



2017

Neosys AG Sustainability Report



Neosys AG

Gerlafingen ♦ Bern ♦ Lausanne

23 April 2017

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Foreword

Dear readers,

We're proud to present the Neosys AG annual report for 2017. We have enjoyed a successful financial year and are pleased to report on it in our usual way.

For the eighth successive year we have drafted our report in accordance with the GRI guidelines. GRI stands for 'Global Reporting Initiative', and the guidelines are aimed predominantly at larger multinational companies. However, they are also perfectly applicable to us as a small company, and have now been adopted as part of the Neosys standard procedures.

In brief, preparing a "GRI-compliant" report means:

- reporting on that which is relevant to the company and of interest to its stakeholders;*
- transparent, verifiable reporting;*
- reporting that gives equal weight to strengths and weaknesses, better and worse aspects;*
- concentration on sustainability measures and indicators.*

With the addition of an internal appendix, this report also acts as a management review report, which forms part of our management system procedures certified under ISO 9001:2015 and ISO 14001:2015. We seek to provide innovative reporting, focusing on global sustainability, on our own performance.

Although current political developments are putting an ever stronger brake on globalisation, we are certain that, in the face of the technical and economic development that we can expect in the future, it will still be necessary, for a long time to come, 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 2017. 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, Neosys AG

1 Our company in 2017

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 provides analyses, advice, plans, calculations, measuring, surveys and expert reports for companies, authorities and organisations in Switzerland and worldwide.

Developments – Impact – Opportunities: On the one hand, 2017 was characterised in our company by a continued sharp fluctuation in staffing levels. On the other hand, as a result of the effective profitability improvement measures that have been in place since 2015, together with a good economic situation in our product sector, we have achieved exceptionally good business results that exceeded both targets and expectations.

A special contribution was made here by our legal services, which have once again seen double-figure growth rates. The strategic decision to commission specific software for the management of our clients' legal requirements (→ LexPlus) is now beginning to reap the planned benefits. Capacity and efficiency increases are coming into play and are being taken on board. The good overall final figures are largely due to these positive developments in the Legal Services Business Unit.

While the Technology-Environment Business Unit has followed on seamlessly from the excellent previous year's results and in 2017 once again achieved a result substantially above the budgeted figure, the turnaround of the RisCare Business Unit is still in progress. Alongside the planned expansion of the chemical safety services, which seems realistic in the marketplace, this BU has also had to cope with building the Management Services and CSR Products areas back up again. Both are making good progress, but need more time.

The future market prospects of Neosys AG are positive and promising. The ongoing developments in the Swiss legislation open up a wide range of opportunities to us as a service provider. Particular reference should be made to the decisions relating to energy and CO₂, as well as pressures caused by adapting the Swiss chemicals legislation to EU law, and the attempts by both public sector and corporate enterprises to implement the new UN "Sustainability Development Goals 2030" in Switzerland. Our formula for responding to these developments is, firstly, to continue to invest heavily in our strengths and, secondly, to occupy new niches with creativity and broad-based expertise. Areas of interest include ratings, app-based risk portfolios, conflict minerals, complete safety concepts for large-scale construction sites, biodiversity, product and project risk analyses, etc.

We are therefore looking forward to the coming years with confidence and relish the opportunity to meet the challenges we encounter.

2 Economy

2.1 The success of our company

Current status and indicators

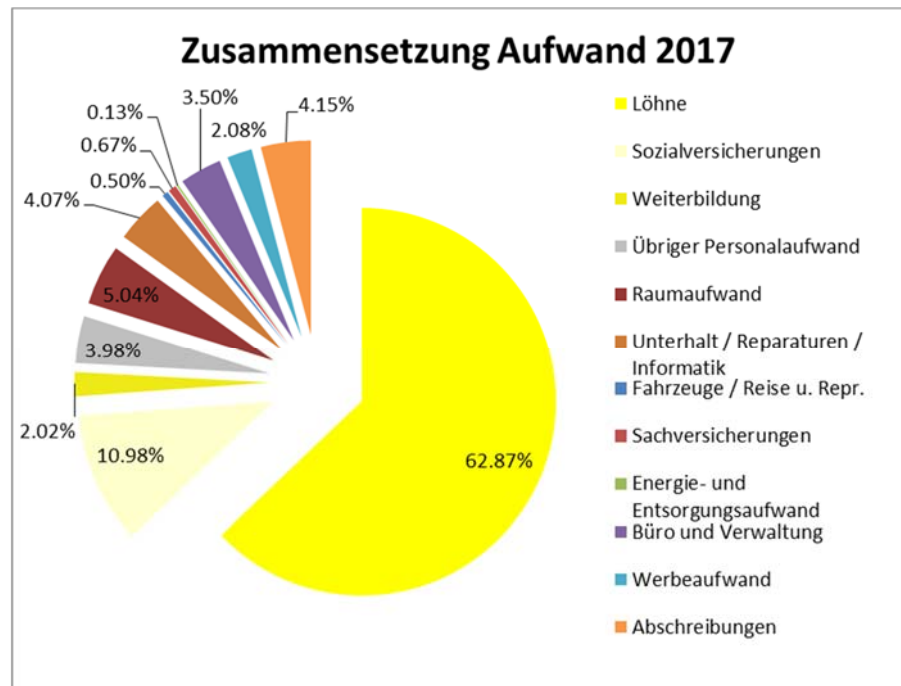
The measures implemented in 2015 and 2016 have continued to be effective.

Staff productivity was increased further and is now back to a good level at 1.62.

