



2016

Sustainability report



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Foreword



As in the six previous financial years, in 2017 we are continuing our practice of reporting on the previous financial year at Neosys in the form of a GRI-compliant annual report. Although the GRI standard is primarily aimed at larger companies rather than at SMEs like us, it has now become a matter of course and an 'ingrained habit' for us to produce a 'GRI report'. There are two main reasons for this:

- A GRI-compliant report provides us with the optimum link between an integral review and a report, which is in line with our management system (certified according to ISO 9001 and ISO 14001) and gives an innovative representation of our own performance with a focus on global sustainability.

- The GRI report is also intended to provide a specific example of how SMEs can be actively involved in preparing sustainability reports without incurring excessive costs. We advise SMEs on how to draw up GRI-compliant annual reports, and for that reason we lead the way by setting a good example ourselves.

Although current political developments are putting a brake on globalisation, we are certain that, in the face of the rapid technical and economic development that we can expect in the future, it will still long be necessary 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.

We warmly invite you as a stakeholder in our company to join us in reviewing our activities and services during 2016. 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

1 Our company in 2016

Neosys AG is still an engineering company and service provider with its focus on sustainability. In line with our mission statement we are a skilled team of experts from the environment, engineering, safety, risk management, social responsibility and management systems sectors that works for companies, authorities and organisations in Switzerland and worldwide to analyse, advise, plan, calculate, measure and draft surveys and reports.

Developments – Impact – Opportunities: Overall, 2016 was a year of turnaround for our company. After the company recorded an annual loss for the first time in its history in 2015, the necessary and in some cases painful changes have been made in order to restore the company's financial success. On the one hand, this has meant staff changes and winding down loss-making activities. But on the other, it has also meant making investments and resolutely developing our 'star products'. Despite high and in some cases unexpected costs for this restructuring, we managed to close the 2016 reporting year with a positive result again. Independently of the other business units, the Technology – Environment Business Unit had an excellent year. Many thanks to all employees involved!

While Neosys AG's future market prospects are not entirely untroubled, they are definitely positive and auspicious on the whole. Particularly worthy of note are our legal services, which in 2016 once again achieved sales growth of around 10% and have now become a business unit in their own right as part of the restructuring. Our chemical safety services are also experiencing a positive development and appear to have potential for further growth. There are critical open questions concerning, firstly, Switzerland's inexorable deindustrialisation, which could prove disadvantageous for large and important Neosys services such as environmental impact and accident risk assessments, and, secondly, the general state of the construction market. The development of Swiss legislation on energy and CO₂ will also be significant for mid-term development. Since controversial political decisions need to be taken in this area ('Energy Strategy 2050', new CO₂ law), it is difficult to make predictions. Our formulas for responding to these developments are, firstly, to continue to invest heavily in our strengths and, secondly, to occupy new niches with creativity and broad-based expertise. Examples include ratings, app-based risk portfolios, conflict minerals and biodiversity.

We are therefore looking forward to the coming years with confidence and relish the opportunity to meet both existing and new challenges.

2 Economy

2.1 The success of our company

Current status and indicators

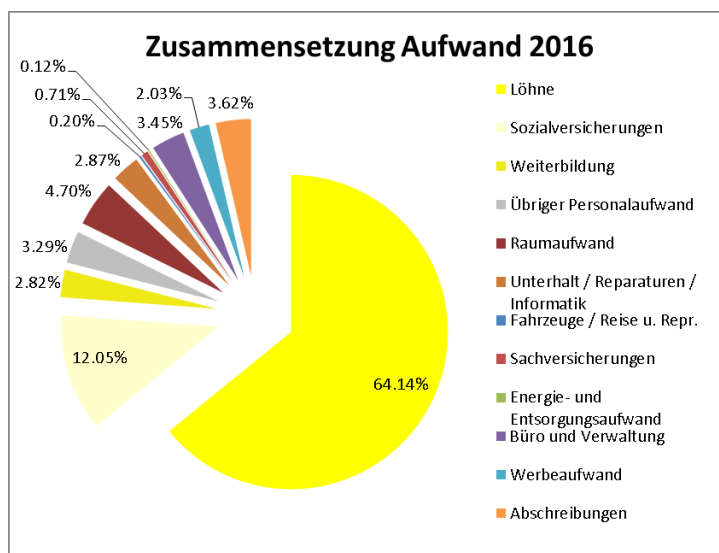
The past reporting year was marked by the aftermath of the preceding year. It proved to be some time before the measures that were taken took effect. We managed to improve the situation and return to profitability by year-end.

The utilisation of staff remained unbalanced in some areas. The ongoing work on our database LexPlus also involved considerable personnel resources again. Consequently, **staff productivity** increased to 1.44 (previous year: 1.36) but is still below the long-term reference value of 1.50.

The **net turnover** (C1) ended the reporting year at almost 11% below the budgeted value (see table below for the essential indicators). Overall, our **operating profits** showed positive values again with 82 kCHF in 2016, but were still substantially below the budget objectives. The **cash flow** was around 50% of the budgeted value.

Indicator	Unit of measurement	2016	Target 2016	2015	2014
Gross sales, all of Neosys	kCHF	3,327	3,771	3,395	3,637
HR costs, all of Neosys	kCHF	2,531	2,595	2,637	2,637
Net sales (C1), BUs only	kCHF	3,124	3,499	3,096	3,380
HR costs, BUs only	kCHF	2,175	2,276	2,281	2,333
EBIT	kCHF	82	275	-50	225
Operating result	kCHF	52	206	-57	170
Cash flow	kCHF	163	325	46	245
Dividends distributed	kCHF	26		0	85
EBIT rate of return	%	2.6	7.9	-1.6%	6.7%
Staff productivity	---	1.44	1.54	1.36	1.45

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. There has been a slight change in the distribution of costs compared with the previous year. The proportion



of costs for wages, training, premises, maintenance, repair, IT and depreciation has risen slightly. Changing from a defined benefit pension plan to a defined contribution one allowed social security costs to be reduced.

