

## GRI Index

The Sonova CSR Report for 2012/13, when combined with the Annual Report for 2012/13, complies with the current G3.1 version of the Global Reporting Initiative (GRI) and fulfill the requirements of the Application Level C. The index below refers to information in the CSR Report 2012/13 and the AR 2012/13.

### 1. Strategy and Analysis

Profile Disclosure	Reported	Reference
1.1 Statement from the most senior decision-maker of the organization.	•	AR, p. 2 ff. CSR, p. 2

### 2. Organizational Profile

Profile Disclosure	Reported	Reference
2.1 Name of the organization.	•	AR, p. 29, 102f., 118 f.
2.2 Primary brands, products, and/or services.	•	AR, p. 6 ff.
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	•	AR, p. 6 ff., 29, 71, 101
2.4 Location of organization's headquarters.	•	AR, p. 29
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	•	AR, p. 29, 101
2.6 Nature of ownership and legal form.	•	AR, p. 29
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	•	AR, p. 6 ff., 53 CSR, p. 3
2.8 Scale of the reporting organization.	•	AR, p. 6 ff., 30, 58 f., 102 f., 118 f. CSR, p. 16 f.
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	•	AR, p. 31, 71
2.10 Awards received in the reporting period.	•	AR, p. 8

### 3. Report Parameters

Profile Disclosure	Reported	Reference
3.1 Reporting period (e.g., fiscal/calendar year) for information provided.	•	AR, p. 52, 102 f., 118 f. CSR, p. 28
3.2 Date of most recent previous report (if any).	•	AR, p. 52
3.3 Reporting cycle (annual, biennial, etc.)	•	AR, p. 29 f., 52 CSR, p. 28
3.4 Contact point for questions regarding the report or its contents.	•	AR, p. 120 CSR, p. 28

3.5	Process for defining report content.	•	CSR, p. 7 f.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	•	AR, p. 29, 52 CSR, p. 28
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	•	CSR, p. 24
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	•	CSR, p. 24
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	•	AR, p. 58 f.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	•	CSR, p. 26 ff.
3.12	Table identifying the location of the Standard Disclosures in the report.	•	CSR, p. 29

#### 4. Governance, Commitments, and Engagement

Profile Disclosure	Reported	Reference
4.1	•	AR, p. 29 ff. CSR, p. 6
4.2	•	AR, p. 34
4.3	•	<i>Sonova doesn't have an unitary board structure.</i>
4.4	•	AR, p. 40 f. CSR, p. 18
4.14	•	CSR, p. 7 f.
4.15	•	CSR, p. 7 f.

#### 5. Performance Indicators

##### Economic

Indicator	Reported	Reference
Economic performance		
EC1	■	AR, p. 45 ff., 58 f., 64 CSR, p. 21
EC2	■	CSR, p. 24 f.

	the organization's activities due to climate change.		
EC3	Coverage of the organization's defined benefit plan obligations.	●	AR, p. 71, 94 ff.
EC4	Significant financial assistance received from government.	○	

#### Market presence

EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	○	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	■	CSR, p. 20
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	○	

#### Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	○	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	■	CSR, p. 3 f.

#### Environmental

Indicator	Reported	Reference
-----------	----------	-----------

#### Materials

EN1	Materials used by weight or volume.	■	AR, p. 45 ff., 58 f., 64 CSR, p. 21
EN2	Percentage of materials used that are recycled input materials.	■	CSR, p. 24 f.

#### Energy

EN3	Direct energy consumption by primary energy source.	●	CSR, p. 24 f. Mineral Oil: 5,587 Gigajoule (GJ) Natural Gas: 33,858 Gigajoule (GJ)
EN4	Indirect energy consumption by primary source.	■	CSR, p. 24 f. Purchased electricity: 92,570 Gigajoule (GJ)
EN5	Energy saved due to conservation and efficiency improvements.	●	CSR, p. 26
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	○	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	●	CSR, p. 26

## Water

EN8	Total water withdrawal by source.	●	CSR, p. 27
EN9	Water sources significantly affected by withdrawal of water.	■	CSR, p. 27
EN10	Percentage and total volume of water recycled and reused.	○	

## Biodiversity

EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	○	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○	
EN13	Habitats protected or restored.	○	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	○	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○	

## Emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight.	●	CSR, p. 24 f.
EN17	Other relevant indirect greenhouse gas emissions by weight.	■	CSR, p. 26
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	■	CSR, p. 26
EN19	Emissions of ozone-depleting substances by weight.	○	
EN20	NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by type and weight.	■	CSR, p. 28
EN21	Total water discharge by quality and destination.	■	CSR, p. 27
EN22	Total weight of waste by type and disposal method.	■	CSR, p. 27
EN23	Total number and volume of significant spills.	●	CSR, p. 28
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	○	

