

# Corporate Responsibility Report

## 2015/16

*Statutory Report cf. Danish Financial Statements Act sections 99 (a) and (b) and UK Modern Slavery Act*

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## About this report

This report presents Coloplast's management of its social and environmental responsibilities in simple language, while including the data needed for specialist use. Topics covered are based on Coloplast's most recent materiality assessment disclosed on page 29.

Together with Coloplast's own ambitions, targets and challenges, this report includes general trends in the health care industry, changes in key demographic groups worldwide, and more. These trends are based on Coloplast's own assessments of external events.

In addition, this report constitutes the statutory report cf. Danish Financial Statements Act, section 99a and 99b. The report is published annually together with the Coloplast Annual Report, and covers the financial year 2015/16, from 1 October 2015 to 30 September 2016. This report also functions as the Communication On Progress (COP) to the UN Global Compact as well as Coloplast's statement on the UK Modern Slavery Act.

For more about our approach to reporting and corporate responsibility, please see page 28.

## 2015/16 Highlights

Below is a summary of highlights specific to Coloplast's 2015/16 corporate responsibility performance. You will find more information on these topics throughout the chapters of this report.

- Launched new catheter designed for easy, hygienic insertion (see page 7)
- On track with our phthalate reduction target (see page 7)
- Improving standards for wound care in China and access to catheters in Japan (See page 11)
- Tax policy available online (see page 13)
- New global donation policy (see page 13)
- New programme to empower refugees (see page 13)
- Successful roll-out of new Code of Conduct (see page 16)
- More women in top management (see page 18)
- New leadership programme to enable a sustainable performance culture (see page 18)
- New reduction target for Lost Time Injuries (see page 20)
- Slight increase in greenhouse gas emission per product (see page 25)
- Increase in waste per product (see page 25)



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## CEO Statement

We lead our industry because we live our mission and our values. One of our values is ‘respect and responsibility’, and as a market leader, I believe we have an obligation to shape the industry through respect and responsibility to the benefit of our users and society.

For years, we’ve had a strong focus on anti-corruption, health and safety, and the environment throughout our supply chain. We will continue our focus on these topics, and as we grow, so does our level of responsibility.

In this regard, the UN member states’ adaptation of the UN Sustainable Development Goals (SDG) is encouraging. It’s positive to see so many different stakeholders and governments agree on a set of common goals. I believe companies like Coloplast will play an important role in the global effort to achieve these goals.

### Fighting for better care

Coloplast reaches more than an estimated 1.5 million people living with chronic diseases. To this group of users, it is Coloplast’s responsibility to work for better framework conditions – and our contribution to the SDG no. 3 of good health and well-being.

The intimate conditions our users live with are amongst the last remaining medical taboos, and we’re committed to addressing the lack of awareness and understanding across society.

For a number of years, we’ve been advocating globally for access to more advanced catheters with better clinical outcomes. Therefore, I’m pleased that the authorities in Japan have improved reimbursement for intermittent catheters this year. This represents a breakthrough for 100,000 catheter users in Japan, many of whom will have an easier time obtaining the newest and best solutions.

This is just one example of the ongoing fight for better care that users, health care professionals and companies like Coloplast are a part of.

### Empowering refugees

One challenge that the UN SDG could not foresee is the international refugee crisis with more than 60 million people fleeing conflict, hunger and poverty. This is a challenge that calls for a global solution and a shared responsibility among all actors in society - including Coloplast.

Besides donating funds to help people in conflict areas, Coloplast has made a commitment to contribute to the resettlement of the many people coming to Europe through internships.

Having a job and contributing to the society you live in is part of your identity. Through internships we provide refugees with an opportunity to learn about a new culture, build a network, and practice a new language – in the end equipping them to get a job.

### Our commitment continues

We’ve been committed to the UN Global Compact since 2002, and we will always be committed to good business practices. This report discusses our many efforts related to our corporate responsibility. And, with this report, we reconfirm our commitment to the UN Global Compact principles.

Lars Rasmussen,  
President and CEO



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact**.

We welcome feedback on its contents.

## Company profile

Our business includes Ostomy Care, Continence Care, Wound & Skin Care and Urology Care. Coloplast markets and sells products globally, and in most of our mature markets, local health care authorities provide reimbursement for our products. Coloplast supplies products to hospitals and institutions as well as wholesalers and retailers.

Coloplast employs more than 10,000 people and operates globally with sales subsidiaries in more than 40 countries and production in Denmark, Hungary, the US, China and France.

### Our four business areas

Ostomy Care products are for people whose intestinal outlet has been rerouted through the abdominal wall. Examples of disease areas are colorectal cancer, bladder cancer and inflammatory bowel disease.

Continence Care is about helping people manage their bladder and bowel conditions. Examples of disease areas are spinal cord injuries, Spina Bifida and Multiple Sclerosis.

Wound & Skin Care is the treatment of difficult-to-heal wounds, while skin care products are used for prevention and treatment of damaged or at-risk skin. Examples of disease areas are leg ulcers, diabetic foot ulcers, and pressure ulcers.

Urology Care is the treatment of medical issues related to the urinary system, the male reproductive system and female pelvic health. Examples of disease areas are urinary incontinence, pelvic organ prolapse, erectile dysfunction and enlarged prostate.

### Corporate responsibility is anchored in Coloplast's strategy

Respect and responsibility is a guiding principle at Coloplast and at the heart of the Coloplast culture. Corporate responsibility reflects Coloplast's mission, vision and values and supports Coloplast's leadership position and the broader responsibility that comes with it – responsibility to our users, to clinicians, to our employees, to business partners, to society, to the environment, and to our shareholders.

### Mission

Making life easier for people with intimate health care needs

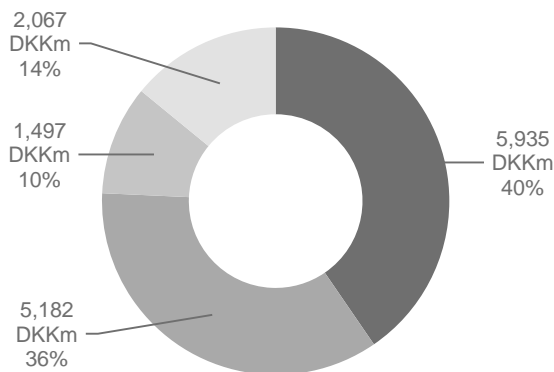
### Values

Closeness... to better understand  
 Passion... to make a difference  
 Respect and responsibility... to guide us

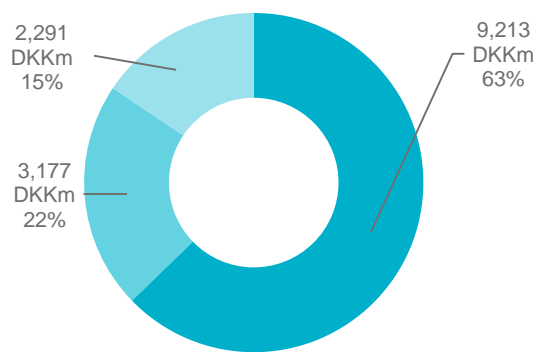
### Vision

Setting the global standard for listening and responding

In the financial year 2015/16, total sales were DKK 14,681 million



■ Ostomy care ■ Continence care ■ Urology care ■ Wound & Skin care



■ European markets ■ Other developed markets ■ Emerging markets

## Our role in society: Empowering people

In the coming years, we will witness a demographic development that sees the world's elderly population grow. We will also see our industry affected by the rise of the health care consumer, cost pressure from payers, digitalisation of health care information and increasingly consolidated and sophisticated sales channels.

This will put more pressure on health care systems and could limit access to innovative treatment.

Coloplast is committed to helping address the structural changes faced by health care systems

and society, and to fulfil our part of the objective shared with clinicians and users, which is to achieve better health outcomes.

Coloplast contributes to better health outcomes by empowering people to be active in society through life-changing products and services, supporting beyond expectations, fighting for better care, and community engagement.

By doing so, Coloplast empowers people to live the lives they choose. Whether that is to resume their social lives, careers, or passions.

### Progress overview

Topic	Our responsibility	How we measure progress	Current status	Quantitative target
Product development and safety	Translating user insights, technical breakthroughs and design thinking into products that redefine care and set new standards for safe product composition.	% reduction in total consumption of phthalates	20%	40% before 2017
Supporting beyond expectations	Anticipating needs and taking actions that exceed the expectations of users and healthcare providers, both in person and on the phone, creating a community of support.	N/A	N/A	N/A
Fighting for better care	Building sustainable partnerships that improve framework conditions and raise standards of care for people with intimate health care needs.	Estimated number of clinicians trained in Access to Healthcare projects (cumulative)	11,000	N/A
Community engagement	Being an active member of the local communities Coloplast operates in through activities that empower people and motivate employees.	N/A	N/A	N/A

## Product development and safety

### Our responsibility

Translating user insights, technical breakthroughs and design thinking into products that redefine care and set new standards for safe product composition.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
% reduction in total consumption of phthalates	20%	0%	-	-	40% before 2017

### Performance highlights in 2015/16

- Easy and hygienic catheter insertion for men with SpeediCath® Flex**  
 Coloplast strives to reduce the burden of bladder management for users. Launched this year, SpeediCath® Flex is a new flexible catheter for men. Designed for easy, hygienic insertion, and practical disposal, SpeediCath® Flex has a number of features that help make every step of catheterisation easy. SpeediCath Flex will be rolled out in all major markets during 2016/17.
- On track with our phthalate reduction target**  
 The execution of the project to reduce total phthalate consumption is progressing as planned. Coloplast expects to reach the target according to plan.
- Preliminary steps taken on new Medical Device Regulation**  
 Coloplast is following the development of the new Medical Device Regulation closely, and has evaluated the potential consequences for Coloplast products. Coloplast welcomes increased regulation of product safety, and will allocate the needed resources accordingly
- Updated policy on Quality, Environment, Health and Safety**  
 To meet updated ISO-standards, Coloplast has updated its QEHS-policy. In terms of quality, Coloplast is committed to ensure quality, defined as reliable products and services meeting defined customer's needs. The QEHS policy holds no significant changes. Read the policy in full on Coloplast.com.