Assessment

The financial parameters for the reporting period are pointing in the right direction. We are confident that this development is not yet an end.

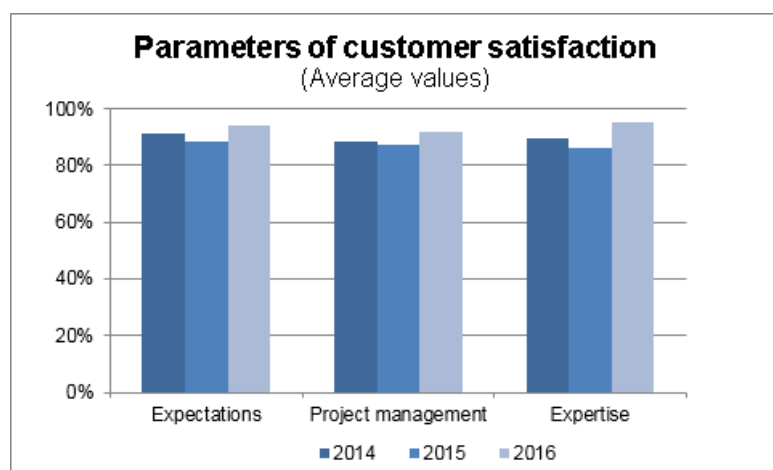
Measures

- Continuation of controlling with existing instruments.
- Rapid provision of support for employees with low productivity.
- Continue training measures for new employees, with the aim of achieving good productivity and quality of work as quickly as possible.
- 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 sectors and 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 use a questionnaire to systematically obtain information on customer satisfaction, to enable us to continually improve.

The rate of return of **customer questionnaires** in 2016 was 22.4% of those sent out (37 out of 165), which is slightly more than last year (around 21.6%).

Indicator	Unit of measurement	2016	Target 2016	2015	2014
Overall average customer satisfaction	Weighted percentage	91.4	* 90	85.0	88.1
Overall average customer satisfaction	% 'very good'	75.6		65.1	67.7
Average of criteria 1-8	Weighted percentage	93.5	* 90	86.7	89.3
Average of criteria 1-8	% 'very good'	81.2		69.6	70.6

Customer satisfaction continues to be at a high level and last year exceeded the high target that we set. In the reporting period all the parameters covered in the questionnaire except one were above 90%.

Assessment

The negative trend for customer feedback was brought to an end. The aim to once again achieve the weighted percentage target for the customer questionnaire (in respect of questions 1–8) was achieved.

Measures

In order to maintain the very positive values, the measures agreed last year should be continued:

- 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.
- Deadline monitoring within each Business Unit.

BAUMANN FEDERN AG – hazardous substances

The hazardous substances audit, carried out by the Neosys AG Hazardous Substances Safety Adviser, and the subsequent inspection by the Hazardous Goods Adviser Ordinance (GGBV) inspector in the Canton of St. Gallen went smoothly.

The implementation by Neosys AG and the BAUMANN FEDERN AG staff in charge of hazardous substances was rated as exemplary.

The audit report, the annual report of the Hazardous Substances Safety Adviser and the implementation, instructions, checklists and accompanying documents were completed in impeccable fashion. The closing statement: 'Professional implementation.'

Many thanks to the Neosys AG Hazardous Substances Safety Adviser and all employees of BAUMANN FEDERN AG for their part in this success.



Hans-Ueli Kessler

Head of Health, Safety and Environmental Protection
BAUMANN FEDERN AG, Ermenswil

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. The procurement process was overhauled last year and suppliers divided into three categories. The suppliers categorised as relevant/strategically important partners are now assessed at intervals of three years. A recommendation regarding a continuation of the partnership is made and any necessary measures are defined. The next assessment was due to take place in spring 2017.

Indicator	Unit of measurement	2016	Target 2016	2015	2014
Reviewed suppliers/service partners	Number	1	---	0	1
Exclusion of suppliers	Number	0	---	0	0

For years we have been purchasing 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. Our strategically important service partners and suppliers (categories A and B) have been informed of this code and asked to confirm their compliance by means of self-declaration.

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

- Conduct a periodic evaluation of the relevant suppliers.

2.4 Innovation

Current status and indicators

In 2016 there were a total of five **innovation projects**, three of which were still ongoing at the end of the reporting period and two of which had been completed. The main activity consisted in preparing master data for the legal database LexPlus and developing an ESG index.

Indicator	Unit of measurement	2016	Target 2016	2015	2014
Innovation projects handled (as at end of the year)	Number	5	✓ 5	7	7
Working hours spent on innovation projects	Hrs	1422.7	---	1233.0	770.5

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 to be given, as part of the development control process, to whether the development work undertaken is really worthwhile.

Measures

- Review of innovation activities at the strategy workshop.
- Continue controlling as before.

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 developed further on a regular basis. In 2016 it 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. The management system is currently being updated to enable re-certification according to the amended standards ISO 9001:2015 and ISO 14001:2015 in May 2017. This requires a new process and several new or revised documents.

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) guidelines.

