

NNE is an international company specialised in pharma engineering. We help pharmaceutical companies bring products to market by providing flexible, compliant and future-proof solutions. We have close to 2,000 professionals delivering global knowledge and best practices, all dedicated to supporting our customers globally and on local sites.

Through focused pharma engineering we enable our customers to deliver on demand.

# Sustainability report 2016

## Statement from the CEO

NNE takes responsibility for the impact our business has on people, communities and the environment and we strive to make a positive contribution to society and human well-being. We build our company on the belief that to be a sustainable business we must balance three bottom lines – financial, social and environmental, i.e. the triple bottom line (TBL) business principle.

Simultaneously, the TBL affects how we manage our business with the ambition to be sustainable and account for the performance within all three dimensions. These dimensions are in line with our commitment to the 10 principles of the UN Global Compact regarding human rights, labour standards, environment and anti-corruption and our support to the fulfilment of the sustainable development goals (SDGs). NNE has been a member of the UN Global Compact since 2008.

We have initiated a journey where we continuously will improve our performance through strengthened target setting and concrete actions.



Jesper Kløve  
Chief Executive Officer and President  
March 2017

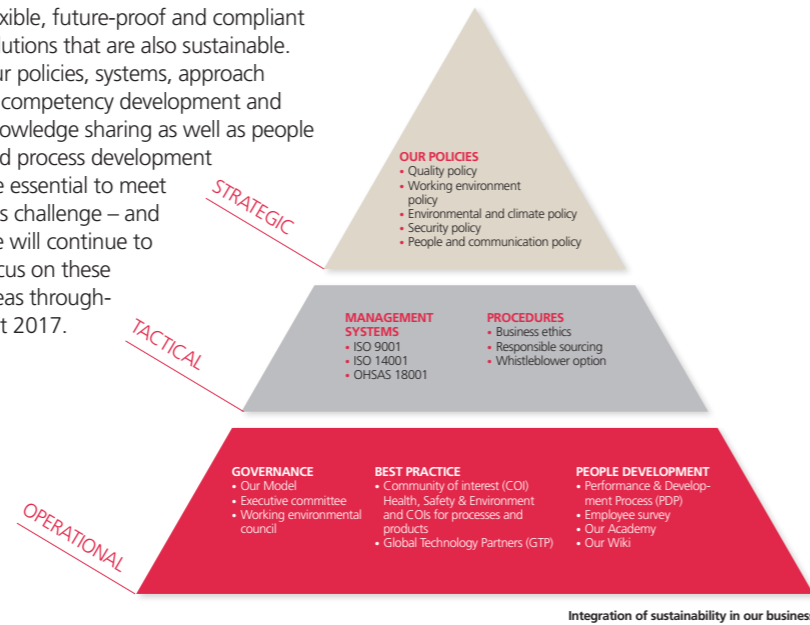
## Managing sustainability

In 2016, we revised our internal governance structure and sustainability strategy. As a result, our triple bottom line approach is now firmly anchored at the executive management level like any other part of our business strategy.

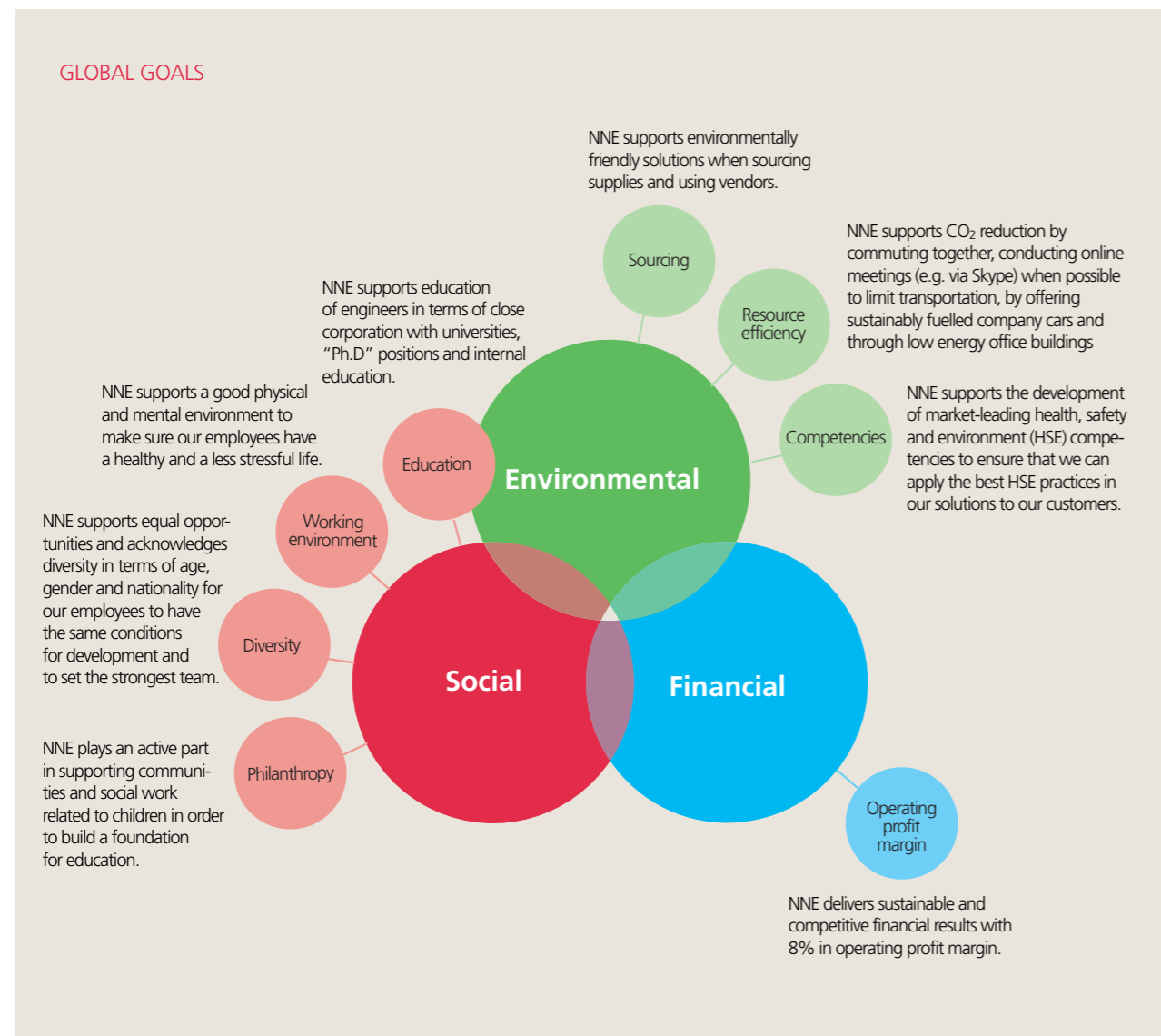
We integrate sustainability into our business on strategic, tactical and operational levels (as seen in the pyramid). At each level we strive for a balance of environmental, financial and social sustainability (as illustrated in the 'Global Goals' figure below.) These global goals (e.g. philanthropy) are supported by actions at the local level. To ensure this support, each of our local organisations must establish their own sustainability goals in 2017.