The **gross profit** (C1) ended the reporting year only slightly below the budgeted value (see table below for the essential indicators). Overall, our **operating profits** showed very positive values with 310 kCHF in 2017 and exceeded expectations. The **cash flow** was slightly below the budgeted value.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
Gross sales, all of Neosys	kCHF	3364	* 3426	3327	3395
HR costs, all of Neosys	kCHF	2347	* 2341	2531	2637
Gross profit (C1), BUs only	kCHF	3155	✓ 3200	3124	3096
HR costs, BUs only	kCHF	1945	* 2057	2175	2281
EBIT	kCHF	310	* 223	82	-50
Operating result	kCHF	99	✓ 166	52	-57
Cash flow	kCHF	221	✓ 299	163	46
Dividends distributed	kCHF	98		26	0
EBIT rate of return	%	9.8%	* 7.9%	2.6%	-1.6%
Staff productivity	---	1.62	* 1.56	1.44	1.36

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 premises, maintenance, repair, IT and depreciation has risen slightly.

Assessment

The financial parameters for the reporting period are all once again within a good range. Thanks to the huge commitment of all our employees we have achieved excellent results, substantially exceeding expectations.

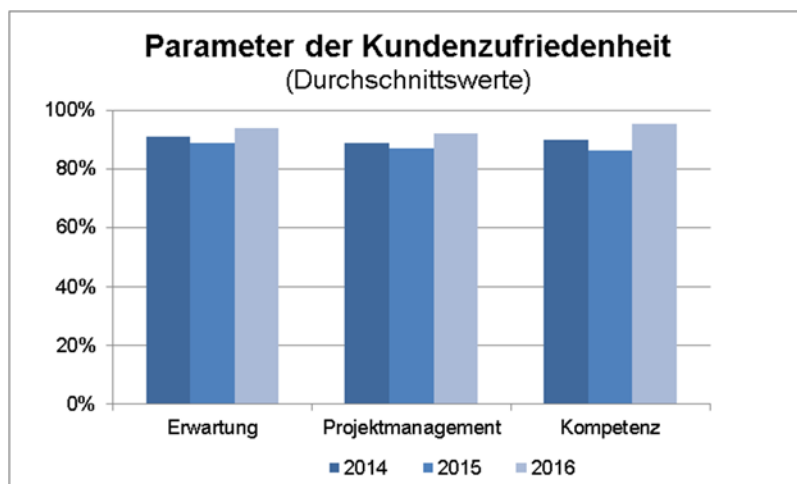
Measures

- Continuing controlling with existing instruments
- Continuing rapid provision of support for employees with low productivity
- Continuation of 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** include companies, authorities (departments and municipalities) and organisations (associations, international organisations, NGOs, etc.) in Switzerland and abroad. This means that for many years our customer base has included a broad range of sectors and industries. 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** sent out was 19.8% in the reporting period, which is lower than the previous year (22.4%). It should be noted, however, that the procedure for circulating the customer questionnaires was modified at the end of September 2017, which should mean a higher return rate for the next reporting year.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
Overall average customer satisfaction	Weighted percentage	82.6	90	91.4	85.0
Overall average customer satisfaction	% 'very good'	56.4	---	75.6	65.1
Average of criteria 1-8	Weighted percentage	83.8	0.90	93.5	86.7
Average of criteria 1-8	% 'very good'	57.0	---	81.2	69.6

Customer satisfaction has fallen in all criteria, and under all evaluation headings is below the results for the previous year; in almost all the criteria it is even below the 2015 values. The target value of 90% was not reached for any of the parameters in the reporting period.

Assessment

New measures are needed urgently to once again achieve an improvement in customer satisfaction. The high staff fluctuation rate has possibly contributed to the decrease in customer satisfaction.

Measures

- Project management training to increase the competence of project managers and enable the rapid induction of new PMs
- Structured analysis of the causes of quality problems by the company management. Discussion of complaints in the market and management meetings. Constant awareness-raising
- A specific analysis of the problems for each Business Unit, and determination of improvement measures

Satisfied customers

AWEL – Department for Waste, Water, Energy and Air, Canton of Zurich

As an enforcement agency, we are regularly confronted with new issues and specific challenges that cannot be resolved with our own staff resources. In these cases, it is important to be able to depend on competent consultants. Neosys AG has been giving us reliable, skilled advice for years now concerning demanding conceptual and operative issues in the areas of contaminated sites, waste management and operational environmental protection. Together with Neosys AG, we implemented a controlling system for our enforcement activities, which we have been using for years now to ensure continuous improvement.

Thank you for all your helpful contacts and for the valuable support you have given us over the years!

Franz Adam

Head of Waste Management and Operations
Department for Waste, Water, Energy and Air, Canton of Zurich



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. Nevertheless, we do take the sustainability of our suppliers very seriously. Our suppliers are divided into three categories. Those categorised as relevant/strategically important partners are assessed at intervals of three years. A recommendation regarding a continuation of the partnership is made and any necessary measures are defined. An assessment of this kind took place during the reporting period.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
Reviewed suppliers/service partners	Number	8	---	1	0
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

Among the supplier evaluations carried out, there was only one that showed deficiencies. Measures to resolve these were specified and implemented.

Measures

- Continuation of periodic evaluation of the relevant suppliers

2.4 Innovation

Current status and indicators

In 2017 there were a total of three **innovation projects**, two of which were still ongoing at the end of the reporting period. As in the previous year, the main activity consisted in preparing master data for the legal database LexPlus, which has now been successfully completed.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
Innovation projects handled (as at end of the year)	Number	3	5	5	7
Working hours spent on innovation projects	Hrs	827.0	---	1422.7	1233.0

The measures specified for the previous year were fully implemented.