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

- System update to enable re-certification according to ISO 9001:2015 and ISO 14001:2015 in May 2017.
- Carry out at least two internal IMS training courses per year for all employees. Focus on critical areas for efficient work.
- Continue induction training for new employees.
- Continue to address pending quality list and customer complaints list under the agenda item 'Management system' at company management meetings.
- Align GRI report to the current version of the Global Reporting Initiative guidelines.

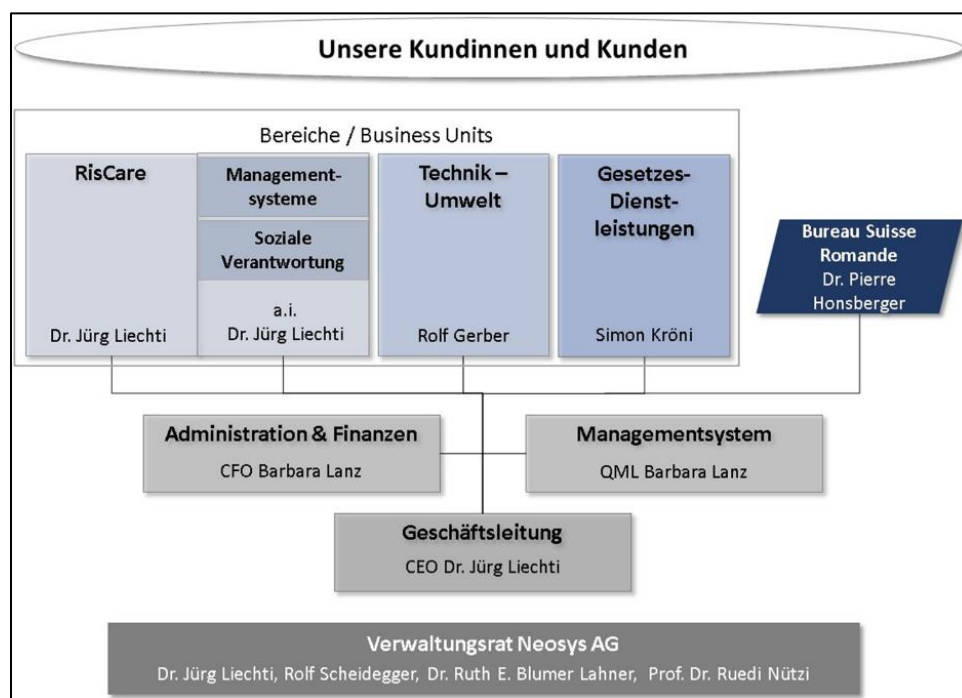
3 People and society

3.1 Corporate structure and governance

Current status and indicators

At the end of the 2016 reporting period the **Board of Directors** at Neosys AG consisted of four people, of whom one was a major shareholder 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.

The company has its **headquarters** in Gerlafingen (Canton of Solothurn) and an additional office near Lausanne. Neosys operates both throughout Switzerland and internationally, and believes it makes sense to provide its services globally. It does not have a proactive strategy for expansion, but responds to opportunities for cooperation.



Neosys AG is divided into three Business Units (BU). The former 'Management Systems and Compliance' BU was restructured in October 2016. 'Legal Services' has been established as a business unit in its own right. The 'Management Systems' part was incorporated into the 'RisCare'

BU and is temporarily operating there, as is the former 'Corporate Social Responsibility' BU. The **company management** consists of the heads of the Business Units (one is also the CEO) and the Director of Finance and Administration.

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:

Building inspection for asbestos and other hazardous substances

The municipality of Derendingen is planning to redevelop the town centre. Before the project *Derendingen Mitte* can be carried out, it is first necessary to demolish a double gymnasium, the school assembly hall, an old detached house, a sports ground with red polymeric surfacing and various tarmac surfaces.

Materialart	Schadstoff	Anzahl Proben	Proben mit Befund
Fliesenmörtel	Asbest	11	2
Fensterkitt	Asbest	2	2
Kunststoffbeläge	Asbest	5	1
Deckenplatten, Eternit	Asbest	3	2
Fugenkitt	PCB	3	2
Asphalt	PAK	2	0
Sportplatzbelag	Schwermetalle	1	1
Total		27	10

Due to Article 16 of the Waste Ordinance (VVEA, successor to the TVA), which came into force on 1.1.2016, the developers must provide information about the type, quality, quantity and planned disposal of construction waste if this waste might contain hazardous substances.

Consequently, Neosys AG was commissioned to inspect the buildings and

facilities scheduled for demolition in order to identify any hazardous substances so that they could be properly removed and disposed of prior to demolition. The primary focus was on asbestos and PCB in the buildings, heavy metals in the sports ground and PAH in the tarmac surfaces.

During an inspection carried out in collaboration with those responsible for the buildings, we identified all building sections that could in principle be classified as potentially contaminated due to the year of construction, and made a record of them. On this basis, a sampling plan was developed. For all building sections of the same kind classified as suspicious, a single sample was taken. Overall, we had 27 construction material samples removed and tested in the laboratory. In addition, the area of building sections classified as suspicious was measured in running metres. The laboratory results confirmed that ten of the construction material samples contain hazardous substances and that these materials therefore need to be removed and disposed of in conformity with relevant laws before demolition can commence.



