability. Our longstanding cooperation with Neosys AG has proved its worth for over 20 years now. The length of our relationship speaks for itself and is a testimony to the qualities of this company's employees. From assistance with management, the introduction of concepts and work on projects, to responses to challenging subjects such as climate change, the effective support from Neosys AG has made a substantial contribution to the credible and innovative (environmental) management activities and dedicated public relations work of Ittigen. We hope that the valuable cooperation will continue in this spirit."



Martin Pauli

Environment Department Manager, Municipality of Ittigen (Canton of Bern)

2.3 Our suppliers

Current status and indicators

Supplier management is of relatively low overall importance to Neosys AG, as most of the value chain comes from the work of the employees and only very little is contributed by suppliers. However it does have an important role in certain cases. For our basic operational needs, we have important suppliers in the areas of IT, mobility, office material and laboratory services. There were no negative incidents involving suppliers in 2015.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Reviewed suppliers/service partners	Number	0	---	1	0
Exclusion of suppliers	Number	0	---	0	0

For years we have been purchasing Fair Trade coffee, recycled paper and 100% organic produce for the fruit provided for employees' breaks. The IT products used are sourced from an electronics company that is a leader in the field of fair working conditions. In accordance with the Management Handbook, the (internal) **list of criteria** that relate to the sustainable acquisition of products is applied.

Neosys has defined a **code of conduct** that includes the locally valid environmental, work safety and occupational legislation, as well as the ILO core conventions and the payment of social security contributions and taxes. Service partners and suppliers with a purchase volume in excess of CHF 1000 per annum have been informed of this code and asked to confirm their compliance by means of self-declaration. This code is currently being revised; a re-evaluation of the relevant suppliers will be undertaken in 2016 on the basis of the revised code.

Assessment

In the past, relevant suppliers have been assessed and evaluated in accordance with the specifications. The systematic checks will be improved by a revision of the underlying process.

Measures

- Completion of the revision of the Supplier Management process.
- Re-evaluation of the relevant suppliers.

2.4 Innovation

Current status and indicators

In 2015 there were a total of seven **innovation projects**, which were all still ongoing at the end of the reporting period. The project for the development of the LexPlus database caused a substantial increase in the number of working hours spent on innovation projects.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Innovation projects handled (as at end of the year)	Number	7	* 7	7	4
Working hours spent on innovation projects	Hrs	1233.0	---	770.5	274.3

The measures specified for the previous year were fully implemented.

Assessment

The innovation process is being utilised and a pleasing number of innovation projects have been initiated. The expenditure on development projects has increased to such an extent that increased attention has had to be given, as part of the development control process, to whether the development work undertaken is really worthwhile.

Measures

- Monitoring to ensure that necessary innovation activities in the TU Business Unit are not being overlooked.
- Particular attention in the controlling process to be given to the hours spent.

2.5 Management system

Current status and indicators

Neosys AG has an **integrated management system**. The company's quality management has been **ISO 9001**-certified since 1994. The management system is expedient and is regularly developed further. The new manager introduced in 2014 has settled in well and is in a position to introduce her ideas for optimisation. In 2015 the management system underwent a re-certification audit with no reservations. We are delighted about this result, and readily take on board the auditor's advice on continuous improvement.

Our own **legal compliance** is monitored using the same tool that we supply to our customers; since March 2015 this has been our LexPlus legal database. The investigation in the spring of 2015 showed according to our own estimation that Neosys AG complies with the legal requirements in the areas of the environment and safety.

There are **no proceedings** open against Neosys AG.

External communication takes the form of sustainability reporting in line with the *Global Reporting Initiative* (GRI) guideline, version G 3.1, valid to 31 December 2015. The GRI report on the 2016 financial year will be in line with GRI G4.

Assessment

The integrated management system has proven itself for the running of the company. It is generally well-accepted and is run efficiently. Combining the management system and the sustainability report also opens up numerous synergies for obtaining information and disseminating it to stakeholders internally (including the management itself) and externally.

Measures

- Continuation of the existing instruments and further ongoing investigation of potential improvements to the IMS.
- Regular holding of training courses on administrative and content aspects of project management.
- A staged revision of the GRI report in line with Version 4.0 of the GRI standard.

