

# ESG Report 2024/25

---

<b>General information</b>	<b>198</b>
Message from the CEO	198
2024/25 highlights, recognitions and frameworks	200
Basis for preparation	202
Stakeholder engagement	203
Double materiality assessment	205
ESG strategy and governance	208

---

<b>Environmental information</b>	<b>212</b>
----------------------------------	------------

---

<b>Social information</b>	<b>223</b>
---------------------------	------------

---

<b>Governance information</b>	<b>248</b>
-------------------------------	------------

---

<b>Further information</b>	<b>254</b>
EU Taxonomy note	254
Sustainability notes	257
Swiss Code of Obligations (Art. 964b) content index	267
Climate-related financial disclosure index (Swiss Climate Ordinance - TCFD)	268
GRI content index	269
ESRS content index	271
SASB content index	272
SDG and UNGC content indices	273
Independent assurance report	275

---



## Message from the CEO

Dear readers,

This year, Sonova has continued to make significant strides in sustainability and responsible business practices. We have taken important steps to improve our ESG reporting and are working towards alignment with the European Sustainability Reporting Standards (ESRS) in preparation for the Corporate Sustainability Reporting Directive (CSRD). Additionally, we remain committed to complying with Swiss non-financial reporting requirements, including the climate ordinance, to ensure our reporting remains transparent and meets high standards.

GRI 2-22

Our ESG strategy, *IntACT*, is an integral part of our business strategy and overall success and continues to guide us in creating a positive impact in the world. Since 2016, Sonova has been a proud signatory of the UN Global Compact, endorsing its ten principles on human rights, labor, environment and anti-corruption. This commitment underscores our dedication to ethical practices and sustainability.

### Our progress

Climate change is our primary environmental focus. We have significantly reduced our global carbon footprint across scope 1, 2, and 3 emissions, reaching a 24.5% reduction since 2019/20 on a comparable basis. Our energy consumption per full-time equivalent (FTE) has also improved, reflecting our ongoing efforts to minimize environmental impact. Increasing access to hearing care is an essential element of our vision and purpose at Sonova. This year, we have achieved a 67.3% increase in hearing aids sold in low- and middle-income countries (LMIC) compared to 2018/19, meeting our target. Additionally, 555 individuals graduated from the Sonova International Hearing Academy (SIHA) program in LMIC, continuing to grow the number of well-trained hearing care professionals. We have also launched initiatives to further empower and develop our employees, including new Leadership Principles and the LinkedIn Learning platform. Our diversity and inclusion efforts have increased the share of women in senior and middle management positions to 30.5% and 41.6%, respectively.

In terms of governance, we have rolled out our new Supplier Code of Conduct, an important measure to ensure our suppliers share our sustainability commitments. We also achieved a 98% on-time completion rate for our Code of Conduct training, underscoring our dedication to ethical business practices.

### External Recognition

It makes me proud to see our commitment to sustainability be recognized by several renowned organizations. We are included in the Dow Jones Sustainability Index for the eleventh consecutive

year, being ranked 1<sup>st</sup> in our sector. We have maintained the highest-possible AAA ESG rating from MSCI, and Sustainalytics ranked us first in the medical devices industry. Sonova also received the Ecovadis Platinum rating, placing us in the top 1% globally. In addition, TIME Magazine recognized us as the top healthcare company in its “World’s Most Sustainable Companies 2024” list.

I therefore want to say **Thank You** to all our dedicated employees for their continued commitment to our sustainability journey. We acknowledge this is an ongoing effort, and we are committed to continuous improvement and learning along the way.

A handwritten signature in black ink, appearing to read "Arnd Kaldowski". The signature is fluid and cursive, with a large initial 'A'.

**Arnd Kaldowski**  
Chief Executive Officer



# Highlights, recognitions and frameworks

## 2024/25 sustainability highlights

Sonova made significant achievements and progress during the 2024/25 financial year.

<p>Almost <b>18,000</b> employees worldwide (FTEs)</p>	<p><b>-24.5%</b> Scope 1, 2 and 3 greenhouse gas emissions on a comparable basis to 2019/20</p>	<p><b>67%</b> increase in hearing instruments sold in low- and middle-income countries compared to 2018/19</p>
<p><b>-13%</b> energy consumption per FTE compared to 2022/23</p>	<p><b>65%</b> of our leaders are recruited internally</p>	<p><b>16%</b> improvement in the cochlear implant reliability rate compared to 2023/24</p>
<p><b>98%</b> of our employees completed the annual Code of Conduct training on time</p>	<p><b>90%</b> of direct material suppliers with high ESG risk were assessed through Ecovadis</p>	<p><b>-6%</b> operational waste per FTE compared to 2022/23</p>
<p><b>5,168</b> hearing aids fitted through Hear the World Foundation projects</p>	<p>More than <b>30%</b> of our senior leaders are female</p>	<p><b>555</b> hearing care professionals trained in low- and middle-income countries through the SIHA program</p>

# 2024/25 recognitions, frameworks and initiatives supported

Sonova has been regularly and continuously recognized by various leading ESG rating agencies, and included in sustainability indices, including during the 2024/25 financial year. Sonova's reporting on our ESG performance is made in accordance with several global reporting frameworks to enhance transparency and comparability.

## ESG ratings and indices

 <p>Member of <b>Dow Jones Sustainability Indices</b> Powered by the S&amp;P Global CSA</p>	<p>Member of the DJSI since 2014; ranked 1<sup>st</sup> out of 275 companies in the health care equipment and supplies industry in 2024.</p>
 <p>Corporate ESG Performance RATED BY <b>ISS ESG</b> Prime</p>	<p>Rated Prime with a score of B in the 2024 ISS ESG Corporate Rating, placing Sonova in the top 2% of the health care equipment and supplies industry.</p>
 <p><b>MSCI</b> ESG RATINGS AAA</p>	<p>Reached the highest possible rating of AAA (on a scale of AAA-CCC) in the 2024 MSCI ESG Ratings assessment<sup>1</sup>.</p>
 <p><b>CDP</b> DISCLOSURE INSIGHT ACTION</p>	<p>Awarded a CDP score of B in the 2024 climate change rating.</p>
 <p>PLATINUM Top 1% <b>ecovadis</b> Sustainability Rating AUG 2024</p>	<p>Received the Ecovadis Platinum rating in 2024, representing the top 1% of all companies rated.</p>

## Frameworks and initiatives supported

	<p>Sonova's ESG Report has been prepared in accordance with Global Reporting Initiative (GRI) Standards since 2012/13.</p>
 <p><b>TCFD</b> TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES</p>	<p>Sonova has applied the TCFD framework for climate-related risk reporting since 2021/22.</p>
 <p><b>SASB STANDARDS</b> Now part of IFRS Foundation</p>	<p>Sonova has used the SASB standard for medical equipment and supplies since 2020/21.</p>
 <p><b>WE SUPPORT</b> UN GLOBAL COMPACT</p>	<p>Since 2016, Sonova has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labor, environment and anti-corruption.</p>

<sup>1</sup> The use by Sonova of any MSCI ESG Research LLC or its affiliates ("MSCI") data, and the use of MSCI logos, trademarks, service marks or index names herein, do not constitute a sponsorship, endorsement, recommendation, or promotion of Sonova by MSCI. MSCI services and data are the property of MSCI or its information providers, and are provided 'as-is' and without warranty. MSCI names and logos are trademarks or service marks of MSCI.