Rolf Gerber

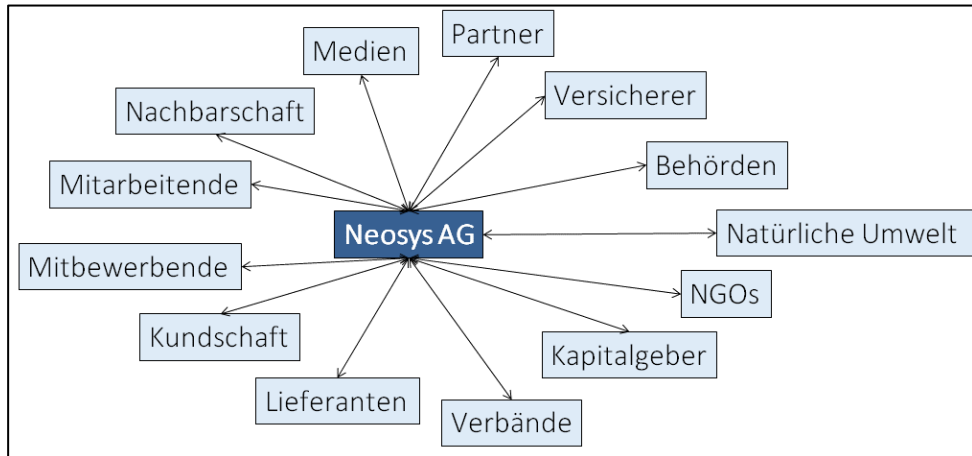
Neosys AG, Technology-Environment

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, over the past few years 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.



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.

Assessment

The analysis of the stakeholders was an essential stage in ensuring that our reporting conforms with the GRI standard published in 2016. We continue 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	2016	Target 2016	2015	2014
Employees who were given anti-corruption training	% of people	91%	* 75%	27%	approx. 40%
Cases in which there was any suspected corruption	Number	0	---	0	0
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. In 2016, we once again carried out anti-corruption training for our employees and made sure employees who joined the company after these guidelines were introduced were aware of them.

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 2016 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 internal training that was carried out brought our employees up to date on these matters.

Measures

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

3.4 Our employees

Current status and indicators

As at 31.12.2016, Neosys AG has **15 ½ 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 **20 people**, which represents a decrease. There are also non-time-limited cooperation agreements with seven further people (freelancers). The number of **female employees** was 17.5% of the FTE, which also represents a decrease. At the

end of the reporting period the management was made up of only one woman out of four people (21.6% of the FTE).

Indicator	Unit of measurement	2016	Target 2016	2015	2014
Staff	FTE as at 31.12.	15.45	---	19.93	16.45
Total percentage of women	% FTE	17.5	---	34.0	33.1
Percentage of women in management	% FTE	21.6	---	44.4	37.2
Percentage of women on supervisory board	% per capita	25	---	25.0	25
Wage spread	Ratio of highest to lowest wage	3.17		2.29	2.69
Wage ratio women/men PL1		0.994	✓ 1.000	1.040	1.012
Wage ratio women/men PL3		0.872	✓ 1.000	0.864	0.921
Wage ratio women/men PL4		1.190		1.151	n.a.
Fluctuation	% FTE (departures)	10.3	✗ <8	16.7	17.6
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)	%	4.13	---	6.78	2.42
Overall satisfaction	Scale 0-10	6.97	✓ 7.00	7.81	7.68
Time spent on further training	Hrs/FTE *J	141	---	102	121

Once again, several employees left Neosys during the reporting year; this means that **fluctuation** once again exceeded our target in 2016, at 10.3%. We are planning to replace the departures and bring the number of employees back up to around 20 FTEs in the medium term.

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 decreased from 21% to 14%.



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 overall absence rate remained high in the reporting year due to the ongoing illness of one employee at the start of the year.

The **employee satisfaction questionnaire** was carried out for the second time using the new method defined in spring 2016, with slightly modified questions. At 6.97, the result was markedly below the previous year's value (7.81), and participation in the survey was also markedly lower. It is not easy to identify reasons for the decreased satisfaction and participation based on the feedback that was received.

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. The **satisfaction value** is just about tolerable (target 7.0). The decrease compared with the previous year may be related to the company's turnaround. It now needs to be analysed, something to which the Culture Group and company management are contributing in equal measure. The most important instrument for continuous improvement is the evaluation of the suggestions that are made together with the survey. Recent examples of the implementation of suggestions include the redesign/expansion of the office premises in Gerlafingen, and the training of all employees in the company's cost structure and basic calculation principles.

The overall **wage spread** is 3.2, which is typical for a Swiss SME. It has increased compared with the previous year, due to the fact that in 2016 there were interns with somewhat lower wages than permanent employees. The salaries of male and female employees are not completely equal. The deviations from equality are investigated on a regular basis. In 2016, the deviations from ideal value 1 went in both directions, depending which function level is analysed. The excessive deviations for project manager categories 3 (m>f) and 4 (f>m) 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.

At 4.2% of **working hours**, the absence rate is still far too high. However, it can be explained by the long-term absence of an employee due to illness, and has been rectified since mid-2016.

Measures

- Further detailed examination of the various responses to the employee questionnaire.
- The women/men wage ratio will now be recalculated taking account of age (based on wage bracket).



Birth of the new Neosys business unit 'Legal Services'

'Neosys legal services have been on the market for a long time. The high demand for this product has made it sufficiently important for it to be organised as a business unit in its own right, starting in October 2016.'

'Due to my experience in legal compliance issues, I was given the opportunity to head this new business unit. I was very glad to accept this amazing challenge. The service, which is known throughout Switzerland, is set to become even better and more convenient for our clients in future, in particular thanks to the online tool LexPlus.'

Simon Kröni, Dipl. Ing. UAS, MAS

Head of the Legal Services Business Unit (LS) at Neosys AG

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.

