

Corporate Responsibility Report

2018/19

Statutory Report cf. Danish Financial Statements Act sections 99 (a) and (b)

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About this report

This report presents Coloplast's management of key social and environmental responsibilities, and it contains management's review of this work as well as full data disclosures. Topics covered are based on Coloplast's assessment of risks to society and the most recent materiality assessment. For more about materiality and scope of reporting, please see page 19 and 20.

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

Additionally, 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 2018/19, from 1 October 2018 to 30 September 2019. This report also functions as the Communication On Progress (COP) to the UN Global Compact.

Company profile

Coloplast develops and markets products and services that make life easier for people with very private and personal medical conditions within Ostomy Care, Continence Care, Wound & Skin Care and Interventional Urology.

Business model

Coloplast produces, markets and sells products and services globally, and in most markets, the products are eligible for reimbursement from local healthcare authorities. Coloplast supplies products to hospitals and institutions, as well as wholesalers and pharmacies. In select markets, Coloplast is also a direct supplier to users.

Coloplast employs around 12,000 people and operates globally with sales subsidiaries in more than 40 countries. There are production sites in Denmark, Hungary, the United States, China, Costa Rica and France.

Risks to society

Coloplast is mindful of the risks posed towards society such as, but not limited to, labour and human rights in our direct operations and in our supply chain, fraud among distributors and environmental strains from our production. Coloplast has policies in place for relevant risks on these four topics, which are addressed throughout this report. The policies are published along with this report on Coloplast.com. For more on risk, please see page 20.

Our four business areas

Ostomy Care products are for people whose bowel has been rerouted through the abdominal wall. Examples of conditions, which could require this procedure include colorectal cancer, bladder cancer and inflammatory bowel disease.

Continence Care is about helping people to manage their bladder and bowel conditions. Examples of conditions, which affect continence include spinal cord injuries, Spina Bifida and Multiple Sclerosis.

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

Interventional Urology is the treatment of medical issues related to the urinary system, the male reproductive system and female pelvic health. Examples of these conditions include urinary incontinence, erectile dysfunction, enlarged prostate and pelvic organ prolapse.

Sales performance by business area

	DKK million	
	2018/19	2017/18
	12 mths	12 mths
Ostomy Care	7,166	6,643
Continence Care	6,459	5,926
Interventional Urology	1,970	1,740
Wound & Skin Care	2,344	2,140
Net revenue	17,939	16,449

Sales performance by region

	DKK million	
	2018/19	2017/18
	12 mths	12 mths
European markets	10,573	9,941
Other developed markets	4,380	3,791
Emerging markets	2,986	2,717
Net revenue	17,939	16,449

CEO Statement

Coloplast is a purpose driven company. We work to make life easier for people with intimate healthcare needs. We already help millions – and we aspire to help even more in the years to come.

Just as we want our products and services to make a positive difference in people's lives, we're committed to making a positive impact on society as well. That's what corporate responsibility is all about.

I am proud of the progress over the past 12 months, but we can still do better. We have an internal saying: we have more work to do.

Delivering on our values

Respect and responsibility are written into our values, and I'm proud to see how we continue to translate these values into action. A few highlights:

Within health and safety, we've managed to reduce occupational injuries by 30 per cent – in this year alone. Within business ethics, we've strengthened our culture of integrity– by making it even easier to raise concerns.

We believe diversity creates a higher degree of innovation as well as better decisions and business results. So, to promote diversity in our teams, we will be tracking and monitoring team composition in terms of gender, generation, nationality and more. Our ambition is to significantly increase the share of diverse teams globally every year in the coming strategy period.

Delivering value to society

Health care is changing. Around the world, health care systems are under pressure. Consequently, it will increasingly be expected that health care companies assume a greater responsibility for the products they produce, how clinicians get trained, and how consumers use the products in their daily lives.

We are responding to this challenge by building what we call the consumer health care company of the future. We want to document the benefit of our products' and services' to our users and society. And we want to bring better outcomes to even more people.

Together with the Chinese government and a local non-profit, we have committed ourselves to a 3-year plan to raise the standard of care for spinal cord injured patients. Today, around two million Chinese citizens, who are spinal cord injured, deal

with several challenges on a daily basis. These conditions not only affect the patient itself, but also their families and the society. We partner with local clinicians to change this by delivering education, consumer awareness, and access to good products.

Minimising our footprint

Helping more people with intimate health care needs presents a dilemma: helping more people means making more products and therefore potentially increasing the impact on the environment.

We embrace that challenge and have made real progress when it comes to sustainable production. We will continue to balance growth with dedicated efforts to reduce our environmental footprint. This year, we reached our goal of using 100 per cent renewable electricity at all our production sites, and we managed to bring down greenhouse gas emissions by 17 per cent. Guided by life cycle assessments, we will continue to reduce energy consumption and improve the recycling of production waste.

We use almost 40.000 tonnes of raw materials a year, and about 70 per cent are plastics. There are very limited alternatives to using plastics in medical consumables due to product performance as well as hygiene and quality standards. But we believe we can improve our raw material use by testing new sustainable materials and product technologies. To deliver on this ambition, sustainability has been singled out as a distinct focus area in our new strategy.

Continued commitment

This report is a progress review of our work, and we would welcome input and suggestions for improvement.

Coloplast has endorsed the UN Global Compact since 2002. We are also committed to contributing to the success of the Sustainable Development Goals (SDGs) through collaboration with partners and governments.

With this report, we reconfirm our commitment to the UN Global Compact principles and to moving forward to reach the SDGs, together.

Kristian Villumsen,
President and CEO



Approach to corporate responsibility

Our values in action

Respect and responsibility is a guiding principle at Coloplast and at the heart of the Coloplast culture. Coloplast welcomes the broader responsibility that comes with being a market leader. Responsibility to our users, to clinicians, to our employees, to business partners, to society and to our shareholders.

Since 2002, Coloplast has been committed to the ten principles of the UN Global Compact on human rights, labour rights, environment and anti-corruption. Coloplast works systematically to integrate the ten principles throughout its operations. In addition, Coloplast works to contribute to relevant UN Sustainable Development Goals (SDGs) where possible.

Coloplast manages its corporate responsibility efforts through three aspirations described in more details throughout this report:






1. Empowering people
2. Acting respectfully
3. Minimising our footprint

Governance 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 the Corporate Responsibility 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 embedded within and executed by the relevant line organisation. 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, Medical Affairs and Government Affairs, as well as the leadership of all sales regions.

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

Coloplast aspiration	Key targets	Status	UN Global Compact	SDGs impacted
Empowering people, p. 5-9	- Reduce phthalate use by 44% by 2020	Achieved	Human rights	
	- Approve new Access to Healthcare projects	On track		
Acting respectfully, p. 10-16	- Train all white-collar employees in Code of Conduct	On track	Human and Labour Rights, Anti-corruption	 
	- Reduce injuries by 33% by 2020 compared to 2016/17-level	On track		
	- Increase share of women in top management year over year	On track		
	- Increase share of diverse teams	New		
	- All raw material suppliers screened for human and labour rights	Achieved – ongoing process		
Minimising footprint, p. 17-19	- Increase recycling rate of production waste to 35% by 2020	Not on track	Environment	 
	- Continuously reduce waste use per product	On track		
	- Continuously reduce energy use per product	Not on track		
	- All electricity use from renewable sources	Achieved		
	- Reduce goods transported by air to 3%	On track		

Empowering people

We see four distinct trends affecting health care systems around the world.

We are witnessing a demographic development that sees the world's elderly population grow. The UN expects that the global population aged 60 and above will double by 2050, when it is projected to reach nearly 2.1 billion. Health care budgets are under pressure, and we see cost pressure and demand for value from payers. In addition, channels across regions are increasingly consolidating. Finally, consumers are getting more involved in their choice of both products and services driven by the rise of mobile technology.