- Increase in use of test animals**  
 This year, Coloplast used 1,490 animals for testing in total. Compared to 295 in the last financial year this is a significant increase, which stems primarily from legal requirements for safety assessments when launching products. For example, Coloplast has registered a number of surgical products, which generally face higher safety requirements, including animal testing for preclinical safety documentation.

### Our approach

Coloplast is committed to investing in innovation because innovative products benefit users and health care systems alike. At the same time, the safety and quality of our products is crucial to Coloplast's mission to make life easier for people with intimate health care needs.

#### Understanding users' lives in full

Getting an understanding of our users' needs is an integrated and important part of Coloplast's product development process. All the way from the initial idea to final product. Based on this understanding, Coloplast is able to design products that make a difference and solve the problems experienced by users.

Our understanding comes from a wide variety of sources, which stimulate co-creation for innovation. Coloplast conducts numerous focus groups, advisory boards and run anthropological studies to get real insights into user needs. This year, for example, Coloplast has facilitated more than 40 health care advisory boards involving around 600 clinicians.

### Product development

Coloplast's mission is to make life easier for people with intimate health care needs. This mission translates into focused value propositions across Coloplast's four business areas that guide Coloplast's innovation management:

- Ostomy Care: reduce the burden of leakage
- Continence Care: reduce the burden of bladder management
- Wound & Skin Care: fewer days with wounds
- Urology Care: empower surgeons to do more

The cornerstone of Coloplast's value propositions is to deliver superior products that address the key needs of our users and improve clinical outcomes. As such, Coloplast is committed to innovation to make a difference for our users and to benefit society.

### Product safety

Coloplast is mindful of the materials and substances used in our products, and complies with international and local regulations and standards including REACH, the EU's chemicals legislation.

Coloplast adopts a proactive approach in scouting for alternative substances. Through a structured monitoring process of changes in science and technology, Coloplast is able to identify opportunities and risks early on, and proactively substitute relevant substances – as in the case of phthalates.

### Phthalates

Coloplast has a target to reduce the absolute use of phthalates with 40% by 2017.

Phthalates are commonly used to make PVC plastics more flexible and durable. In the medical device industry, phthalates are used to soften products like catheters and urine bags. Although Coloplast products are safe to use, Coloplast recognises that there are concerns about the use of phthalates. Coloplast has therefore adopted a precautionary approach and limits the use of phthalates in products. This is an area where Coloplast leads by example and offers phthalate-free alternatives to 97% of our product range containing classified phthalates. For more information, please see our official phthalates policy on Coloplast.com.

Coloplast welcomes the increased awareness and regulation of these types of materials and substances that may have long-term harmful effects, and which many companies use in their products.

### Animal testing

Animal testing is a standard method for documenting the safety of medical devices. By having a precise account of the composition of Coloplast products, animal testing can sometimes be avoided. However, in some cases animal testing is necessary due to legal requirements and safety assessments.

All animal tests used by Coloplast are performed by contract laboratories, which Coloplast audits for compliance with our Animal Testing Policy. This year, Coloplast has audited our main animal test suppliers, and found no non-compliances. Coloplast's animal testing policy does not cover the use of transgenic animals in research. However, Coloplast has not used transgenic animals.

For more information on Coloplast's approach to animal testing, please read our animal testing policy available on coloplast.com.



## Supporting beyond expectations

### Our responsibility

Anticipating needs and taking actions that exceed the expectations of users and healthcare providers, both in person and on the phone, creating a community of support.

### Performance highlights in 2015/16

- **Expanded the Coloplast® Care footprint**  
Coloplast has rolled out the upgraded Coloplast® Care in the Netherlands and Denmark, with the ambition of rolling out in several developed markets throughout the next financial year.
- **Setting the standard for advanced wound care management**  
Accurate and timely wound assessment is important to ensure correct identification of underlying conditions and for developing a plan of care to address patient, wound and skin problems that impact healing. In collaboration with clinicians from around the world, Coloplast has developed the Triangle of Wound Assessment to support our users in having fewer days with wounds. The Triangle of Wound Assessment is a holistic wound assessment framework, introducing an intuitive way to assess and manage all three areas of the wound: Wound bed, wound edge and periwound skin. Read more on [triangleofwoundassessment.com](http://triangleofwoundassessment.com)

### Our approach

Today, more and more people want a say in their care. They are searching for answers to make informed choices and take control of their recovery. For example, 80% of internet users search for health information making health information the third most popular online search activity.

This transformation from passive patient to active consumer is redefining health care.

Coloplast's ambition is to anticipate the needs and take actions that exceed the expectations of users and health care providers, both in person and on the phone, creating a community of support.

#### Users, Clinicians and Coloplast

Coloplast wants to be a trusted guide for our users in a world of information overload, and a strong

partner with clinicians who are the experts at getting people back to their normal life. With the dialogue programme, Coloplast® Care, Coloplast actively seeks to increase retention among users and to improve both products and education for users and clinicians.

Through straight-forward advice and support, Coloplast® Care has guided more than 400,000 people to a better life by providing tips on how to take control of bladder or ostomy-related issues. The programme has been co-developed with our international nurse advisory boards, and the programme's content and call protocol has been clinically validated. Among users, the programme has been received positively where 83%<sup>1)</sup> expressed feeling an improved quality of life through their participation.

The Coloplast® Care programme is global, and is available for all users regardless of using Coloplast products. The initial programme consisted of offline newsletters and trained advisors reaching out to users by phone at their request. Coloplast has updated the programme to include on-demand website content and personalised emails to increase the reach of the programme, and meet users where they search for information: online.

#### Ethical marketing practices

Coloplast respects the boundary between the clinical expertise of clinicians and our own product expertise. Our dialogue with users is focused on product and lifestyle issues, and not on medical support. This is Coloplast's promise to clinicians.

To ensure that this boundary is respected, our staff is trained by clinicians, and our people on the phone use assessment tools developed by our medical marketing team that have been endorsed by global and national advisory health care boards. Coloplast will recommend solutions within our own portfolio, and clearly advise patients to contact their clinician if they wish to undertake a major appliance change. Coloplast therefore always recommends listening to the advice of the health care professionals.

<sup>1)</sup> Coloplast Market Study 2013. Data on file.

### **Data privacy**

By pursuing online activities targeted at users, Coloplast is collecting and handling more personal data. Users trust Coloplast with information about their personal life, and it is a priority for Coloplast to treat this data with the utmost respect and confidentiality.

In May 2018 the new EU Regulation on Protection of Personal Data goes into effect. Coloplast is already preparing to meet the new requirements and has among other things appointed a Data Protection Officer.

Many countries already have legislation in place obligating companies to handle personal data securely. Coloplast handles and protects the data in accordance with national and international law – and with the same approach across our company. Internal audits and third party audits are used to ensure secure and reliable data handling.

## Fighting for better care

### Our responsibility

Building sustainable partnerships that improve framework conditions and raise standards of care for people with intimate health care needs.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
Estimated number of clinicians trained in Access to Healthcare projects (cumulative)	11,000	9,150	7,000	5,450	N/A
Number of approved projects (cumulative)	35	29	24	19	N/A

### Performance highlights in 2015/16

- Better access to catheters in Japan**  
 The Japanese health care authorities have decided to improve reimbursement for intermittent catheters. This represents a breakthrough in Japan for 100,000 catheter users, many of whom will have an easier time obtaining the newest and best solutions.
- Increased support for people with disabilities in Australia**  
 Australian authorities have implemented a new support scheme, National Disability Insurance Scheme (NDIS), for people with disabilities. NDIS reaches approx. 460,000 people in Australia, and will provide continence care users with increased choice, control and funding of products.
- New Centre of Excellence and EWMA Endorsement of standards for wound care in China**  
 Coloplast partnered with Chinese health care practitioners to launch a second Wound Care Centre of Excellence (CoE) in Nanjing, while the CoE established earlier in Beijing obtained international certification from the European Wound Management Association. These centres train Chinese practitioners in advanced wound management, working to improve standards of care.

### Our approach

As a market leader reaching more than an estimated 1.5 million chronic care users, it is Coloplast's responsibility to work for better framework conditions for people living with chronic intimate health care needs.

Coloplast works to promote users' interests through dialogue with practitioners, patient groups, payers and other government authorities.

An important aspect of this work is engaging with stakeholders in health policy dialogue, one that both documents the effects and costs of different treatments and addresses issues such as quality of life and better standards of care.

An important Coloplast tool in promoting improved standards of care is our partnership programme, Access to Healthcare. Through Access to Healthcare, Coloplast works to promote better intimate health care and educate stakeholders globally.

#### Supporting users' personal needs

Health care authorities, users, clinicians and Coloplast have a shared interest in securing the best health outcomes.

Many users of Coloplast products live with chronic health conditions for their entire lives. Most do not pay directly for their health care solutions themselves. In fact, nine out of ten do not. Typically, health care authorities or insurance funds provide users with reimbursement for Coloplast products.

Consequently, these institutions also influence the availability and selection of products and care.

People with intimate health care needs require personalised solutions. For example, people with an ostomy can have dramatically different body types, which influences the care they need and products they use. Living with the daily demands of a chronic health condition becomes even more complex when product access or reimbursement requirements delay or prevent people from obtaining the personal health care solutions they need.