With this strategy, we aim to continually challenge and inspire our customers with

flexible, future-proof and compliant solutions that are also sustainable. Our policies, systems, approach to competency development and knowledge sharing as well as people and process development are essential to meet this challenge – and we will continue to focus on these areas throughout 2017.



Integration of sustainability in our business



## Performance in 2016

### Operationalising global trends and competences in projects

NNE initiated and facilitated a number of workshops involving customers and addressing common focus areas: consumption and emission of resources such as water, energy and specific chemicals, including epoxy, as well as sustainable facility design. Challenges encompassed global trends and concrete options for best available techniques, methods, goal setting, KPIs, etc. We focused on having a cross-disciplinary approach for developing and suggesting viable sustainable solutions. In house, we explored how to enhance the sustainability element in customer projects by using our competences in new ways. Early project involvement, cross-disciplinary reviews and advisory groups as well as strengthened risk assessment procedures were among the development areas.

Objectives	2016	Status
Transform and operationalise global trends and customer needs to provide sustainable consulting and services for all markets	Ongoing process	●
Develop sustainability goals and KPIs for our services	Ongoing process	●
Improve our platform for knowledge sharing/communication and training	Our expert forums (COIs and GTPs) got more influence	●

### EMPLOYER SATISFACTION

We measure our success as a company in three dimensions: profit, customer satisfaction and employee satisfaction. In 2016 we obtained a record high employee ambassador score (employees scoring high on loyalty and engagement) of 38.1 percent – the best score we have seen in the ten years we have conducted the survey, and ahead of our 2016 target of 35 percent.

**20%**  
increase in our carbon footprint for transportation.

### ENVIRONMENTAL FOOTPRINT

Our indirect carbon and water footprint associated with our advice to customers remains our most important environmental impact.

We are striving to set up KPIs and monitor how well we advise our customers in this area. NNE reviews its direct environmental footprint based on contributions from offices and transportation.

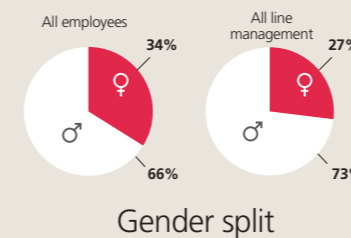
Our overseas business increased significantly in 2016, which unfortunately resulted in a 20% increase in our carbon footprint for transportation. Contribution from our offices remains more or less unchanged.

### COMPETENCE DEVELOPMENT AND EMPLOYEE SATISFACTION

In order to deliver the best possible solutions for our customers, NNE needs to provide its employees with the competencies to do so. That means providing them with an environment where they can learn, thrive and develop. Therefore, we invested more than two days of pharma engineering training for each employee in addition to other training activities.

**2** days of training for each employee.

We also want to be able to tap into the entire talent pool. Therefore, diversity measured as gender, nationality and age and as well as inclusion is monitored. There is currently one woman amongst the appointed board members (goal at least one). The overall gender split was 34 percent female and 66 percent male in 2016. Across all line management positions, 27 percent were held by women, which is 1% up from 2015.



### BUSINESS ETHICS

NNE has a strong governance structure related to ethical questions and remains focused on training and retraining all employees in "Doing business the right way." In addition, we have finalised our responsible sourcing programme, which is now implemented.

### PARTNERSHIP WITH SOS CHILDREN'S VILLAGES

Many of NNE's employees in Denmark and abroad have voiced their expectations for the company to partner up with relevant non-governmental organisations in an effort to contribute to society. SOS Children's villages has, for the second consecutive year, been

appointed as our global partner. It makes sense to support basic needs for children and especially the education of children in areas where NNE is present. These children are tomorrow's colleagues. Employees and NNE donated a total of DKK 252,600 in 2016.



**252,600** DKK