Assessment

The innovation process is still being utilised, although fewer projects have been processed in comparison with the previous year. In spite of the lower expenditure on innovation projects, attention continues 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
- Continuing 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. Shortly thereafter, the certification was expanded to include ISO 14001. The management system is expedient and is developed further on a

regular basis. In 2017, it successfully underwent a general upgrade to satisfy the requirements of the new ISO 9001:2015 and ISO 14001:2015 standards. In May 2017, we successfully underwent a recertification audit by SQS in accordance with these standards.

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 2017 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

- Maintenance and further development of the system. Successful completion of the compliance audit in May 2018
- Carrying out at least two internal IMS training courses per year for all employees. Focus on critical areas for efficient work
- Continuing induction training for new employees
- Continuing to address pending QM list and customer complaints list under the agenda item 'Management system' at company management meetings
- Aligning GRI report to the current version of the Global Reporting Initiative guidelines

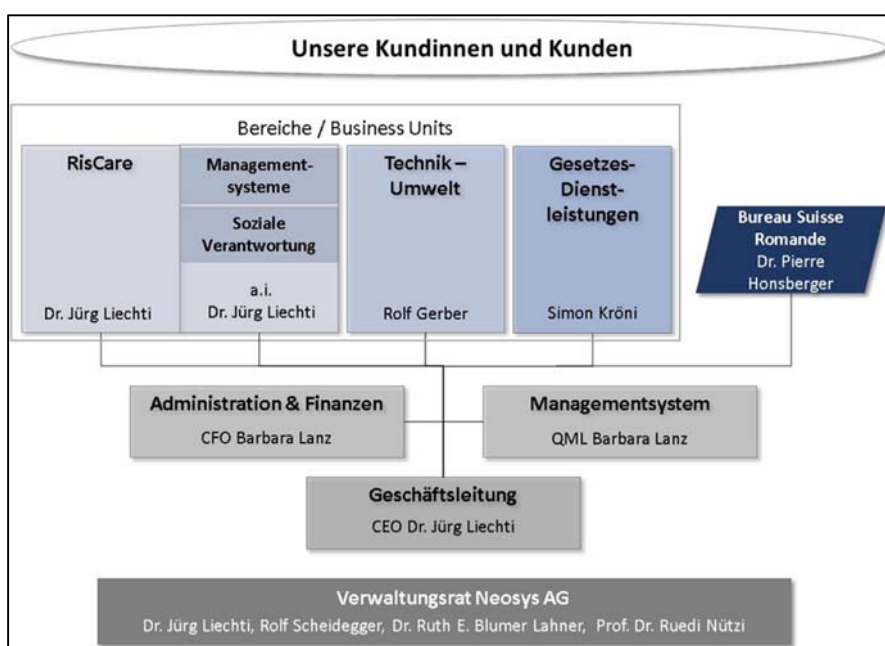
3 People and society

3.1 Corporate structure and governance

Current status and indicators

At the end of the 2017 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 we believe it makes sense to provide our services globally. It does not have a proactive strategy for expansion, but responds to opportunities for cooperation.



After the restructuring in autumn 2016, Neosys is now divided into three Business Units (BU): 'RisCare', 'Legal Services' and 'Technology-Environment'.

The 'Corporate Social Responsibility' and 'Management Systems' areas were incorporated into the 'RisCare' BU and are temporarily operating there.

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** is an important committee with an essential role in the company's management and organisation. It comprises all employees with project manager status (excluding freelancers). It is responsible for the issues relating to product design, marketing and the corporate image. However, contributions and notifications have been piling up recently, indicating that this meeting is unable to fulfil its tasks and there is a need for reform.

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 selection of participants to the current situation and to the form of the strategy meeting.

Assessment

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

In order to take account of the current changes affecting the employment situation, and of rapidly increasing digitisation, and to render us fit for the challenges of being a modern employer, Neosys will examine its organisational structures and workplace models and check what adaptations are needed.

Measures

- Reform of the 'market meeting'
- Checking the organisational structures and workplace models

From the Neosys AG service portfolio:

Collaboration with EcoIntense and geelhaarconsulting

With increasing digitisation and globalisation, the demand for cross-border, software-supported services is growing. To enable us to respond to these growing demands, now and in future, Neosys has entered into a working partnership with Berlin software company EcoIntense. The EcoWebDesk software developed by EcoIntense offers the possibility of managing almost all the company's sustainability aspects online. This makes it a perfect addition to the range of services offered by Neosys. The software is marketed in Switzerland together with geelhaarconsulting GmbH.

The Legal Compliance module is particularly popular with companies who have sites all over the world, and therefore want to view the legislation of several different countries in a single tool. Neosys supplies the Swiss legislation for this feature, ideally accompanied by additional consultancy services in other areas such as health and safety at work, sustainability management, etc. EcoWebDesk should therefore not be viewed as a competitor to the Neosys LexPlus legal tool, but rather as an alternative for very large, complex customers.

Simon Kröni
Head of Legal Services, Neosys AG

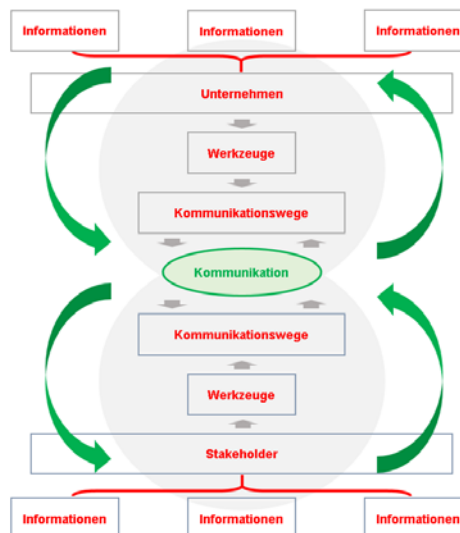
3.2 Stakeholders

Current status and indicators

Neosys AG associates closely with numerous individuals and groups internally and externally. In 2010, we undertook a **general identification of our stakeholders** as part of our strategy development. Based on this, the management has been carrying out a more detailed analysis since then. For both Neosys overall and our individual Business Units, this showed a very complex pattern of different groups of stakeholders.