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

Coloplast is committed to help addressing the structural changes faced by healthcare systems and society, and to fulfil our part of the objective shared with clinicians and users to achieve better health outcomes.

Coloplast contributes to better health outcomes and the fundamental right to health by innovating safe products, supporting beyond expectations, fighting for better care and community engagement. These contributions are driven by Coloplast's mission and growth strategy LEAD20 with its focus on challenging the industry through a user-focused market approach as well as delivering superior products and innovation.

Through Coloplast's contributions, we strive to empower people to live the life they want.

Management approach

Topic	Our responsibility	Initiatives
Product development and safety, p. 6	Translating user insights, technical breakthroughs and design thinking into products that redefine care and set new standards for safe product composition.	<ul style="list-style-type: none"> - Raising the bar through clinically superior innovation - Removing substances of concern - Reducing phthalates - Animal testing
Supporting beyond expectations, p. 7	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.	<ul style="list-style-type: none"> - Coloplast Care - Education and training for clinicians - Ethical marketing practices - Data privacy
Fighting for better care, p. 8	Building sustainable partnerships that improve framework conditions and raise standards of care for people with intimate healthcare needs.	<ul style="list-style-type: none"> - Building health alliances - Access to Healthcare - Responsible advocacy
Community engagement, p. 9	Being an active member of the local communities Coloplast operates in through activities that empower people and motivate employees.	<ul style="list-style-type: none"> - Donations - Responsible tax management

Product development, safety and quality

Coloplast is committed to investing in innovation because innovative products benefit users and healthcare systems alike. At the same time, the safety and quality of our products is crucial to Coloplast's mission.

Raising the bar through clinically superior innovation

Coloplast's mission is to make life easier for people with intimate healthcare needs. This mission translates into focused value propositions across Coloplast's four business areas, which guide our innovation agenda:

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

The cornerstone of Coloplast's value propositions is to deliver superior products that make a real difference for our users. Coloplast is committed to raising the standard of care through clinically superior products and innovation. Therefore, Coloplast is investing to strengthen R&D capabilities within digital healthcare, device technologies, clinical trials, value documentation and market access.

Stronger clinical performance enables Coloplast to document the evidence of the products' overall clinical outcome and value of the treatments to the benefit of our users and society.

This year, Coloplast launched SenSura® Mio Baby & Kids, designed specifically for premature babies and children up to 4 years. Through the SenSura Mio Baby & Kids portfolios, Coloplast sets a new standard for paediatric ostomy care products. Up until today, the ostomy products available for children did not meet the same standards as adult products do. In fact, it is often the case that adult products are used for babies and kids. The SenSura Mio Baby & Kids products enable children to play and be active, as they are meant to.

In addition, Coloplast is expanding the SpeediCath® portfolio with the launch of SpeediCath Navi, which will be launched throughout 2019 and 2020. SpeediCath Navi is a hydrophilic catheter designed specifically for catheter users in Emerging Markets as well as other markets with reduced capacity to

pay. The aim is to raise the standard of care and to accommodate markets with lower reimbursement.

Removing substances of concern

All Coloplast products are safe for intended use and Coloplast adopts a proactive approach in scouting for alternative substances. Coloplast is mindful of the materials and substances used in products and complies with international and local regulations and standards, including EU's chemicals legislation "Registration, Evaluation and Authorisation of Chemicals", also known as REACH. According to REACH, Coloplast informs users directly about the products containing substances listed on the Candidate list of Substances of Very High Concern as well as on Coloplast.com. In addition, Coloplast has completed REACH registration for substances used or imported above one tonnes a year.

Coloplast prefers to proactively remove substances of concern. 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. The results are reported quarterly to management.

Reducing Phthalates

Progress	2018/19	2017/18	2016/17	2015/16	Target
Reduction in total consumption of phthalates since 2014	51%	50%	46%	20%	44% by 2020

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. Coloplast has also worked to reduce the use of phthalates in the existing portfolio, and has reduced the absolute use of phthalates by 51% since 2015. For more information, please see our official phthalates policy on Coloplast.com.

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 be avoided. However, in some cases animal testing is necessary due to legal requirements and safety assessments.

All animal testing used by Coloplast are performed by contract laboratories, which Coloplast audits for compliance with our Animal Testing Policy. Coloplast has previously audited our main animal test suppliers and found no non-compliances. This year, Coloplast used 1,978 animals for testing in relation to pre-clinical safety documentation, which is more than usual. The increased use of animal testing can be attributed to compliance with the Medical Device Regulative. Coloplast does not use transgenic animals in testing. For more information on Coloplast's approach to animal testing, please read our Animal Testing Policy available on Coloplast.com

Quality standards

It is essential to Coloplast's mission to deliver safe and reliable products. That is why Coloplast sets global standards for quality and has established operational objectives that are reviewed by relevant management. Among others, this work includes post-markets surveillance and supplier quality management. 18 Coloplast production, distribution centres as well as HQ are certified according to ISO 9001 and ISO 13485 for their quality management systems. This year, Coloplast had a total of 97 site visit days by external regulators for compliance on quality.

Supporting beyond expectations

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. This transformation from passive patient to active consumer is redefining healthcare.

Coloplast works to share knowledge and develop tools and services that contribute to better health outcomes. For example, the Coloplast® Care programme has been proven to reduce 30-day ostomy re-admissions by 30% and emergency rooms visits by 45% in the United States^{b)} - contributing not only to better health outcomes, but also potential savings for the United States healthcare system.

Coloplast Care

With the patient support programme, Coloplast Care, Coloplast actively seeks to increase retention among users and to improve both products and education for users and clinicians.

The Coloplast Care programme is global and is available for users regardless if they use Coloplast products. Through straight-forward advice and support, the programme guides people to an easier life by providing tips on how to take control of bladder or ostomy-related issues. The programme also offers people support in navigating the

sometimes complex healthcare and reimbursement system in terms of gaining access to needed products.

The Coloplast Care programme has been co-developed with our international nurse advisory boards and the programme's content and call protocols have been clinically validated. Among users, the programme has been received positively where 83%^{c)} expressed feeling an improved quality of life through their participation.

Through the Coloplast Care programme and direct-to-consumer initiatives, Coloplast has more than 1.5 million users in our database across more than 30 countries.

Education and training for clinicians

Through the educational programme, Coloplast® Professional, Coloplast works to support the healthcare community through knowledge sharing and education. Coloplast Professional provides nurses and clinical specialists with development opportunities, such as training, networking events and advisory boards.

This year, Coloplast organised the educational event, Continence Days, with close to 800 participants from all over the world. Continence Days was centred around a professional programme where key opinion leaders and healthcare professionals came together to share knowledge and insights to move care forward. In addition, it creates opportunities for clinicians to broaden their expertise and connect with peers. Through courses and face-events, the close cooperation with clinicians shapes the products, services and education that Coloplast develops. By sharing their insights with our scientists, engineers, designers and other experts, they ensure priorities are aligned. Today, more than 850 ostomy and continence care nurses from more than 20 countries are involved in our international advisory boards.

Coloplast® HEAL is a global medical educational programme for healthcare professionals working with wounds. The programme aims to increase the knowledge of modern wound healing principles and improve the standard of care for wound patients around the world. It is part of Coloplast's ongoing dedication to support healthcare professionals with deeper knowledge and guidance. The educational courses have been developed in partnership with international wound care experts, and the content is peer-reviewed and endorsed by the European Wound Management Association. So far, Coloplast HEAL has trained close to 40,000 clinicians in 15 countries.

^{b)} Rojanasart, S., The Impact of a Readily Available, Post-Discharge Support Program for Ostomy Surgery Patients on Preventable Health Care Utilization, published in Jan/Feb 2018 JWOCN.

