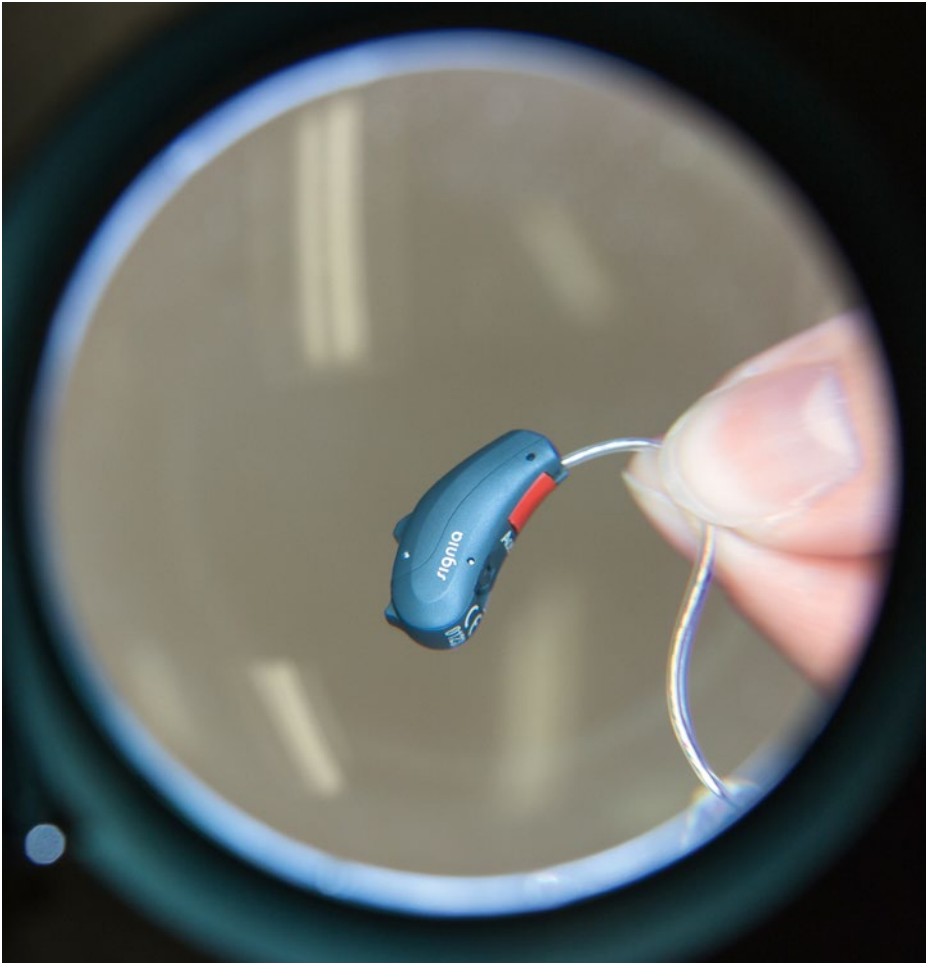


# Improving step by step

How Sivantos Group takes responsibility as  
a UN Global Compact signatory

24.05.2017 – 23.05.2018





## Thank you so very much

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

Ananda Naude, Toshikazu Shioji, Mark Laben, Christina Diering-Lockhausen, Vijayan Warrior, Isabel Restivo, Dave Biddiscombe, Joerg Pahlen, Yaping Xu, Cristina Regalia, Bruna DeCarvalho, Christiane Timmermann, Lim Summer, Patrick Lau, Hauke Waszkewitz, Ralf Soldner, Caroline Thomas, Oliver Ninkovic, Ragini Chaurasia, Stephanie Nickel, Tina Meier, Luisa Schuster, Maria Bertling.

# Dear readers,

**S**ivantos Group is a leading manufacturer of hearing aids with a rich history of 140 years. We started out as a Siemens Business Unit before we became an independent company, in January 2015. This has given us the opportunity to start our journey of transformation and to completely re-invent our company from the ground up.

Our transformation, along with our legacy and strong product portfolio, puts us in a clear position to drive growth momentum today and into the future. As we all know, a growing business means growing responsibility – and we are happy to take on this extra responsibility.