Having reached a high point in 2015 (when there was extra sponsorship for a single event), in 2016 sponsorship expenditures returned to markedly lower levels, around the same as in previous years. The largest part (CHF 3,000) was again spent on a Christmas donation to a social institution 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 slightly increased compared with last year.

Indicator	Unit of Measurement	2016	Target 2016	2015	2014
Sponsoring, donations	CHF	4,600	---	8,900	4,400
Membership subscriptions	CHF	21,108	---	20,417	20,442

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 ac-

tivities 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 high sponsorship contributions of 2015 returned to the level of previous years. Membership subscriptions remain high. The impact of savings measures that have been agreed will only become evident next year. However, the 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:

The new UN sustainability goals – Swiss companies have a part to play too.

The UN's new *Sustainable Development Goals* (SDGs) have been in force for several months. The 17 goals and 169 specific targets, which were adopted by Member States in 2015 as part of the '2030 Agenda', are intended to tackle economic, environmental and social challenges, not just in developing countries but across the world, and to achieve improvements by 2030. These challenges include securing a sustainable energy supply, promoting investment and fostering the sustainable development of cities.

Switzerland is among the countries to have pledged to measure its implementation of the goals against relevant indicators and regularly report on its performance. It is not just authorities and



NGOs who have a part to play. Rather, the idea is to create incentives for non-state actors to make an active contribution. Accordingly, companies are especially important partners when it comes to achieving the goals. Tools for measuring key indicators

as a source of information already exist or are currently being developed. Links exist with other initiatives and systems, including reporting procedures and the environmental management systems certified according to the standard ISO 14001 used at many companies.

Many companies are already collecting data about their environmental and social performance, such as energy consumption and emissions values. The SDGs now offer a framework that allows companies to show to important stakeholders – customers, suppliers or a critical public – how they are contributing responsibly to sustainable development.

This enables them to secure long-term opportunities in an increasingly sustainability-focused market environment and to proactively manage risks, for example those resulting from new legislation. We

would be happy to provide you with advice and support regarding the specific opportunities that the SDGs open up for your company.

Jörg Schmidt

Neosys AG, CSR

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. These indirect (Scope 3) effects are likely considerably more significant than the direct ones. Unfortunately, it is difficult to measure these effects to a reasonable degree of accuracy without incurring excessive costs (cf. the example in 4.2). 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 2016 is around 38.7 tonnes of CO₂ and has increased considerably in comparison with the last assessment period, even though once again no journeys by air were undertaken in 2016. The reason for the increase is the expansion of our offices, which has resulted in higher oil consumption for heating the building. Since we are leaseholders, we have no influence over the type of heating.

Indicator	Unit of measurement	2016	Target 2016	2015	2014
CO ₂ emissions, actual	t CO ₂	38.7	---	25.9	30.0
CO ₂ emissions, compensated	% CO ₂ emissions	100	* 100	100	100
CO ₂ emissions per capita	t CO ₂ /FTE	2.26	---	1.39	1.71
Kilometres by car	km/FTE	4,658	---	4,190	4,929
Rail/car modal split	Km _R /(km _C +km _R)	0.630	* >0.6	0.597	0.598
Kilometres by air	km/FTE	0	---	0	404
Waste generation	kg/FTE	140.9	---	225.3 ¹	52.6
Electricity consumption	kWh/FTE	887	---	923	1,098
Proportion of green energy	kWh _G /kWh _{tot}	1.000	* 1.000	1.000	1.000
Proportion of self-generated electricity	%	10.7	⚡ 14	1.6	
Paper consumption	kg/FTE	13.6	* 28.9	28.9	35.9
Water consumption	Litres/FTE	9.2	---	10.8	11.1

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

High value in the 2015 reporting year due to the disposal of old materials from the archive.

purchase of certificates from the *Fair Recycling Foundation* (Zurich). Our 'attributable' CO₂ emissions are therefore zero.

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.

While total travel for customer activities has slightly increased compared with last year, in 2016 we managed for the first time to surpass our target for the train/car modal split. Travel by train accounted for 63% of kilometres travelled.

After the exceptionally high volume of waste in 2015 due to the disposal of old materials from the archive, the **amount of waste generated** decreased again in the reporting period.

The indicator 'Self-generated electricity', which was measured for the second time, is worthy of note. At 10.7%, it was slightly below the 14% target.

Assessment

The key figures in the area of the environment have shown a pleasing development, in particular with regard to the rail-car modal split and the consumption of electricity and paper.

The 'Smart Flower' still had a few teething problems and was repeatedly out of service for whole days at a time. The electricity produced can, at a surprisingly high 88%, be used for our own consumption. The rest is fed into the electricity grid. Despite a reduction in electricity consumption, it was not quite possible to achieve the proportion of self-generated electricity that we aimed for. This is probably due to the aforementioned teething problems and possibly also the larger than expected effect of shade from trees.

Measures

Our environmental objectives have been updated as follows for 2017:

- 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).
- Maintain the transport mode split to a rail proportion > 63%.
- Maintain the specific paper consumption at < 15 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

Current status and indicators

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, but we believe they are very large relative to our direct environmental effects, as the example to the right shows.

Product: CO ₂ compensation, based on a model project		
Effect for customer: CO ₂ reduction	t/a	2'000
Customer investment	CHF	250'000
Neosys costs for customer	CHF	12'000
Offsetable scope 3 effect	t/a	96
Neosys revenue for CO ₂ product	CHF/a	259'000
Scope 3 effect of CO₂ product on CCt/a		2'072

Accordingly, the indirect effect of our product 'CO₂ services' on our customers' CO₂ emissions could well be two orders of magnitude greater than our own, direct CO₂ emissions.