^{c)} Coloplast Market Study 2013. Data on file.

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 are trained by clinicians, and our specialists who speak on the phone use assessment tools developed by our medical marketing team that have been endorsed by global and national advisory healthcare 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 healthcare professionals.

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.

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

In May 2018, the new EU Regulation on Protection of Personal Data (GDPR) came into effect. To ensure compliance with GDPR, Coloplast has established and updated policies and procedures and created a data privacy governance structure. Coloplast is certified according to ISO 27001 on information security and further facilitates awareness and training about data privacy via internal announcements, e-learning and dedicated intranet sites, as well as training sessions, for relevant employees.

A Data Protection Officer within Coloplast is fully dedicated to focus on data privacy and is supported by local privacy representatives from our subsidiaries. The Data Protection Officer reports to Coloplast management on a regular basis and is engaging with representatives of important group functions in a Data Privacy Board. In addition, the efforts and status on data privacy is reported annually to the Audit Committee.

Fighting for better care

Globally, societies are facing the significant healthcare challenge of an increased prevalence of people living with a chronic disease and an ageing population.

Diseases are often in "competition" for public and political awareness as well as for prioritisation of the healthcare resources. All parties in the healthcare sector have a shared interest in improving the outcome of health interventions – but with different needs and roles.

As a market leader, it is Coloplast's responsibility to work for better framework conditions for people living with chronic intimate healthcare needs. Coloplast works to build stronger health alliances with patient organisations, and raise the standards within intimate healthcare.

Building health alliances

People with intimate healthcare needs require personalised solutions. For example, people with an ostomy can have different body shapes, which influence the care they need and products they use.

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.

Consequently, patient organisations for people with intimate healthcare needs are often very focused on raising awareness of the challenges associated with chronic conditions. However, patient organisations do not necessarily have the right capabilities and competencies to raise their voice and create awareness around their life conditions or demand patient access.

By engaging with patient organisations in health alliances, Coloplast creates awareness and secures patient access to more personalised health innovation and help the transition from patient to person. It is all about giving them the chance to live the life they want and manage their condition.

Access to healthcare

Access to Healthcare, Coloplast's 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 62 projects in more than 10 countries. The programme is part of Coloplast's continued efforts to raise the standard of care with a yearly spend of up to DKK 5 million.

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, NGOs and other public and private partners to empower users, train practitioners and advocate for better care. Access to Healthcare projects also support the long-term ambitions of Coloplast by bringing us closer to users and helping us to gain new or deeper insights into the needs of other stakeholders, including healthcare practitioners, civil society and policy makers.

In recent years, raising awareness on intermittent catheterisation (IC) has been a theme across the Access to Healthcare portfolio. While IC is defined as the 'gold standard' for bladder emptying in the European Association of Urology's guidelines on neurogenic bladder management, it is not necessarily accessible to users. In Russia, for example, the number of spinal cord injured patients leaving the hospital or rehab on IC is very low due to lack of knowledge as well as missing reimbursement for urodynamic examinations. Coloplast estimates that only 13% of the roughly 9,000 new patients discharged from hospitals per year are on IC. In addition to Russia, Coloplast has worked on IC related projects in Australia, Brazil, Canada and Japan.

Over its twelve year history, the Access to Healthcare programme has had multiple projects in China. Previous projects include creating wound care centres of excellence and training of healthcare professionals. Together with the China Foundation for Disabled Persons and the China Association of People with Physical Disability, Coloplast has this year entered a strategic framework agreement to raise the standard of care for spinal cord injured patients. Today, around two million Chinese citizens, who are spinal cord injured, deal with several challenges on a daily basis. These conditions not only affect the patient itself, but also their families and the society in general.

Other examples of recent projects include raising awareness about the effects of living with bowel dysfunction in Japan, and educational training for children with spina bifida in Poland.

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 work is guided by the principles outlined in our Code of Conduct, Coloplast BEST, which emphasises respect for transparency and integrity in our stakeholder relations. To read Coloplast BEST, please visit Coloplast.com.

Community engagement

Respecting local cultures, regulations and customs is important to Coloplast. Coloplast wants to contribute to the local communities in which the company operates. Either through donations or involving local NGOs. 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 a 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. For example, Coloplast has this year supported employees' participation in Team Rynkeby, a charity cycling event that raises funds for children with cancer. The policy on donations 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 our business. 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. The Coloplast tax contributions include corporate income tax, employee taxes, indirect taxes, property taxes, custom duties, excise duties and other indirect taxes

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 and bases tax decisions on our commercial strategy. Within these principles, Coloplast will pursue a competitive effective tax rate and avoid double taxation. With increased focus on tax management, Coloplast has made its tax policy publicly available on Coloplast.com.

Acting respectfully

Coloplast employs around 12,000 people, operates in more than 40 countries and has distributors, dealers and suppliers on a global scale.

Acting respectfully towards people and local customs is fundamental to Coloplast. In line with our values, Coloplast supports Human and Labour Rights and works against corruption in all its forms.

Coloplast engages in ongoing dialogue with employees and proactively informs employees of their rights of freedom of association at all production sites. In addition, Coloplast has established works councils with employee representatives at all production sites. Relevant human rights issues in our direct operations include non-discrimination, health and safety. Forced labour and child labour are not considered material topics within Coloplast's direct operations.

To ensure Coloplast acts respectfully, Coloplast works to ensure compliance with our Code of Conduct, reduce occupational injuries as well as create an inclusive leadership culture. 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.

Management approach

Topic	Our responsibility	Initiatives
Code of Conduct and compliance, p. 11	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.	<ul style="list-style-type: none"> - Coloplast BEST – our Code of Conduct - Continuous training efforts - Distributor handling - Bribery risk assessment - Ethics hotline
People development and diversity, p. 12	Offering all employees equal opportunities for development as well as a working environment that is engaging and motivating.	<ul style="list-style-type: none"> - Leadership development - On-boarding for success - Removing barriers for personal development - Inclusion and diversity - Gender representation in management - Gender pay gap - Gender representation in Board of Directors
Health and safety, p. 14	Offering healthy and safe working conditions.	<ul style="list-style-type: none"> - Reducing occupational injury - Reducing repetitive work - Offering healthy choices - OHSAS 18001
Supply chain responsibly, p. 15	Improving standards with our suppliers or finding alternative suppliers.	<ul style="list-style-type: none"> - Screening potential suppliers - Monitoring existing suppliers - Improving local conditions

Code of Conduct and compliance

Coloplast sells products in more than 140 countries, and 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.

Coloplast BEST – our Code of Conduct

The Coloplast Business Ethical Standards (Coloplast BEST) is our Code of Conduct and our guide leading the way to global excellence when it comes to operating an ethical company.

Coloplast emphasises employees' ability to use good judgment 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 board members, executives, officers, directors and managers) are required to follow Coloplast BEST.

During this financial year, Coloplast has rolled out an updated version of Coloplast BEST. Coloplast BEST has undergone a review to ensure compliance to updated regulation and industry codes. As a company that is increasing direct-to-consumer activities, Coloplast is committed to having high standards for working with users and organisations both in terms of respecting the boundary between clinical expertise and our own product knowledge and when it means handling data privacy.

With the purpose of strengthening our culture of integrity and raising awareness, the roll-out of the updated Coloplast BEST has been supported by quarterly campaigns. Each campaign has featured a compliance theme along with a series of related activities for all white-collar employees. For example, the employees received training in raising concerns and handling data privacy.

To read Coloplast BEST, please visit Coloplast.com.