As we begin to find a global system that equally rewards innovation and sustainability, we have been proud participants of the United Nations Global Compact Initiative since May 2017. Since this time, our international CSR team has explored ways to better use Sivantos' knowledge to contribute to the Global Compact's goal of making this world a better place.

According to the latest WHO-research, approx. 466 million people worldwide have disabling hearing loss. It is estimated that by 2050 over 900 million people will have disabling hearing loss. We take this on as a challenge to use Sivantos' unique expertise to tackle hearing loss globally. In addition to working hard to provide the best possible hearing aids and services, we run awareness campaigns for hearing loss and its solutions. We also donate to charities and causes, fund research, train audiologists, reduce our global consump-



tion, and pioneer in the field of energy efficient hearing aids. We know that these are just our first steps and we are committed to continuing and expanding our ongoing campaigns.

It goes without saying that Sivantos reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption.

In this annual Communication on Progress, we give details of our actions to continuously improve the integration of the Global Compact and its principles into our business strategy, culture, and daily operations. We are also committed to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

A stylized, handwritten signature in black ink, representing Ignacio Martinez. The signature is fluid and modern, with a long horizontal stroke at the end.

**Ignacio Martinez**  
CEO Sivantos Group

# We love to engage ...

**C**orporate Social Responsibility (CSR) means that we recognize the impacts our activities have on our society, the environment, and the people around us, and act accordingly.

CSR is not only our responsibility, but at the same time, an opportunity for us to engage with our internal and external stakeholders on a new level. The UN Global Compact (UNGC) provides a company's value system and a principles-based approach to doing business. This means meeting fundamental responsibilities in the areas of human rights, labor, environment and anti-corruption.

By incorporating the Ten Principles of the UN Global Compact into strategies, policies, and procedures, and by establishing a culture of integrity, we are not only upholding our basic responsibilities to people and our planet, but also setting the stage for long-term success.

The Ten Principles of the United Nations Global Compact are derived from: the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

For more information on our CSR activities, please visit [www.sivantos.com/societal-impact](http://www.sivantos.com/societal-impact)

*"These principles are setting the stage for long-term success."*

# The Ten Principles of the UNGC

## Human Rights



### Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights; and ...

### Principle 2:

... make sure that they are not complicit in human rights abuses.

## Labor



### Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

### Principle 4:

The elimination of all forms of forced and compulsory labor;

### Principle 5:

The effective abolition of child labor; and ...

### Principle 6:

... the elimination of discrimination in respect of employment and occupation.

## Environment



### Principle 7:

Businesses should support a precautionary approach to environmental challenges;

### Principle 8:

Undertake initiatives to promote greater environmental responsibility; and ...

### Principle 9:

... encourage the development and diffusion of environmentally friendly technologies.

## Anti Corruption



### Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

# Upholding these principles

## Human rights

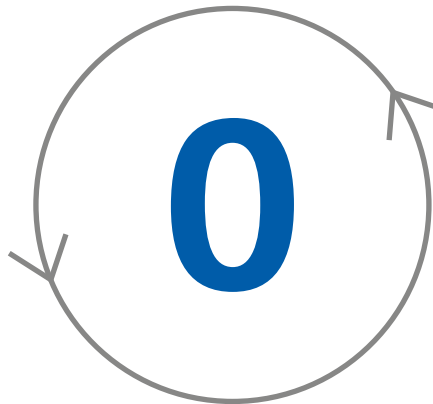


**R**especting human rights has traditionally been a core value of Sivantos and is part of our [Business Conduct Guidelines](#). We have a multi-site OHSAS 18001 certification for our manufacturing sites in Suzhou and our office in Singapore that gives proof of our firm commitment to upholding a safe work environment.

As a provider of hearing aids and other medical hardware we understand that product safety can never be compromised as errors in our technology could lead to significant and potentially

life-long damages. We can proudly say that since we have been diverted of Siemens and become an independent company, there have been no product safety related recalls.

Finally, employee satisfaction forms one of our pillars of success. We conduct annual anonymous surveys among our employees to understand them better. The number of employees who are satisfied with their work at Sivantos had decreased by ten points, from 2016 to 2017, however is forecasted to rise again in 2018.