Additionally, many users confront significant taboos associated with their chronic conditions. Many daily challenges are difficult to discuss, even with friends and family – bathroom routines, leakage issues, odorous wounds that will not heal, or their difficulties associated with going out in public for extended periods of time. Consequently, patient groups for people with intimate health care needs are often very focused on raising awareness of the challenges associated with their chronic conditions.

Coloplast works to address these challenges through education and dialogue with practitioners, patient groups, payers and other government authorities. Coloplast seeks to build a consensus around the need for better access to the personalised intimate health care solutions Coloplast users require.

#### **Access to Healthcare**

Access to Healthcare, our corporate partnership programme, is committed to improving conditions for people who need care in the areas of ostomy, continence and wound care. Established in 2007, the programme has so far supported 35 projects in ten countries.

Sustained and sustainable dialogue with our partners is pivotal to the success of Access to Healthcare projects, and all projects are created in collaboration with local stakeholders. Access to Healthcare projects bring together practitioners, users, non-governmental organisations, and other public and private partners to:

- empower users
- train practitioners
- advocate for better care

Access to Healthcare projects also support the long-term ambitions of Coloplast by bringing us closer to consumers and helping us gain new or deeper insights into the needs of other stakeholders, including health care practitioners, civil society and policy makers.

#### **Responsible advocacy**

Coloplast also works in partnership with many different external stakeholders to share our views on the issues that affect our industry, clinicians and the rights of users.

Coloplast conducts advocacy both directly as a company and in coordination with external partners, including national and regional industry associations. Our public affairs work is guided by a Public Affairs Code of Conduct that is consistent with the principles outlined in Coloplast BEST. The Code emphasises respect for transparency and integrity in our stakeholder relations. Our Public Affairs team has been registered with the European Commission's Register of Interest Representatives since 2009, and is part of the Transparency Register.

To read our code of conduct, please visit [Coloplast.com](http://Coloplast.com).

## Community engagement

### Our responsibility

Being an active member of the local communities Coloplast operates in through activities that empower people and motivate employees.

### Performance highlights in 2015/16

- **New global donation policy**  
Coloplast has adopted a new policy on donations to structure the grants and charity events Coloplast engages in. Read more below or find the policy on Coloplast.com.
- **Partnership with the Danish Cancer Society**  
Covering the approximately 1,500 employees in Denmark, Coloplast has entered into a partnership with the Danish Cancer Society. It is not only Coloplast users who have often had cancer in their lives. Every third person in Denmark will have cancer in their lifetime, and a 60% percent chance of survival. The purpose of Coloplast's partnership with the Danish Cancer Society is to raise awareness about cancer as well as funds for cancer research by offering employees activities such as charity runs and collections.
- **New ambition to empower refugees**  
In response to the current refugee crisis, Coloplast has donated 100,000 DKK to the Danish Refugee Council and pledged to establish internships for 100 refugees over the next three years within the EU. The aim is to empower some of the many people fleeing to Europe by facilitating integration and resettlement through the workplace.
- **Tax policy publicly available online**  
Responsible tax management is important to Coloplast's reputation and contributes to the economic value generation in the countries where Coloplast operates. With increased focus on tax management, Coloplast has made its tax policy publicly available on Coloplast.com.

### Our approach

Respecting local cultures, regulations and customs is important to Coloplast and Coloplast wants to

contribute to the local communities in which Coloplast operates. Either through donations, involving local NGOs or inclusion at the work place. In light of this, Coloplast also considers tax management to be an important part of community engagement as taxes contribute to value generation.

#### Donations

To ensure that our donations are meaningful and benefit both the local community and Coloplast as much as possible, Coloplast has adopted a new policy on donations, which leverages cash and product donations. Coloplast wants to focus donations on activities that either seek to empower our users, support the local community, or engage our employees. It is in line with the policy on donations that Coloplast has entered into a corporate partnership with the Danish Cancer Society.

The policy is based on Eucomed Guidelines for grants and WHO's guidelines for donating medical equipment. Read the policy in full on Coloplast.com.

#### Responsible tax management

Coloplast sees taxes as an important part of the business as respecting local tax laws and regulations are important to Coloplast's reputation and brand. In addition, taxes contribute to the economic value generation in the countries where Coloplast operates.

In Coloplast, taxes are paid where business activities generate value in accordance with internationally accepted standards. Coloplast does not allow commercial needs to override compliance with applicable laws, nor base commercial activities on tax avoidance schemes. To ensure this, Coloplast maintains an open dialogue with local tax authorities.

Within these principles, Coloplast will pursue tax opportunities if they arise and will proactively obtain knowledge in order to have a competitive effective tax rate and avoid double taxation.

## Our role in society: Empowering people

With increased focus on tax management, Coloplast has made its tax policy publicly available on Coloplast.com. For more on taxes paid this financial year, please read the Annual Report.

## Our approach to people and human rights: Acting with respect

Coloplast employs more than 10,000 people, operates in more than 40 countries, and has distributors, dealers and suppliers on a global scale.

Acting with respect towards people and local customs is fundamental to Coloplast. In line with Coloplast values, Coloplast supports Human and Labour Rights.

Due to the skills needed to operate as well as the placement of Coloplast production, forced labour and child labour are not considered material topics to focus on within Coloplast's direct operations.

Relevant human rights issues in our direct operations include health and safety, non-discrimination and personal development. Coloplast works with promoting healthy lifestyle choices, reducing occupational injuries and building a sustainable performance culture.

Coloplast engages in ongoing dialogue with employees and proactively informs of the rights of freedom of association at all production sites. In addition, Coloplast has established work councils with employee representatives at all production sites.

However, Coloplast is aware that this may be different when it comes to suppliers. That is why Coloplast works systematically to only approve suppliers in compliance with our Code of Conduct. In cases of non-compliance Coloplast seeks to improve conditions through dialogue.

Read Coloplast's policy on human rights in full on [coloplast.com](http://coloplast.com).

### Progress overview

Topic	Our responsibility	How we measure progress	Current status	Quantitative target
Code of conduct and compliance	Ensuring that all our employees and business partners are aware of our business ethical standards and collaborating to continuously maintain and develop good compliance practices.	– % of white-collar employees trained in our code of conduct	96	100
		– Number of legal actions for anti-competitive behaviour	0	0
Building a sustainable performance culture	Offering all employees equal opportunities for development as well as a working environment that is engaging and motivating.	– % of female managers	41	N/A
		– % of female top managers	15	22 before 2017
Health and safety	Offering healthy and safe working conditions.	– Lost Time Injury frequency, all employees	4.1	4.5
		– % of workplaces with 'very high' level of repetitive work	1.9	0.0
Supply chain responsibility	Being an active member of the local communities in which Coloplast operates through activities that empower people and motivate employees.	– Number of suppliers with improved risk profile because of significant improvements (cumulative)	29	N/A

## Code of Conduct and compliance

### Our responsibility

Ensuring that all our employees and business partners are aware of our business ethical standards and collaborating to continuously maintain and develop good compliance practices.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
% of white-collar employees trained in our Code of Conduct	96%	94%	94%	95%	100%
Number of legal actions for anti-competitive behaviour	0	0	0	0	0

### Performance highlights in 2015/16

- Successful roll-out of new Code of Conduct**  
 Coloplast has developed a new Code of Conduct called Coloplast BEST for Business Ethical Standards, and it represents a value-based approach to compliance. Coloplast BEST was launched this financial year with comprehensive face-to-face training followed up by a test and a certification. The target was to reach 100% of white-collars. Read more on the following page.
- Bribery risk assessment**  
 Coloplast has conducted a bribery risk assessment of sales and marketing operations. Coloplast will act upon the assessment in the coming financial year, and will conduct a bribery risk assessment of Global Operations as well.
- Distributor due diligence project**  
 Coloplast has fully implemented a system to conduct due diligence and monitor all distributors going forward. Read more on the following page.
- Whistleblower hotline re-launched**  
 To raise awareness and equip employees with a supplementing tool to report serious offences and unethical behaviour, Coloplast has re-launched the whistleblower hotline through internal campaigns and communication to all leaders.

### Our approach

Coloplast's good reputation is a prerequisite for our continuous support of users with our products and services, for creating value, and for being a company where people are proud to work. It is essential to Coloplast to keep it that way.

Business cultures vary around the world. In navigating such different business cultures, Coloplast abides by national and international laws as well as specific requirements for our industry through our well established Code of Conduct and compliance setup – a setup Coloplast has added resources to this year.

**Coloplast BEST – our new Code of Conduct**  
 Last year, Coloplast updated and expanded the scope of our Code of Conduct. The new Code of Conduct, Coloplast BEST, was launched at the beginning of this financial year.

Coloplast emphasises employees' ability to use good judgement and common sense at all times rather than learning a set of rules by heart. That is why Coloplast BEST is value-based rather than rule-based and has the ambition of installing a compliance mind-set throughout the organisation. All Coloplast employees (including executives, officers, directors and managers) are required to follow Coloplast BEST.

To read Coloplast BEST, please visit [Coloplast.com](http://Coloplast.com).

**Roll-out and continued training efforts**  
 Coloplast BEST was introduced through face-to-face training followed up by an online test and a



certification for all white-collars. The face-to-face training sessions were performed by Executive Management and then cascaded throughout the organisation to ensure that all white-collars were trained by their manager.

With the increased focus on face-to-face training, our purpose is to facilitate dialogue and to have the discussions on compliance dilemmas with the employees who face them on a daily basis.

Going forward, Coloplast will continue its training activities in various formats to support our culture of integrity.

#### **Distributor handling**

Coloplast has dedicated resources to conduct risk assessments and due diligence and to formulate action plans for compliance improvements where needed. Coloplast's focus in the recent financial year has been to implement a system with an external partner to manage our integrity and compliance risks related to our close distributors.