Continuous training efforts

Progress	2018/19	2017/18	2016/17	2015/16	Target
White-collar employees trained in in Code of Conduct	99%	99%	95%	96%	100%

Training in Coloplast BEST is mandatory for all white-collar employees. All current employees have received the opportunity for face-to-face training

followed up by a test and certification. In addition to training all white-collar employees in the updated Coloplast BEST, Coloplast will continue its training activities as part of on-boarding new employees as well as develop new formats targeting employees in high-risk parts of the organisation 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 has implemented a system with an external partner to manage our integrity and compliance risks related to our close distributors. Through this process, Coloplast engages in dialogue with distributors about the compliance situation in their market and the expectations set forth in our Coloplast's Global Distributor Code of Conduct.

Bribery risk assessment

Coloplast's Group Business Ethics and Compliance unit performs bribery risk assessment on an on-going basis to continuously create a better understanding of where specific attention is needed. The risk assessments are performed internally together with the relevant business units to ensure complete overview of the business and its risks.

Based on the risk assessments, Coloplast has initiated implementation of local compliance programmes. Coloplast will monitor and review process and controls on an on-going basis.

Ethics hotline

Progress	2018/19	2017/18	2016/17	2015/16
Cases submitted to the ethics hotline	48	18	11	9
...of which within scope	46	13	8	8

Coloplast has a global and independent Ethics Hotline, which enables employees and others to report breaches of our Code of Conduct. All cases reported are followed up internally by a committee of senior management. The outcome is reported to the Audit Committee on a quarterly basis.

Coloplast encourages an open and honest culture, where employees are free to raise questions and concerns. In 2018/19, Coloplast has received a total of 48 cases, 46 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. Coloplast views the increase in cases submitted as a positive outcome of making it easier to submit cases via mobile devices as well as internal communication activities aimed at employees to raise awareness. These efforts support our culture of integrity.

In addition, all cases submitted to direct management or local or regional compliance officers have been included in the Hotline procedure. Most 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.

People development and diversity

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

Employee engagement

Coloplast measures employee engagement biannually through a global survey among all employees. The latest engagement survey is from 2018. For a third consecutive time, the most recent employee engagement survey showed an engagement level of 74 with a response rate at 93%. This is in the top quartile when benchmarked to other companies, and it indicates a high level of engagement. As Coloplast is a growing company, this is considered an achievement based on the number of new employees who have joined Coloplast in recent years.

Leadership and talent development

To support the LEAD20 growth ambition, Coloplast has the target to hire 2 out of 3 managers from within. The preference for existing employees will ensure a continuous development of the great leadership talent already among us. This year, 63% of leadership positions were filled by internal candidates.

Coloplast uses a global approach to assess and develop leadership potential. To ensure leaders have the right capabilities, all internally promoted first-time leaders attend the mandatory 'New Manager'-programme. For senior leaders, Coloplast also provides a leadership programme for all Directors that gives a broader business understanding.

As a growing company, Coloplast needs to ensure that the internal pipeline of talents does not diminish. Coloplast works proactively to identify internal successors and develop their talent to make them ready to transition. To feed the best leadership talent into the pipeline, Coloplast works

with different leadership programmes at different levels of the organisation.

To help instil more rigour in the work on talent management and succession planning at Group level, Coloplast has this year updated and strengthened its talent governance. The work is anchored in the newly established Nomination and Remuneration Committee chaired by the Chairman of the Board.

On-boarding for success

Coloplast focuses on onboarding successfully to reduce time to performance. To support this, Coloplast has launched Coloplast Originals, a global onboarding programme targeted white collar employees. The programme includes a pre-boarding option which new employees can access as soon as they receive their contract. This way new employees can start learning about Coloplast before their first working day. When employees start their job, they are automatically assigned the mandatory onboarding. Coloplast Originals is a self-guided and blended-learning programme designed to give new employees a good start

Removing barriers for personal development

Coloplast emphasises fairness and transparency when reviewing employees' performance and potential. To ensure this, Coloplast conducts an annual People Review.

The purpose of the People Review is to discuss the employee's performance, potential and development. During the People Review, managers are required to collect insights on employee performance from other colleagues and peers. In addition, the employee performance is calibrated with functional managers. These steps effectively work to remove potential biases when reviewing employee performance.

Inclusion and diversity

It is part of Coloplast's DNA to respect and empower the individual to secure equal opportunities for all.

Coloplast is committed to developing an inclusive organisation, where people bring their differences to work each day, fulfil their potential and have a strong sense of belonging because of – and not in spite of – their differences.

Coloplast works to integrate inclusion and diversity into existing processes. This year, top managers are asked to integrate inclusion and diversity in their KPI's and annual business plans. Coloplast has also reviewed recruitment and promotion processes and will develop adjusted processes to mitigate biases in

all recruitments globally and throughout performance review processes and promotions.

To ensure progress, Coloplast has set commitments to increase the diversity at team level as well as increasing the share of female leaders in top management. Progress must happen through natural turn-over while always hiring the person with the best qualifications and competencies.

Coloplast believes diversity creates a higher degree of innovation as well as better decisions. The position on inclusion and diversity has been formulated in a new policy and published on Coloplast.com.

Diverse Teams

Coloplast recognises that all diversity factors are important. To increase diversity, Coloplast will track and monitor the mix of diversity in all teams on director level and above. Diversity is broader than gender and also includes generation and nationality. The ambition is to raise the level of diverse teams year-on-year through natural turnover.

Gender representation in management

Progress	2018/19	2017/18	2016/17	2015/16	Target
Total share of female managers	42%	41%	42%	41%	Above 40%
Share of female top managers	21%	20%	14%	15%	Year-on-year increase

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.

However, when looking at top management alone there is an under-representation of female managers. Therefore, Coloplast works with a quantitative goal of having a year-on-year increase of female leaders in top management until a balanced representation is reached. Top management is defined as Vice President and above.

Gender pay gap

Coloplast is committed to fair and equal treatment of all employees. This implies equal remuneration for equal work. Therefore, Coloplast lets skills, experience and personal talent determine matters related to compensation.

Across management-levels in Coloplast, there is equal remuneration between female and male leaders. Based on a weighted average median salary between individual management levels, the gender pay gap is less than 2% in favour of male leaders. When taking other factors into consideration such as age, educational background, professional tenure, which also influence remuneration level, Coloplast considers this gap to be within acceptable limits.

Gender representation among Board of Directors

Coloplast aims for its Board of Directors to consist of the best qualified individuals. With 2 out of 6 shareholder-elected board members being women at the end of the financial year, Coloplast maintain an equal gender representation among Board of Directors in compliance with the Danish Financial Statements Act, section 99b.

Employing people with disability

Coloplast works to employ people with disability globally. This includes ensuring reasonable accommodations at sites as well as proactively hiring people with disability. For example, Coloplast has worked with a local NGO to employ people with hearing impairment at the Tatabanya site. Other sites include China, Denmark, France and Germany.

Health and safety

Providing a safe and healthy work environment for employees is a core value for Coloplast. Safety is everybody's responsibility in Coloplast, both managers and employees. In general, operations work in Coloplast is relatively low-risk compared to other industries, and Coloplast has never had a fatal workplace injury.

Reducing occupational injury

Progress	2018/19	2017/18	2016/17	2015/16	Target
LTI frequency ¹⁾	3.0	4.3	4.5	4.1	3.0 by 2020

1. Number of injuries resulting in absence from work of more than eight hours per one million working hours

It is Coloplast's target to reduce the lost-time injury rate to 3.0 by 2020. This corresponds to a 33% reduction compared to 2016/17 level. This year, Coloplast has reached this target ahead of time and considers that a strong achievement. Coloplast will continue to work with safety behaviours and believes that there is room for even further improvement.

The most common injuries for both white- and blue-collar employees are behaviour-based, for instance stumbling and falling. Targeting such behaviour-

Acting respectfully

based injuries, Coloplast has campaigned across all production sites, larger distribution sites, headquarters as well as selected sales subsidiaries to strengthen the safety culture in Coloplast.