# Basis for preparation

The ESG Report provides information about our sustainability approach and progress to all our stakeholders. This report forms part of Sonova's Annual Report, together with the [Financial Report](#) and [Business Report](#), and the sub-reports: the [corporate governance report](#) and [compensation report](#). The ESG Report provides information about how Sonova governs, manages and implements sustainability, as well as performance measures and progress on ESG targets. This report was published on May 13, 2025, and was approved by Sonova's Board of Directors. It is subject to a non-binding advisory vote at the Annual General Meeting on June 10, 2025.

GRI 2-3

The report is prepared in accordance with the Swiss Code of Obligations Art. 964b and related ordinances. We also adhere to the requirements of the Swiss Code of Obligations Art. 964j-l for Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labor. Information about the relevant disclosures and exemptions can be found in the [Swiss Code of Obligations \(Art. 964b\)](#) and the [Climate-related financial disclosure content index \(Swiss Climate Ordinance - TCFD\)](#).

The 2024/25 ESG Report, in combination with the 2024/25 [Business Report](#) and [Financial Report](#), has been prepared in accordance with the Global Reporting Initiative's (GRI) 2021 Standards and forms an integral part of Sonova's UN Global Compact Communication on Progress. It follows standards and frameworks, including Sustainability Accounting Standards Board (SASB) standards, United Nations Sustainable Development Goals (SDGs), and UNGC 10 principles. Please see our content indices for further information: [GRI content index](#), [SASB content index](#), and [SDG and UNGC content indices](#). Furthermore, Sonova is actively working towards the implementation of the EU Corporate Sustainability Directive (CSRD) and EU Taxonomy. In the 2024/25 financial year, we reported certain ESRS disclosures (see the [ESRS content index](#)) and voluntarily disclosed eligibility information in line with Article 8 of the EU Taxonomy Regulation 2020/852 (see the [EU Taxonomy note](#)). Sonova remains committed to complying with relevant current and future reporting requirements.

Sonova Holding AG is the ultimate parent company of Sonova. It is a limited liability company listed on the SIX Swiss exchange and is headquartered in Stäfa, Switzerland. Sonova is a global provider of hearing care solutions and operates through four businesses – Hearing Instruments, Audiological Care, Consumer Hearing, and Cochlear Implants – with multiple brands. Our businesses are closely interconnected, leveraging R&D, manufacturing, marketing, sales, and customer support to ensure sustained, fruitful contact with consumers, business partners and hearing care professionals. Our strategy is aligned with our vision and we aim to lead innovation, expand consumer access, extend customer reach, invest in high-growth markets, drive continuous improvement and leverage M&A to accelerate growth. Further information can be found in the [Strategy and businesses](#) section.

GRI 2-1, GRI 2-2

The Sonova ESG Report has been prepared on the same consolidated basis as the financial statements. It includes Sonova Holding AG as well as the domestic and foreign subsidiaries over which Sonova Holding AG exercises control (for details refer to [Note 1.2 of the financial statements](#)). The list of Sonova's significant Group companies can be found in [Note 7.6 List of significant companies](#) in the 2024/25 Annual Report. For companies acquired, the data is included as of date of acquisition. The ESG Report is published annually and follows Sonova's financial year from April 1 to March 31. Information regarding the consistency of data and details on assumptions, calculation methodologies, approximations and judgements are further explained in the [Sustainability notes](#).

Ernst & Young Ltd (EY) provided limited assurance on selected performance metrics presented in this ESG Report. EY is the external statutory auditor of Sonova. All assured figures are highlighted in the ESG report with ✓ [Data externally assured \(limited assurance\)](#). Details about the scope of the 2024/25 assurance can be found in the [Independent assurance report](#).

GRI 2-5

For questions related to this ESG Report, please contact Sonova, Laubisrütistrasse 28, 8712 Stäfa, Switzerland. Phone: +41 58 928 01 01 | Email: [sustainability@sonova.com](mailto:sustainability@sonova.com)



# Stakeholder engagement

Sonova is dedicated to actively engaging with its stakeholders. We foster an open and meaningful dialogue, recognizing their essential role in creating shared value and driving sustainable growth.

SDG 17.16

Continuous engagement with stakeholders allows us to better understand their needs and expectations concerning our business activities, products and services, as well as sustainability initiatives and projects. Stakeholder engagement is vital for Sonova's long-term performance and regular interactions provide us with meaningful insights. We review the outcomes of stakeholder engagements and incorporate them into our operational and strategic decisions. Additionally, insights from our engagements are considered when reviewing and amending related policies. Our Management Board and Board of Directors receive updates on key stakeholder engagements, including on sustainability impacts. In certain cases, depending on the nature of the engagement, the Board of Directors directly interacts with stakeholders.

The list below provides an overview of our key stakeholders and engagement methods. Additional important stakeholders include media, competitors, community representatives and NGOs.