3 People and society

3.1 Corporate structure and governance

Current status and indicators

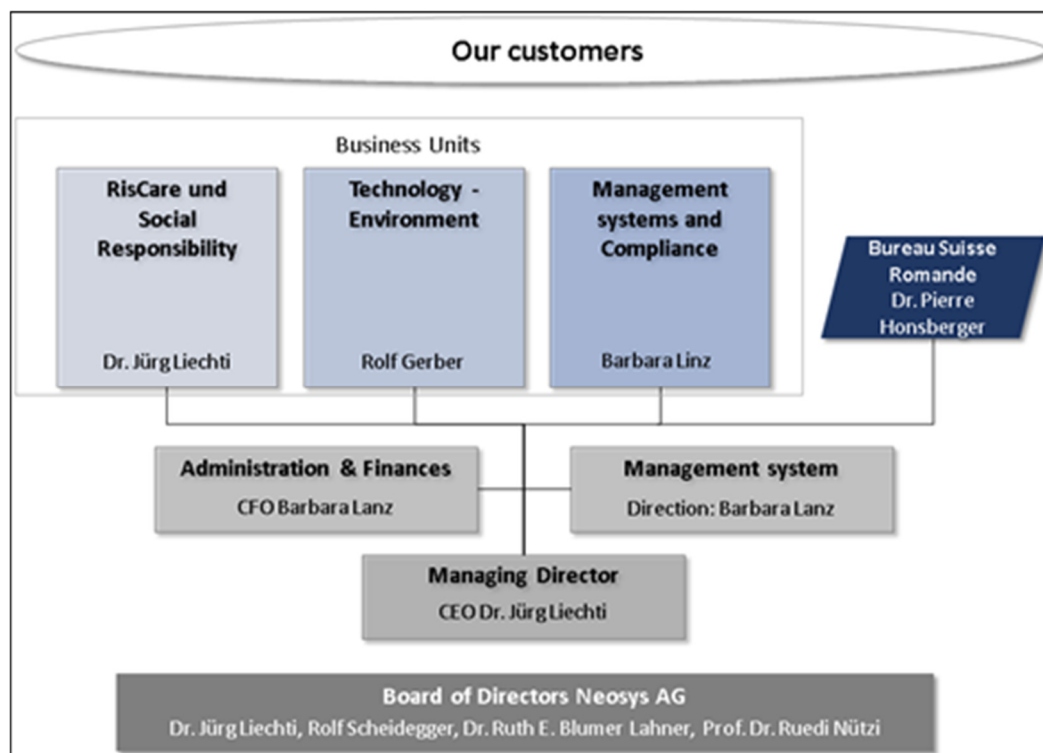
At the end of the 2015 reporting period the **Board of Directors** at Neosys AG consisted of four people, of whom two were major shareholders and two were external parties. As an SME not listed on the stock exchange, it is our policy for our Board of Directors to be composed firstly of the major shareholders responsible, and secondly of selected external individuals who can support Neosys with their network of contacts. The Chairman of the Board of Directors is the majority shareholder and also the CEO. This constellation results from the management buyout in 2006 and is intended to help stabilise the company. It is reviewed at regular intervals.

Neosys AG is divided into three Business Units. The former “Corporate Social Responsibility” Business Unit was incorporated into the “RisCare” Business Unit in September. The **company management** consists of the heads of the Business Units (one is also the CEO) and the Director of Finance and Administration.

From a geographical perspective, the company is run from three **offices** in Switzerland as of 31.12.2015 (headquarters in Gerlafingen (Canton of Solothurn); Bern; Lausanne) as well as via a number of freelancers in various regions of the world. Neosys AG believes it makes sense to provide its services globally. It does not, however, have a proactive strategy for expansion, but responds to opportunities for cooperation.

The **market meeting** has an essential role as an important committee to discuss the company’s management and organisation. It regulates the issues relating to product design, marketing and the corporate image. It comprises all employees with project manager status (excluding freelancers).

The **strategy committee** reviews the corporate strategy on an annual basis. It has a new composition every year, which is decided by the Board of Directors, and in which at least the Board of Directors and the company management are represented. This flexibility makes it possible to adapt the participants to the current situation and to the form of the strategic meeting according to the specific situation.



Assessment

The governance structure has proved itself to date, in that it has led to the continuous development of the company and its performance.

Measures

No measures are planned in the area of corporate structure.

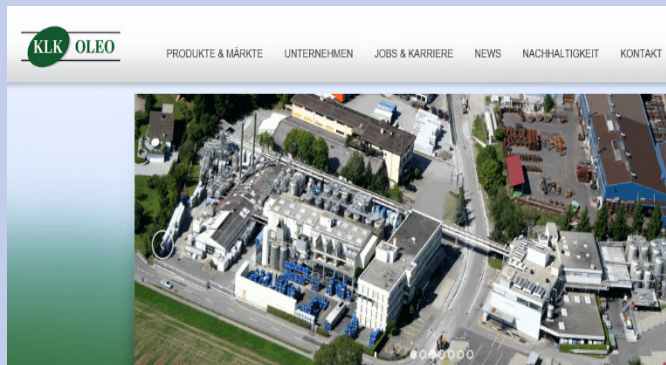
From the Neosys AG service portfolio:

Development and implementation of sustainability guidelines for the company of Kolb

Establishing sustainability in a company is one of the important challenges facing the management in the area of Corporate Social Responsibility.

As part of the process, the values of the company policy, which in many cases have become a part of everyday working life, are recorded in a binding document. This can be necessary if certain groups of stakeholders, such as customers, require a commitment of this kind because they have specified certain criteria for the business partners they work with as part of their own supplier management systems. This can include compliance with certain environmental and social standards. If a company is unable to submit the relevant documentation, it risks its business relations with that customer being terminated.

On the other hand, investors or rating agencies require certain information or documents as a basis for evaluating the company or because they are a prerequisite for a specific classification. It is therefore becoming increasingly important for companies to formulate guidelines and codes, and to publish them. These can extend across the whole field of sustainability or merely certain aspects. Examples include a code of conduct for anticorruption or guidelines on the topic of human rights. Criteria for working with business partners (suppliers) may also be defined.



In 2015, Neosys AG was asked to work with Kolb Distribution Ltd. in Hedingen (Canton of Zurich) to draw up a **sustainability code** (*"Sustainability Policy Statement for KOLB Group"*). Kolb is a company with around 280 employees that produces non-ionic tensides, paper processing chemicals and chemical intermediate products, and as such it depends on a number of raw materials (e.g. sustainably produced palm oil) from

international suppliers. The sustainability code outlines the framework for the company's commitment to sustainability. It covers sustainable management, human rights, working conditions, sustainable raw materials and complaints procedures. These subjects are handled, in varying degrees of depth, in three separate documents:

- **Human rights:** *"Kolb Group Human Rights Policy Statement"*
- **Employees:** *"Code of Business Conduct for Kolb Employees"*
- **Suppliers:** *"Code of Business Conduct for Kolb Suppliers"*

In order to make the codes accessible to all employees in all locations in Switzerland and abroad, the documents are produced in German, English, French and Dutch. In addition, training is to be given to all employees to introduce them to the documents and explain their content to individual groups.