We seek to maintain an ongoing **dialogue** with all stakeholder groups. The instruments for this are included in our communication concept.

But for a true dialogue, we need feedback from the stakeholders under analysis. Many companies and stakeholders frequently only provide us with information, and communication is not the product of information alone, but also of feedback on the information provided.



In 2017, for the first time, Neosys developed and implemented our own stakeholder survey. Around 30% of the participants we approached took part. These included large companies, federal departments, municipalities, associations and SMEs. The survey was made up of 11 questions asked about the various Neosys services, the product range and our service in general. Using the data obtained, we are now better placed to satisfy our customers' needs in a more targeted fashion. Another stakeholder survey is planned in 2018.

Assessment

The stakeholder survey is a central instrument enabling us to compile our reports in accordance with the new GRI standards, while also helping our company to obtain valuable feedback from our most important stakeholders.

Measures

- Annual modification and implementation of the stakeholder survey
- 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 critical feedback from customers, neighbours, social groups, employees etc. are recorded in a list and pursued by the management system manager.

Indicator	Unit of measurement	2017	Target 2017	2016	2014
Employees who were given anti-corruption training	% of people	67%	✓ 75%	91%	27%
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, and integrated it into the provisions of the employment contracts; we also drew up 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. The last anti-corruption training for our employees took place in 2016.

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 2017 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 proportion of trained employees has dropped markedly compared to the previous year. This is explained by the increased staff fluctuation, as trained employees have left our company and the new employees have not yet received training.

Measures

- The aim is still for at least 75% of the workforce to be trained in this aspect: training new employees in the coming year
- Maintaining the list for recording and pursuing situations that involve the risk of corruption

3.4 Our employees

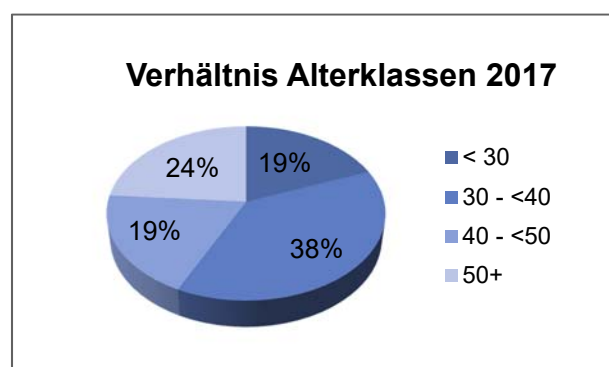
Current status and indicators

As at 31.12.2017, Neosys AG has **15.75 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 **21 people**. There are also non-time-limited cooperation agreements with six further people (freelancers). The number of **female employees** is 26.7% of the FTE, which represents a significant increase from the previous year. There was no substantial change to the proportion of women in management over the reporting year (21.6% of the FTE).

Indicator	Unit of measurement	2017	Target 2017	2016	2015	
Staff	FTE as at 31.12.	15.75	---	15.45	19.93	
Total percentage of women	% FTE	26.7	---	17.5	34.0	
Percentage of women in CM	% FTE	21.1	---	21.6	44.4	
Percentage of women on BoD	% per capita	25	---	25	25.0	
Wage spread	Ratio of highest to lowest wage	2.83		3.17	2.29	
Wage ratio women/men PM1		1.064	✓	1.000	0.994	1.040
Wage ratio women/men PM3		0.994	✓	1.000	0.872	0.864
Wage ratio women/men PM4		1.185			1.190	1.151
Fluctuation	% FTE (departures)	19.1	↔	<8	10.3	16.7
Occupational accidents/illnesses	Number of cases	0	*	0	0	0
Absence rate (occupational accidents/illnesses)	%	0	*	0	0	0
Total absences (excluding approved absences and maternity/paternity leave)	%	0.5		---	4.13	6.78
Overall satisfaction	Scale 0-10	7.80	✓	7.00	6.97	7.81
Time spent on further training	Hrs/FTE *y	111.8		---	141	102

Once again, several employees left Neosys during the reporting year. As a consequence **staff fluctuation**, at 19.1%, once again far exceeded our target of 8% in 2017. We are planning to replace all 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 adjacent diagram. The age statistics have again changed in comparison with the previous year due to people leaving and joining the company: the percentage of those under 30 has increased from 14% in 2016 to 19%, and the proportion of those aged between 30 and 40 has increased by 4%.



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 decreased again in the reporting year and is now less than 0.5 days per FTE.

The **employee satisfaction questionnaire** was carried out in early 2018 with a new additional criterion. The overall satisfaction has again increased (7.8) in comparison with the previous year (6.97). All the individual criteria were assessed as better than in the previous year and the target value of 7 was once again achieved. The questionnaire was completed by all employees.

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 increase in the **satisfaction level** to above the target value of 7 is very pleasing. As remarks and feedback received as part of the employee questionnaire always vary widely, it is important to continue to seek ongoing improvements. The evaluation of suggestions made as part of the survey or elsewhere is an important instrument here. For example, the internal meetings strategy is currently being restructured after several employees expressed an opinion on this.