GRI 2-29

Key stakeholders	Engagement methods	Engagement purpose	Engagement outcomes
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Annual and regular engagement surveys</li> <li>• Performance appraisal and development planning</li> <li>• Cross-functional team workshops (e.g., Kaizens)</li> <li>• Town halls and intranet</li> <li>• Employee resource group exchanges</li> <li>• Dialogue with employees' representatives and unions</li> </ul>	<ul style="list-style-type: none"> <li>• Gather feedback on workplace and employee experiences</li> <li>• Raise performance expectations and evolve employee skills/careers</li> <li>• Continuous improvement input and facilitate collaboration</li> <li>• Connect to business context and engage in an open dialogue</li> <li>• Support fair labor practices</li> </ul>	<ul style="list-style-type: none"> <li>• Improve workplace and update talent management practices</li> <li>• Better business outcomes and improved talent retention and succession</li> <li>• Improved processes and better understanding of Sonova's operating model</li> <li>• Transparent communications and better alignment to Sonova strategy and priorities</li> <li>• Compliance with local labor law and regulations</li> </ul>
<b>Consumers</b>	<ul style="list-style-type: none"> <li>• Direct consumer support via several channels (e.g., phone, in-store and sales representatives, apps and online)</li> <li>• Satisfaction surveys</li> <li>• Community interactions such as HearingLikeMe.com, HearingJourney™ and Sennheiser Explorers community</li> <li>• Mentorship programs with cochlear implant mentors</li> </ul>	<ul style="list-style-type: none"> <li>• Gather feedback and address inquiries or issues</li> <li>• Improve consumer satisfaction and product and service experiences</li> <li>• Provide supportive communities and inspire consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Improve product and service quality</li> <li>• Influence product design and feature</li> <li>• Identify trends and leverage data for new products and services</li> <li>• Earn, retain and extend consumer loyalty</li> </ul>

Key stake-holders	Engagement methods	Engagement purpose	Engagement outcomes
<b>Customers and insurers</b>	<ul style="list-style-type: none"> <li>• Satisfaction surveys</li> <li>• Product and service training programs</li> <li>• Customer support via several channels (e.g., phone, sales representatives, apps and online)</li> <li>• Customer loyalty programs</li> <li>• Advisory board initiatives</li> <li>• Engagement with governmental and social institutions including participating in tender processes</li> </ul>	<ul style="list-style-type: none"> <li>• Improve customer satisfaction</li> <li>• Equip and train customers</li> <li>• Gather feedback and address inquiries or issues</li> <li>• Support product development across various domains</li> <li>• Ensure accessibility of products and services</li> </ul>	<ul style="list-style-type: none"> <li>• Improve product and service quality</li> <li>• Influence product design and features</li> <li>• Improve product and service training resources</li> <li>• Improve accessibility approaches</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Sustainability assessments</li> <li>• Engagement and training sessions</li> <li>• Knowledge sharing</li> <li>• Onsite audits and site visits</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate sustainability performance</li> <li>• Address improvement areas</li> <li>• Improve product quality</li> <li>• Build ESG capability</li> </ul>	<ul style="list-style-type: none"> <li>• Track ESG improvements, and corrective and risk mitigation action plans</li> <li>• Enhance supplier engagement and sustainability performance</li> <li>• Improve product quality</li> <li>• Improve feedback mechanisms</li> </ul>
<b>Shareholders and financial communities</b>	<ul style="list-style-type: none"> <li>• Semi-annual and annual report publication, and Annual General Shareholders' Meeting</li> <li>• Roadshows, conferences and investor meetings</li> <li>• ESG rating participation</li> </ul>	<ul style="list-style-type: none"> <li>• Foster transparent publication</li> <li>• Engage with existing and potential investors</li> <li>• Communicate ESG strategy and performance</li> </ul>	<ul style="list-style-type: none"> <li>• Improve transparency and reporting</li> <li>• Answer questions</li> <li>• Identify ESG trends and priorities</li> </ul>
<b>Academia and opinion leaders</b>	<ul style="list-style-type: none"> <li>• Participation and collaboration in research projects and scientific publications</li> <li>• Internships and thesis project opportunities for students</li> <li>• Serving on academic advisory boards</li> </ul>	<ul style="list-style-type: none"> <li>• Support academic growth and research</li> <li>• Advance scientific knowledge and clinical best practice</li> <li>• Scientific standards for performance measurement</li> <li>• Contribute to, and engage with the scientific community</li> </ul>	<ul style="list-style-type: none"> <li>• Integrate outcomes into product and service strategies</li> <li>• Build long-term partnerships</li> <li>• Assure valid evidence for solution performance</li> <li>• Apply findings to clinical practice and product development</li> <li>• Support skills development</li> </ul>
<b>Regulators</b>	<ul style="list-style-type: none"> <li>• Compliance reporting and documentation</li> <li>• Sharing specialist knowledge in industry working groups and committees</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure compliance with regulatory requirements</li> <li>• Safeguard product safety and effectiveness</li> <li>• Support regulators to ensure high quality standards for the products</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure alignment with regulatory standards</li> <li>• Improvements based on feedback</li> <li>• Improve internal processes and influence policy</li> </ul>

In addition, Sonova's SpeakUp platform allows stakeholders who know of or suspect a violation of applicable laws, regulations, the [Code of Conduct](#) or internal policies and procedures, to report it. Detailed information on SpeakUp policy and procedures is available in the [Business ethics](#) chapter of this report. In our double materiality assessment, we also comprehensively analyze stakeholder perspectives.



## Double materiality assessment

In the 2023/24 financial year, a full double materiality assessment (DMA) was performed involving over 100 internal and external participants. More information about last year's DMA process and outcome can be found in the ESG Report 2023/24. Sonova performs a full DMA every third year, involving a wide range of stakeholders chosen for their interest in, or influence on, Sonova's business model and strategy. In the intervening years, we conduct an internal review of the previous assessment. The 2024/25 DMA builds on the previous year's efforts and results and includes an in-depth assessment of the positive and negative impacts that Sonova has, or could have, on society and the environment, and the sustainability-related risks and opportunities the company faces. It also includes a mapping of material issues to the value chain, and it highlights the elements of Sonova's strategy and business model that relate to or impact on sustainability matters. The DMA covers the Sonova Group, including all businesses and its value chain.

In the 2024/25 financial year, we conducted the DMA by completing the following five steps:

- 1. List compilation:** Building on the previous DMA, all potentially material short-listed topics were mapped to the European Sustainability Reporting Standards (ESRS) topics listed under Application Requirement (AR) 16 at sub-topic level. This resulted in some changes in scope and naming of topics.
- 2. Identification of impacts, risks, and opportunities (IROs):** IROs were identified by the Corporate Sustainability team for each of the potentially material short-listed topics following extensive desk research. Sources for identifying the draft list of IROs included: Sonova's ESG Report 2023/24, UN Impact Radar, World Economic Forum Global Risks Report, Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises on Responsible Business Conduct 2023, United Nations Environment Programme Finance Initiative (UNEPFI), Rethinking Impact to Finance the SDGs (2018), World Wide Fund for Nature (WWF) Risk Filter suite and Science Based Targets Network (SBTN) Materiality Screening Tool. All identified IROs are directly linked to ESRS topics. No entity-specific IROs were identified.