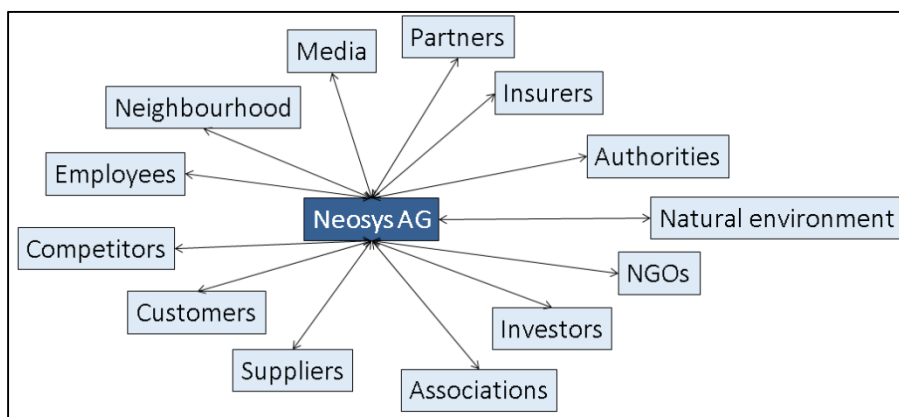
Jörg Schmidt & Sebastiaan Stiller

Neosys AG, CSR

3.2 Stakeholders

Current status and indicators

Neosys AG associates closely with numerous individuals and groups internally and externally. In 2010, as part of our strategy development, we undertook a **general identification of our stakeholders** to gain an initial overview of their number and variety. Based on this, in 2014 the management carried out a more detailed analysis. For both Neosys overall and our individual Business Units, this showed a very complex pattern of different groups of stakeholders.



All the stakeholders identified in detail within these categories have **interests** in our activities that vary in nature and intensity, and exert different degrees of **influence** on them. In 2015 this picture was expanded at the strategy meeting and further details added.

We seek to maintain an ongoing **dialogue** with all stakeholder groups. The instruments for this are included in our communication concept, an important instrument being our GRI reports. In 2016 we plan to determine the essential topics for the GRI report in consultation with the relevant stakeholder groups.

Assessment

The analysis of the stakeholders was an essential first stage in ensuring that our reporting conforms with the revised GRI G4 standard. However there is still work to do before we bring ourselves completely into line with this standard in 2016. Special care must be taken to ensure that the selected mix of instruments remains appropriate for an SME.

Measures

- Making contact with the relevant stakeholders and clarifying their requirements
- Where necessary, specification of additional instruments for communication with stakeholders
- Incorporating the requirements found into the design of the annual report

3.3 Business practices and anticorruption

Current status and indicators

In accordance with our corporate values we seek to ensure **ethical conduct** towards all our partners and stakeholders. Because it is important to our credibility and identity, many aspects

of ethical conduct have already been applied implicitly to date. Thus, for example, **complaints** and criticisms from customers, neighbours, social groups, employees etc. are recorded in a list and pursued by the management system manager.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Employees who were given anti-corruption training	% of people	27%	↔ 75%	ca. 40%	ca. 57%
Cases in which there was any suspected corruption	Number	0	---	0	1 ¹
Complaints from stakeholders with regard to environmental or social aspects	Number	0	---	0	0

At home, i.e. in Switzerland, we generally assess the **risks connected with corruption** as low. However, in the case of projects abroad we perceive an increased risk of being confronted with activities that could be described as corruption. In order to be able to counter these, we formulated and adopted an in-house anticorruption policy in 2013, including integration into the provisions of the employment contracts, specifications for the tender phase and order processing. This includes a description of the possible risk situations and the relevant preventive measures and procedures in cases of suspicion. Potential risk situations or cases that could fall under the category of corruption are dealt with as an agenda item in the monthly management meetings and a list compiled. There were no cases of this kind in the 2015 reporting period.

Assessment

The anticorruption policy introduced in 2013 provides a practical framework with regard to corruption and attempted illegal influence by third parties which may affect us in the course of our activities. The measures of the Management Review 2014 provided for the anticorruption training course of 2011 to be repeated, as many new employees have come to Neosys in the intervening period who have still not received this training. The reduction in the percentage level of training is determined by the continued fluctuation with many new employees joining the company. This should be rectified in 2016 by renewed training of project managers.

Measures

- The aim is still for at least 75% of the workforce to be trained in this: Carry out anticorruption training for employees.
- Maintain the list for recording and pursuing situations that involve the risk of corruption

¹ See the 2013 report

3.4 Our employees

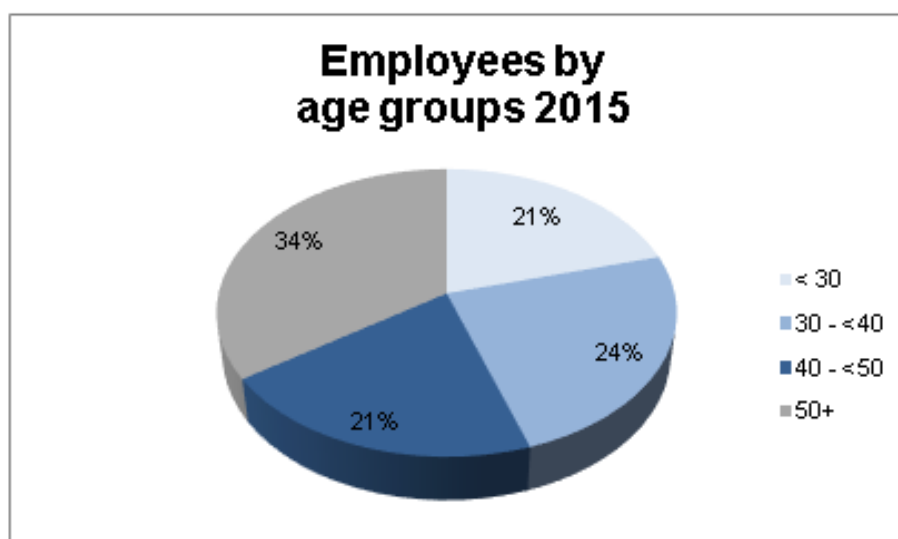
Current status and indicators

As at 31.12.2015, Neosys AG has **almost 20 full-time equivalent posts** (FTE) with employment contracts in accordance with Swiss law (excluding ancillary staff). As at the reporting date these posts are divided between **26 people**. There are also non-time-limited cooperation agreements with 7 further people (freelancers). The number of **female employees** was around a third (34.0%) of the FTE, thus remaining at roughly the same level as the previous year. At the end of the reporting period the management was made up of two women out of four people (44.4% of the FTE).

