

# Social and governance performance

## Labor practices & human rights

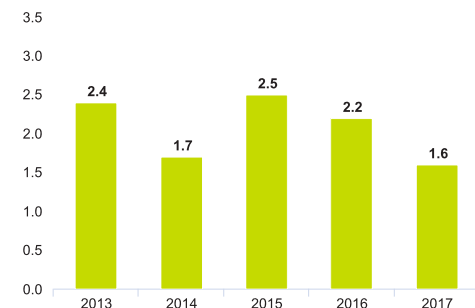
At the end of 2017, the total number of employees was 6,245, compared with 6,441 in 2016. The employee absence rate was 2.1% in 2017, compared with 2.0% in 2016.

Novozymes promotes equal opportunities and strengthens diversity in the global workplace. At the end of 2017, 26% of senior management (directors and higher) were women.

## Occupational health & safety

Our continuous focus on building awareness and keeping employees safe and healthy has resulted in a lower frequency of occupational accidents: 1.6 per million working hours in 2017, compared with 2.2 in 2016.

Frequency of accidents (per million working hours)



## Innovation

Novozymes is committed to delivering bioinnovation and launched eight new products in 2017. In 2017, Novozymes had 1,049 active patent families, which comprise the number of inventions that have active patent applications or active patents. See more details about our new products in Novozymes in a nutshell.

## Customer engagement

Novozymes conducts an annual customer satisfaction survey and tracks progress on its Net Promoter Score (NPS), which is assessed on a scale from -100 to +100. In 2017, we received an NPS score of +39, compared with +45 in 2016. Despite this decline in score, which can be attributed to changing customer perceptions of account management, the survey results are largely positive.

## Community engagement

In 2017, Novozymes engaged more than 188,000 learners, compared with approximately 106,000 in 2016. The increase was due to expansion of our 2016 projects across regions.

**“We believe that the more people we educate, the more likely they are to get involved in creating sustainable biological solutions.”**

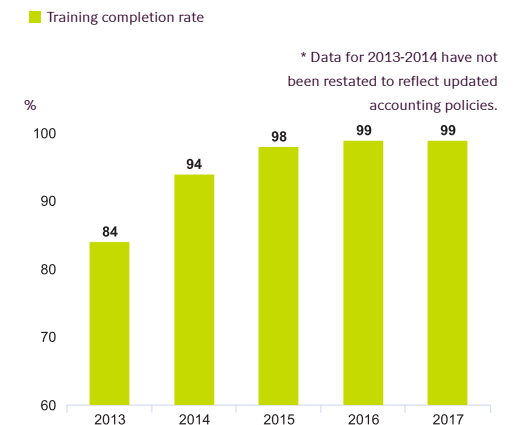
**- Peder Holk Nielsen  
President & CEO**

## Business ethics

In 2017, Novozymes reinforced its commitment to its business integrity principles. 99% of Novozymes' employees completed business integrity training in 2017, on par with 2016.

There were no breaches of competition law in 2017. The number of investigated fraud cases increased to 49 in 2017, compared with 44 in 2016. None of the investigated fraud cases had a material financial impact on Novozymes.

Business integrity training for employees\*



# Consolidated social and governance data

	Note		2017	2016
<b>Labor practices &amp; human rights</b>				
Employees, total	2.3	No.	6,245	6,441
Women	2.3	%	37.7	37.7
Rate of absence	8.1	%	2.1	2.0
Women in senior management	8.1	%	26	25
<b>Occupational health &amp; safety</b>				
Fatalities		No.	-	-
Frequency of occupational accidents	8.2	Per million working hours	1.6	2.2
Frequency of occupational diseases	8.2	Per million working hours	0.2	0.7
<b>Innovation</b>				
New products	2.4	No.	8	8
Active patent families	2.4	No.	1,049	1,123
<b>Business ethics</b>				
Completion of business integrity training for employees	8.3	%	99	99
Breaches of competition law	8.3	No.	-	-
Investigated fraud cases	8.3	No.	49	44
<b>Community engagement</b>				
Estimated number of learners reached	8.4	No.	188,000	106,000
<b>Customer engagement</b>				
Customer satisfaction, Net Promoter Score (NPS)	8.5	No.	39	45
<b>Reference to notes without data</b>				
Responsible sourcing	8.6		n.a.	n.a.