GRI 3-1

Internal topic experts contributed to refining and completing the list of IROs to ensure comprehensiveness and relevance. They provided insight into whether IROs were actual or potential, and whether risks and opportunities were linked to identified impacts.

- 3. Internal stakeholder consultation and assessment of IROs:** Building on the extensive stakeholder engagement in the 2023/24 DMA, this year's DMA review involved interviews with 24 internal topic experts. For the IRO assessment, topic experts were provided with a scoring rubric for materiality with a scale of 1-5, 5 being the highest. The criteria considered for impact materiality were severity and likelihood, where severity is made up of scale, scope, and, for

negative impacts, irremediability. The criteria considered for financial materiality (risks and opportunities) were magnitude and likelihood, whereby risks were assessed without taking into account existing or planned mitigating actions. This is in line with Sonova’s enterprise risk management (ERM) risk assessment process. Individual risk thresholds applied in the identification of sustainability risks also corresponded to the thresholds applied in ERM. In the process, connections between potential negative impacts and risks were discussed and analyzed with the topic experts.

**4. Materiality calculation and expert calibration:** To calculate severity of impacts, the average score was taken across scale, scope, and irremediability. We conducted a sense-check to ensure that no negative human rights impacts were masked by taking an average score, understanding that severity (with a particular focus on irremediability) should take precedence over likelihood. Further, results from existing due diligence processes were taken into account in both impact identification and assessment.

Topic scores were defined by the highest-scoring IRO related to each topic. The materiality threshold was defined to account for all topics that scored 'high' materiality on one of the two perspectives. This means that for IROs, the threshold was set at 20 and above, based on the relative distribution of topics to ensure the appropriate extent of disclosures.

Relative materiality across topics was reviewed in two calibration sessions by all topic experts. The final list of material topics resulted from these sessions. Representatives from Sonova’s enterprise risk management (ERM) unit participated in the calibration sessions. Upon conclusion of the DMA process, the material topics were mapped against the ERM risk landscape.

**Material sustainability-related impacts, risks, and opportunities (IROs)**

The table below summarizes the identified material IROs and topics. They relate to all of Sonova’s business units and geographies, except when mentioned otherwise. More detailed information can be found in the topical sections throughout this report. GRI 3-2

**Material ESG topics and descriptions of IROs (in order of ESRS):**

Sonova topic	IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
<b>Climate change (E1)</b>	<b>Positive impact: Renewable energy use</b> Increasing the share of renewable energy over conventional carbon emitting options reduces Sonova’s and our suppliers’ carbon footprint.	Entire value chain	Increase in short-term
	<b>Negative impact: Greenhouse gas emissions</b> Greenhouse gas emissions from energy used for own operations and production by suppliers contribute to climate change, leading to further negative environmental impacts.	Upstream and own operations	Increase in medium- to long-term
<b>Talent management (S1)</b>	<b>Risk: Attraction and retention</b> Lack of training and skills development as well as career and development opportunities could negatively affect talent recruitment and retention, hence negatively influence the ability to innovate, risking the viability of the business.	Own operations	Increase in medium- to long-term
<b>Working conditions (S1)</b>	<b>Positive impact: Employee wellbeing</b> Conducive working conditions and employee wellbeing initiatives can impact positively on employees and their families, therefore contributing to social stability in a community.	Own operations	No change
<b>Access to hearing care (S4)</b>	<b>Positive impact: Improving the quality of life</b> Access to hearing care improves the quality of life of individuals with hearing loss through the provision of social, emotional and cognitive benefits (e.g., via social inclusion, economic productivity). Family members and carers can also be positively impacted.	Downstream	Increase in short-, medium-, long-term
	<b>Positive impact: Addressing health care costs</b> Untreated hearing loss can have harmful effects on health and wellbeing and is associated with high costs for our healthcare systems. By treating their hearing loss, users of hearing instruments and cochlear implants can maintain their health and wellbeing and potentially address the risk of health-related issues.	Downstream	Increase in short-, medium-, long-term
<b>Product quality, reliability and safety (S4)</b>	<b>Positive impact: Social inclusion</b> Reliable, well-functioning products of Sonova’s Cochlear Implants and Hearing Instruments businesses, as well as the service delivery through the Audiological Care business, can significantly contribute to the social inclusion of users of hearing instruments and cochlear implants. This, in turn, can also help raise awareness among other individuals with hearing loss who may also benefit from the technology.	Downstream	No change

Sonova topic	IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
	<b>Risk: Loss of consumer trust</b> There could be a loss of sales and market share if customer and consumer trust is lost due to quality or safety concerns.	Downstream	No change
	<b>Risk: Product exchanges and recalls</b> If faulty or unreliable products enter the market there is a risk of costly repairs, fines, or product recalls.	Downstream	No change
	<b>Risk: Product-related chemical requirements</b> Legal requirements are becoming stricter and more fragmented, leading to a risk of non-compliance and subsequent fines.	Downstream	Increase in medium- to long-term
<b>Ethical marketing and sales practices (S4)</b>	<b>Positive impact: Sharing of reliable information</b> By sharing reliable information on hearing health, Sonova raises awareness on the topic. This can encourage individuals to seek hearing care, which in turn can improve their quality of life.	Downstream	Increase in short-, medium-, long-term
	<b>Positive impact: Improved hearing care</b> Well informed and trained hearing care professionals (HCPs) can lead to better health outcomes: Empowered HCPs can better contribute to a functioning health system by providing accurate information tailored to the individual client. This can lead to better health outcomes in communities overall.	Downstream	Increase in short-, medium-, long-term
<b>Data privacy and digital ethics (S4)</b>	<b>Risk: Data protection</b> Violation of privacy, particularly with respect to sensitive health-related data, can lead to reputational damage and fines.	Downstream	Increase in medium- to long-term
<b>Business ethics (G1)</b>	<b>Risk: Sustainability regulations</b> The sustainability-related regulatory landscape is quickly changing and becoming more fragmented. Not being able to comply with existing and upcoming regulations (in time) can lead to reputational damage and fines.	Entire value chain	Increase in short-, medium-, long-term
	<b>Risk: Ethical behavior</b> Unethical behavior and non-compliance with legal requirements can lead to the loss of large contracts or key accounts.	Entire value chain	Increase in short-, medium-, long-term
	<b>Risk: Protection of whistleblowers</b> Whistleblowers play an important role in maintaining ethical conduct. A lack of their protection can lead to reputational and legal risks.	Entire value chain	No change expected

Non-material short-listed topics included the following: affected communities’ rights, animal welfare, awareness raising on hearing health, biodiversity, circular economy, corporate citizenship, diversity and inclusion, occupational health and safety, pollution, public affairs, substances of concern, supplier relations, water and working conditions in the value chain.