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Staff	FTE as at 31.12.	19.93	---	16.45	16.95
Total percentage of women	% FTE	34.0	---	33.1	35.7
Percentage of women in management	% FTE	44.4	---	37.2	17.4
Percentage of women on supervisory board	% per capita	25.0	---	25	0
Wage spread	Ratio of highest to lowest wage	2.29		2.69	2.51
Wage ratio women/men PL1		1.040	✓ 1.000	1.012	0.979
Wage ratio women/men PL3		0.864	✓ 1.000	0.921	0.906
Wage ratio women/men PL4		1.151		n.a.	n.a.
Fluctuation	% FTE (departures)	16.7	⚡ <8	17.6	2.1
Occupational accidents/illnesses	Number of cases	0	* 0	0	0
Absence rate (occupational accidents/illnesses)	%	0	* 0	0	0
Total absences (excluding approved absences and maternity/paternity leave)	%	0.0678	---	0.0242	0.0337
Overall satisfaction	Scale 0-10	7.81	* 7.00	7.68	7.03
Time spent on further training	Hrs/FTE *J	102.0	---	113.1	98.2

Once again, several employees left Neosys during the reporting year; thus in 2015 there was again a very high **fluctuation** of 16.7 percent. New employees (though not of the same grades) joined the company in the same period. The percentage of female employees remained about the same.

The distribution of employees by **age** can be seen from the following diagram. The age statistics have again changed in comparison with



the previous year due to people leaving and joining the company: the percentage of those under 30 has increased from 4% to 21%.

Occupational health and safety policy: Many Neosys employees are not office workers, often carrying out their activities at customers' premises in a wide range of working environments – in foundries or power plants, at chemical works, scrap processors, building sites, etc. This give rise to health risks, which were assessed by internal Neosys safety officers. The measures required to protect employees from work-related accidents or illnesses were determined, including the need for personal protective equipment. Periodic training courses and exchanges of experience are held to enable employees to prepare themselves properly for site visits and to be aware of the risks at customers' premises.

The total absence rate was unusually high in this reporting year, with three colleagues absent due to long-term illnesses.

In January 2016 a joint workshop was held on the **employee satisfaction** questionnaire issued annually by Neosys. As a result the questionnaire and the wording of the questions were modified and the questionnaire was sent out in its new form in February for the 2015 reporting period. The total score was 7.81, thus considerably above the target of 7.

Assessment

Neosys offers all of its employees modern terms and conditions of employment with opportunities for specialist and personal development, a good level of operational freedom and high delegation of responsibility.

The motivation of our employees is one of Neosys AG's most important resources, and is closely connected to employee satisfaction. We therefore measure employee satisfaction annually and it is one of the aspects we continually seek to improve. The most important instrument is the evaluation of the suggestions that are made together with the annual employee survey. Recent examples of the implementation of suggestions include the redesign/expansion of the office premises in Gerlafingen, and the training of information all employees in the company's cost structure and basic calculation principles.

The overall wage spread is low (< 3), which is typical for a Swiss SME. The salaries of male and female employees are not completely equal. The deviations from equality are being investigated. The excessive deviations for project manager categories 3 and 4 are determined by the aspects of age and experience of the employees in question and there is therefore no infringement of the pay equality law.

Measures

- Further detailed examination of the various responses to the employee questionnaire.



66 is nowhere near the end...

"That is the sentiment expressed in the old song by Udo Jürgens. The first year of my retirement is over, but I have the great privilege of being able to continue working in a motivated team.

My part-time (50%) employment enables me to contribute my many years' experience to demanding projects, but also gives me enough free time for my sporting activities.

And last but not least, my involvement with Neosys confirms that I've still got a lot to contribute!"

Ferdinand Glutz, Dipl. Ing. ETH

Project manager at Neosys AG (accident prevention, fire and explosion protection, occupational safety)

3.5 Sponsoring, memberships, charitable activities

Current status and indicators

It is part of the Neosys philosophy to be active in **local sponsoring** and to be a member of **industry and specialist organisations** relevant for our company.

Our expenditure on sponsorship in 2015 was substantially higher than in previous years. This was due in particular to the financial support of two specialist events in areas that are important to us, cleantech (the "Berner Cleantech Treff" – Bern cleantech meeting – in August 2015) and energy (the "Fernwäre-Forum" – District heating forum – in January 2016). The largest part (CHF 3,000) was again spent on a Christmas donation to social institutions in the local area around the company headquarters. We make further donations in support of events by local associations and organisations. Due to the company's broad spectrum of activities and the large number of relevant associations and organisations, membership subscriptions have remained at the same level as the previous year.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
Sponsoring, donations	CHF	8,900		4,400	3,700
Membership subscriptions	CHF	20,417		20,442	17,322

In addition to financial contributions, Neosys AG is also active in a number of **bodies** which contribute to honing society's awareness of sustainability, and correspondingly in **events** without any reimbursement of expenses (e.g. the Interest Group for Ecological Purchasing [IGÖB] Office, Swiss Association of Independent Safety and Security Engineers and Consultants [SSI] etc.). We look on these as platforms for networking with other specialists, gaining new ideas and raising awareness of our company and its services to a wide range of potential cooperation partners and customers.