The overall **wage spread** is 2.83, which is typical for a Swiss SME. It has decreased again compared with the previous year. The salaries of male and female employees are not completely equal. The deviations from equality are investigated on a regular basis. In 2017, 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 1.4% of **working hours**, the absence rate is substantially below the level of the previous year, which can be explained by the departure of some who chronically took frequent sick leave, and is a very pleasing figure.

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)

Internal transfer from Admin to Legal Services

“After I completed my commercial apprenticeship and cadet school, Neosys helped me find my feet back in the world of business. In addition to the daily administration tasks, such as compiling customer data and issuing invoices, I was able to make a contribution by playing a significant part in the department’s restructuring and further development (server virtualisation, IP telephone systems, etc.).

Although my time in the Admin department was always very exciting and varied, for some time I had been wanting to work at the sharp end of sustainability. Given the ongoing increase in demand for legal services, I was given the opportunity of an internal move. After three years at Neosys, I now have a dynamic role in the Legal Services Business Unit, and am studying for a diploma as an environmental consultant.”

Silvan Valenti
Legal Services, 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.

Our sponsoring activities in 2017 were at approximately the same level as the previous year. 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.

Membership subscriptions have decreased slightly compared with last year and are now back down to 2015 levels.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
Sponsoring, donations	CHF	4650	---	4600	8900
Membership subscriptions	CHF	20594	---	21108	20417

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 Swiss Association of Independent Safety and Security Engineers and Consultants [SSI]). We look on these as platforms for networking with other specialists, gaining new ideas and raising awareness of our company and its services to a wide range of potential cooperation partners and customers.

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

Assessment

The sponsorship contributions have been maintained at 2016 levels. Membership subscriptions remain high. The maintenance of networks continues to be very important for the positioning of Neosys AG in the marketplace.

Measures

- Continued sponsoring as provided by the budget

From the Neosys AG service portfolio:

Environmental product life cycle evaluations

In addition to a company's environmental relevance analysis, the revised ISO 14001 standard now also requires an environmental assessment of the most important products over their whole life cycle. Tools must be provided and the analysis anchored in the environmental planning process.

A well-known tool of this kind is the Environmental Product Declaration (EPD). The EPD shows all the information over the lifespan of a product in a standardised format, giving customers and other interested parties a basis for their buying decisions, with the ability to compare products from different suppliers.



EPDs are controlled by the ISO 14025 standard. On the one hand, they are based on a complete eco-balance as provided by ISO 14040. On the other hand, there are what are known as Product Category Rules (PCR) for the various product types, which give precise criteria for determining which information about a given product must be analysed and published.

A classic example is the construction sector, which requires environmental declarations for the various components (doors, windows, etc.) in order to determine the sustainability of a building. Railway rolling stock is also an interesting category, where EPDs are generally now required by the purchasing bodies (see adjacent image).

Neosys draws up EPDs. These are best suited to companies whose products are substantially affected by regulations in the energy and environmental sectors, or whose key customers ask for transparent energy and environmental product information. Many ISO 14001-certified companies are only service providers and do not offer such products and for them, an EPD would be far too costly 'merely' to comply with the requirements of the ISO standards.

In such cases, we offer alternative instruments for assessments that reflect the actual situation; these may take the form of the 'life cycle relevance matrix' or an impact overview chart for customers who are service providers. The problem of how to implement the staged introduction of an ecological product life cycle assessment (without excessive

expenditure) is in good hands with us.

Jürg Liechi and Angela Mastronardi
Management Systems, Neosys AG

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

Almost all ecological indicators have worsened compared to the previous year. Some of the reasons for this are clear, but some are not. Our **greenhouse gas balance** for 2017 is around 45.0 tonnes of CO₂ and has increased again in comparison with the last assessment period. Two tonnes are attributable to air travel, of which there was none in the previous years. As the mileage travelled by car has also risen, there are also additional emissions of approx. 1.3 tonnes from car journeys. The expansion of our offices in 2016 had an effect on the whole year, which has resulted in additional higher oil consumption for heating the building. Since we are leaseholders, we have no influence over the type of heating.

Indicator	Unit of measurement	2017	Target 2017	2016	2015
CO ₂ emissions, actual	t CO ₂	45.0	---	38.7	25.9
CO ₂ emissions, compensated	% CO ₂ emissions	100	* 100	100	100
CO ₂ emissions per capita	t CO ₂ /FTE	2.90	---	2.26	1.39
Kilometres by car	km/FTE	5'518	---	4'658	4'190
Rail/car modal split	Km _R /(km _C +km _R)	0.556	↔ >0.6	0.630	0.597
Kilometres by air	km/FTE	574	---	0	0
Waste generation	kg/FTE	81.8	---	140.9	225.3 ¹
Electricity consumption	kWh/FTE	956	---	887	923
Proportion of green energy	kWh _G /kWh _{tot}	0.93	↔ 1.000	1.000	1.000
Proportion of self-generated electricity	%	12.0	✓ 14	10.7	1.6
Paper consumption	kg/FTE	19.8	✓ 15	13.6	28.9
Water consumption	Litres/FTE	9.2	---	9.2	10.8

¹ High value in the 2015 reporting year due to the disposal of old materials from the archive.

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

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. 29 g CO₂/kWh calculated by the Federal Government for the Swiss electricity grid.

There has been a setback in the modal split of business journeys between car and train. While total travel for customer activities has remained more or less constant compared with last year, the mileage travelled by train decreased and that by car increased. As a result, the train/car modal split was at 55.6%, massively below last year's level of 63% and also clearly below the 2015 value.

The failure to achieve the objective of 100% **green electricity supply** is regrettable. In 2017 Neosys was sold a small quantity of an electricity product, 'Easy Blau', that is not classed as green electricity. This supply was not noticed until it was too late.