Coloplast runs the process transparently with the distributors through dialogue about the compliance situation in their market and on our Global Distributor Code of Conduct, which sets forth Coloplast's expectations to a distributor. It includes

the UN Global Compact's ten fundamental principles within human rights, labour rights, environment and anti-corruption, which Coloplast endorses and works systematically to observe and promote.

#### **Whistleblower hotline**

Coloplast has a global whistleblower hotline, which enables employees and others to report breaches of our Code of Conduct. Coloplast has received a total of 9 cases, 8 of which have been within the scope of the hotline, i.e. relating to the topics and subjects that may be reported via the hotline. The majority of cases reported have been related to conflicts of interest or fraud against Coloplast.

All relevant cases have been investigated and followed up with appropriate remediation and sanctions up to termination of contract.

## Building a sustainable performance culture

### Our responsibility

Offering all employees equal opportunities for development as well as a working environment that is engaging and motivating.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
% of female managers (all positions at or above Manager level)	41%	43%	40%	40%	N/A
% of female top managers (Vice Presidents, Senior Vice Presidents and Executive Management)	15%	13%	12%	13%	22% by end of 2017
% of manager positions filled by internal candidates	64%	47%	-	-	67%

### Performance highlights in 2015/16

- Enabling a sustainable performance culture**  
 Coloplast has implemented a mandatory leadership module on sustainable performance for all leadership teams. Through this module, the management teams work with creating a sustainable performance culture in their local area and developing their leadership skills.
- Consistent high engagement level**  
 In a global survey among all employees, Coloplast achieved an overall engagement level of 74 with a response rate at 93%. This is in the top quartile when benchmarked to other companies in the Ennova Engagement Index, and indicates a high level of engagement. It is also the same level as the last survey in 2014, except Coloplast is now 1,000 more people compared to 2014.
- Increase in women in top management**  
 At the end of the financial year the percentage of women in top management was 15%. To support further increase, Coloplast has conducted an internal assessment among female leaders at VP and director level to map potential barriers. One finding was a lack of female role models. Coloplast has set up a working group to process the findings in the coming financial year.

### Our approach

Striving to be the best medical device company in the world requires that our leaders and people constantly grow and develop their skills and competencies.

Coloplast believes that development should be respectful to individual motivational drivers and without the hindrance of culturally related barriers.

#### Leading for sustainable performance

As a growing company, Coloplast has a promise to users and shareholders to improve the value creation every single year. At the same time, Coloplast has a promise to employees to ensure a working environment that is engaging and motivating.

Coloplast wants to build a sustainable performance culture that solves the challenges and sometimes the conflicts that lie in keeping both these promises at the same time.

To build a sustainable performance culture, Coloplast has trained management teams in communicating ambition, giving feedback and establishing closeness with employees. The management team defines locally what works well and what may stand in the way of building a sustainable performance culture.

By following the guidelines of the sustainable performance culture module, Coloplast believes employees will thrive and that Coloplast will create a platform for excellent and sustainable business performance.

#### **On-boarding for success**

Coloplast expects to expand the organisation by approximately 3,000 new positions before 2020, of which a significant number will be in sales. It is important for Coloplast to set new employees up for success, which is why Coloplast has implemented a Global On-boarding Programme targeted at sales representatives and consumer specialists. The programme delivers a blended learning toolbox and guidelines for local implementation with the objective being to develop knowledge, skills and attitude. More than 700 sales people have started their Coloplast career with the On-boarding Programme.

#### **Removing barriers for personal development**

Coloplast wants every employee's career development to be performance-based without the hindrance of culturally related barriers. Coloplast expects mutual respect among our employees, and Coloplast does not tolerate discrimination or harassment of any kind.

Coloplast emphasises fairness and transparency when reviewing employees' performance and potential. To ensure this, Coloplast annually conducts a People Review and completes Performance Development Plans (PDP) for all white-collar employees globally, and selected blue-collar employees.

During the People Review process, managers take time to reflect on their employees' past performance and future potential. As part of this process, they gather feedback from internal and external colleagues the employee has worked with, and then discuss each employee's performance and development with the local management team. This process ensures that the employee's performance is not only evaluated by the manager alone, but also by the insights and specific examples from other colleagues and peers.

The PDP is an annual dialogue between the employee and the manager about performance, competencies and results, employee aspirations and work/life balance. The result is a development plan for the individual employee, which is followed up by the manager throughout the year until the next People Review and PDP cycle.

#### **Gender diversity**

Coloplast believes that diversity is a pre-requisite for success when competing at a global level. The People Review- and PDP-processes reflect Coloplast's commitment and obligation to ensure equal opportunities for employees, irrespective of gender, age, nationality, etc.

According to the Danish Financial Statements Act, section 99b, Coloplast defines other management levels as all positions at or above manager level. With 41% female managers at this level, Coloplast maintains an equal distribution between men and women in management.

To advance diversity, Coloplast has committed to a specific target for women in top management. The target is for 22% of top management to be female by the end of 2017. Top management is classified as Vice President, Senior Vice President and Executive Management.

For the second year in a row, the percentage of women in management saw a slight increase from 13% to 15%. The increase is due to internal promotions in line with Coloplast's preference for own people.

Coloplast aims for its Board of Directors to consist of the best qualified individuals. It is the Board's target that the number of shareholder-elected women should be one third of the shareholder-elected Board members by 2017.

Last year, two women were elected into the Board of Directors making the total number of shareholder-elected women two out of eight.

## Health and safety

### Our responsibility

Offering healthy and safe working conditions.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
Occupational injuries, all employees (LTI frequency) <sup>1)</sup>	4.1	4.4	4.9	4.8	4.5 or less
% of workplaces with 'very high' level of repetitive work	1.9%	1.7%	1.7%	2.1%	0%

1) Lost Time Injuries – measured as the number of injuries resulting in absence from work of more than eight hours per one million working hours.

### Performance highlights in 2015/16

- New LTI target**  
 Coloplast has set a new overall target for Lost Time Injuries at 4.5 or less covering all employees.
- Updated policy on Quality, Environment, Health and Safety**  
 To meet the updated ISO-standards, Coloplast has updated its QEHS-policy. Coloplast is committed to preventing occupational injuries and recognised occupational diseases, as well as promoting healthy lifestyle choices among employees. The QEHS policy holds no significant changes, and has been evaluated with employees at all sites. Read the policy in full on Coloplast.com.
- Recertification of OHSAS 18001 in process**  
 Coloplast is in a process to get the multiple site certificate renewed according to OHSAS 18001. The recertification process will be concluded in the first quarter of the coming financial year.

compared to other industries, and Coloplast has never had a fatal workplace injury.

The most common injuries for both white- and blue-collar employees are sustained from stumbling and falling. Therefore, safety initiatives often focus on simple things that can make a big difference, e.g. keeping office spaces and production floors tidy.

#### Occupational injuries

In order to track and reduce occupational injuries, Coloplast measures Lost Time Injuries (LTI) frequency rates from the production sites, distribution centres, corporate headquarters and most sales subsidiaries. In total, 98% of employees are included in reporting of LTI frequency rates.

In addition, special attention is given to all minor and 'near-miss accidents' to help identify and solve problems early and minimise potential future risks.

Other initiatives to reduce occupational injuries include sharing best practices between sites, putting special focus on specific sites where LTI frequency is above target, enforcing safety behaviour, and increasing focus on safety specifications before new machine orders are finalised.

### Our approach

Providing a safe and healthy work environment for employees is a priority for Coloplast. In general, operations work in Coloplast is relatively low-risk

#### Repetitive work

Coloplast emphasises an ergonomically correct workplace layout whenever manual labour is required in production. Therefore, Coloplast systematically works to reduce repetitive work. Coloplast has developed a system for measuring

this type of work, which enables improvements and accurate tracking of progress. Since 2008, Coloplast has more than halved the amount of stations considered to require 'high' and 'very high' repetitive work. When these stations are unavoidable, Coloplast ensures employees spend a limited amount of time on them by rotating them to stations with lower repetitive work levels.

#### **Coloplast® Life**

Through the Coloplast Life programme, Coloplast provides different options to make healthy choices as easy as possible for employees. For example, this could be local activities such as "Bike to Work" and running clubs after work. Other activities include "Get Moving Week", training with rubber bands during work hours, and a project to break up sedentary time in the office. In addition, free health checks have been offered to employees at several locations. For example, cancer screening at Coloplast sites in Hungary. Coloplast Life also focuses on education (e.g., nutrition classes), and in addition, Coloplast works to prevent stress on a local basis. For example, Coloplast has established a stress policy and offers a 24-hour stress hotline as well as professional stress-counselling in Denmark.

#### **Standards**

Coloplast's health and safety management system is certified according to Occupational Health and Safety management standard, OHSAS 18001. This is a tool to ensure that sites adhere to the same rules globally and continuously improve their performance. Today, this management system covers 93% of Coloplast employees in production, distribution centres and headquarters as well as our sales subsidiaries in DK and the US.

## Supply chain responsibility

### Our responsibility

Improving standards with our suppliers or finding alternative suppliers.

Progress	2015/16	2014/15	2013/14	2012/13	Quantitative target
Number of suppliers with improved risk profile because of significant improvements (cumulative)	29	27	26	23	N/A
Number of contracts terminated because of non-compliance (cumulative)	9	9	9	8	N/A

### Performance highlights in 2015/16

- Maintained 100% of raw material suppliers in supply chain responsibility programme**  
 For the last three years, Coloplast has maintained 100% of these suppliers registered in the programme. This financial year, Coloplast has performed 16 social audits to follow-up on supplier compliance with Coloplast standards.