The campaign seeks to enforce three safety behaviours across all sites and management layers:

- You see it, you own it
- Think twice
- Dare to care

Campaign elements include communication materials, leadership tools as well as a Global Safety Week. In addition to reducing injuries, the campaign has contributed to more than a doubling of the reported near-miss accidents and safety observations. Coloplast considers this as a positive development and a sign of a strengthened safety culture.

Other initiatives to reduce occupational injuries include sharing best practices between sites and increasing focus on safety specifications for new machines when ordered.

Reducing repetitive work

Coloplast emphasises an ergonomically correct workplace layout whenever manual labour is required in production. Therefore, Coloplast systematically works to reduce repetitive work and reduce the strain from unavoidable repetitive workplaces by rotating workstations. 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.

Offering healthy choices

Coloplast performs workplace assessment globally, and through the Coloplast Life programme, Coloplast provides different options to make healthy choices as easy as possible for employees. This could be local activities such as "Bike to Work" and running clubs after work.

Other initiatives include free medical screenings and health checks at Coloplast's Nyírbátor site in Hungary. In addition, Coloplast UK initiated a campaign to promote healthy eating and to encourage hydration among more than 500 employees across the UK sites.

Coloplast Life also focuses on mental health on a local basis. For example, Coloplast has a stress policy including professional stress-counselling in Denmark.

OHSAS 18001

Coloplast's health and safety management system is certified according to Occupational Health and Safety management standard, OHSAS 18001. This is a tool used to ensure that sites adhere to the same rules globally and continuously improve their performance. Today, 11 out of 18 Coloplast sites are OHSAS-certified which means a coverage of 96% of Coloplast employees in production, distribution centres and Coloplast headquarters in Denmark. This year, Coloplast has increased coverage by certifying the recently established Postponement & Distribution Centre in Hungary as well as the production site in France. In the coming financial year, the new standard ISO 45001 will replace OHSAS 18001 across all production sites. Among other things, the new standard has an increased focus on occupational health.

Supply chain responsibility

Through standardised auditing in the approval process for new raw material suppliers, Coloplast ensures that the ten principles of the United Nations Global Compact are integrated into procurement decisions. The purpose is to reduce risks of complicity as well as improve local conditions with suppliers through dialogue.

The programme is anchored within Corporate Procurement and is overseen by a Decision Board made up of senior representatives from Global Operations, Corporate Procurement, Global Quality & Regulatory Affairs, Global Environment, Health & Safety and Corporate Responsibility.

Screening potential suppliers

For all new raw material suppliers, Coloplast explains our standards on human rights, labour rights, environmental impact as well as corruption. This information is also included in the final contract with the supplier. In high-risk countries, all potential raw material suppliers are audited by an external partner according to local regulations, Coloplast's Code of Conduct and the United Nations Global Compact Principles.

If an issue is identified, Coloplast and the supplier then agree on any necessary improvements, which form the basis for an action plan and provides the means for dialogue. Depending on the level of any non-compliance found, the Decision Board considers whether to go ahead and do business with the supplier and help to improve the supplier's standards.

The Decision Board reviews the audit report according to local regulations, Coloplast's Code of Conduct, the United Nations Global Compact Principles, and it considers factors such as the

nature of the relationship with the supplier and history of cooperation.

Through this approval process, Coloplast maps relevant risks and ensures on-boarding of suppliers that are willing to improve local conditions together if necessary. Coloplast has audited 100% of suppliers within scope of the programme.

Monitoring existing suppliers

Coloplast monitors existing suppliers for compliance through adverse feedback (i.e. change in ownership or expansion of site) and site visits.

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, the Decision Board is contacted to review whether or not to continue doing business with the supplier and help to improve the supplier's standards.

This year, Coloplast has strengthened the monitoring process by implementing an annual evaluation of all suppliers with a social and environmental risk. The evaluation is based on the

severity of initial findings, the supplier's response to their corrective-action plan as well as how long ago their initial assessment was performed. Based on the evaluation, Coloplast will select suppliers to be re-approved according to Coloplast standards.

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 2018/19 financial year, Coloplast has improved standards together with more than 30 suppliers.

For indirect service suppliers, Coloplast has implemented a human rights and compliance due diligence process for both selected existing and new supplier in some countries and is now working to extend the process to the rest of the organisation.

Minimising our footprint

Over the coming years, Coloplast expects to grow 7-9% annually. This means that Coloplast will be helping more people with intimate healthcare needs. It also means increased production output and, consequently, increased impact on the environment. However, Coloplast remains committed to minimising our environmental footprint while growing.

The largest impacts of Coloplast's environmental footprint consists of raw materials, energy, business travels and transportation of goods. Coloplast uses very limited amounts of water for production, whereas the use of raw materials constitutes Coloplast's single largest environmental impact. Approximately 60% of Coloplast's total greenhouse gas emissions stem from raw materials.

To minimise the environmental footprint, Coloplast works towards a more sustainable material consumption as well as reducing energy use and climate impacts.

Over the last years, Coloplast has significantly lowered greenhouse gas emissions from energy use by introducing the use of renewables. Going forward, the challenge for Coloplast is within sustainable material consumption.

Currently, Coloplast uses almost 40.000 tonnes of raw materials a year, and about 70 per cent are plastics. There are very limited alternatives to using plastics in medical consumables, due to product performance, hygiene and quality standards. However, Coloplast want to improve our raw material use by testing new sustainable materials and product technologies. To deliver on this ambition, sustainability has been singled out as a distinct focus area in our new corporate strategy communicated during the next financial year.

Management approach

Topic	Our responsibility	Initiatives
Sustainable material consumption, p. 17	Avoiding harmful materials and utilising raw materials with lower environmental impact and improving waste management systems and recycling	<ul style="list-style-type: none">- Life-cycle assessments- Raw material use and waste- Disposal- Water management- ISO14001
Energy use and climate impacts, p. 18	Minimising the impact from energy consumption and go further with less	<ul style="list-style-type: none">- Improving energy efficiency- Using energy from renewable sources- Transportation of goods- Expanding production

Sustainable material consumption

Progress	2018/19	2017/18	2016/17	2015/16	Target
Production waste per unit produced (grams per unit)	12.2	12.5	13.0	12.3	Continuous reduction
...Change compared with previous year	-2.4%	-3.8%	5.7%	4.2%	Continuous reduction
Recycling rate of production waste	32%	33%	31%	31%	35% by 2020

Life-cycle assessments

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.

This year, Coloplast has launched an updated version of SpeediCath® Flex with new packaging that contains no aluminium. This reduces the product's carbon footprint up to 16%.

Raw material use and waste

Raw material use accounts for almost 60% of Coloplast's greenhouse gas emissions. Coloplast has the ambition to continuously reduce the amount of production waste generated per produced unit. The improved performance this year can be explained by implementing new production technologies within Ostomy Care.

In addition to optimising the use of raw material, Coloplast has set a target to increase the recycling rate of production waste to 35% by the end of 2020. The performance on this target is challenged by the high degree of mixed polymers among the waste produced. Coloplast continuously works

together with waste handling companies to identify the optimal way of recycling waste, however, there are still limits to the recycling technology of mixed polymers.

Disposal

Because most of Coloplast's products are 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, Coloplast designs product packaging to be recyclable when possible.

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.

Water management

Coloplast uses very limited amounts of water for production. Water is primarily used for sanitation purposes and gardening. Whenever water is used, our focus is to reduce.

ISO14001

Our environmental management system is certified on the internationally acknowledged ISO14001 environmental certification scheme. Today, nine out of ten production sites, including our corporate headquarters, are certified according to the ISO 14001 standard. The newly established site in Costa Rica is not certified yet.