A number of our **employees are active** as volunteers for social issues (NGOs, politics, churches, professional associations, etc.). Neosys AG welcomes charitable and political activities by its employees. These are not supported financially or by granting work time off; however, any flexibility in working hours that this requires is granted.

Assessment

The doubling of sponsorship contributions is a one-off, caused by the sponsoring of a single event. The amount should be brought back to the level of the previous year. Membership subscriptions are high. However, the associated maintenance of networks is very important for the positioning of Neosys AG in the marketplace.

Measures

- Continued sponsoring as provided by the budget
- Checking the memberships to ensure cost/benefit balance

From the Neosys AG service portfolio:

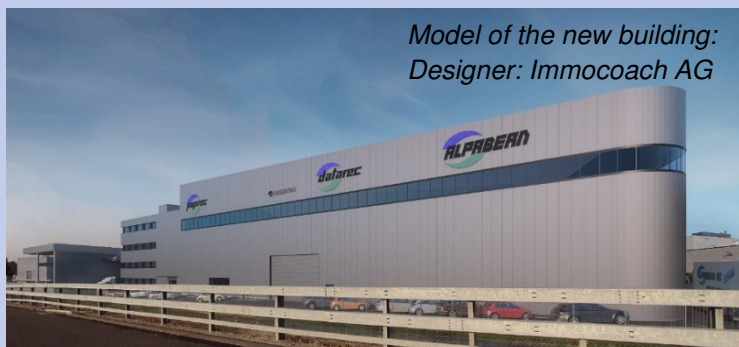
Alpabern AG: environmental impact assessment for a new build project in Bern

The companies Alpabern AG and Datarec AG, part of the Barec Group, specialise in the collection and sorting of waste paper, cardboard and plastic, and the disposal of confidential data carriers. With an annual throughput volume of approx. 80,000 tonnes, they are an important contractor for these services in the City of Bern and surrounding area. Now, due to the expiry of a lease contract, both companies need to leave their existing premises. An ideal new site was found in the Schermer district of Bern, in close proximity to a motorway intersection.

The planning process for the new recycling centre involved numerous hurdles and obstacles to be overcome before building consent could be granted. Neosys AG supported the developers in this process.

Our most important task lay in drawing up the environmental impact assessment (EIA). On the basis of the EIA, the environmental impact of the project was judged favourably by the authorities, a prerequisite for the grant of building consent.

The project is immediately adjacent to the A6 motorway. Due to the noise pollution, evidence had to be submitted in the form of a noise survey to show that the building shell would provide users of the office space and occupants of the caretaker's apartment with sufficient protection from the noise of the motorway.



*Model of the new building:
Designer: Immocoach AG*

Conversely, the noise survey also had to prove that the office premises will have adequate sound absorption capacity. This requirement should ensure that the intended use as offices will be possible due to the noise levels being kept sufficiently low so as not to cause disturbance.

The building consent has since been granted and the building works were begun in winter 2015-16. Neosys AG will continue to support the developers in the role of consultants on the implementation of the necessary environmental protection measures during construction.

Rolf Gerber

Neosys AG, Technology-Environment Business Unit

4 Environment

Our **legal compliance** is regularly checked as part of the environmental management system. No failures to comply with the environmental legislation have been found.

The **main relevance** of our activities is on two levels. In terms of our own effect on the environment, the emphasis is above all on mobility, followed by the office infrastructure. The second level concerns our indirect effect, i.e. through the projects we carry out for our customers. Some of these indirect (Scope 3) effects are considerable, but difficult to determine in terms of offsetable costs. We nevertheless ask our customers the right questions and give them active support in increasing their contribution to the environment.

4.1 Operational aspects

Current status and indicators

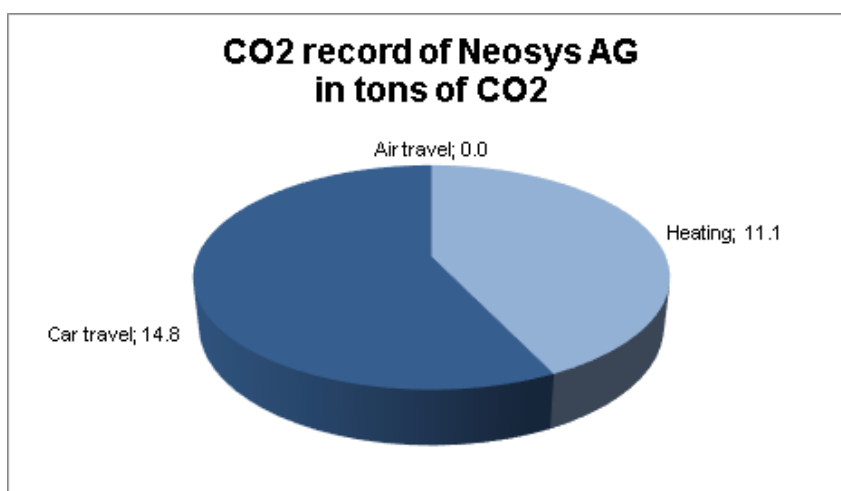
Our **greenhouse gas balance** for 2015 is around 25.9 tonnes of CO₂ and has reduced considerably in comparison with the last assessment period. The reason for this is that no journeys by air were undertaken during the year.