### Our approach

Coloplast monitors existing raw material suppliers and screens new ones for compliance with human rights, labour rights, environmental, and occupational health and safety issues as well as corruption.

Through a supply chain programme, Coloplast has standardised monitoring and auditing of existing and potential suppliers according to Coloplast's code of conduct.

This programme includes maintaining sustained dialogue, monitoring for compliance and helping suppliers improve local conditions when they are willing and is supervised by a Decision Board made up of senior representatives.

#### Monitoring existing suppliers

Coloplast monitors existing suppliers for compliance through adverse feedback, i.e. change in ownership or expansion of site, and the regular site visits performed by Coloplast procurement teams. All Coloplast procurement teams are trained in

reviewing suppliers for compliance with Coloplast standards on social and environmental issues.

This process usually takes place with the Coloplast procurement team in the markets where the supplier operates. If the Coloplast procurement teams identify a supplier that is in non-compliance with Coloplast's code of conduct or a corrective action plan, the Decision Board reviews whether or not to continue to do business with the supplier and help to improve the supplier's standards.

The Decision Board is made up of senior representatives from Global Operations, Corporate Procurement, Corporate Quality, and Global Environment, Health & Safety and Corporate Compliance.

The Decision Board reviews the audit report according to local regulations, Coloplast's code of conduct, the United Nations Global Compact Principles, and considers factors such as the nature of the relationship with the supplier and history of cooperation.

#### Screening potential suppliers

In high-risk countries, external partners audit any potential supplier on human rights, labour rights, environmental and occupational health and safety issues as well as corruption.

For new suppliers, Coloplast explains our expectations and how compliance is checked. Standards on human rights, labour rights, environmental impact, occupational health and safety as well as corruption are included. This

information is also included in the final contract with the supplier.

If an issue is identified, Coloplast and the supplier then agree on any necessary improvements, which forms the basis for an action plan and provides the means for sustained dialogue. Depending on the level of any non-compliance found, the Decision Board considers whether or not to go ahead and do business with the supplier and help to improve the supplier's standards. Through this process, Coloplast ensures on-boarding suppliers that are willing to improve local conditions together if necessary.

**Improving local conditions**

In cases where suppliers may be unsure of how to implement improvements, local Coloplast teams

provide advice regarding cost efficient best practices that comply with local regulations. Suppliers usually respond positively and implement recommendations. However, when necessary, Coloplast has terminated cooperation. Coloplast does not provide financial support to help suppliers implement changes.

From the start of the programme until the end of the 2015/16 financial year, Coloplast has reclassified a total of 29 current suppliers to a lower risk category after making Coloplast-requested improvements. Coloplast has had to terminate cooperation with a total of 9 suppliers.

## Our environmental promise: Minimising our footprint

As a medical device manufacturer with global operations, Coloplast has the ability - and responsibility - to do our part in addressing global environmental challenges related to climate change, resource scarcity and the use of hazardous substances.

Over the coming years, Coloplast expects to grow 7-9% annually. This means increased production output, and consequently, increased impact on the environment. An example of this trend, is the increase of our total emissions due to the expansion of our site in Tatabánya last year.

However, Coloplast remains committed to minimising our environmental footprint while growing.

Our largest environmental impact stems from the use of raw materials and energy use. That is why our priority is to minimise future use of energy and raw materials through design of new products and production processes. In addition, we will continue our focus on optimising energy efficiency, waste and recycling capabilities in existing production processes.

### Progress overview

Topic	Our responsibility	How we measure progress	Current status	Quantitative target
Energy consumption	Minimising the use of energy required in production	- Total indexed greenhouse gas emissions <sup>1)</sup> (indexed, relative to 2008/09)	82	N/A
		- Greenhouse gas emissions per product produced relative to energy use <sup>1)</sup> (indexed relative to 2008/09)	50	Continuous reduction (Less than 49 in 2014/15)
Raw material use and waste management	Utilising raw materials with lower environmental impact and improving waste management systems and recycling	- Total amount of production waste <sup>2)</sup> (indexed relative to 2008/09)	134	N/A
		- Production waste per product produced <sup>2)</sup> (indexed relative to 2008/09)	82	Continuous reduction (Less than 78 in 2014/15)
		- % of recycling coverage	31	N/A

1) Scope 1 & 2 according to Greenhouse Gas Protocol.

2) Based on weighted amounts from the production sites, distribution centres and corporate headquarters.



## Environment and climate

### Our responsibility

Minimising the overall strain on the environment caused by our activities by focusing on the entire life cycle of our products

Progress overview	2015/16	2014/15	2013/14	2012/13	Quantitative target
Total indexed greenhouse gas emissions (indexed relative to 2008/09)	82	81	79	82	N/A
Indexed greenhouse gas emissions per product produced relative to energy use (indexed relative to 2008/09)	50	49	52	56	Continuous reduction
Total amount of production waste (indexed relative to 2008/09)	134	128	122	112	N/A
Production waste per product produced (indexed relative to 2008/09)	82	78	80	77	Continuous reduction
% of recycling coverage	31%	31%	26%	23%	N/A
% of goods transported by air	3.8%	2.8%	4.5%	3.7%	2.3% by 2017/18

### Performance highlights in 2015/16

- Slight increase in greenhouse gas emissions per product**  
 In the recent financial year, Coloplast has expanded our production capacity in Tatabanya, which contributes to eliminating energy efficiency gains. Along with production transfer, this has resulted in not meeting the target to continuously reduce greenhouse gases per product.
- Increase in waste per product**  
 Coloplast has transferred production internally, which entails increased waste from production until the production runs efficiently. This means Coloplast does not meet the overall target to reduce waste per product produced.
- Significant increase in air transportation**  
 Shortened delivery times and increased machine transferring between sites has made an above average usage of air transportation necessary.

Coloplast expects air transportation use to decrease in the coming financial year.

- Recertification of new ISO 14001 in process**  
 Coloplast is in a process to get the multiple site certificate renewed according to the 2015 version of ISO 14001. The recertification process will be concluded in the first quarter of the coming financial year.
- Stable development in recycling coverage**  
 Despite increased waste amounts, Coloplast has managed to stabilise recycling coverage. For example, Coloplast has run a three-year project at the site in Tatabanya on the internal handling of barrels in adhesive production. The result was a 50% reduction in the use of metal barrels and better utilisation of our adhesives, including an annual saving of DKK 8 m.

## Our approach

The primary method used by Coloplast to address environmental challenges is the incorporation of eco-design principles when developing products and processes. This means:

- Utilising raw materials with lower environmental impact
- Improving waste management systems and recycling
- Minimising the use of energy required in production

Life cycle assessments therefore guide Coloplast's environmental efforts, covering everything from raw materials to waste management, energy consumption, disposal, and transportation of goods.

### Raw materials use and waste management

The use of raw materials constitutes Coloplast's largest environmental impact. For example, approximately 45% of Coloplast's total greenhouse gas emissions stem from raw materials. Coloplast's ambition is to continuously improve the overall utilisation of raw materials and to avoid raw materials that are particularly harmful to the environment.

The amount of waste generated per product has decreased by 19% since 2008/09. Coloplast has the ambition to continuously reduce the amount of production waste generated per produced unit. In addition to optimising our use of raw material, Coloplast continuously works together with waste handling companies to identify the optimal way of recycling waste.

### Energy consumption

Energy consumption in production accounts for approximately 25% of Coloplast's total greenhouse gas emissions. Coloplast therefore works to increase energy efficiency in production.

To encourage more environmentally responsible production, Coloplast allows investments that result in a significant environmental improvement to have a return on investment of up to five years – twice as long as regular investments. For more information about current projects, please visit [Coloplast.com](http://Coloplast.com).

Coloplast has an ambition to continuously reduce greenhouse gas emissions per product produced relative to energy use. Since 2008/09, Coloplast has

reduced emissions per product by 50%, and it is the ambition to continue that trend as Coloplast grows.

### Disposal

Because most of Coloplast's products are usually contaminated after use, they must be disposed of properly due to risk of infection. This means that Coloplast's products are incinerated or sent to a landfill after disposal. However, most of our product packaging is designed so that it can be recycled.

When chlorinated plastic materials, e.g. PVC and PVdC, are incinerated their emissions are harmful to the environment. These plastic materials are commonly used in medical devices due to their unique technical properties. Coloplast recognises this environmental concern and only uses PVC or PVdC in new products when their technical properties are strictly necessary for product performance. For more information, please see our official PVC/PVdC policy on [Coloplast.com](http://Coloplast.com).

### Transportation of goods

In total, transportation of goods only accounts for approximately 14% of Coloplast's greenhouse gas emissions. However, significant reductions in greenhouse gas emissions are achievable simply by substituting air transportation with sea and ground transportation. Shipping goods via air transportation emits up to 200 times more greenhouse gases on a given distance compared to shipping goods by sea.

Coloplast has successfully set up a systematic approach to substitute the air transportation of our portfolio of mature products. Coloplast will continue to substitute air transportation with sea and ground transportation whenever possible.

To facilitate this substitution, Coloplast has set a reduction target for how products are transported to a maximum of 2.3% air transportation by 2017/18.

### Water

Coloplast uses very limited amounts of water for production. Whenever water is used, our focus is to reduce.

Only one of our production sites is placed in a river ecosystem with scarcity issues, our site in Mankato US, where Coloplast is especially attentive to water use. At our other sites, water is primarily used for sanitation purposes and gardening.

## Our environmental promise: Minimising our footprint

### **Expanding production**

Our expansion in Tatabánya was built with focus on energy efficiency technologies. Coloplast will strive to adhere to this as the minimum environmental standard for all future production sites.