Energy use and climate impacts

Progress	2018/19	2017/18	2016/17	2015/16	Target
Energy use per unit produced (kWh per unit)	0.14	0.14	0.15	0.14	Continuous reduction
...Change compared with previous year	0%	-6.7%	7.1%	0%	Continuous reduction
Renewable electricity consumption at all sites	100%	50%	0%	0%	100% by 2019
Goods transported by air	5.1%	10.7%	5.4%	3.9%	3%

Improving energy efficiency

Coloplast has an ambition to continuously reduce energy used per product produced. In combination with using energy from renewable sources, this is the most efficient way Coloplast can reduce climate related impacts from 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.

As a growing company, Coloplast is expanding production. This year, the potential energy efficiency gains from increased activity at newer and more efficient production facilities is levelled out by the out-facing of old production facilities as well as additional ramp-up activities. Considering the trend over the last four years, the performance has not been in line with the ambition. Coloplast is therefore reviewing how to best reduce energy use per unit produced going forward.

Using energy from renewable sources

To support SDG 13 of taking urgent action to combat climate change, Coloplast is purchasing renewable energy certificates for electricity consumption at all production sites.

Electricity accounts for more than 60% of total energy consumption in production. With the conclusion of this financial year, Coloplast has achieved a 100% coverage of renewable energy for electricity use, effectively reducing greenhouse gas emissions with more than 30,000 tonnes.

Transportation of goods

Transportation of goods accounts for approximately 9% of Coloplast's greenhouse gas emissions. With Coloplast's growth rates, the need

for transportation will increase going forward and, consequently, the total greenhouse gas emission from transportation of goods will also increase. Coloplast works to mitigate emissions from transportation of goods by substituting air with sea and ground transportation whenever possible. Shipping goods via air transportation emits up to 200 times more greenhouse gases on a given distance compared to shipping goods by sea.

Coloplast users are often very dependent on receiving a stable and adequate supply of products. In case of any extraordinary events in the supply chain, Coloplast will prioritise users' needs for products and, if needed, ship products by air to ensure that products reach users in time.

To facilitate this substitution, Coloplast works with a long-term goal for how products are transported to a maximum of 3.0% air transportation. The improved performance this year can be attributed increased internal focus and strengthened governance on using air transportation.

Expanding production

Whenever building new factories, Coloplast adheres to the LEED silver standard for environmental performance. However, Coloplast does not seek certification according to LEED standards due to the costs associated.

Coloplast is establishing a new production facility in Costa Rica, which will be finalised by the end of 2020. The new facility will be designed to fulfil the LEED silver standards and will be using energy efficient technology.

Stakeholder engagement and materiality

Stakeholder engagement

Coloplast's main stakeholders include shareholders, users, clinicians, employees, business partners and society in general. Coloplast has ongoing dialogue with its stakeholders through different channels and used these for the purpose of the materiality assessment:

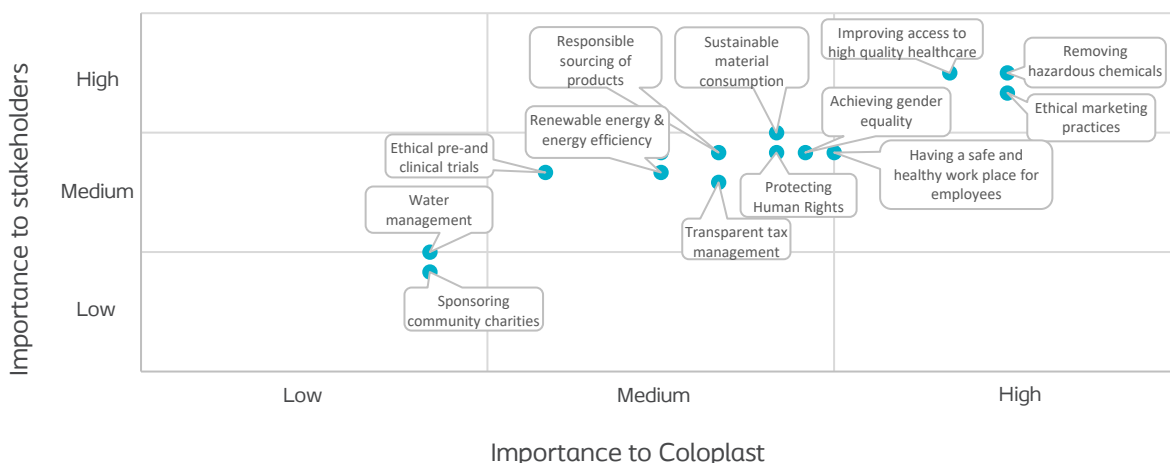
- **Shareholders.** An Investor Relations department facilitates dialogue with shareholders on a regular basis. For more information, please visit coloplast.com/investor_relations.
- **Users.** Coloplast conducts annual satisfaction surveys, which target users in over ten countries. Furthermore, Coloplast engages with users through our dialogue programme, Coloplast® Care, which aims to help users by providing needed guidance and support.
- **Clinicians.** Coloplast works with clinicians on advisory boards by engaging in semi-annual focus group meetings. This year, Coloplast held more than 20 meetings involving around 850 clinicians.
- **Society.** Coloplast has incorporated the UN Sustainable Development Goals into the materiality assessment to reflect the world community's priorities. Additionally, Coloplast works with relevant societal organisations through the Access to Healthcare partnership programme and maintains a sustained dialogue through regular updates on healthcare 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.
- **Employees.** Coloplast communicates to employees on a daily basis through the Coloplast intranet "Connect" and holds information meetings 4 to 6 times a year that are broadcasted to globally reaching more 1,500 employees. In addition, Coloplast conducts global engagement surveys bi-annually.

Materiality

Coloplast conducts materiality assessments bi-annually. The most recent materiality assessment is from 2017 and is based on Coloplast's own assessments of topics as well external input. For example, more than 1,400 users were surveyed. Coloplast is currently reviewing the relevance and use of the materiality assessment and has there not updated the assessment this year.

The material issues represented address the areas where Coloplast pose a potential risk or positive impact towards stakeholders. The materiality assessment was performed by Coloplast and the material topics were originally selected based on input from employees working with corporate responsibility issues from Coloplast as well as external benchmarks and international initiatives such as the UN Global Compact, The Carbon Disclosure Programme and more.

When revisiting the topics during the latest materiality assessment, Coloplast included the UN Sustainable Development Goals (SDGs). By incorporating the SDGs into our materiality assessment, Coloplast is committing to take these into account when prioritising activities and communication with our stakeholder groups. 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. The decision to purchase renewable energy certificates is one example hereof (see page 19 for more).



Scope of reporting and data collection

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 2018/19, from 1 October 2018 to 30 September 2019. In addition, this report also functions as the Communication On Progress (COP) to the UN Global Compact.

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. Coloplast currently has nine production sites including the corporate headquarters (Mørdrup, Humlebæk, Tatabanya 1 and 2, Nyírbátor, Zhuhai, Mankato, West River Road/Minneapolis, Sarlat and Costa Rica) and 12 distribution sites (Hamburg, Atlanta, California, Champlan, Kungsbacka, Bologna, Madrid, Lognes, Peterborough, Tatabanya, Vaughan, Tokyo). 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.

Reporting references to §99a

Topic	Risk	Policy	Due Dilligence	KPIs
Employment conditions	Page 10, 13-15	Page 13-15	Page 11-14	Page 11-14
Human rights	Page 10 & 16	Page 10	Page 13	Page 13
Anti-corruption	Page 10 & 11	Page 11	Page 11	Page 11
Environment and climate	Page 15	Page 15	Page 16-17	Page 16-17

Data collection

Data is generated by respective business owners and consolidated and controlled by the Corporate Responsibility function for this report. In some cases, data from earlier financial years has been corrected, which can result in updates to figures in previous years' reports. In case of material changes to previous figures, a note to that effect is provided in the text or in the accounting policy. For this report, a materiality level at 5% or above is applied for changes in previous figures.