The **self-generated electricity** indicator, recorded for the first time in 2016, was increased from 10.7% to 12.0%, even though the overall electricity consumption increased slightly and the 'SmartFlower' system was, very disappointingly, often defective. We thus failed to achieve the envisaged figure of 14%, but there is no doubt that it would be achievable given optimum availability of the solar power system. As much as 88% of the electricity produced was once again used for our own consumption.

Assessment

The key figures in the area of the environment have shown a mostly negative development, in particular with regard to the rail-car modal split, the proportion of green electricity and the CO₂ emissions.

What was first seen as "teething problems" for the 'SmartFlower' system unfortunately developed into an ongoing problem. The system was repeatedly out of service for whole days at a time, because the mechanical controls failed.

As both turnover and the full-time posts have hardly changed in 2017 compared to 2016, the worsening of the environmental performance is worrying, and measures must be taken to rectify the situation.

Measures

- Checking electricity purchases
- Promotion of rail travel and the electronic office
- Continuing with CO₂ compensation
- Negotiating with the suppliers of the 'SmartFlower' system to obtain a lasting repair
- Comprehensive installation of LED lighting
- Updating our environmental objectives as follows for 2018:
 - Maintenance of climate-neutral operation (attributable CO₂ emissions = 0)
 - Improve the transport mode split to a rail proportion > 60%
 - Reduce electricity use to < 900 kWh/FTE*y

- Increase our self-generated electricity to > 14%
- Reduce the specific paper consumption to < 15 kg/FTE

4.2 Product-related aspects

Current status and indicators

Our direct, operations-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’. 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.

Produkt: CO ₂ -Kompensationen, anhand eines Modellprojekts		
Effekt beim Kunden: CO ₂ -Minderung	t/a	2'000
Investition des Kunden	CHF	250'000
Kosten von Neosys beim Kunden	CHF	12'000
Anrechenbarer Effekt Scope 3	t/a	96
Umsatz Neosys im Produkt CO ₂	CHF/a	259'000
Scope 3-Wirkung CO₂ des Produkts CO₂	t/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 and products
- Rating systems for investment funds
- Ecological product declarations and life cycle analyses

5 Neosys at a glance

Code zur Zielerreichung:	*: gut	✓: genügend	↔: schlecht			
		→ beobachten	→ Massnahmen			
FINANZEN	Masseinheit	2017	Ziel 2017	2016	2015	
Nettoumsatz (DB1), nur BUs	kCHF	3155	✓ 3200	3124	3096	
Personalkosten, nur BUs	kCHF	1945	* 2055	2175	2281	
EBIT	kCHF	310	* 275	82	-50	
Betriebsergebnis	kCHF	99	✓ 166	52	-57	
Cash Flow	kCHF	221	✓ 299	163	46	
EBIT – Rendite	%	9.8	* 7.0	2.6	-1.6	
Personalproduktivität	-	1.62	* 1.56	1.44	1.36	
QUALITÄT	Masseinheit	2017	Ziel 2017	2016	2015	
Beschwerden von Kunden	Anzahl	0	---	0	3	
Kundenzufriedenheit	Gewichtete %	82.6	↔ 0.9	91.4	0.85	
Überprüfte Lieferanten / DL-Partner	Anzahl	8	---	1	0	
Sperrungen von Lieferanten	Anzahl	0	---	0	0	
Innovations-Projekte	Anzahl	3	↔ 5	5	7	
Arbeitsstunden Innov.-Projekte	Std.	827.4	---	1422.7	1233.5	
MITARBEITENDE	Masseinheit	2017	Ziel 2017	2016	2015	
Belegschaft	FTE 31.12.	15.75	---	15.45	19.93	
Anteil Frauen gesamt	% FTE	26.7	---	17.5	34.0	
Anteil Frauen in GL	% FTE	21.1	---	21.6	44.4	
Anteil Frauen in VR	%	25	---	25	25	
Lohnspanne	-	2.83	---	3.17	2.29	
Lohnverhältnis w/m PL1	-	1.064	✓ 1	0.994	1.04	
Lohnverhältnis w/m PL3	-	0.994	✓ 1	0.872	0.864	
Lohnverhältnis w/m PL4	-	1.185	✓ 1	1.190	1.151	
Fluktuation	% FTE	19.1	↔ <8	10.3	16.7	
Berufsunfälle/-krankheiten	Anzahl Fälle	0	* 0	0	0	
Zufriedenheit insgesamt	Skala 0-10	7.80	✓ >7	6.97	7.81	
Weiterbildungszeit	Std./FTE	112	---	141	102	
GESELLSCHAFT	Masseinheit	2017	Ziel 2017	2016	2015	
Anti-Korruptions-geschulte MA	%	68	✓ 75	91	27	
Fälle von Korruptionsverdacht	Anzahl	0	---	0	0	
Stakeholder-Reklamationen	Anzahl	0	---	0	0	
Sponsoring, Spenden	CHF	4650	---	4600	8900	
Mitgliederbeiträge	CHF	20594	---	21108	20417	
ÖKOLOGIE	Masseinheit	2017	Ziel 2017	2016	2015	
Auto-Kilometer	km/FTE	5518	---	4658	4190	
Modal-Split Bahn/Auto	%	55.6	↔ >63	63	59.7	
Flug-Kilometer	km/FTE	574	---	0	0	
CO ₂ -Ausstoss (ohne Kompensation)	t CO ₂ /FTE	2.903	---	2.259	1.393	
Kehricht-Produktion	kg/FTE	81.8	---	140.9	225.3	
Stromverbrauch	kWh/FTE	956	---	887	923	
Ökostrom-Anteil	kWh _Ö /kWh _{tot}	0.93	↔ 1	1	1	
Strom-Eigenproduktion	%	12.0	✓ 14	10.7		
Papierverbrauch	kg/FTE	19.8	✓ 15	13.6	28.9	