Indicator	Unit of measurement	2015	Target 2015	2014	2013
CO ₂ emissions, actual	t CO ₂	25.9	---	30.0	31.3
CO ₂ emissions, compensated	% CO ₂ emissions	100	* 100	100	100
CO ₂ emissions per capita	t CO ₂ /FTE	1.39	---	1.71	1.96
Kilometres by car	km/FTE	4,190	---	4,929	5,808
Train/car modal split	km _B /(km _A +km _B)	0.597	✓ >0.6	0.598	0.576
Kilometres by air	km/FTE	0	---	404	377
Waste generation	kg/FTE	225.3 ²	---	52.6	59.0
Electricity consumption	kWh/FTE	923	---	1,098	1,219
Proportion of green energy	kWh _Ö /kWh _{tot}	1.000	* 1.000	1.000	1.000
Proportion of self-generated electricity	%	1.6	---		
Paper consumption	kg/FTE	28.9	* 36.8	35.9	40.0
Water consumption	Litres/FTE	10.8	---	11.1	15.6

The three **sources of emissions**, “Heating”, “Car travel” and “Air travel” are compared in the following pie chart. All CO₂ emissions attributable to Neosys are **compensated for** by the purchase of certificates from the *Fair Recycling Foundation* (Zurich). Our ‘attributable’ CO₂ emissions are therefore zero.

² High value due to disposal of old materials from the archive.

The **electricity consumption** for office operations and for rail travel is not calculated in the greenhouse gas footprint. This is due to the fact that we buy in electricity from 100% renewable sources and therefore do not offset the amount of approx. 24 g CO₂/kWh calculated by the Federal Government for the Swiss electricity grid.



The **amount of waste generated** was exceptionally high in the reporting year due to the disposal of old materials from the archive. The volume of 'normal' waste is however similar to that of 2014.

Assessment

The key figures in the area of the environment have shown a pleasing development, in particular with regard to CO₂ emissions and the consumption of electricity and paper. The rail-car modal split remains persistently below the desired threshold of 0.6. Further work needs to be done here.

We are glad to report that our long-term project to establish our own solar power plant at our headquarters in Gerlafingen was realised in the reporting year. Consequently, the new indicator 'self-generated electricity' was measured and monitored. As the system only came into operation in the autumn, this indicator is still very low in 2015, and there is plenty of room for increase.

Measures

Our environmental objectives have been updated as follows for 2016:

- Maintenance of climate-neutral operation (attributable CO₂ emissions = 0)
 - by as high a proportion as possible of rail travel
 - by offsetting the remaining emissions (e.g. purchasing emissions certificates or climate tickets)
- Improve the transport mode split to a rail proportion > 60%
- Maintain the specific paper consumption at <30 kg/FTE
- Increase our self-generated electricity to 14% of our consumption

The corresponding measures consist of promoting rail travel and the electronic office, and continuing with CO₂ compensation by means of reputable offset certificates.

4.2 Product-related aspects

Actual status, assessment, measures

Our direct, business-related environmental impact – as indicated above – is quite low (office administration and business travel). However, we can indirectly achieve **positive environmental effects among our customers** by means of the services and advice we provide in the area of sustainability. Such effects are designated “Scope 3 effects”. We believe that particular significant levers among what we offer are:

- Introduction of environmental and energy management systems
- Legacy consulting and redevelopment
- Environmental technology (waste air, noise, NIR, etc.) and CO₂ projects
- Waste management
- Energy management
- Eco-balances

There are no universally recognised guidelines for measuring these indirect effects and we can only estimate them qualitatively.

Assessment

With regard to quality, our impact is all the greater the more and the bigger the projects we have with highly environmentally relevant clients. This situation is certainly satisfactory today. Our aim to increase this impact further goes hand in hand with our growth activities.

Measures

Develop and establish new, indirectly very effective products such as:

- Eco-balances for organisations/companies; ratings
- Biodiversity management for companies

5 Neosys at a glance

Code for achievement of objectives

*: good

✓ : satisfactory

→ to be monitored


↘: poor

→ Measures

FINANCE	Unit of measurement	2015	Target 2015	2014	2013
Net sales (C1), BUs only	kCHF	3,096	↘ 3,574	3,380	3,365
HR costs, BUs only	kCHF	2,281	↘ 2,386	2,333	2,029
EBIT	kCHF	-50	↘ 286	225	163 (2014 report corrected)
Operating result	kCHF	-57	↘ 212	170	166
Cash flow	kCHF	46	↘ 312	245	164 (2014 report corrected)
EBIT – yields	%	-1.6	↘ 8.0	6.7	6.2
Staff productivity	-	1.36	↘ 1.50	1.45	1.47
QUALITY	Unit of measurement	2015	Target 2015	2014	2013
Customer complaints	Number	3	---	0	0
Customer satisfaction	Weighted percentage	0.85	↘ 0.90	0.88	0.90
Suppliers/service providers checked	Number	0	---	1	0
Exclusion of suppliers	Number	0	---	0	0
Innovation projects	Number	7	* 7	7	6
Working hours on innov. projects	Hrs	1,233.5	---	770.5	274.3
EMPLOYEES	Unit of measurement	2015	Target 2015	2014	2013
Staff	FTE 31.12.	19.93	---	16.45	16.95
Total percentage of women	% FTE	34.0	---	33.1	35.7
Percentage of women in management	% FTE	44.4	---	37.2	17.4
Percentage of women on supervisory board	%	25.0	---	25.0	0
Wage spread	-	2.29	---	2.69	2.51
Wage ratio w/m PL1	-	1.040	✓ 1.000	1.012	0.979
Wage ratio w/m PL3	-	0.864	✓ 1.000	0.921	0.906
Wage ratio w/m PL4	-	1.151	---	n.a.	n.a.
Fluctuation	% FTE	16.7	↘ <8	17.6	3.6
Occupational accidents/illnesses	Number of cases	0	* 0	0	0
Overall satisfaction	Scale 0-10	7.81	* >7	7.68	7.03
Time spent on further training	Hrs/FTE	102.0	---	120.5	101.3
COMPANY	Unit of measurement	2015	Target 2015	2014	2013
Employees trained in anticorruption	%	27	↘ 75	ca. 40	ca. 60
Suspected corruption cases	Number	0	---	0	1
Stakeholder complaints	Number	0	---	0	0
Sponsoring, donations	CHF	8,900	---	4,400	3,700
Membership subscriptions	CHF	20,417	---	20,442	17,322
ECOLOGY	Unit of measurement	2015	Target 2015	2014	2013
Kilometres by car	km/FTE	4,190	---	4,929	5,808
Train/car modal split	%	59.7	✓ 60	59.8	57.6
Kilometres by air	km/FTE	0	---	404	377
CO ₂ emissions (without compensation)	t CO ₂ /FTE	1.393	---	1.705	1.963
Waste generation	kg/FTE	225.3	---	52.6	59.0
Electricity consumption	kWh/FTE	923	---	1098	1219
Proportion of green energy	kWh _o /kWh _{tot}	1.00	* 1.00	1.00	1.00
Paper consumption	kg/FTE	28.9	* 36.8	35.9	40.8