To continue improving our reporting, there may be times when data has been restructured for a more precise representation. Whenever data presented includes estimations, Coloplast applies rounding up/down to improve readability. Coloplast is working together with PricewaterhouseCoopers on assurance of selected data. The selection of data is based on Coloplast's materiality assessment.

Changes in accounting practices

As part of the annual reporting cycle, Coloplast evaluates reported non-financial disclosures according to best practice, investor queries as well as reporting frameworks such as the Global Reporting Initiative. This year, Coloplast has made the following material changes in accounting practices:

- Environmental KPIs on waste, energy and greenhouse gases are no longer indexed, but they are reported in actual values, i.e. grams waste per unit produced.
- HFC gases have been removed from scope 3 reporting due no emission of this kind.
- Coloplast no longer applies radiative forcing index to reported use of air transportation. This results in a restatement of previously reported values.

Independent Limited Assurance Report on selected environmental and social data for 2018/19

To the Stakeholders of Coloplast A/S,

We have been engaged by Coloplast A/S ('Coloplast') to provide limited assurance on the Selected Information described below and set out in the Corporate Responsibility Report 2018/19 of Coloplast for the financial year ended 30 September 2019.

Our conclusion

Based on the procedures we performed and the evidence we obtained nothing has come to our attention that causes us to believe that the selected Environmental and social data on pages 23 to 27 in the Corporate Responsibility Report 2018/19 of Coloplast for the financial year ended 30 September 2019 has not been prepared, in all material respects, in accordance with the Accounting policies stated on pages 23 to 27 in the Corporate Responsibility Report 2018/19. This conclusion is to be read in the context of what we state in the remainder of our report.

What we are assuring

The scope of our work was limited to assurance over the selected Environmental and social data on pages 23 to 27 in the Corporate Responsibility Report 2018/19 of Coloplast (the "Selected Information"), which includes:

- Waste
- Water
- Energy
- GHG emissions
- Anti-corruption
- Product safety
- Employees (Occupational injuries and accidents)

Professional standards applied and level of assurance

We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' and, in respect of the greenhouse gas emissions stated on pages 24 to 25, in accordance with International Standard on Assurance Engagements 3410 'Assurance engagements on greenhouse gas statements', issued by the International Auditing and Assurance Standards Board. 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; consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

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 ethical requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The firm 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 work was carried out by an independent multidisciplinary team with experience in sustainability reporting and assurance.

Understanding reporting and measurement methodologies

The Selected Information needs to be read and understood together with the Reporting Criteria on page 23 to 27, which the management of Coloplast is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time.

Work performed

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:

- conducted interviews with data owners to understand the key processes and controls for measuring, recording and reporting the Selected Information.
- performed limited substantive testing on a selective basis of the Selected Information at corporate head office and in relation to Coloplast's production sites to check that data has been appropriately measured, recorded and reported.
- performed analysis of data from reporting sites, selected on the basis of risk and materiality, to the group.
- made inquiries to significant development in reported data.
- considered the disclosure and presentation of the Selected Information; and
- assessed whether Coloplast in relation to the reported greenhouse gas emissions data has complied with the principles of relevance, completeness, consistency, transparency and accuracy outlined in the Greenhouse Gas Protocol (2004).

Coloplast's responsibilities

Management is responsible for:

- designing, implementing and maintaining internal control over information relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- establishing objective Reporting Criteria for preparing the Selected Information;
- preparation of the GHG statement in accordance with defined Reporting Criteria. GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.
- measuring and reporting the Selected Information based on the Reporting Criteria; and
- the content of the Selected Information.

Our responsibility

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we performed and the evidence we obtained; and
- reporting our conclusion to the Stakeholders of Coloplast.

Hellerup, 5 November 2019

PricewaterhouseCoopers

Statsautoriseret Revisionspartnerselskab (CVR no. 3377 1231)

Mogens Nørgaard Mogensen

State-authorized public accountant

Kim Tromholt

State-authorized public accountant

Environmental, social and governance (ESG) data

Environmental performance data

Waste (Part of PwC's limited assurance report 2018/19)

Accounting policy

Waste is based on weighted amounts from the production sites, distribution centres and corporate headquarters, and it is based on consumption registered in Coloplast's records. Waste splits pertaining to disposal methods are based on supplier data. Waste per unit produced is based on waste recorded and units produced by Coloplast.

	Unit	2018/19	2017/18	2016/17	2015/16
Waste	Tonnes	14,206	13,770	13,015	11,803
...of which goes to hazardous waste handling	Tonnes	632	601	496	533
...of which goes to landfills	Tonnes	1,089	1,042	934	816
...of which goes to incineration	Tonnes	7,943	7,629	7,488	6,749
...of which is recycled	Tonnes	4,543	4,498	4,098	3,706
Waste per unit produced	Grams	12.2	12.5	13.0	12.3

Water (Part of PwC's limited assurance report 2018/19)

Accounting policy

Total water use includes production sites, global distribution centres and corporate headquarters and is based on consumption registered in Coloplast's records.

	Unit	2018/19	2017/18	2016/17	2015/16
Water use	m ³	234,299	258,171	292,235	298,130

Energy (Part of PwC's limited assurance report 2018/19)

Accounting policy

Data on energy consumption is obtained from invoiced data from our utility providers and/or from readings of meters at production sites, global distribution centres and corporate headquarters, and it is based on consumption registered in Coloplast's EHS site in SharePoint. Energy per unit produced is measured as total energy consumption in kWh per number of unit produced by Coloplast. Electricity from renewable sources are related Coloplast's purchased electricity certificates and is disclosed as a percentage of total electricity and total energy.

	Unit	2018/19	2017/18	2016/17	2015/16
Direct energy	MWh	53,543	51,806	52,058	46,237
...of which natural gas	MWh	53,535	51,791	52,032	46,219
...of which coal or fuel distilled from crude oil	MWh	7	15	25	18
Indirect energy	MWh	109,824	106,193	96,814	91,211
...of which electricity	MWh	109,036	105,198	96,105	90,273
...of which is from renewable sources	%	100	50	-	-
...of which district heating and cooling	MWh	788	944	710	938
Total energy use, direct and indirect	MWh	163,367	157,999	148,872	137,448
...of which renewable energy	%	67	33	-	-
...per unit produced	kWh/unit	0.14	0.14	0.15	0.14

GHG emissions (Part of PwC's limited assurance report 2018/19)

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. GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases. For this reason and for increased readability we round scope 3 emissions data up/down to nearest 100.

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

Data for Scope 1 and 2 emissions covers all Coloplast production facilities (Denmark, Hungary, France, US, China and Costa Rica), selected offices (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 Volatile organic compounds (VOCs) is measured consumption handled in air cleaning systems. Consumption of Hydrofluorocarbon (HFC) gases is obtained from invoices. Emissions from power consumption are based on International Energy Agency country specific GHG emission factors, not including production and transmission losses. Emission per unit produced is measured as total emissions (scope 1 + 2) in tonnes CO_{2e} divided by the number of units produced by Coloplast. Emission per revenue is measured as total emissions (scope 1 + 2) in tonnes CO_{2e} divided by revenue in million DKK.

Scope 3: Other indirect GHG emissions

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

Transportation of goods: Covers all distribution internally in Coloplast as well as distribution of finished goods from warehouses to customers in Emerging Markets. Only suppliers with a spend above 2% of total distribution costs are included. In 2018/19, emissions from transportation of goods accounts for 98% of spends.