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	2016	Target 2016	2015	2014
Net sales (C1), BUs only	kCHF	3124	✗ 3499	3096	3380
HR costs, BUs only	kCHF	2175	* 2276	2281	2333
EBIT	kCHF	82	✗ 275	-50	225
Operating result	kCHF	52	✗ 206	-57	170
Cash flow	kCHF	163	✗ 325	46	245
EBIT – yields	%	2.6	✗ 7.9	-1.6	6.7
Staff productivity	-	1.44	✗ 1.54	1.36	1.45
QUALITY	Unit of measurement	2016	Target 2016	2015	2014
Customer complaints	Number	0	---	3	0
Customer satisfaction	Weighted percentage	91.4	* 0.90	85	88
Suppliers/service providers checked	Number	1	---	0	1
Exclusion of suppliers	Number	0	---	0	0
Innovation projects	Number	5	✓ 7	7	7
Working hours on innov. projects	Hrs	1422.7	---	1233.5	770.5
EMPLOYEES	Unit of measurement	2016	Target 2016	2015	2014
Staff	FTE 31.12.	15.45	---	19.93	16.45
Total percentage of women	% FTE	17.5	---	34	33.1
Percentage of women in management	% FTE	21.6	---	44.4	37.2
Percentage of women on supervisory board	%	25.0	---	25.0	25.0
Wage spread	-	3.17	---	2.29	2.69
Wage ratio w/m PL1	-	0.994	✓ 1.000	1.04	1.012
Wage ratio w/m PL3	-	0.872	✓ 1.000	0.864	0.921
Wage ratio w/m PL4	-	1.19	✗	1.151	n.a.
Fluctuation	% FTE	10.3	✗ <8	16.7	17.6
Occupational accidents/illnesses	Number of cases	0	* 0	0	0
Overall satisfaction	Scale 0-10	6.97	✓ >7	7.81	7.68
Time spent on further training	Hrs/FTE	141	---	102	120.5
COMPANY	Unit of measurement	2016	Target 2016	2015	2014
Employees trained in anticorruption	%	91	* 75	27	ca. 40
Suspected corruption cases	Number	0	---	0	0
Stakeholder complaints	Number	0	---	0	0
Sponsoring, donations	CHF	4600	---	8900	4400
Membership subscriptions	CHF	21108	---	20417	20442
ECOLOGY	Unit of measurement	2016	Target 2016	2015	2014
Kilometres by car	km/FTE	4658	---	4190	4929
Train/car modal split	%	63.0	* 60	59.7	59.8
Kilometres by air	km/FTE	0	---	0	404
CO ₂ emissions (without compensation)	t CO ₂ /FTE	2259	---	1.393	1.705
Waste generation	kg/FTE	140.9	---	225.3	52.6
Electricity consumption	kWh/FTE	887	---	923	1098
Proportion of green energy	kWh ₀ /kWh _{tot}	1.00	* 1.00	1	1.00
Electricity own production	%	10.7	✗ 14	---	---
Paper consumption	kg/FTE	13.6	* 36.8	28.9	35.9

Appendices

Company profile

1 Name	 Neosys AG
2 Brands, products, services	<p>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</p>
3 Organisational structure	<p>Organisational chart see under http://www.neosys.ch/en/organigram.html</p> <p>Offices in Gerlafingen and Lausanne (Epalinges) (CH)</p>
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. Three major and 11 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 Scale	<p>Number of employees: As per 31.12.2016: 15.45 FTE spread across 20 people, plus seven freelancers with an estimated joint effective capacity of 0.15 FTE</p> <p>Net sales (financial accounting): As per 2016: CHF 3.327 million</p> <p>Overall capitalisation: Balance sheet total in 2016: CHF 2.15 million, of which equity: CHF 1.41 million (65.7%)</p> <p>Breakdown of sales according to country/region: Mainly Switzerland (>90%). No detailed breakdown obtained in 2016</p> <p>Number of products/services offered: 69 pursuant to product overview</p>
9 Significant changes	The former 'Management Systems and Compliance' Business Unit was re-

in the reporting year	structured. The Management System Services Division (as per 31.12.16 100% FTE) was incorporated into the 'RisCare' Business Unit. A new Business Unit was created out of the Legal Services Division (as per 31.12.16 500% FTE).
10 Prizes received	None

Notes on our report and GRI Index

Our sustainability reporting in flux



“Our sustainability reports are a key instrument for regularly providing our partners and stakeholders with transparent information on our performance and activities. By doing this at a reasonable cost, we demonstrate to our customers a practicable way in which even an SME can be active in this area and meet the challenges it involves.

In 2016, the landscape of sustainability reporting was once again in flux and marked by various developments. The Global Reporting Initiative (GRI) guidelines have become established as the standard for the disclosure of non-financial performance and are the point of reference for an increasing number of political initiatives and regulations across the globe.

2015 was the last time that the G3/3.1 version of the GRI guidelines could be applied. Since then, the G4 version, which appeared in 2013, has been solely applicable, but it has already been superseded by new GRI standards. There is now another transition phase until 2018, during which companies can continue reporting according to G4.

In autumn 2015, the United Nations adopted its Sustainable Development Goals (SDGs). Many ideas for how these goals can be implemented have now been contributed. Companies are encouraged to support these goals and to report on how they are contributing to them. In addition, the standard ISO 14000, which was amended in 2015, also emphasises external communication. In conjunction with the other initiatives, this reinforces the opportunity to communicate the achievements of the management system to the outside world too.