◀ No product safety related recalls since we became an independent company in 2015.

**W**e fully respect labor standards in all forms as outlined in our [Business Conduct Guidelines](#) and our [Code of Conduct](#). Sivantos strongly opposes all forms of forced or bonded labor and complies with minimum wage standards in every

country of operation. To protect workers from workplace harassment, including physical, verbal, sexual or psychological harassment, abuse or threats, Sivantos has an [ombudsman](#) where every employee can anonymously submit a complaint without fear of reprisal.

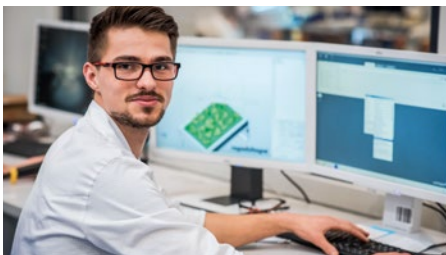


## Labor

*The latest automation technology paired with the most exquisite craftsmanship. This is how we manufacture our hearing aids.*



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◀ *Working towards Operational Excellence: A coworker in Poland.*

# Upholding these principles

## Environment



**S**ivantos avoids environmental damage via the regular maintenance of production processes and environmental protection systems. We have an ISO 14001 certification for two of our three main manufacturing sites in China and Singapore.

Additionally, Sivantos applies the standards of the “Agenda 21” on Sustainable Development and promotes environmentally friendly technologies aligned with the UN Global Compact initiative. In 2017, we managed to reduce our water consumption to 85% of 2016’s level. We equally lowered our electricity usage by 89 GWh despite growing business operations.

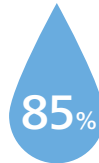
We established R&D PREP (Product Related Environment Protection) procedures to ensure that hazardous substances are not used during the design of a new product. Furthermore, Sivantos abides by the current requirements of EU RoHS Directive (2011/65/EU) and REACH regulations (No. 1907/2006). We manage these requirements through supplier control and material compliance.

All our main locations use FSC compliant paper. We also adhere to the European Waste Electrical and Electronic Equipment Directive (WEEE Directive 2012/19/EU)

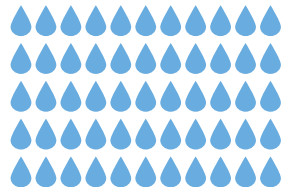
2016



2017



◀ We managed to reduce our water consumption 2016–2017 to 85%.





**T**he first round of mandatory antitrust training started in Q1/17, followed by a second round in Q2/17. Moreover, all new employees undergo compulsory anti-corruption training and onboarding training that includes Compliance and Sivantos Governance Basics.

Sivantos assess the risk of corruption when doing

business. All our business partners have to agree to our code of conduct which specifically mentions anti-corruption and ethical behaviour. We are performing the Code of conduct audit (CofC), in addition to the quality audit for all pre-planned supplier quality audit. So far, we have not come across any suppliers that needed escalation to the head of procurement.



## Anti-Corruption

*„All our business partners must agree to our code of conduct ...“*



◀ *Observing the law and the legal system in every country where we do business is fundamental. Coworkers in the Quality department.*

# To begin, we focused on 3 SDGs

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

As a global goals system, it provides a common language and a compass for the challenges of the 21st century — we will gladly follow wherever possible. From employees raising funds for multiple sclerosis to a multi-year university sponsorship program in Singapore, it is a broad-scope engagement that has been driven by the passion of our group and staff.

As a recent signatory to the UN Global Compact, we are currently embarking on a review process of our existing policies and activities to focus on the first three Sustainable Development Goals.



▲ *Sivantos supports the Akshaya Patra foundation that provides free lunch to schoolchildren all over India.*

◀ *Two of our coworkers in the India office.*

## SDGs we already contribute to:

SDG 03: Good Health and Well-Being

SDG 04: Quality Education

SDG 12: Responsible Consumption and Production



◀ We love to share our passion for hearing, for example by training others how to fit hearing aids.



External audits for a certified EH&S system for our locations in Singapore and Suzhou, China resulted in an outstanding zero on non-conformities.