### **Environmental management system**

Our environmental management system is based on the internationally acknowledged ISO14001 environmental certification scheme. Today, eight out of nine production sites including our corporate headquarters have been certified according to the ISO 14001 standard. Coloplast's ambition is to have all nine sites certified within the first quarter of the coming financial year.

## Our approach to corporate responsibility

### Scope of reporting

This report constitutes the statutory report cf. Danish Financial Statements Act, section 99a and 99b regarding social responsibility and the underrepresented gender. The report is published annually together with the Coloplast Annual Report, and covers the financial year 2015/16, from 1 October 2015 to 30 September 2016.

In addition, this report also functions as the Communication On Progress (COP) to the UN Global Compact as well as Coloplast's statement under Section 54 of the UK's Modern Slavery Act 2015 and California Transparency in Supply Chain Act.

The aim of the report is to present complex issues in simple language, while including the data needed for specialist use. Coloplast follows Global Reporting Initiative's (GRI) G4 to determine content and quality in terms of materiality, but does not apply specific GRI-disclosures.

This report is intended for shareholders and analysts. It is a presentation of Coloplast activities in the field of corporate responsibility, as well as the challenges Coloplast faces. Unless otherwise noted, the data and reporting include the entire Coloplast organisation, i.e. production sites, distribution centres, administration, sales and representative offices. Third parties, such as distributors, are not included in the reporting, except for the Code of Conduct and Compliance chapter where Coloplast has expanded the programme to distribution channels as well. Suppliers are only included in the specific reporting on our supply chain responsibility programme.

### UN Global Compact

In 2002, Coloplast made a formal commitment to make the ten principles of the UN Global Compact part of the business strategy and day-to-day operations. These principles cover basic human rights, labour, environmental and anti-corruption policies. To continue this tradition, this report functions as Coloplast's annual Communication on Progress to the UN Global Compact. Find information on progress on the following pages:

- Human Rights: Page 16-23
- Labour Rights: Page 15, 18-23
- Environment: Page 24-27
- Anti-corruption: Page 16-17

### UK Modern slavery act

As stated in our Code of Conduct "Coloplast BEST", Coloplast support, respects and protect internationally recognised human rights including labour rights as made operational with the United Nations Guiding Principles on Business & Human Rights and as framed in the United Nations Global Compact, which Coloplast has been a member of since 2002.

Our commitment to human rights, which covers areas such as forced labour, slavery, child labour, sex trafficking, workplace abuse and human trafficking, is outlined in our Human Rights Policy, available on Coloplast.com.

Coloplast expects employees to avoid and mitigate all negative human rights impacts and to inform, through our management system or grievance mechanisms, any breach of this expectation or doubts that our expectations are being met.

Coloplast expects its business partners and all other strategic partners to understand and address our expectations related to human rights, and to inform employees of Coloplast or through Coloplast's grievance mechanism if expectations are not being met.

Risk assessment: Due to the nature of Coloplast production and the skills needed to operate, the risk of forced labour and child labour are not considered material within Coloplast's direct operations.

Coloplast is aware that this may be different when it comes to suppliers. That is why Coloplast works systematically to only approve suppliers in compliance with our Code of Conduct. In cases of non-compliance Coloplast seeks dialogue to improve conditions.

Due diligence processes: As part of our evaluation on prospective suppliers, Coloplast actively conduct due diligence and audits of existing raw materials suppliers and screen new suppliers for compliance with human rights and labour rights. Read more on page 22

Audits: Coloplast selects a number of existing suppliers throughout the year for site visits or social audits and reviews their compliance. Read more on page 22.

Training: Coloplast provides training for new and existing employees on our Code of Conduct as well as other policies. Going forward, Coloplast will strengthen training on human trafficking and slavery, particularly with respect to mitigating risks within the supply chain, to employees who have direct responsibility for supply chain management.

Results: Through Coloplast's supply chain responsibility programme, Coloplast has successfully standardised monitoring and compliance for raw material suppliers. 29 suppliers have made significant improvements as a result of due diligence procedures. In the same period Coloplast have terminated contracts with nine suppliers due to non-compliance. Read more on page 22.

### Governance and organisation of Corporate Responsibility

Coloplast's corporate responsibility is anchored within the Executive Management and Board of Directors. The Board of Directors approves the content of this report, and Executive Management makes most policy decisions within the field, typically after consultation with senior management of key line and staff functions. The Audit Committee is responsible for overseeing compliance with our Code of Conduct.

Coloplast prefers that corporate responsibility activities are driven and executed by the relevant business units. The business units with formal responsibility for the content in this report are Corporate Compliance, Global Operations, Global Quality, Corporate Procurement, Corporate HR, Corporate Communications and Public Affairs.

A Corporate Responsibility Manager within the Corporate Communications department is responsible for coordinating this work and for communicating with stakeholders.

### Stakeholder engagement

Coloplast's main stakeholders include shareholders, users, clinicians, employees, business partners, and society in general. This selection is based on discussions with internal and external stakeholders.

Coloplast has ongoing dialogue with its stakeholders through different channels, and used these for the purpose of the latest materiality assessment:

- **Shareholders.** An Investor Relations Unit facilitates dialogue with shareholders on a

regular basis. For more information, please visit [coloplast.com/investor\\_relations](http://coloplast.com/investor_relations)

- **Users.** Coloplast conducts annual satisfaction surveys, which target users in over ten countries. Furthermore, Coloplast engages with users through our dialogue programme, Coloplast Care, which aims to help users by providing needed guidance and support. Coloplast® Care is currently active in more than 15 countries.
- **Clinicians.** Coloplast works with clinicians on advisory boards by engaging in semi-annual focus group meetings. This year, Coloplast held more than 40 meetings involving around 600 clinicians. At the same time, Coloplast also makes it easy for clinicians to submit complaints on the corporate website.
- **Society.** Coloplast works with relevant societal organisations through the Access to Healthcare partnership-programme, and maintains a sustained dialogue through regular updates on health care progress and challenges in local communities. Coloplast also engages external stakeholders through our public affairs work, where Coloplast seeks to maintain high standards of professionalism and transparency.
- **Environment.** Issues regarding the environment are communicated through multiple channels. For example, material for sales reps and on Coloplast.com. The annual Corporate Responsibility Report is one of the most comprehensive sources of information regarding our environmental performance. Coloplast is also a member of the Carbon Disclosure Project.
- **Employees.** Coloplast communicates to employees on a daily basis through the Coloplast intranet "Connect", and holds information meetings four to six times a year that are broadcasted globally within the company. In addition, Coloplast conducts global engagement surveys bi-annually.

### Materiality

The topics covered by the Corporate Responsibility Report include issues material to Coloplast as well as stakeholders. Coloplast conducts materiality assessments bi-annually. Our most recent

materiality assessment is from 2015 and is disclosed below.

The material topics were selected based on input from employees working with corporate responsibility issues from Coloplast A/S and Coloplast subsidiaries – and validated by key external stakeholders.

The evaluation of the issues' importance to Coloplast was done through interviews and workshops with relevant personnel from all parts of the organisation. The importance of the issues to external stakeholders was evaluated through multiple interactions with our stakeholders such as employee surveys, workshops with health care advisory boards, and investor meetings.

Coloplast works to incorporate the findings of the materiality assessment into our decision process when prioritising activities and use them to guide our communication with our stakeholder groups. For example, information about our dialogue-programme Coloplast® Care, as well as Coloplast's work to improve framework conditions for users has been included in our reporting, since part of both initiatives' focus is to improve the quality of life for our users and contribute to better health outcomes.

**Data collection**

Environmental, health and safety data are collected by the Corporate Quality and Environment unit,

typically as part of our ISO or OHSAS certifications. HR data was collected by HR Operations, Corporate Procurement, and Corporate Finance.

In some cases, data from earlier financial years has been corrected, which can result in updates to figures in previous reports. In order to continue improving our reporting, there may be times when data has been restructured for a more precise representation. In case of material changes to previous figures, a note to that effect is provided in the text or in the accounting policy.

Coloplast is working together with PwC on assurance of selected data. The selection of data is based on Coloplast's materiality assessment, and the reason why compliance and product safety data has been included in the scope for this year's reporting.

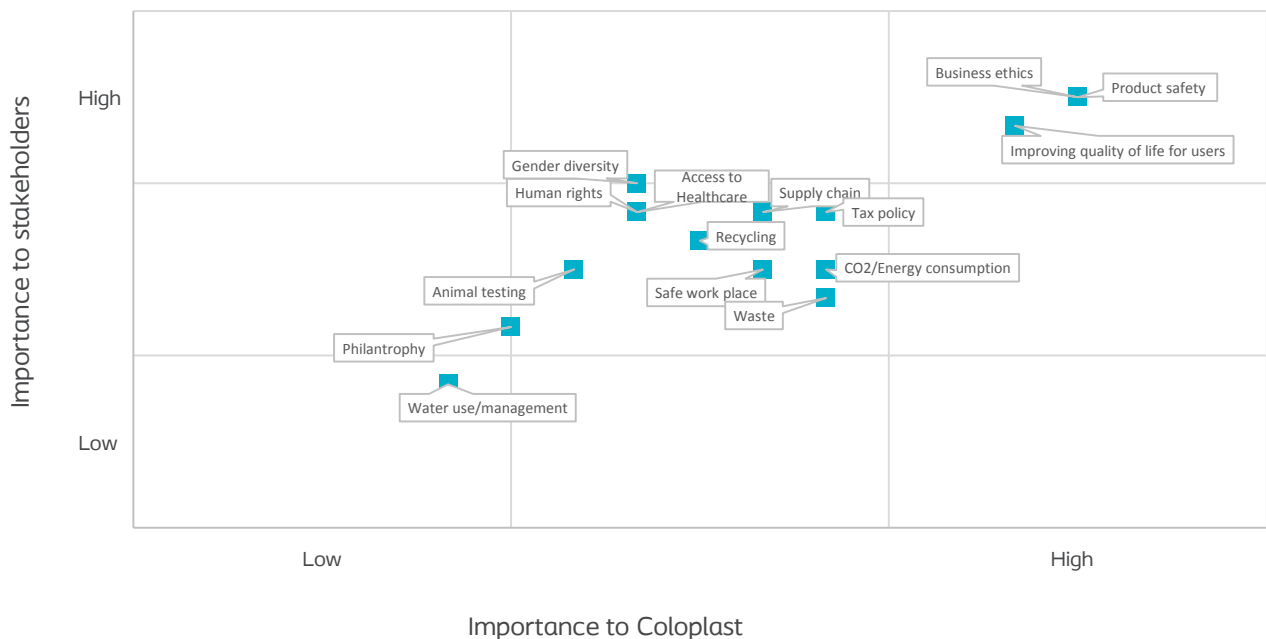
**Contact**

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**Materiality assessment 2015**



## Independent Practitioner's Limited Assurance Report on non-financial data for 2015/16

### To the stakeholders of Coloplast A/S

We have been engaged by Coloplast A/S to obtain limited assurance on the 2015/16 non-financial data regarding Product Safety, Anti-corruption and Energy and Greenhouse Gas (GHG) Emissions as stated on pages 34-36 in the 2015/16 UN Global Compact Report.