According to G4 guidelines, a sustainability report should include topics that reflect the organisation’s key economic, environmental and social impacts or that substantially influence the judgments and decisions of stakeholders (principle of materiality). This requires a process which ensures that the content is oriented towards the interests of the stakeholder groups; the connection to sustainable development and management systems is also specified.

The high reporting requirements can represent a hurdle for SMEs with limited resources. At any rate 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.

We continue to base our reporting on the GRI standard and are now applying the current G4 guidelines for the first time; we also have the connection to our management system and the SDGs in view. Right from the start of producing the report, we have focused on the interests of our stakeholder groups. Through continuous exchange with them, we attempt to report on topics that are important to our stakeholder groups and to ourselves. Following a solid stakeholder analysis in recent years and a process of compiling key topics, we are working in dialogue with our stakeholders on further prioritisation.”

Dr. Jörg Schmidt

Project manager at Neosys AG (CSR)

The present report covers the period from 1.1.2016 until 31.12.2016. It represents the seventh public sustainability report of Neosys AG, relates to all departments and areas of activity of Neosys AG, and is repeated on an annual basis. The report was drawn up by an internal

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








The report uses data from the Neosys AG management system and also represents the public part of the annual review of the Neosys AG management system, which has been approved by the company management.

For the first time, the report was produced **‘in accordance’ with the G4 guidelines of the Global Reporting Initiative (GRI)**, in line with the **‘Core’ option** criteria. It has not been verified externally. The following table (GRI Index) lists the sections of the report corresponding to each of the requisite criteria and/or provides relevant supplementary notes. For the first time, our disclosures also make reference to the Sustainable Development Goals (SDGs), and the notes for the GRI criteria include the symbols of related SDGs.







GENERAL STANDARD DISCLOSURES			
General standard disclosures		Section	Notes
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker of the organisation	Foreword	
ORGANISATIONAL PROFILE			
G4-3	Name	Company profile	
G4-4	Brands, products and services	Company profile	
G4-5	Location of headquarters	Company profile	
G4-6	Location of operations	Company profile	
G4-7	Ownership and legal form	Company profile	
G4-8	Markets served	Company profile	
G4-9	Scale of the organisation	Company profile	
G4-10	Total number of employees	Company profile	
G4-11	Collective agreements		There are no relevant collective agreements
G4-12	Supply chain		Neosys AG provides its customers with consulting services; there are no product supply chains
G4-13	Significant changes during the reporting period	Foreword	
G4-14	Precautionary principle or approach	Foreword	
G4-15	External charters, principles, initiatives	Foreword	Member of the UN Global Compact Initiative
G4-16	Membership of associations	3.5	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	Entities included in the consolidated financial statements		As an SME, Neosys AG has no subsidiaries or consolidated financial statements
G4-18	Process for defining the report content and the aspect boundaries		The basis for the reported data is the management system; the report content was coordinated with the stakeholder group interests identified in the stakeholder analysis
G4-19	Material aspects		See table of Specific standard disclosures (below)
G4-20	Description of the boundaries of material aspects within the organisation		The boundaries of the material aspects are defined by Neosys AG's business activities at its sites.
G4-21	Description of the boundaries of material aspects outside the organisation		The boundaries of the material aspects are defined by Neosys AG's business activities at its sites.
G4-22	Restatements		There were no restatements of information as defined in the G4 guidelines
G4-23	Changes from previous reporting periods in the scope		No relevant changes have been made

	and aspect boundaries		
GENERAL STANDARD DISCLOSURES (CONT.)			
General standard disclosures		Section	Notes
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups	3.2	
G4-25	Selection of stakeholders	3.2	
G4-26	Approach to stakeholder engagement	3.2	Individual stakeholder groups' interests and opportunities to influence were identified in detail in the stakeholder analysis, and suitable tools for communicating with the individual groups were defined
G4-27	Topics and concerns raised through stakeholder engagement	3.2	
REPORT PROFILE			
G4-28	Reporting period		01.01. to 31.12.2016
G4-29	Date of most recent report		30 April 2016
G4-30	Reporting cycle		Annual
G4-31	Contact		See page 25
G4-32	'In accordance' option, GRI Index and external assurance of the report		See page 25ff (the present table is the GRI Index)
G4-33	Practice with regard to seeking external assurance for the report		No external assurance planned
GOVERNANCE			
G4-34	Governance structure	3.1	
ETHICS AND INTEGRITY			
G4-56	Codes of conduct and of ethics	3.3	

SPECIFIC STANDARD DISCLOSURES			
Material aspects		Section	Notes
MANAGEMENT APPROACH (DMA)			
Neosys AG has an integrated management system, which is certified according to the amended standards ISO 14001 and ISO 9001 and which includes economic, environmental and social aspects (section 2.5)			
ECONOMIC			
Economic Performance			
G4-EC1	Direct economic value generated and distributed	2.1	
G4-EC3	Coverage of the organisation's defined benefit plan obligations	2.1	There are no outstanding benefit plan obligations
G4-EC4	Significant financial assistance received from government		Neosys does not receive any subsidies, but it does receive orders from public institutions
Indirect Economic Impacts			
G4-EC7	Development and impact of infrastructure investments and services provided primarily for public benefit	3.5	Certain services are provided for various associations that are not invoiced for, but which have marketing potential
G4-EC8	Type and extent of significant economic impacts	4.2	With regard to the environmental impact of our products and services
Procurement Practices			
G4-EC9	Policy, practices and proportion of spending on locally-based suppliers	2.3, 3.3	