## Products and services

EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	■	CSR, p. 28
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		

## Compliance

EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	CSR, p. 24
------	--	---	------------

## Transport

EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	■	CSR, p. 26
------	---	---	------------

## Overall

EN30	Total environmental protection expenditures and investments by type.	○	
------	--	---	--

## Social: Labor Practices and Decent Work

Indicator	Reported	Reference
-----------	----------	-----------

### Employment

LA1	Total workforce by employment type, employment contract, and region.	■	CSR, p. 16 f.
LA2	Total number and rate of employee turnover by age group, gender, and region.	■	CSR, p. 17
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	AR, p. 45 ff., 65, 69, 71, 94 ff. CSR, p. 17
LA15	Return to work and retention rates after parentals leave, by gender.	○	

### Labor/management relations

LA4	Percentage of employees covered by collective bargaining agreements.	○	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	○	

### Occupational health and safety

LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	○	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	■	CSR, p. 17
LA8	Education, training, counseling, prevention, and risk-control	■	CSR, p. 17

	programs in place to assist workforce members, their families, or community members regarding serious diseases.		
LA9	Health and safety topics covered in formal agreements with trade unions.	○	

#### Training and education

LA10	Average hours of training per year per employee by employee category.	○	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	■	CSR, p. 16 f.
LA12	Percentage of employees receiving regular performance and career development reviews.	●	CSR, p. 8, 17

#### Diversity and equal opportunity

LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	■	AR, p. 34 ff. CSR, p. 17
------	--	---	-----------------------------

#### Equal remuneration for women and men

LA14	Ratio of basic salary of men to women by employee category.	○	
------	---	---	--

#### Social: Human Rights

Indicator	Reported	Reference
-----------	----------	-----------

#### Investment and procurement practices

HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	○	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	■	CSR, p. 20
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	■	CSR, p. 5

#### Non-discrimination

HR4	Total number of incidents of discrimination and actions taken.	○	
-----	--	---	--

Freedom of association and collective bargaining

HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	○	
-----	--	---	--

Child labor

HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	○	
-----	--	---	--

Forced and compulsory labor

HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	○	
-----	--	---	--

Security practices

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	○	
-----	---	---	--

Indigenous rights

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	○	
-----	--	---	--

Assessment

HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	○	
------	---	---	--

Remediation

HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	○	
------	---	---	--

**Social: Society**

Indicator	Reported	Reference
-----------	----------	-----------

Local communities

SO1	Percentage of operations with implemented local community	■	CSR, p. 17, 21
-----	---	---	----------------

	engagement, impact assessments, and development programs.		
SO9	Operations with significant potential or actual impacts on local communities.	○	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	○	

#### Corruption

SO2	Percentage and total number of business units analyzed for risks related to corruption.	○	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	■	CSR, p. 5
SO4	Actions taken in response to incidents of corruption.	○	

#### Public policy

SO5	Public policy positions and participation in public policy development and lobbying.	○	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○	

#### Anti-competitive behavior

SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	○	
-----	---	---	--

#### Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	○	
-----	--	---	--

#### Social: Product Responsibility

Indicator	Reported	Reference	
<b>Customer health and safety</b>			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	●	CSR, p. 19
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	○	



#### Product and service labeling

PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	■	CSR, p. 19, 28
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	○	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	AR, p. 14 ff. CSR, p. 8

#### Marketing communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	○	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	○	

#### Customer Privacy

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	○	
-----	--	---	--

#### Compliance

PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	○	
-----	---	---	--

#### Legend

AR	=	Annual Report 2012/13
CSR	=	CSR Report 2012/13
f.	=	and the following one
ff.	=	and the following pages
p.	=	page
●	=	fully reported
■	=	partially reported
○	=	not reported

## Contact

Sonova Holding AG  
Martin Kistler  
Manager Corporate Social Responsibility  
Laubisrütistrasse 28  
8712 Stäfa  
Switzerland

Phone	+41 58 928 33 33
Direct	+41 58 928 28 46
Fax	+41 58 928 33 45
Email	<a href="mailto:martin.kistler@sonova.com">martin.kistler@sonova.com</a>
Website	<a href="http://www.sonova.com">www.sonova.com</a>

## Download

CSR Report 2012/13 (English)  
CSR Report 2012/13 (German)

[www.sonova.com/en/csreport](http://www.sonova.com/en/csreport)  
[www.sonova.com/de/csreport](http://www.sonova.com/de/csreport)