Appendices

Company profile

1 Name	 Neosys AG
2 Brands, products, services	Analysing, consulting, planning, calculating, measuring and drawing up expert reports in the areas of environment, environmental technology, safety, risk management, social responsibility, management systems and legal compliance. The range of products can be viewed at http://www.neosys.ch/en/our-areas-of-expertise.html
3 Organisational structure	Organisational chart see under http://www.neosys.ch/en/organigram.html Offices in Gerlafingen, Bern and Lausanne (Epalinges) (CH)
4 Headquarters	Gerlafingen (CH)
5 Countries in which the organisation is active	Neosys is fundamentally active in countries in which there are customer orders. From a fiscal law perspective as a company and from a labour law perspective as an employer, Neosys is only active in Switzerland.
6 Ownership structure and legal form	Joint stock corporation under Swiss law. Four major and 8 minor shareholders solely from the company management, the Board of Directors and the workforce.
7 Markets	<p>A Specialist environmental tasks for companies and official authorities, audits (CH)</p> <p>B Environmental technology, environmental engineering for industry and construction companies (CH, EU)</p> <p>C Technical safety and security consulting (CH)</p> <p>D Advice and support for municipalities, cantons and public institutions, as well as for companies, regarding sustainable corporate management/development (incl. sustainable procurement) and CSR</p> <p>E Expertise and engineering services for businesses, on behalf of governmental and non-governmental organisations</p> <p>F Management system consulting (ISO 9/14/31/50001, OHSAS 18001 etc.) and legal services (CH, D, A)</p> <p>F Company management, strategy consulting, risk management (CH)</p> <p>H CO₂ project development, CO₂ audits in Switzerland and abroad</p>
8 Size	<p>Number of employees: As per 31.12.2015: 19.93 FTE spread across 26 people, plus 7 freelancers with an estimated joint effective capacity of 0.35 FTE</p> <p>Net sales (financial accounting): As per 2015: CHF 3.385 million</p> <p>Overall capitalisation: Balance sheet total in 2015: CHF 2.03 million, of which equity: CHF 1.35 million (66.5%)</p> <p>Breakdown of sales according to country/region: Mainly Switzerland (>90%). No detailed breakdown obtained in 2015</p> <p>Number of products/services offered: 69 pursuant to product overview</p>
9 Fundamental changes in the reporting year	The former "Corporate Social Responsibility" Business Unit was incorporated into the "RisCare" Business Unit in September.
10 Prizes received	None

GRI Content Index and notes on the report

Our sustainability reporting on the path to GRI G4



“With our sustainability reports we provide our partners and stakeholders with transparent information on our performance and activities. At the same time, our report provides an example for our customers of how an SME can be active in this area.

The GRI guidelines have become established as the standard for the disclosure of non-financial performance. The transition phase for the application of the old G3/3.1 version came to an end in December 2015. This means that the G4 version, which appeared in 2013, is solely applicable from now on. This requires a process which ensures that the content is oriented towards the interests of the stakeholder groups.

The reporting company first undertakes a stakeholder analysis to identify the relevant stakeholder groups and their interests. A materiality assessment is then carried out, in which the importance of individual subjects covered in the report is determined by the company itself and by these stakeholders. The report only covers those subjects categorised as material.

The transition to GRI G4 has already been implemented in most large companies. At the same time their focus has shifted to the supply chain: they are taking an increasing interest in the sustainability performance of their customers, and thus in that of SMEs. Disclosing services and activities in the area of the environment and society is therefore becoming ever more important to SMEs – including as part of a risk management strategy to ensure they do not lose customers because the required sustainability information cannot be submitted (quickly enough) in transparent form.

The way in which SMEs provide their reports can be specified to a certain extent by stakeholder groups. GRI offers a high degree of comparability. However, the requirements are substantial and can represent a hurdle for SMEs with limited resources. In all cases the GRI guidelines provide helpful orientation when drawing up a report, for example concerning the procedure and possible subjects to be covered. Having established this basis, the specifics of the report are then open to individual choice, linking it, for example, to the documentation and communication requirements of an environmental management system.

At Neosys we are taking the path towards GRI GR4 in several stages. This report for 2015 is the last one to be in line with GRI G3.1. A stakeholder analysis was carried out in 2014 and a materiality assessment is planned for 2016. On this basis our aim is to report in accordance with G4 for the reporting year 2016. This will enable us to continue to pass on information from our management system to our stakeholder groups, in a way that is even more in line with their interests and requirements.”