▲ From developing innovations to shipping finished hearing aids (Pictured: in the US) the customer always needs to be kept in mind.



# SDG 3: Health and Well-Being

**H**ere you will find some examples of our activities since signing the UN Global Compact, contributing to Good health and Well-Being.

## Australia

25° 16' 26.479" S 133° 46' 31.411" E

Each year Multiple Sclerosis (MS) Queensland holds a 100km cycling event called "Brissie to the Bay!" Sivantos Australia entered a team of 10 to take part in the ride to raise money and awareness for MS.



*Sivantos supported their team by providing eye-catching and customized cycling jerseys representing our premium brand, Signia.*

## Brazil

14° 14' 6.014" S 51° 55' 31.008" W

To raise awareness for hearing loss prevention, the renowned University of Medical Sciences of São Paulo organizes an annual three-hour "Silence Walk" on September 27th. Sivantos volun-

teers contributed to the over 500 visitors and gained attraction from Brazilian news outlets.



*Employees gathered with friends and family for the walk. The picture shows a part of our Sivantos team in 2017.*

## Canada

56° 7' 49.318" N 106° 20' 48.376" W

In April, Sivantos Canada introduced TeleCare; to celebrate this industry-changing invention, Sivantos decided to donate CAD 150 (approx. USD 120) per business account that signed up by the end of February 2018. A great sum of CAD 17,000 (approx. USD 13,600) was collected at the end of the initiative and donated to the Gord Downie Fund for Brain Cancer Research.



*Jeff Malpass, CEO of Sivantos Canada, hands over the check to support the center's crucial research.*

## China

35° 51' 41.976" N 104° 11' 43.429" E

In cooperation with the China Foundation for Disabled Persons (CFDP), Sivantos China has donated 15 million RMB (approx. USD3.4M) in funds and hearing aids as part of a charitable activation called "Signia Colorful Sound" benefiting Western China. The cash donation will be used toward education and rehabilitation, and will benefit more than 300 impoverished children living with hearing loss. The donated hearing aids will be provided to adults in the region. Sivantos has been cooperating with the CFDP since 1997.



*In China, Signia Colorful Sound gives the gift of hearing to those in need.*

## Italy

41° 52' 18.984" N 12° 34' 2.568" E

Sivantos joined the national association "Nonno Ascoltami" ("Grandpa, hear me") sponsoring the campaign "Ascolta responsabilmente" (Hear Respons-



sibly), aimed at raising awareness for hearing loss and prevention of it. A 15-meter truck equipped with multimedia tools provided visitors with information on hearing care and hearing loss solutions.



*More than 1,000 people visited the truck in 6 Italian cities and experienced hearing loss simulations and more.*

## Japan

36° 12' 17.366" N 138° 15' 10.526" E

In March, the first International Deaf Futsal Challenge Cup took place in Japan to raise awareness for deaf sports. Sponsored by the Japanese Deaf Soccer Association and Sivantos, five participants equipped with Signia hearing aids took part in the tournament. The team showed incredible spirit and Sivantos is proud to support such an inspiring success story.



*Five participants were equipped with Signia hearing aids.*



## Poland

51° 55' 9.977" N 19° 8' 42.49" E

Sivantos Poland established a national program called OPOS that focuses on how to protect one's sense of hearing. They also distribute the hearing care professional magazine "360° wokół ucha" (360° around the ear). The goal is to spread awareness on the importance that hearing plays in our daily lives and to warn against harmful noise and situations.



Since we couldn't document this 2017 activity, see here one from 2016: this 10,000 PLN check (approx. USD 3,000) was handed to deaf children from the Education and Training Centre in Poznań.

## Singapore

1° 21' 7.499" N 103° 49' 11.41" E

Close to 300 employees and family members walked 3 km for charity. This annual Walkathon is held in partnership with the local Children Charities Association. For many years Sivantos employees have taken part of the event. In 2017, Sivantos even became the main sponsor of the walkathon. As the main sponsor,



Sivantos donated more than SGD 25,000 (USD 19,100 ) to make the Walkathon 2017 possible. The donation paid off and CCA Singapore managed to raise nearly double the amount we invested – SGD 42,104.40 (USD 32,200) to be exact. With this funding, the CCA will be able to continue to support its more than 65,000 beneficiaries.