Appendices

Company profile

1 Name	 Neosys AG
2 Brands, products, services	Analysing, consulting, planning, calculating, measuring and drawing up expert reports in the areas of environment, environmental technology, safety, risk management, social responsibility, management systems and legal compliance. The range of products can be viewed at http://www.neosys.ch/en/our-areas-of-expertise.html
3 Organisational structure	Organisational chart see under http://www.neosys.ch/en/organigram.html Offices in Gerlafingen and Lausanne (Epalinges) (CH)
4 Headquarters	Gerlafingen (CH)
5 Countries in which the organisation is active	Neosys is 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. Two major and 13 minor shareholders solely from the company management, the Board of Directors and the workforce.
7 Markets	<ul style="list-style-type: none"> A Specialist environmental tasks for companies and official authorities, audits (CH) B Environmental technology, environmental engineering for industry and construction companies (CH, EU) C Technical safety and security consulting (CH) 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 E Expertise and engineering services for businesses, on behalf of governmental and non-governmental organisations F Management system consulting (ISO 9/14/31/50001, OHSAS 18001 etc.) and legal services (CH, D, A) G Company management, strategy consulting, risk management (CH) H CO₂ project development, CO₂ audits in Switzerland and abroad
8 Scale	<p>Number of employees: As per 31.12.2017: 15.75 FTE spread across 21 people, plus seven freelancers with an estimated joint effective capacity of 0.03 FTE</p> <p>Net sales (financial accounting): As per 2017: CHF 3.364 million</p> <p>Overall capitalisation: Balance sheet total in 2017: CHF 2.37 million, of which equity: CHF 1.49 million (63.1%)</p> <p>Breakdown of sales according to country/region: Mainly Switzerland (>90%). No detailed breakdown obtained in 2017</p> <p>Number of products/services offered: 69 pursuant to product overview</p>
9 Significant changes in the reporting year	None

10 Prizes received	None
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Notes on our report and GRI Index

Our sustainability reporting in accordance with the GRI Standard and SDGs

“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 2017, Neosys decided to draw up its sustainability report in accordance with the GRI standard. To this end, a stakeholder survey (materiality analysis) was undertaken among previously identified stakeholders.

The move to the GRI standard is essential, providing us with a way to show how SMEs with limited means can also achieve it. The GRI standard offers a high degree of comparability. The requirements are complex, however, which represents a definite hurdle for SMEs with limited means. The GRI guidelines nevertheless provide a good basis in all cases for SMEs to draw up an individual report. The reporting system can be linked to the requirements of an environmental management system for documentation and communication.

To implement the Sustainable Development Goals (SDGs) adopted by the United Nations, companies are called upon to support these goals and to report on how they are contributing to them. According to G4 guidelines, a sustainability report should include topics that reflect the organisation’s key economic, environmental and social impacts. An SDG analysis offers an outstanding aid for achieving this, with the additional benefit of potential integration of SDGs with the strategic objectives.

We continue to base our reporting on the GRI standard and are now applying the current GRI Standard guidelines for the first time; we also have the connection to our management system and the SDGs. Right from the start of producing the report, we have focused on the interests of our stakeholder groups. We have also been able to use our own ‘SDG Analysis’ product, developed in-house, to analyse our most important SDGs and incorporate them directly into this report. Through continuous exchange with our stakeholder groups, we aim to report on topics that are important to them and to ourselves. We are working in dialogue with these groups on further prioritisation of chosen themes and products.”

Yannic Rütli

Project manager CSR and Legal Services, Neosys AG

The present report covers the period from 1.1.2017 until 31.12.2017. It represents the eighth 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: Yannic Rütli, yannic.ruetti@neosys.ch, 032/ 674 45 27

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 **GRI Standards: ‘Core’ option**. 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 provides relevant supplementary notes. Our disclosures also make reference to the Sustainable Development Goals (SDGs), and the notes for the GRI criteria include the symbols of related SDGs.

UNIVERSAL STANDARDS			
		Section	Notes
GENERAL DISCLOSURES			
GRI 102-1	Name of the organisation	Company profile	
I 102-2	Activities, brands, products, and services	Company profile	
GRI 102-3	Location of headquarters	Company profile	
GRI 102-4	Location of operations	Company profile	
GRI 102-5	Ownership and legal form	Company profile	
GRI 102-6	Markets served	Company profile	
GRI 102-7	Scale of the organisation	Company profile	
GRI 102-8	Information on employees and other workers	Company profile	
GRI 102-9	Supply chain		Neosys AG provides its customers with consulting services; there are no product supply chains
GRI 102-10	Significant changes to the organisation and its supply chain	Foreword	
GRI 102-11	Precautionary principle or approach	Foreword	
GRI 102-12	External initiatives	Foreword	Member of the UN Global Compact Initiative
GRI 102-13	Membership of associations	3.5	
GRI 102-14	Statement from senior decision-maker	Foreword	
GRI 102-16	Values, principles, standards, and norms of behaviour	3.3	
GRI 102-18	Governance structure	3.1	
GRI 102-40	List of stakeholder groups	3.2	
GRI 102-41	Collective bargaining agreements		There are no relevant collective agreements
GRI 102-42	Identifying and selecting stakeholders	3.2	
GRI 102-43	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
GRI 102-44	Key topics and concerns raised	3.2	
GRI 102-45	Entities included in the consolidated financial statements		As an SME, Neosys AG has no subsidiaries or consolidated financial statements
GRI 102-46	Defining report content and topic 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
GRI 102-47	List of material topics		See table of Specific standards (below)
GRI 102-48	Restatements of information		There were no restatements of information as defined in the GRI standards
GRI 102-49	Changes in reporting		No relevant changes have been made
UNIVERSAL STANDARDS (CONTINUED)			
		Section	Notes
GRI 102-50	Reporting period		01.01. to 31.12.2017