The material DMA topics cut across Sonova’s businesses and strategy, further information can be found in the [Strategy and businesses](#) section. They can be mapped to the value chain as follows:



**Changes since the previous reporting period**

In the previous reporting period, sustainability matters were reported on a topic level, with no specific focus on IROs. It is therefore not possible to make an exact comparison of this year’s assessment to previous reporting periods. Changes in topics and materiality from 2023/24 to 2024/25 include the following:

- “Product safety” and “Product quality and reliability” were consolidated into “Product quality, reliability and safety”. The topic remains material.
- “Sustainable supply chain” was split into various topics, of which “Climate change” is material.
- “Employee wellbeing” was expanded to “Working conditions” to align with the ESRS. The topic remains material.



# ESG strategy and governance

## Vision and values

We envision a world where everyone enjoys the delight of hearing and therefore lives a life without limitations. The Sonova core values are foundational for our corporate culture and inspire our actions. They are shared with all our employees across every brand and region of our global organization. Our core values are:

GRI 2-6

- **We care:** We care for our employees, customers, and consumers, as well as our shareholders and society.
- **We drive innovation:** We courageously pioneer new ideas and approaches to come up with impactful innovations to delight customers and consumers.
- **We strive for excellence:** We act with agility. We aim to excel. We are continuously working on improving products, services, processes, and skills, to realize growth.
- **We take accountability:** We deliver on our commitments. We take accountability to provide outcomes in agreed quality and time, always acting with integrity.
- **We build the best team:** We team up. We grow talent. We collaborate with people of diverse backgrounds to win with the best team in the marketplace.

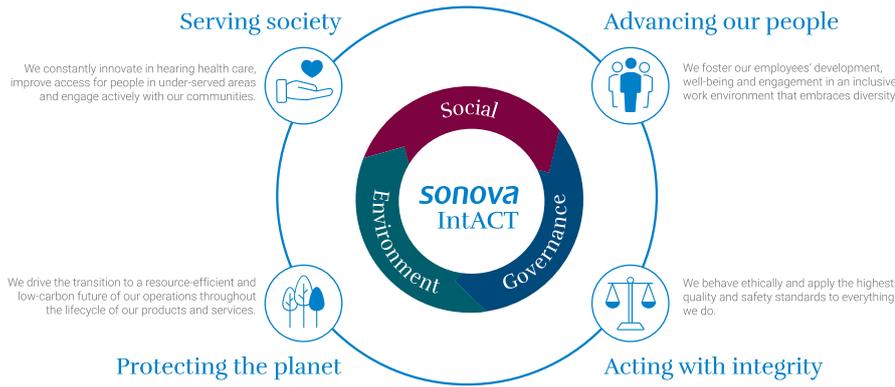
Our commitment to acting responsibly and create long-term value for all our stakeholders is defined in our [Code of Conduct](#) and deeply rooted in our vision, values, and culture. More information about our strategy and our four businesses can be found in the [Strategy and businesses](#) section.

## ESG strategy and targets

Sonova's ESG strategy, *IntACT*, aligns our sustainability commitments into four strategic pillars. The name *IntACT* emphasizes the ultimate goal – keeping our planet and people intact – and underlines the urgency to ACT.

SDG 12.6

- **Protecting the planet:** We drive the transition to a resource-efficient and low-carbon future of our operations throughout the life cycle of our products and services.
- **Serving society:** We constantly innovate in hearing health care, improve access for people in under-served areas, and engage actively with our communities.
- **Advancing our people:** We foster our employees' development, wellbeing, and engagement in an inclusive work environment that embraces diversity.
- **Acting with integrity:** We behave ethically and apply the highest quality and safety standards to everything we do.



Our sustainability management approach has defined tangible and measurable targets with firm dates for achievement and regularly assessed performance metrics. In the table below, we list our key ESG targets. The chapters of this report provide further information about how we manage and govern our ESG commitments, along with specific policies, actions and performance metrics.

Key ESG targets	ESG topic	Progress	2024/25 performance	2025/26 target
<b>Environment</b>				
We reduce scope 1 and 2 greenhouse gas emissions by 78.3% vs. 2019/20 by 2032/33.	Climate change	On track	68.4% reduction of scope 1 and 2 CO <sub>2</sub> e emissions compared to 2019/20	✓
We reduce scope 3 greenhouse gas emissions by 32.5% vs. 2019/20 by 2032/33.	Climate change	On track	19.3% reduction of scope 3 CO <sub>2</sub> e emissions compared to 2019/20	✓
We reduce energy consumption per FTE by 10% vs. 2022/23 by 2027/28.	Climate change	Achieved	13% reduction in energy consumption per FTE compared to 2022/23	
We reduce packaging material weight by 20% vs. 2023/24 by 2026/27.	Circular economy	Behind schedule	2.6% reduction in packaging weight compared to 2023/24	✓
We reduce operational waste per FTE by 5% vs. 2022/23 by 2027/28.	Circular economy	Achieved	6% reduction in operational waste per FTE compared to 2022/23	
We reduce water withdrawal per FTE by 5% vs. 2022/23 by 2027/28.	Water	Achieved	15% decrease in water withdrawal per FTE compared to 2022/23	
<b>Social</b>				
We maintain or improve our annual employee engagement score year-over-year.	Talent management	-	Due to the change of survey provider and methodology, performance cannot be compared to the 2023/24 engagement score	✓
We increase the share of women in senior management to 35% by 2028/29.	Diversity and inclusion	On track	30.5% women in senior management compared to 28.3% in 2023/24	✓
We increase the share of women in middle management to 50% by 2028/29.	Diversity and inclusion	On track	41.6% women in middle management compared to 39.9% in 2023/24	✓
We increase unit sales of hearing instruments in low- and middle-income countries by 50% by 2024/25 vs. 2018/19.	Access to hearing care	Achieved	67.3% increase compared to 2018/19	
We initiate a Group-wide access to hearing care program in 2025/26.	Access to hearing care	-	New target for financial year 2025/26	✓
We increase lives impacted by the Hear the World Foundation by 10% year-over-year.	Corporate citizenship	Achieved	27.1% increase compared to 2023/24	
We train >1,000 people leaders on Mental Health First Aid Conversations for Managers by 2024/25.	Working conditions	Achieved	1,085 people leaders trained since 2022/23	
We conduct at least one social audit per year.	Working conditions	Achieved	One social audit conducted in 2024/25	✓
We improve the product reliability rate by >20% year-over-year for hearing instruments.	Product quality, reliability and safety	Not achieved	10% improvement of the hearing instruments product reliability rate compared to 2023/24	✓
We improve the product reliability rate by >20% year-over-year for cochlear implants (externals).	Product quality, reliability and safety	Not achieved	16% improvement of the cochlear implants product reliability rate compared to 2023/24	✓
We achieve an annual on-time mandatory Anti-Bribery Policy training completion rate of > 95% completion (for senior- and middle management, and relevant functions).	Ethical marketing and sales practices	-	New target for financial year 2025/26	✓
We achieve an annual on-time employee Data Privacy training completion rate of >95%.	Data privacy and digital ethics	-	New target for financial year 2025/26	✓