Some Sivantos employees and their family members at the Walkathon in Singapore, 2017.

## South Africa

30° 33' 34.135" S 22° 56' 15.022" E

As part of a World Hearing Day 2017 initiative, the South African Association of Audiologists (SAAA) wanted to break the world record for the most hearing tests done in a single eight-hour day. And they did!

Altogether, 885 people had their hearing tested. Sivantos supported the event with supplies and publicity campaigns.

## USA

37° 5' 24.864" N 95° 42' 46.408" W

In September 2017, hurricanes Irma and Maria devastated many areas in the US and Caribbean. During the US Signia National Sales Meeting, over 100 employees participated in the No Child Hungry program. Altogether, they prepared approximately 35,000 meals. The organization My Neighbor's Children assured that the meals arrived in Puerto Rico timely and were distributed among those in need.

## Employees on their own

It is equally impressive to see how our employees independently engage in their communities. Here, a couple of examples:

## USA

51° 55' 9.977" N 19° 8' 42.49" E

India has an estimated 18 million street children who have no access to basic necessities such as shelter, food, healthcare, or education. Subbarao Boppana, based in the USA, took a small step in helping these children by initiating "Miles for Smiles 2017". With the support from colleagues and friends, he raised USD 3,475 over two-weeks. Miles for Smiles 2017 ended with finishing the New York City Half Marathon on March 19th 2017.



Finishing the New York City Half Marathon and thus helping street children in India: Subbarao Boppana.

## UK

51° 55' 9.977" N 19° 8' 42.49" E

Sivantos UK continues fundraising efforts by matching up to £250 (approx. USD355) of any funds raised by colleagues. Over the last 2 years, £ 5,219 (approx. USD 7,400) has been donated to various local and national institutions. Most recently, Andy Rose completed the Brighton Half-Marathon and managed to raise £718.10 (approx. USD1,020) for The Alzheimer's Society.



Another half marathon runner, supporting the Alzheimer's society: Andy Rose.

# SDG 4: Quality Education

To promote excellence and global exposure in audiology care and services in different communities, Sivantos employees volunteer their skills and expertise to local audiologists and students in many countries around the world.

## Germany

51° 9' 56.488" N 10° 27' 5.494" E

In 2011, the German government introduced the Deutschlandstipendium (Germany Scholarship) to recognize outstanding achievements by committed students and to provide them the best possible training. Sivantos has been a sponsor of the program since 2012.



*Sivantos supported students of different universities to attend the Erlanger Colloquium, a meeting of leading scientists and developers.*

## India

51° 55' 9.977" N 19° 8' 42.49" E

Millions of children in India are eager to attend school but are

unable to do so due to poverty and hunger. In 2017 and 2018 Sivantos supported the Akshaya Patra Foundation with 1.10 million INR (approx. USD 17,200) each. The secret of its success lies in the foundation's efficient organization, its use of local markets, and scalable production.



*33 kitchens typically manage to cook 100,000 meals per day. Akshaya Patra aims to feed 5 million children by 2020.*



## Japan

36° 12' 17.366" N 138° 15' 10.526" E

In February 2018, Sivantos Japan held the 2nd Yamato City Seminar. As a leading hearing company, we know how important it is to contribute to local government campaigns aimed at raising awareness for lesser discussed diseases, such as those associated with hearing loss. Six of our employees volunteered for a full day to make this event possible. They talked to their visitors about important news ways to treat hearing difficulties.







*Sivantos Japan collaborates with the city of Yamato: A glimpse into the open seminar.*

## Singapore

1° 21' 7.499" N 103° 49' 11.41" E

To promote innovation and research excellence in audiology, Sivantos donated SGD 19.5 million (approx. USD 14.9M) toward establishing a postgraduate Audiology Program at Singapore's National University (NUS). The donation also covers the first SMART classroom for Audiology in Southeast Asia. The new degree aims to increase the talent pool of locally educated audiologists to meet the growing need for the Audiology profession. Sivantos also offers scholarships and monthly stipends for selected students.