GRI 102-51	Date of most recent report		30 April 2017
GRI 102-52	Reporting cycle		Annual
GRI 102-53	Contact point for questions regarding the report		See page 25
GRI 102-54	Claims of reporting in accordance with the GRI Standards		See page 25ff
GRI 102-55	GRI content index		The present table is the GRI Index
GRI 102-56	External assurance		No external assurance planned

MANAGEMENT APPROACH














GRI 103-1	Explanation of the material topic and its Boundary		The boundaries of the material aspects are defined by Neosys AG's business activities at its sites of operation
GRI 103-2	The management approach and its components		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)
GRI 103-3	Evaluation of the management approach		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)


SPECIFIC STANDARDS

		Section	Notes
ECONOMIC			
Economic Performance			
GRI 201-1	Direct economic value generated and distributed	2.1	
GRI 201-3	Defined benefit plan obligations and other retirement plans	2.1	There are no outstanding benefit plan obligations
GRI 201-4	Financial assistance received from government		Neosys does not receive any subsidies, but it does receive orders from public institutions
Indirect Economic Impacts			
GRI 203-1	Infrastructure investments and services supported	3.5	Certain services are provided for various associations that are not invoiced for, but which have marketing potential
GRI 203-2	Significant indirect economic impacts	4.2	With regard to the environmental impact of our products and services
Procurement Practices			
GRI 204-1	Proportion of spending on local suppliers	2.3, 3.3	
Anti-corruption			
GRI 205-1	Operations assessed for risks related to corruption	3.3	
GRI 205-2	Communication and training about anti-corruption policies and procedures	3.3	
GRI 205-3	Confirmed incidents of corruption and actions taken	3.3	
Anti-Competitive Behaviour			
GRI 206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices		There are no legal proceedings with regard to anti-competitive behaviour.

SPECIFIC STANDARDS (CONTINUED)

		Section	Notes
ENVIRONMENTAL			
Materials			
GRI 301-1	Materials used by weight or volume	4.1	
Energy			

GRI 302-1	Energy consumption within the organisation	4.1		
GRI 302-2	Reductions in energy requirements of products and services	4.1		
GRI 302-5	Energy consumption outside of the organisation	4.1		
Water				
GRI 303-1	Water withdrawal by source	4.1		Water is only used for sanitation purposes.
Emissions				
GRI 305-1	Direct (Scope 1) GHG emissions	4.1		
GRI 305-2	Energy indirect (Scope 2) GHG emissions	4.1		Greenhouse gas carbon offsets 
GRI 305-3	Other indirect (Scope 3) GHG emissions	4.1		
GRI 305-5	Reduction of GHG emissions	4.1		
Effluents and Waste				
GRI 306-1	Water discharge by quality and destination	4.1		Only waste water from sanitation facilities included in total water consumption (see section as indicated)
GRI 306-2	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
Environmental Compliance				
GRI 307-1	Non-compliance with environmental laws and regulations			No fines or non-conformities, review as part of the EMS
Supplier Environmental assessment				
GRI 308-1	New suppliers that were screened using environmental criteria	2.3		The self-declaration for our suppliers includes environmental aspects
SOCIAL				
Employment				
GRI 401-1	New employee hires and employee turnover	3.4		
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees			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. 
Occupational Health and Safety				
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	3.4		No occupational accidents or illnesses. 
Training and Education				
GRI 404-1	Average hours of training per year per employee	3.4		
GRI 404-3	Percentage of employees receiving regular performance and career development reviews			All employees receive a review on a regular basis. 
SPECIFIC STANDARDS (CONTINUED)				
		Section	Notes	
Diversity and Equal Opportunity				
GRI 405-1	Diversity of governance bodies and employees	3.1, 3.4		
GRI 405-2	Ratio of basic salary and remuneration of women to men	3.4		
Non-discrimination				
GRI 406-1	Incidents of discrimination and corrective actions taken	3.4		Statements on pay equality, no incidents. 

Freedom of Association and Collective Bargaining			
GRI 407-1	Operations and suppliers in which the right to exercise freedom of association and collective bargaining may be at risk		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)
Child Labour			
GRI 408-1	Operations and suppliers at significant risk for incidents 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)
Forced or Compulsory Labour			
GRI 409-1	Operations and suppliers at significant risk for incidents 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)
Local Communities			
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	3.2	
Supplier Social Assessment			
GRI 414-1	New suppliers that were screened using social criteria	2.3	The self-declaration for our suppliers includes aspects relating to human rights (ILO criteria) 
Public Policy			
GRI 415-1	Political contributions		No political contributions were made
Customer Privacy			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.2	Customer data are only forwarded with the customer's consent. Sensitive data are saved so that they are inaccessible even internally
Socioeconomic Compliance			
GRI 419-1	Non-compliance with laws and regulations in the social and economic area		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
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
ISO 45001	International standard for occupational health and safety
IT	Information Technology
kCHF	Thousand Swiss francs
kg	Kilogram
km	Kilometre
kWh	Kilowatt-hour
LS	Neosys Legal Services Business Unit
M	Male employee
MS	Management Systems
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
y	Year