GHG emissions, continued (Part of PwC's limited assurance report 2018/19)

Business travels: Based on yearly GHG emission reporting from Coloplast's global travel agent for business air travel, which this year accounts for 57% 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 has been included from this year and onwards.

Leased company cars: Covers all leased company cars in Coloplast and is based on information from based on information from leasing providers and internal information on average consumption data from local fleets.

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.

Energy consumption in sales offices, subsidiaries and local/regional warehouses: Covers all sales offices, subsidiaries and regional warehouses, which primarily are leased. Emissions from sales offices, subsidiaries and warehouses are based on the number of FTE's working here and calculated using an estimated m2 per FTE and CO2 per m2 conversion from the Danish Energy Agency.

Original Equipment Manufacturing (OEM): Covers GHG emissions from outsourced production, e.g. finished goods produced by external suppliers under the Coloplast brand. Emissions from outsourced production is calculated using Coloplast' average CO2 emission per produced finished good timed with the amount of finished goods produced by external supplier.

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

	Unit	2018/19	2017/18	2016/17	2015/16
Scope 1 / direct energy	Tonnes CO _{2e}	11,300	10,700	11,500	9,500
...of which natural gas	Tonnes CO _{2e}	11,000	10,400	10,400	9,200
...of which coal or fuel distilled from crude oil	Tonnes CO _{2e}	2	4	7	5
...of which VOCs and HFC gasses	Tonnes CO _{2e}	270	270	1,100	210
Scope 2 / indirect energy	Tonnes CO _{2e}	¹⁾ 7	16,600	30,800	29,800
...of which electricity:					
- Including renewable energy certificates	Tonnes CO _{2e}	0	16,600	30,800	29,800
- Excluding renewable energy certificates	Tonnes CO _{2e}	33,800	33,100	30,800	29,800
...of which district heating and cooling	Tonnes CO _{2e}	7	9	6	8
Scope 1 + 2 / total emissions, direct and indirect	Tonnes CO _{2e}	¹⁾ 11,300	27,300	42,300	39,300
...per unit produced	Grams CO _{2e} /unit	9.7	24.1	42.2	40.9
...per revenue	Tonnes CO _{2e} /DKKm	0.6	1.8	2.9	2.8
Scope 3 / other relevant indirect emissions	Tonnes CO _{2e}	155,800	160,900	142,000	133,300
...of which transportation of goods ²⁾	Tonnes CO _{2e}	21,400	28,100	19,600	17,400
...of which business travels ²⁾	Tonnes CO _{2e}	18,800	16,400	12,400	8,900
...of which leased company cars	Tonnes CO _{2e}	10,700	10,400	10,200	10,100
...of which OEM Manufacturing	Tonnes CO _{2e}	6,700	7,400	9,100	9,100
...of which sales offices and subsidiaries	Tonnes CO _{2e}	4,400	4,100	3,800	3,700
...of which raw materials in products ³⁾	Tonnes CO _{2e}	93,800	88,500	81,000	74,500

1) The decrease is due to the use of renewable electricity, please see page 18 for more.

2) Due to updated accounting practice removing the radiative forcing index, historic emissions data have been restated resulting in lower emissions compared to previously reported.

3) Due to a revision of the carbon calculation method for raw materials, historic data have been restated resulting in lower emissions compared to previously reported.

Social performance data

Anti-corruption (Part of PwC's limited assurance report 2018/19)

Accounting policy

White-collar employees trained in Code of Conduct accounts for the percentage of active white-collar employees at the end of the accounting year, who have either completed an e-learning module or received face-to-face training and completed a test in our Code of Conduct. Only employees that have been with Coloplast for more than 45 days is in scope for reporting

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

Cases submitted accounts for cases that have been submitted to the ethics hotline and evaluated if within scope. The scope of relevant cases for the ethics hotline includes violations of 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.

	Unit	2018/19	2017/18	2016/17	2015/16
White-collar employees trained in Code of Conduct	%	99	99	95	96
Legal actions for anti-competitive behaviour	Number	0	0	0	0
Cases submitted to the ethics hotline	Number	48	18	11	9
...of which within scope	Number	46	13	8	8

Product safety (Part of PwC's limited assurance report 2018/19)

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 animals used for testing accounts for all animals used for testing as part of tests performed by contract laboratories on behalf of Coloplast. Coloplast conducts no animal tests internally. 'Rodents' are mice, rats and guinea pigs. 'Other' animals are rabbits, pigs and dogs.

	Unit	2018/19	2017/18	2016/17	2015/16
Reduction in phthalate consumption	%	51	50	46	20
Animal testing	Number	1,978	1,541	1,576	1,490
... of which rodents	Number	1,678	1,364	1,380	1,332
... of which other animals	Number	300	177	196	158

Employees (Part of PwC's limited assurance report 2018/19)

Accounting policy

Occupational injuries are measured as the number of injuries resulting in absence from work of more than one day per one million working hours. Reporting scope includes Coloplast employees, including temporary workers.

	Unit	2018/19	2017/18	2016/17	2015/16
Occupational injuries and accidents					
Injuries and accidents, all employees	LTI freq.	3.0	4.3	4.5	4.1

Employees, continued (Not part of PwC's limited assurance report 2018/19)

Accounting policy

Employee headcount includes all active 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.

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" indicates no or low degree of repetitive work. "Medium" indicates repetitive work with 0-2 aggregating factors. "High" indicates repetitive work with 3-4 aggregating factors. "Very high" indicates repetitive work with 5 or more aggregating factors.

Coloplast conducts the employee engagement survey biannually.

	Unit	2018/19	2017/18	2016/17	2015/16
Employee headcount	Number	12,234	11,738	10,905	10,275
Blue-collar	Number	5,452	5,316	5,061	4,725
White-collar	Number	6,782	6,422	5,844	5,550
Regions					
European markets	Number	7,784	7,622	7,256	6,687
Other developed markets	Number	1,294	1,157	987	920
Emerging markets	Number	3,043	2,927	2,662	2,668
Gender diversity					
Female employees total	%	62	63	63	63
Female managers	%	42	41	42	41
Female top managers	%	21	20	14	15
Attraction, recruitment and retention					
Manager positions filled by internal candidates	%	63	66	57	64
Age distribution total					
Employees aged < 30	%	19	20	21	26
Employees aged 30-50	%	60	62	62	58
Employees aged > 50	%	21	18	17	16
Repetitive work					
No/low	%	50.2	50.9	48.1	48.1
Medium	%	37.5	35.9	33.7	33.1
High	%	10.7	11.6	16.3	16.9
Very high	%	1.6	1.6	1.9	1.9
Employee engagement					
Response rate	%	-	93	-	93
Avg. total engagement	Index	-	74	-	74

Governance performance data

Governance (Not part of PwC's limited assurance report 2018/19)

The attendance rate is measured as number of meetings attended per member divided by total number of meetings times number of members.

Board members consists of shareholder-elected board members. Employee representatives are not included. Board independence is based on independence criteria listed as part of the Danish recommendation on good corporate governance. Overboarded members accounts for board members with more than five mandates at listed companies according to ISS Proxy Voting Guidelines. For more on individual board members, please see Coloplast.com.

	Unit	2018/19	2017/18	2016/17	2015/16
Attendance Rates					
...at Board Meetings	%	96	95	98	93
...at Audit Committee Meetings	%	100	100	100	100
...at Remuneration and Nomination Committee Meetings	%	100	-	-	-
Board composition					
Board members total	Number	6	6	7	8
Independent board members	Number	4	4	5	6
Overboarded members	Number	0	-	-	-
Female board members	Number	2	2	2	2

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 Interventional Urology. We operate globally and employ about 12,000 employees.

Our mission

Making life easier for people with intimate healthcare needs

Our values

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

Our vision

Setting the global standard for listening and responding



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

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 interventional urology. We operate globally and employ about 12,000 employees.

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