*Former Sivantos Group CEO (2016) Roger Radke hands over the check to the National University of Singapore, in 2012.*



## Singapore


1° 21' 7.499" N 103° 49' 11.41" E

An enthusiastic group of Sivantos volunteers organized the "Hearing Awareness Week" at the end of October 2017. More than 500 visitors gained important insights into the causes of hearing loss – and its solutions. Visitors could test their hearing, attend talks by audiologists, experience simulated hearing loss, and have their ear canals inspected.

## USA

37° 5' 24.864" N 95° 42' 46.408" W

Supporting the new generation of hearing care professionals is important to all of us – this is why Rexton recently introduced a USD 60,000 scholarship program for Audiology students in the USA. Over a three-year period, four students will be selected each year to receive the USD 5,000 scholarship, each.



**[Rexton AuD Scholarship Program]**

We've been changing lives for 60 years! To demonstrate our dedication and pay tribute to our domestic industry while we celebrate our 60<sup>th</sup> anniversary, we are offering \$60,000 in educational financial support to current and future AuD students.

**Applicant Criteria**

- Current postsecondary undergraduate or graduate level students
- Acceptance to a full-time, accredited AuD program for the entire 2016/2017 academic year
- Have a minimum GPA average of 3.0 on a 4.0 scale (or its equivalent)

**Scholarship Details**

- Total of \$60,000 available, over 3 years

*Supporting future hearing care professionals is a goal at Rexton as well.*

# SDG 12: Consumption and Production

**E**fforts and policies to reduce our global consumption are included in our code of conduct and are constantly under review. This applies not only to environmental decisions for new buildings or those in production, but also holds for the recycling of our products and alignment with new policies, such as the European Union’s WEEE Directive.

Of course, we consider more facets of sustainability; an example: Sivantos Group has a long tradition of developing energy efficient hearing aids. Very often, boasting the industry’s lowest battery consumption rate is yet another reason why Sivantos-manufactured hearing aids are the smart choice. Users save time and money when changing fewer batteries, while also reducing their environmental footprint.

Never heard about EH&S? Not to worry! In simple terms, “Environment, Health and Safety” is what organizations do to make sure that no one is harmed by their

activities. Since this is important to all of us, we certainly have global norms and regulations in place as well as subject ourselves to audits by independent companies to validate the execution of said norms and regulations. That is why every company is more than happy to pass these audits successfully. And yes, you guessed right: The Sivantos Quality Management System (QMS) team has just passed the external audits for a certified EH&S system for our locations in Singapore and Suzhou, China. The audit resulted in an outstanding zero on non-conformities, the best result one can get. We are very proud of this outcome because we had to set up a new and lean quality management system that is compliant with the relevant ISO norms and regulatory requirements – all within only eight months! Not to forget that at the same time, we developed our own new EH&S policy, conducted all the training, and implemented the new processes and documents. Next stop on our EH&S journey: audit our Polish location in Poznan.

*We live up to our commitment to operate in a responsible way as these coworkers in Singapore do.*





*Each of our locations  
strives to reduce our  
global consumption.  
Here: manufacturing  
in Singapore.*

# Where do we stand today?

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

KPI	Indicator	2016	2017	2018 (planned)
Workplace				
OHSAS 18001 certification for our main manufacturing sites (China, Poland, Singapore)	Health and safety management standard	2 (China, Singapore)	2 (China, Singapore)	3 (China, Poland, Singapore)
Employee Satisfaction	Rating the following statement: "I rarely think about leaving this company to work somewhere else."*	0.61	0.51	Improve employee satisfaction
Health and safety	Number of work accidents	6	11	Reduce recordable accidents
Gender diversity				
Gender diversity	Women as percentage of total global employees	59%	56%	Continuous improvement
Gender diversity at senior level	Women in VP positions or above as percentage of total VP and above employees	17%	14%	Continuous improvement
Societal Impact				
Donations	Corporate-wide cash contributions, excluding the annual donations to the NUS, s. further down		209,000 USD Australia, Canada, China, India, Italy,**Poland, Singapore UK, USA	Continue
Social investment	Corporate-wide in-kind contributions		330+ Hearing Aids Brazil, China, Japan Poland, South Africa	Continue