SPECIFIC STANDARD DISCLOSURES (CONT.)			
Material aspects		Section	Notes
ENVIRONMENTAL			
Materials			
G4-EN1	Materials used by weight or volume	4.1	
Energy			
G4-EN3	Energy consumption within the organisation	4.1	
G4-EN7	Reductions in energy requirements of products and services	4.1	
Water			
G4-EN8	Total water withdrawal by source	4.1	Water is only used for sanitation purposes.
Emissions			
G4-EN15	Direct GHG emissions (Scope 1)	4.1	
G4-EN16	Indirect GHG emissions related to energy (Scope 2)	4.1	Greenhouse gas carbon offsets 
G4-EN17	Other indirect GHG emissions (Scope 3)	4.1	
G4-EN19	Reduction of GHG emissions	4.1	
Effluents and waste			
G4-EN22	Total water discharge by quality and destination	4.1	Only waste water from sanitation facilities included in total water consumption (see section 4.1)
G4-EN23	Total weight of waste by type and disposal method		Household waste in waste incineration, paper/PET to recycling, organic waste to compost, electronic goods are returned to retail
Products and services			
G4-EN27	Extent of mitigation of environmental impacts of products and services	4.1	
Compliance			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		No fines or non-conformities, review as part of the EMS
Transport			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	4.1	
Supplier Environmental Assessment			
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	2.3	The self-declaration for our suppliers includes environmental aspects.
SOCIAL			
Labour Practices and Decent Work – Employment			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	3.4	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation		No fixed-term contracts, with the exception of internships. Benefits are not dependent on the type of employment, but on the function. For example, management employees are given a company car or an SBB first-class railcard, employees a half-fare railcard. 

SPECIFIC STANDARD DISCLOSURES (CONT.)

Material aspects	Section	Notes
Labour practices and Decent Work – Occupational Health and Safety		
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	3.4 No occupational accidents or illnesses. 
Labour practices and Decent Work – Training and Education		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	3.4 
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	All employees receive a review on a regular basis. 
Labour practices and Decent Work – Diversity and Equal Opportunity		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	3.1, 3.4
Labour practices and Decent Work – Equal remuneration for women and men		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	3.4 
Human Rights – Supplier Human Rights Assessment		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	2.3 The self-declaration for our suppliers includes aspects relating to human rights (ILO criteria)... 
Human Rights – Non-discrimination		
G4-HR3	Total number of incidents of discrimination and corrective actions taken	3.4 Statements on pay equality, no incidents. 
Human Rights – Freedom of Association and Collective Bargaining		
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	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; the self-declaration for our suppliers includes aspects relating to human rights (ILO criteria)
Human Rights – Child Labour		
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	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; the self-declaration for our suppliers includes aspects relating to human rights (ILO criteria)
Human Rights – Forced or Compulsory Labour		
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	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; the self-declaration for our suppliers includes aspects relating to human rights (ILO criteria)

SPECIFIC STANDARD DISCLOSURES (CONT.)			
Material aspects		Section	Notes
Society – Local Communities			
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	3.2	
Society – Anti-corruption			
G4-SO3	Total number and percentage of operations as- sessed for risks related to corruption and the signifi- cant risks identified	3.3	
G4-SO4	Communication and training on anti-corruption poli- cies and procedures	3.3	
G4-SO5	Confirmed incidents of corruption and actions taken	3.3	
Society – Public Policy			
G4-SO6	Total value of political contributions by country and recipient/beneficiary		No political contributions were made.
Society – Anti-competitive Behaviour			
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes		There are no legal proceedings with regard to anti- competitive behaviour.
Society – Compliance			
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations		No fines or penalties.
Product Responsibility – Product and Service Labelling			
G4-PR5	Results of surveys measuring customer satisfaction	2.2	
Product Responsibility – Customer Privacy			
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of custom- er data	2.2	Customer data are only forwarded with the customer’s con- sent. Sensitive data are saved so that they are inaccessible even internally.
Product Responsibility – Compliance			
G4-PR9	Monetary value of significant fines for non- compliance with laws and regulations concerning the provision and use of products and services		No fines.

Sustainable Development Goals: SDG symbols used in the table:



Gender equality (SDG 5)



Decent work and economic growth (SDG 8)



Climate action (SDG 13)

Through our services, we also contribute to SDG 6 (Clean water and sanitation), 11 (Sustainable cities and communities) and 12 (Responsible consumption and production).

Legend

A	Austria
a	Year
AG	<i>Aktiengesellschaft</i> (joint-stock corporation)
BoD	Board of Directors
BU	Business Unit
C1	Contribution margin 1 (net profit)
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CH	Switzerland
CHF	Swiss francs
CM	Company Management
CO ₂	Carbon dioxide, the most significant greenhouse gas
CSR	Corporate Social Responsibility
D	Germany
EBIT	Earnings Before Interest and Taxes
EMS	Environmental Management System
ESG	Environment, social and governance; standards that take environmental, social and governance issues into account when assessing and rating companies
f	Female employee
FTE	Full-Time Equivalent
GHG	Greenhouse gas
GRI	Global Reporting Initiative – organisation that produces international guidelines for sustainability reporting
Hr	Hour
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
IT	Information Technology
kCHF	Thousand Swiss francs
kg	Kilogram
km	Kilometre
kWh	Kilowatt-hour
LS	Neosys Legal Services Business Unit
m	Male employee
MSC	Neosys Management Systems and Compliance Business Unit
NGO	Non-Governmental Organisation
OHSAS 18001	'Occupational Health- and Safety Assessment Series' standard for management systems
PM	Project manager
SME	Small and medium enterprise(s)
SSI	Swiss Association of Independent Safety and Security Engineers and Consultants
t	Tonne