### Management's responsibility

Management of Coloplast A/S is responsible for preparation of the non-financial data and for stating data in accordance with the criteria on pages 33-36. The responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the non-financial data that is free of material misstatements, whether due to fraud or error. Furthermore, Management is responsible for stating GHG emissions data in accordance with the GHG Protocol, namely the GHG Protocol Corporate Standard and the GHG Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Greenhouse Gas quantification is subject to inherent uncertainty due to incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

### Our Independence and Quality Control

We have complied with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

PwC applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Our responsibility

Our responsibility is to express a limited assurance conclusion on the non-financial data regarding Product Safety, Anti-corruption and Energy and GHG Emissions as stated on pages 34-36 based on the

procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standards on Assurance Engagements 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information (ISAE 3000). Furthermore, with respect to the GHG emissions data stated on page 35, our responsibility is to express a limited assurance conclusion based on the procedures we have performed and the evidence we have obtained when conducting our assurance engagement in accordance with Assurance Engagements on Greenhouse Gas Statements (ISAE 3410). Both standards are issued by the International Auditing and Assurance Standards Board, and both standards require that we plan and perform this engagement to obtain limited assurance whether the subject matter is free from material misstatement. A multidisciplinary team including assurance practitioners and engineers conducted this engagement.

A limited assurance engagement undertaken in accordance with ISAE 3000 and 3410 involves assessing the suitability in the circumstances of Coloplast A/S, use of defined criteria as stated on pages 34-36 as well as use of the GHG Protocol as the basis for the preparation of the GHG emissions. In addition, it involves assessing the risks of material misstatement whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the non-financial data. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and comprised inquiries regarding applied registration systems and procedures, assessment of non-financial data, hereunder data used in connection with preparation of the 2015/16 GHG emissions data, and assessment of underlying documentation, including assessment of whether the scope of 2015/16 GHG emissions data complies with defined accounting principles and the GHG Protocol. During our work, we have conducted

interviews with key individuals at Coloplast responsible for data registration and data consolidation. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we express a limited assurance conclusion.

**Limited assurance conclusion**

Based on our work, nothing has come to our attention causing us not to believe that the 2015/16 non-

financial data regarding Product Safety and Anti-corruption as stated on pages 36 have been prepared, in all material respects, in accordance with the applied criteria stated on pages 36.

Furthermore, nothing has come to our attention causing us not to believe that the 2015/16 GHG emissions data stated on pages 35 have been prepared, in all material respects, in accordance with applied criteria stated on pages 34-35 and in accordance with the GHG Protocol.

Hellerup, November 2 2016

**PricewaterhouseCoopers**

Statsautoriseret Revisionspartnerselskab

Fin T. Nielsen

State authorised public accountant

Kim Tromholt

State authorised public accountant



## Environmental performance data

### Waste

#### Accounting policy

Total waste is based on weighted amounts from the production sites, distribution centres and corporate headquarters. Waste recycled covers waste recycled by external waste handling companies. Waste per unit produced is converted to index values (2008/2009=100). Percentage of recycling coverage is relative to total waste generation.

	Unit	2015/16	2014/15	2013/14	2012/13
Waste total	Tonnes	11,770	11,288	10,752	9,886
...of which goes to hazardous waste handling	Tonnes	531	554	479	505
...of which goes to landfills	Tonnes	816	647	1,306	1,473
...of which goes to incineration	Tonnes	6,728	6,542	6,186	5,621
...of which is recycled	Tonnes	3,695	3,546	2,781	2,287
Waste per units produced	Index	82	78	80	77
...recycling coverage	%	31	31	26	23

### Water

#### Accounting policy

Total water use includes production sites, global distribution centres and corporate headquarters. All water use is delivered and treated by local municipalities. Coloplast only receives water from significantly affected water sources at our US operations in Minneapolis and Mankato (Minnesota), which are both located in the Mississippi estuary.

	Unit	2015/16	2014/15	2013/14	2012/13
Water use total	m <sup>3</sup>	298,130	254,535	254,864	301,036
Water sources significantly affected	Number	1	1	1	1
Spills (significant / insignificant)	Number	0/0	0/0	0/0	0/0

## Energy and GHG emissions (Part of PwC's limited assurance report 2015/16)

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### **Accounting policy**

Coloplast has adopted the Greenhouse Gas Protocol as the basis for our greenhouse gas (GHG) accounting principles.

All emissions stemming from minimum 80% of the economic spend within a single reporting category are accounted for. In cases where we do not cover the full spend (Scope 3), Coloplast has extrapolated data to cover 100%.

### **Scope 1 and 2: Direct emissions, direct and indirect energy consumption**

Direct and indirect energy consumption is a major source of GHG emissions in Coloplast, whereas VOC emissions are very low due to our efficient air cleaning systems.

Data for Scope 1 and 2 emissions covers all Coloplast production facilities (Denmark, Hungary, France, US and China), headquarters (Denmark and US) and global distribution centres (Germany, Hungary and US). New sites are included in the reporting on the date of takeover from the developer (owned sites) or by the first day of occupancy (leased/rented sites). GHG emissions from leased and rented sales offices and small local warehouses (reported as Scope 3 emissions).

Data on energy consumption is obtained from invoiced data from our utility providers and is cross-checked with metered data. Coloplast considers the validity of the data presented as high, since it relies on exact invoiced energy consumption and emissions of CO<sub>2</sub> and VOC are based on IPCC conversion factors. Emissions from power consumption are based on DEFRA country specific GHG emission factors, not including production and transmission losses.

### **Scope 3: Other indirect GHG emissions**

Coloplast has limited Scope 3 reporting to include seven categories relevant to our operations:

1. Transportation of goods: Covers all distribution internally in Coloplast, as well as distribution of finished goods from warehouses to customers in Emerging Markets.
2. Business travels: Based on yearly GHG emission reporting from Coloplast's global travel agent for business air travel, which this year accounts for 65% of total business air travel costs. As of 2015/16, the remaining has been extrapolated to ensure completeness of data. In addition, emission reporting from our main car rental supplier have been included from this year and onwards.
3. Leased company cars: Covers all leased company cars in Coloplast.
4. Raw materials: Covers all ingoing raw materials registered in Coloplast's production data management system. Does not include OEM/contract manufactured goods, production equipment and other capital goods, processing aids and other supporting materials.
5. Energy consumption in sales offices, subsidiaries and local/regional warehouses: Covers all sales offices, subsidiaries and regional warehouses, which primarily are leased.
6. Fluorinated hydrocarbons in products: Covers all products produced in the given reporting year in Coloplast's product portfolio containing HFC gases.
7. Custom manufacturing: Covers GHG emissions from outsourced custom manufacturing production (OEM manufacturing), e.g. finished goods produced by external suppliers under the Coloplast brand.

For complete definition of the seven categories and what is left out of scope 3, please see the GHG accounting principles in full on Coloplast.com.

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## Energy and GHG emissions, continued (Part of PwC's limited assurance report 2015/16)

	Unit	2015/16	2014/15	2013/14	2012/13
<b>Energy and GHG emissions</b>					
<b>Scope 1 / direct energy</b>					
	MWh	46,237	42,858	40,286	46,755
	Tonnes CO <sub>2e</sub>	9,318	8,617	8,087	9,391
...of which natural gas	MWh	46,219	42,735	40,285	46,755
	Tonnes CO <sub>2e</sub>	9,244	8,547	8,057	9,351
...of which coal or fuel distilled from crude oil	MWh	18	124	0	0
	Tonnes CO <sub>2e</sub>	5	33	0	0
...of which VOCs	Tonnes CO <sub>2e</sub>	69	37	30	40
<b>Scope 2 / indirect energy</b>					
	MWh	91,211	88,077	82,698	81,078
	Tonnes CO <sub>2e</sub>	34,143	34,326	33,832	33,967
...of which electricity	MWh	90,273	87,139	81,833	80,079
	Tonnes CO <sub>2e</sub>	34,135	34,318	33,824	33,958
...of which district heating and cooling	MWh	938	938	865	999
	Tonnes CO <sub>2e</sub>	8	8	8	9
<b>Scope 1 + 2 / total emissions, direct and indirect</b>					
	Tonnes CO <sub>2e</sub>	43,461	42,943	41,919	43,358
...per number of units produced	Index	50	49	52	56
...per EBIT	Index	27	73	35	31
<b>Scope 3 / other relevant indirect emissions</b>					
	Tonnes CO <sub>2e</sub>	156,350	134,050	157,150	154,700
...of which transportation of goods <sup>1)</sup>	Tonnes CO <sub>2e</sub>	25,000	16,100	14,800	20,400
...of which business travels <sup>2)</sup>	Tonnes CO <sub>2e</sub>	24,300	15,100	14,000	12,900
...of which leased company cars	Tonnes CO <sub>2e</sub>	10,100	10,300	10,100	9,100
...of which OEM Manufacturing	Tonnes CO <sub>2e</sub>	9,100	8,000	10,600	10,800
...of which sales offices and subsidiaries	Tonnes CO <sub>2e</sub>	3,750	3,550	3,150	2,800
...of which fluorinated hydrocarbons in products	Tonnes CO <sub>2e</sub>	0	1,600	11,500	9,900
...of which raw materials in products	Tonnes CO <sub>2e</sub>	84,100	79,400	93,000	88,800

1) As of 2015/16, additional reporting on goods transported by road has been included. The additional reporting covers around 10% of total transportation of goods. However, the increase in 2015/16 also stem from increased use of air transportation.