Dr. Jörg Schmidt

Project manager at Neosys AG (CSR strategy and implementation, sustainability reporting)

The present report covers the period from 1.1.2015 until 31.12.2015. It represents the sixth public sustainability report of Neosys AG and incorporates all departments and areas of activity of Neosys AG. The sustainability report is repeated on an annual basis. With regard to both the criteria used and the reporting process, it corresponds to application level C of version 3.1 of the Global Reporting Initiative (GRI) guidelines, which is valid until 31 December 2015. Considerably more than the minimum number of indicators have been recorded and presented. The report has not been verified externally.

Contact person: Dr. Jörg Schmidt, joerg.schmidt@neosys.ch, 032/ 674 45 05

The report was drawn up by an internal work group, using data from the management system. It also represents the public part of the annual review of the Neosys AG management system, which has been approved by the company management. The allocation pursuant to GRI can be found in the following table. The status is: fully reported (**full**), partially reported (**partial**), not relevant in our view (**n.a.**); all other indicators were not reported.

Code (GRI G3.1)	Content	Status	Chapter	Comments
Profile				
1.1	Statement from the most senior decision-maker of the organisation	full	Foreword	
1.2	Description of key impacts, risks and opportunities	full	1	
2.1-2.10	Organisational profile	full	3.1	See also Company profile, p.26.
3.1-3.12	Report profile, report scope and boundary, GRI Content Index	full	Here	The present table.
3.13	Assurance	n.a.	Here	No external verification envisaged.
4.1-4.10	Corporate governance	full	3.1	
4.11-4.13	Commitments to external initiatives	full	3.5	See also Importance of sustainability for Neosys AG, p.3.
4.14-4.17	Stakeholder engagement	full	3.2	Extended stakeholder management in preparation.
Economic performance indicators				
EC1	Direct economic value generated and distributed	partial	2.1	
EC3	Coverage of the organisation's defined benefit plan obligations	partial	2.1	
EC4	Significant financial assistance received from government	partial	Here	Neosys does not receive any subsidies, but it does receive orders from public institutions.
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	partial	2.3, 3.3	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit	partial	3.5, here	For some associations, for ex. certain services are provided that are not invoiced for, but which have marketing potential.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	partial	4.2	With regard to the environmental impact of our product and services.
Environmental performance indicators				
EN1	Materials used	partial	4.1	
EN3, EN4	Energy consumption	full	4.1	
EN6	Initiatives to optimise the energy used in services	full	4.1	
EN8	Total water withdrawal by source	partial	4.1	Water is only used for sanitation purposes.
EN16, EN17	Total direct and indirect greenhouse gas emissions	full	4.1	
EN18	Initiatives to reduce greenhouse gas emissions	full	4.1	Greenhouse gas carbon offsets.
EN21	Total water discharge by quality and destination	partial	Here	Only waste water from sanitation facilities.
EN22	Total weight of waste by type and disposal method	partial	Here	Household waste in waste incineration, paper/PET to recycling, organic waste to compost, electronic goods are returned to retail.
EN26	Initiatives to mitigate environmental impacts of products and services	partial	5.1	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	full	Here	No fines or non-conformities, review as part of the EMS.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	partial	5.1	
Social performance indicators				

Working practices and fair employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	full	3.4	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender and region	full	3.4	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	partial	Here	No fixed-term contracts, with the exception of internships. Benefits are not dependent on the type of employment, but on the function. Thus, for example, management employees are given a company car or an SBB first-class railcard, employees a half-fare railcard.
LA4	Percentage of employees covered by collective bargaining agreements	n.a.	Here	There are no relevant collective agreements.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	full	3.4, here	No occupational accidents or illnesses.
LA10	Average hours of training per year per employee by gender and by employee category	full	3.4	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	partial	Here	All employees receive a review on a regular basis.
LA13	Composition of governance bodies and breakdown of employees	partial	3.1, 3.4	
LA14	Ratio of basic salary and remuneration of women to men by employee category	full	3.4	
Human rights				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	full	2.3	
HR4	Total number of incidents of discrimination and corrective actions taken	full	3.4, here	Statements on pay equality, no incidents.
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk	n.a.		Such occurrences are considered extremely improbable for the type of operations performed by Neosys AG and as a result there has been no detailed examination.
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour	n.a.		
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour	n.a.		
Social				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	partial	3.1	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	full	3.3	
SO4	Actions taken in response to incidents of corruption	partial	3.3	
SO5	Public policy positions and participation in public policy development and lobbying	partial	Here	The company as such is not politically active. Individual employees are active in various parties.
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions	full	Here	During the reporting year, support of a few hundred Swiss francs was given to a regional political event.
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	full	Here	There are no legal proceedings with regard to anti-competitive behaviour.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	full	Here	No fines or penalties.
Product liability				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	full	2.2	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	partial	2.2	Customer data are only forwarded with the customer's consent. Sensitive data are saved so that they are inaccessible even internally.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	full	Here	No fines.

Legend

BoD	Board of Directors
BU	Business Unit
C1	Contribution margin 1 (net profit)
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CM	Company Management
CO ₂	Carbon dioxide, the most significant greenhouse gas
CSR	Corporate Social Responsibility
EBIT	Earnings Before Interest and Taxes
EMS	Environmental Management System
FTE	Full Time Equivalent
GRI	Global Reporting Initiative – organisation that produces international guidelines for sustainability reporting
IGöB	Interest Group for Ecological Purchasing, Switzerland
ILO	International Labour Organisation
IMS	Integrated Management System
ISO 9001	International standard for quality management
ISO 14001	International standard for environmental management
ISO 50001	International standard for energy management
MSC	Neosys Management Systems and Compliance Business Unit
NGO	Non-Governmental Organisation
NIS	Non-Ionising Radiation
PM	Project Manager
SME	Small and medium enterprise(s)
SNV	Swiss Association for Standardisation
SSI	Swiss Association of Independent Safety and Security Engineers and Consultants