Key ESG targets	ESG topic	Progress	2024/25 performance	2025/26 target
<b>Governance</b>				
We achieve an annual on-time employee Code of Conduct training completion rate of >95%.	<a href="#">Business ethics</a>	Achieved	98% on-time completion of annual Code of Conduct training in 2024/25	✓
We conduct assessments of >90% of direct material suppliers with potential high ESG risk by 2024/25.	<a href="#">Supplier relations</a>	Achieved	90% of identified potential high ESG risk suppliers assessed in 2024/25	

The key ESG targets table also indicates targets relevant for the 2025/26 financial year. We have further streamlined our targets to align with material ESG topics.

## ESG governance

Sonova has a defined governance structure for managing, improving and reporting on our ESG performance. The ESG governance structure involves our shareholders at the Annual General Meeting, the Board of Directors, the Management Board and ESG Council, the Corporate Sustainability team, topic managers and experts, as well as local Group company representatives. The Board of Directors bears overall responsibility for Sonova’s strategic direction, including ESG strategy, key targets, and performance. The Board of Directors has reviewed and approved the annual ESG Report since the 2021/22 financial year. Similar to the prior financial year, shareholders at the 2025 Annual General Meeting will be able to endorse the ESG Report in a non-binding advisory vote. The Board of Directors is also responsible for approving critical business policies, such as the [Code of Conduct](#) and the [Human Rights Policy](#). The Board of Directors receives a monthly update from the CEO, including updates on selected ESG topics. Most of the regular Board of Directors and committee meetings during 2024/25 included ESG topics on the agenda for discussion. During the 2024/25 financial year, critical ESG topics specifically dealt with by the Board and its committees included ESG target-setting and achievement progress, the double materiality assessment, reporting and assurance, and progress on implementing relevant sustainability regulations. The Board of Directors receives updates about Sonova’s engagement with key stakeholders, including key investors, and also engages directly with them.

[GRI 2-12](#), [GRI 2-13](#), [GRI 2-14](#), [GRI 2-16](#), [GRI 2-17](#)



Two sub-committees of the Board of Directors, the Audit Committee and the Nomination and Compensation Committee, have specific responsibilities related to ESG. The Audit Committee reviews the reporting, performance and effectiveness of our external and internal audits, including the external limited assurance of the ESG Report. Quarterly, the Audit Committee is informed about critical concerns raised via SpeakUp, our internal and external anonymous whistleblowing platform. In the process of selecting potential Board candidates, the Nomination and Compensation Committee considers the appropriate representation of ESG capabilities and experience across the Board. In addition, the Nomination and Compensation Committee reviews and approves ESG-related targets and achievements linked to the variable compensation for Management Board members. Sonova ensures that members of the Board of Directors are given appropriate introduction, orientation, and continuing training about their responsibilities.

The Management Board is responsible for Sonova's activities across all material ESG topics, with specific responsibilities assigned to individual members for certain ESG topics. These material topics are identified through the double materiality assessment (DMA). Further details on the DMA process and methodology are available in the [Double materiality assessment](#) chapter. ESG actions and target progress are regularly reviewed and discussed at Management Board meetings. ESG targets, derived from expert discussions and DMA findings, are set and monitored by the Corporate Sustainability team, topic managers, and members of the Management Board. ESG targets are integrated into performance objectives for each Management Board member's variable cash compensation (VCC), accounting for 10% of overall VCC. More information on the VCC targets and performance outcomes for the 2024/25 financial year can be found in the [compensation report](#).

The ESG Council includes the Sonova Group CEO, CFO, GVP Operations, GVP Human Resources Management & Communications, Group General Counsel, and VP Sustainability & Infrastructure. The council meets quarterly to review the monthly development and implementation of the Group ESG strategy, including its commitments and targets, progress on ESG performance metrics and initiatives, defining measures, and assigning responsibility for actions. The council members also receive frequent updates on key ESG targets and performance development.

Sonova's Corporate Sustainability team, led by the VP Sustainability & Infrastructure, provides expertise on ESG topics to the Board of Directors and the Management Board, implements and develops ESG strategy and initiatives, monitors progress, prepares quarterly ESG Council meetings, and regularly engages with relevant internal and external stakeholders. The team collaborates closely with ESG topic managers and functional/business experts, as well as local Group company representatives. These local representatives report ESG progress and performance data to the Corporate Sustainability team and/or topic managers and drive relevant ESG initiatives within specific countries and regions. In 2024/25, Sonova also established a sustainability reporting team within the Finance function.



# Environmental information

The following sections are covered in the environmental information chapter:

- [Climate change](#)
- [Circular economy](#)
- [Pollution and substances of concern](#)
- [Water](#)
- [Biodiversity](#)

## Climate change

### Strategy, governance and IROs

At Sonova, we recognize our responsibility in addressing climate change and acknowledge the need to achieve net zero emissions by 2050. Rising temperatures and extreme weather pose risks not only to our business but also to society and the environment. Sonova's Board of Directors has ultimate oversight and responsibility for ESG, including climate change. The Board of Directors and its committees receive climate change performance metric updates at most of their regular meetings. At Management Board level, responsibility for environmental sustainability is assigned to the GVP Operations, who monitors scope 1-3 greenhouse gas (GHG) emissions and energy consumption progress on a monthly basis. Within each region, dedicated environmental leaders are responsible for driving scope 1 and 2 emission reductions as well as implementing energy efficiency measures with local Group companies. This governance structure ensures global coherence in our approach toward GHG emissions reduction while allowing for targeted ad-hoc reduction activities relevant to differing local contexts. For scope 3 reductions, dedicated cross-functional teams were established in the 2024/25 financial year to accelerate climate action.