2) As of 2015/16, extrapolated data based on total cost has been included to ensure completeness of data. In addition, emission reporting from our main car rental supplier have been included from this year and onwards. See accounting policy for details.

## Social performance data

### Anti-corruption (Part of PwC's limited assurance report 2015/16)

#### Accounting policy

White-collar employees trained in Code of Conduct accounts for the percentage of current white-collar employees in the given reporting year, who have either completed an e-learning module or received face-to-face training and completed a test in our Code of Conduct. Data from 2012/13 are not reviewed by PwC.

Legal actions for anti-competitive behaviour covers legal actions initiated under national or international laws designed primarily for the purpose of regulating anti-competitive behaviour, anti-trust, or monopoly practices pending or completed during the reporting period.

Cases submitted accounts for cases that have been submitted to whistleblower hotline and evaluated if within scope. The scope of relevant cases for the whistleblower hotline includes violations to all topics covered by our Code of Conduct, Coloplast BEST. Only cases within scope of topics and subjects reported via the hotline are followed through. This does not mean that the cases are necessarily substantiated.

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	Unit	2015/16	2014/15	2013/14	2012/13
White-collar employees trained in Code of Conduct	%	96	94	93	94
Legal actions for anti-competitive behaviour	Number	0	0	0	0
Cases submitted to the whistleblower hotline	Number	9	9	4	19
...of which within scope	Number	8	6	4	19

### Product safety (Part of PwC's limited assurance report 2015/16)

#### Accounting policy

Coloplast monitors phthalate consumption based on the estimated average phthalate concentration per produced item times the quantity of sold items relative to 2013/14. Product samples are not included.

Number of animal testing accounts for the number of animals used for testing performed by contract laboratories. Coloplast conducts no animal test internally. 'Rodents' are mice, rats and guinea pigs. 'Other' animals are rabbits and dogs.

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	Unit	2015/16	2014/15	2013/14	2012/13
Reduction in phthalate consumption	%	20	0	-	-
Animal testing	Number	1,490	295	755	900
... of which rodents	Number	1,332	250	679	832
... of which other animals	Number	158	45	76	68

## Employees

### Accounting policy

Employee headcount includes all full time and part time contracts

European markets include: UK, Germany, France, the Nordics, Benelux, Austria, Switzerland, Italy, Spain plus production in Denmark and Hungary. Other developed markets include: USA, Canada, Japan and Australia plus production in USA. Emerging markets include countries not listed in the other categories for all remaining markets in Americas, Asia, Africa, Europe and Oceania plus production in China.

Managers include all positions at or above Manager level. Top management includes Executive Management, Senior Vice Presidents, and Vice President positions.

Occupational injuries are measured as the number of injuries resulting in absence from work of more than eight hours per one million working hours.

Repetitive work is measured as the percentage of workplaces in Coloplast production in Denmark, Hungary, US and China according to the degree of repetitive work. All figures are annual averages based on quarterly figures. No/low – no or low degree of repetitive work. Medium – repetitive work with 0-2 aggregating factors, High – repetitive work with 3-4 aggregating factors. Very high – repetitive work with 5 or more aggregating factors.

Coloplast only conducts the employee engagement survey biannually. The sustainable performance index is made up of how leaders communicate, give feedback and their closeness with employees.

Calculation is based on white-collar workers who have a PDP in Success Factors (based on workflow steps in system) divided by the headcount on October 1, 2014. Personal development plans for blue-collar workers are run locally and in local systems.

	Unit	2015/16	2014/15	2013/14	2012/13
<b>Employee headcount</b>	Number	10,275	9,706	9,250	8,925
...blue-collar	Number	4,725	4,466	4,168	4,094
...white-collar	Number	5,550	5,240	5,082	4,831
<b>Regions</b>					
European markets	Number	6,687	6,271	5,952	5,869
Other developed markets	Number	920	860	839	814
Emerging markets	Number	2,668	2,575	2,459	2,242
<b>Gender diversity</b>					
Female employees total	%	63	65	64	67
Female managers	%	41	43	40	40
Female top managers	%	15	13	12	13
<b>Attraction, recruitment and retention</b>					
Manager positions filled by internal candidates	%	64	47	-	-
<b>Age distribution total</b>					
Employees aged < 30	%	26	24	24	25
Employees aged 30-50	%	58	61	62	62
Employees aged > 50	%	16	15	14	13

## Social performance data

### Employees, continued

	Unit	2015/16	2014/15	2013/14	2012/13
<b>Occupational injuries and accidents</b>					
Injuries and accidents, all employees	LTI freq.	4.1	4.4	4.9	4.8
<b>Repetitive work</b>					
...No/low	%	48.1	42.5	41.2	38.9
...Medium	%	33.1	35.2	32.0	28.0
...High	%	16.8	20.6	25.1	31.0
...Very high	%	1.9	1.7	1.7	2.1
<b>Employee engagement</b>					
...Response rate	Index	93	-	93	-
...Engagement index	Index	74	-	74	-
...Values index	Index	83	-	81	-
...Well-being index	Index	78	-	78	-
...Sustainable performance culture	Index	77	-	-	-
<b>Personal development</b>					
Personal Development Plans	Index	84	67	-	81

### Supply chain responsibility

#### Accounting policy

Percentage of raw materials suppliers fully covered by the Supply Chain Responsibility procedure. Covers the entire Coloplast organisation.

Number of suppliers whose risk profile has been downgraded by the internal decision-making body from 'Consult Decision Board' to high, or high to medium, or medium to low following documented improvements in their social, environmental or business ethical standards as a consequence of Coloplast's involvement.

	Unit	2015/16	2014/15	2013/14	2012/13
Raw material suppliers covered by supply chain responsibility programme	%	100	100	100	100
Suppliers with improved risk profile because of significant improvements	Number	2	1	3	1
... accumulated	Number	29	27	26	23
Contracts terminated	Number	0	0	1	0
...accumulated	Number	9	9	9	8

## Certifications

### Accounting policy

Coloplast currently has nine production sites including the corporate headquarters (Thisted, Mørdrup, Humlebæk, Tatabánya, Nyírbátor, Zhuhai, Mankato, West River Road, Sarlat) and four distribution sites (Hamburg, Marietta, Champlan and Tata) within scope of certification to ISO 9001, ISO 13845 and OHSAS 18001. None of the distribution sites will be certified according to ISO14001 due to their low environmental impact.

Site visits accounts for the total duration in days of quality or environment, health and safety visits by the authorities worldwide for all Coloplast locations. The increase in the days in 2012/13 is mainly due to re-certification to ISO9001/ISO13485 and new regulations in Brazil, that caused the Brazilian health authorities to make their own inspections.

	Unit	2015/16	2014/15	2013/14	2012/13
Production and distribution sites (total)	Number	13	13	13	13
ISO 9001 / ISO 13485	Number	13	13	13	13
ISO 14001	Number	8	8	8	8
OHSAS 18001	Number	10	10	10	10
Site visits	Days	74	86	59	102

## Fighting for better care

### Accounting policy

Accumulated sum of project funds approved by Access to Healthcare. Please note that there is usually a period of at least six months between the approval of a project and the initial payment of funds. Training ranges from one day courses to full master programmes.

	Unit	2015/16	2014/15	2013/14	2012/13
Access to Healthcare project funds approved (cumulative)	DKK million	25.0	19.8	16.2	13.7
Access to Healthcare projects (accumulated)	Number	35	29	24	19
Estimated number of clinicians trained by our Access to Healthcare projects (cumulative)	Number	11,000	9,150	7,000	5,450

The Coloplast story begins back in 1954. Elise Sørensen is a nurse. Her sister Thora has just had an ostomy operation and is afraid to go out in public, fearing that her stoma might leak. Listening to her sister's problems, Elise conceives the idea of the world's first adhesive ostomy bag.

Based on Elise's idea, Aage Louis-Hansen, a civil engineer and plastics manufacturer, and his wife Johanne Louis-Hansen, a trained nurse, created the ostomy bag. A bag that does not leak, giving Thora – and thousands of people like her – the chance to live the life they want.

A simple solution that makes a difference.

Today, our business includes Ostomy Care, Continence Care, Wound & Skin Care and Urology Care. We operate globally and employ more than 10,000 employees.

[Ostomy Care / Continence Care / Wound & Skin Care / Urology Care](#)

Coloplast develops products and services that make life easier for people with very personal and private medical conditions. Working closely with the people who use our products, we create solutions that are sensitive to their special needs. We call this intimate healthcare. Our business includes ostomy care, continence care, wound and skin care and urology care. We operate globally and employ more than 10,000 employees.

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