KPI	Indicator	2016	2017	2018 (planned)
Societal Impact				
Employee volunteerism	Number of hours volunteered by employees		1000+ h Brazil, Germany, Japan, Singapore, US (significant amount of hours in response to hurricane crisis)	Continue
Sivantos donations to the National University of Singapore	Sivantos set up a MSc Audiology	1,800,000 SGD donated to the NUS	1,800,000 SGD donated to the NUS	Continue
Social and economic investment	Number of countries where Sivantos currently invests or manages programs		12 Brazil, Canada, China, Germany, ** India, Italy, Japan, Poland, Singapore, South Africa, UK, USA	Support will be continued
Partnerships	Significant collaborations with corporate partners and NGOs		26 in Australia, Brazil (2) Canada, China Germany, India Japan (3), Poland (5) Singapore (4) South Africa, UK (4), USA (2)	Support will be continued
Support for children	Children who received a free lunch as a result of the cooperation between Sivantos and the Akshaya Patra foundation		1158***	Support will be continued
Awareness for hearing loss	Visitors at awareness campaigns (minimum range)		52,000+ Brazil, Germany, ** Italy, ** Japan, Poland, Singapore South Africa, US**	Continue
Environmental Standards				
Number of global manufacturing sites (Singapore, Suzhou, Poland) with ISO 14001 EMS certification		2 (China, Singapore)	2 (China, Singapore)	3 (China, Poland, Singapore)
Employee base covered with ISO 14001 EMS certification		1,848	1,861	Add our Polish employees

KPI	Indicator	2016	2017	2018 (planned)
Environmental Standards				
Total gross Greenhouse Gas (GHG) emissions (absolute)	Scale 1 and scale 2 combined	9,587 tn (FY15/16)	9,473 tn (FY16/17)	Reduce GHG emission by 1.7% and add Poland to the count
Total gross GHG emissions (scale 1)	Manufacturing sites in China and Singapore only	4,849 tn (FY15/16)	4,816 tn (FY16/17)	Reduce GHG emission by 1.7% and add Poland to the count
Total gross GHG emissions (scale 2)	global business flights	4,738 tn (FY15/16)	4,657 tn (FY16/17)	Reduce GHG emission by 1.7%
Energy and Electricity Usage				
Electricity usage (GWh)		9,810 (FY15/16)	9,721 (FY16/17)	Reduce electricity usage at manufacturing site in China, Singapore and Poland.
Water Consumption				
Total water consumption (m3)	Considering water usage at major manufacturing locations Sivantos China and Singapore.	16,178 tn (FY15/16)	13,725 tn (FY16/17)	Reduce consumption in China, Singapore and Poland.
Product safety				
Safety related product recalls	Per year / and since 2015	0	0	0

\* Sivantos asked survey takers to rate the following statement: "I rarely think about leaving this company to work somewhere else." Scale was 1–5 where

- 1 strongly disagree
- 2 disagree
- 3 neither agree or disagree
- 4 agree
- 5 strongly agree

1–2 defined as Detractors, 3 defined as Passives and 4–5 defined as Promoters.

NPS Results :

Detractors : 0.24 based on 5 comparable questions in the pulse survey for 2017

Passive : 0.24 based on 5 comparable questions in the pulse survey for 2017

Promoters : 0.51 based on 5 comparable questions in the pulse survey for 2017

Calculation is number of „Promoters or detractors“ / total employees who have answered \* 100

\*\* 2018

\*\*\* As of March 30, 2018

# Imprint

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Sivantos Pte. Ltd.  
18 Tai Seng Street,  
#08-08  
Singapore 539775

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## Editorial:

Sabine Hauck,  
Thomas Hies,  
Gert van Santen

## Design:

Backend  
Medienservices

## Lithography:

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Medienservices

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without prior notice.

May 2018

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*„Thank you for  
your precious  
time“*

# Some quick facts

## SGD 19.5

million donation for an  
Audiology Master Program  
in Singapore

---

## 20 years

as a partner with China  
Foundation for disabled  
persons

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## 2017

signatory to the UN  
Global Compact

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