GRI 3-3

TCFD-GOV-a, TCFD-GOV-b

The topic of climate change is defined as climate change mitigation, climate change adaptation and energy use, and is relevant to Sonova across the entire value chain.

Material impacts, risks and opportunities related to climate change:

IRO	Occurrence	Expected time horizon
<b>Positive impact: Renewable energy use</b> Increasing the share of renewable energy over conventional carbon emitting options reduces Sonova's and our suppliers' carbon footprint.	Entire value chain	Increase in short-term
<b>Negative impact: Greenhouse gas emissions</b> Greenhouse gas emissions from energy used for own operations and production by suppliers contribute to climate change, leading to further negative environmental impacts.	Upstream and own operations	Increase in medium- to long-term

Our climate strategy addresses both mitigation of the causes of climate change and resilience to its effects, combining effective near-term actions to secure important long-term results. It is underlined by our ambitious near-term Science Based Target (SBT), which was approved in 2023 by the Science Based Targets initiative (SBTi). Our goals are to decrease our combined absolute scope 1 and 2 (market-based) emissions by 78.3% and our scope 3 emissions by 32.5% by financial year 2032/33 versus our 2019/20 financial year baseline. To achieve GHG emission reductions, Sonova's overall climate mitigation approach encompasses four types of actions:

SDG 13.1

- **Measure** emissions and continuously improve data quality
- **Avoid** emissions by progressively adopting low-impact solutions
- **Replace** energy sources with renewable ones
- **Engage** and collaborate with partners along our value chain to reduce our GHG emissions

For Sonova to achieve the required GHG reductions within our own operations, we need to keep a strong focus on securing 100% renewable energy to power all our sites and electric vehicles (EVs). In addition, Sonova aims to accelerate the transition towards a lower carbon car fleet, by further increasing the ratio of fully electric vehicles and more efficient vehicles. To further reduce operational scope 1 emissions, we will maintain our focus on the energy efficiency of our Audiological Care store network and further electrify our heating supplies. Before each new financial year, climate mitigation initiatives are integrated into the annual budget cycle.

As part of our commitment to reduce our scope 3 emissions, we have identified various levers to meaningfully drive GHG reductions. We will further accelerate supplier engagement and encourage critical partners to align with our decarbonization goals. We also seek to decrease our packaging weight and volume and optimize our supply chain network to shorten distribution distances. Additionally, we are committed to exploring lower-impact materials while embracing circular economy principles, such as designing for repair, dismantling, refurbishing and service.

To strengthen our resilience, we have been addressing climate-related risks and opportunities since the 2021/22 financial year through structured assessments. These cover nine markets most relevant to Sonova in terms of operational footprint, store network, and sales, providing insights into short- (2025), medium- (2030), and long-term (2050) risks. While the 2025 short- term horizon is chosen to align with Sonova's short-term risk horizon, 2030 is used as a proxy for the near-term Science Based Target. The long-term time horizon aligns with the broadly acknowledged need to achieve net zero emissions by 2050 to keep global warming well below 1.5°C as outlined by the Intergovernmental Panel on Climate Change (IPCC). We assess the potential impact on Sonova's business and resilience using qualitative and quantitative climate-related scenario analyses:

TCFD-RMA-a, TCFD-RMA-b

- A high-mitigation, i.e., 1.5°C and below 2°C warming scenario to assess risks related to the transition to a low-carbon future
- A business-as-usual, i.e., 4°C warming scenario to capture the physical risks associated with the intensification of widespread climate hazards

These insights are integrated into Sonova's broader strategic risk management framework alongside other business risks.

TCFD-RMA-c

Based on interviews with internal stakeholders and using the EU Taxonomy's climate-related hazards classification (2021), we identified seven physical risks, four transition risks, and two transition opportunities, totaling thirteen potential climate-related risks and opportunities. Transition risks and opportunities were identified focusing on policy, legal, technology, market, and reputation factors.

Next, we conducted a climate analysis using the Representative Concentration Pathway (RCP) 8.5 scenario to project changes in risks and opportunities through 2030 and 2050. We evaluated transition risks and opportunities for 2025, 2030, and 2050 using various scenarios, including IEA STEPS, which projects a temperature increase of approximately 3°C by 2100, IEA SDS, which predicts global warming to be 1.75°C, and IEA NZE net zero by 2050 scenario. Risks and opportunities were rated qualitatively based on Sonova's footprint and likelihood of occurrence. The table below shows the highest risks and opportunities that were identified across all timeframes (2025, 2030, and 2050) and scenarios on which they are based.

TCFD-STR-a

Generic country-level analysis of physical and transition risks and opportunities (combined 2025, 2030, and 2050 scenarios)<sup>1</sup>

Risk/opportunity	Category	Type	AU	BR	CA	CH	CN	DE	UK	US	VN
Episodes of higher temperatures	Physical risk	Acute	N/A	N/A	Very high	Very high	N/A	Very high	Very high	Very high	N/A
Extreme cold	Physical risk	Acute	N/A	N/A	Low	Low	N/A	Low	Low	Low	N/A
Heavy precipitation and flooding	Physical risk	Acute	Moderate	Moderate	N/A	N/A	High	N/A	N/A	N/A	Very high
Heavy winds and storms	Physical risk	Acute	N/A	N/A	N/A	Low	Low	Low	Low	High	N/A
Tropical cyclones	Physical risk	Acute	High	N/A	N/A	N/A	Low	N/A	N/A	N/A	Low
Wildfires	Physical risk	Acute	High	N/A	N/A	N/A	N/A	N/A	N/A	Very high	N/A
Sea level rise and coastal flooding	Physical risk	Chronic	High	High	N/A	N/A	N/A	N/A	N/A	N/A	Very high
Carbon pricing schemes	Transition risk	Policy & legal	Very high	Very high	N/A	Low	N/A	Low	Low	N/A	N/A
Net zero retrofit requirements	Transition risk	Policy & legal	Very high	N/A	Low	Low	Low	Low	Low	Low	Low
Scope 3 reduction challenges	Transition risk	Policy	N/A	N/A	N/A	N/A	High	Low	N/A	N/A	N/A
Increase in airfares	Transition risk	Policy	N/A	N/A	N/A	High	N/A	High	High	N/A	N/A
Energy savings due to net zero retrofits	Transition opportunity	Market	Very high	N/A	Low	High	Moderate	Low	Low	High	Low
Electrification of transportation sector	Transition opportunity	Market	Very high	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Country abbreviations: AU: Australia; BR: Brazil; CA: Canada; CH: Switzerland; CN: China; DE: Germany; UK: United Kingdom; US: United States of America; VN: Vietnam  
<sup>1)</sup> The physical risks are classified based on the projected changes until 2050 vs. baseline: low = below 10%, moderate = 10-20%, high = 20-30%, very high = above 30%. The baseline period 1976 – 2005 was derived from the coupled model intercomparison project phase 5 (CMIP5) data set. Where the supporting literature used different baselines or different future timeframes, we adjusted the baselines and/or the relative change accordingly.

The assessment of transition risks revealed low risks overall, except for challenges in reducing scope 3 emissions from suppliers in China, potential increases in operating costs due to stricter aviation policies, and risks from carbon pricing schemes in Australia and Brazil.

To assess how physical climate-related risks could impact Sonova’s long-term operations (2050), we conducted a site-level assessment of four very high-scoring risks from our country-level assessment. The findings are summarized in the table below. Sonova’s omnichannel strategy, which emphasizes online sales and service, can help mitigate some identified risks and enhance resilience.

TCFD – Summary of Sonova-specific site-level analysis<sup>1</sup>

Potential risk	Country	Potential threat
Episodes of higher temperatures	United States, United Kingdom, Germany, Canada, Switzerland	The frequency and duration of higher temperatures are expected to rise, particularly in the southern and eastern U.S., leading to higher cooling costs and greater heat stress for employees and consumers. Since elderly individuals, who are most prone to hearing loss, are also highly vulnerable to heat stress, they may avoid stores, impacting sales.
Wildfires	United States	Rising average and peak temperatures during wildfire season will heighten wildfire risks, which may impact our California production site.
Heavy precipitation and flooding	Vietnam	Heavy precipitation in the Ho Chi Minh City region is expected to rise significantly, potentially impacting our supply chain and operations center through flash and sustained flooding.
Sea level rise and coastal flooding	Vietnam	As our operations center in Vietnam is located far inland, the projected sea level rise and coastal flooding is expected to pose no substantial risk.

<sup>1)</sup> For this assessment, we used various datasets derived from General Circulation Model (GCM) and simulations conducted under the Coupled Model Intercomparison Project, Phase 5 (CMIP5).

We quantified the financial impact of two risks: increased heavy precipitation and flooding near our operations in Vietnam and China, and rising air-transportation costs due to carbon policies.

TCFD-STR-b, TCFD-STR-c

Our assessment indicated that flood risk to our operations is not expected to increase, as local teams have precautions in place. We then focused on critical suppliers, finding that four supplier locations are at risk of river flooding and two of coastal flooding. The financial impact was calculated based on potential operational downtime, supply shortages, and revenue loss. Overall, the assessment showed low risk today, in 2030, and in 2050 under both 2°C and 4°C scenarios.

We also analyzed the financial impact of rising carbon prices on air transportation costs in Switzerland, Germany, and the UK, finding that air freight poses a higher risk than business travel, but the overall risk remains low in 2030 and 2050. Achieving our current science-based targets could reduce potential carbon costs by 70%. Sonova plans to update its climate risks and opportunities assessment in the 2025/26 financial year.

## Policies and actions

Climate action has been at the top of Sonova's environmental agenda for many years across the entire value chain and is governed by several policies. The [Code of Conduct](#) focuses on our general climate change commitment for our own employees and business partners. The [Corporate Environmental Policy](#) principles include continuous monitoring and improvement of our environmental objectives and performance across the Group. In addition, we train our employees on the policy while raising awareness on environmental topics and consideration of environmental sustainability in business decisions and activities, facility construction and modifications. The [Supplier Code of Conduct](#) covers the upstream value chain and climate-related aspects.

In the 2024/25 financial year, we have continued to install LED lighting across our facilities, optimized HVAC equipment, switched from fossil fuel heating to electric heating (e.g., heat-pumps) where feasible, and improved building management systems to improve our energy efficiency and reduce scope 1 and 2 emissions. We have also increased the number of electric vehicles (EV) in our fleet and updated our car policy to further incentivize the uptake of EVs.

To reduce our scope 3 emissions, we implemented a wide range of initiatives during the 2024/25 financial year. Our supplier engagement efforts intensified, including direct collaboration with ten key direct material suppliers to support their decarbonization progress. As a result, 3 of these suppliers improved their decarbonization maturity, and we received our first supplier-specific Product Carbon Footprints (PCFs), which will now guide targeted emissions reduction actions across our value chain. Sustainability criteria were further embedded in our procurement processes, including incorporating sustainability performance as a scored criterion in selected vendor assessments. Additionally, we optimized some of our packaging to reduce our scope 3 emissions and strengthened the integration of GHG emissions reduction and broader sustainability considerations into product development within our Hearing Instruments and Consumer Hearing businesses. Further initiatives focused on optimizing our supply chain network, with an increased emphasis on shipping materials and products via ground and sea freight to reduce emissions. We also piloted an internal carbon price of CHF 100 per tCO<sub>2</sub>e, applying it to material and supplier selection as well as project evaluations to drive lower-carbon decision-making.

## Performance metrics and targets

### Energy

**Key ESG target:**

We reduce our energy consumption per employee by 10% vs. 2022/23 by 2027/28.

The Group's total energy consumption decreased by 0.7% in the 2024/25 financial year compared to the previous year, and reduced by 4.2% per FTE. This reduction is largely attributable to lower heating energy requirements due to mild weather, along with various energy-saving initiatives, mainly in the Audiological Care Group companies. We have reduced our energy intensity by 13% compared to 2022/23, and have therefore achieved our energy intensity target ahead of schedule.

ESRS E1-5

## Energy intensity

✓ Data externally assured (limited assurance)

Sales in CHF million, MWh and MWh/FTE<sup>1</sup>

	2024/25	2023/24	2022/23 <sup>2</sup>	vs PY (%)	in % vs baseline
Sales	3,865.4	3,626.9	3,738.4		
Total energy consumption	108,886	109,628	116,161	(0.7%)	
<b>Energy intensity relative to sales</b>	<b>28.2</b>	<b>30.2</b>	<b>31.1</b>	<b>(6.8%)</b>	
<b>Energy intensity relative to FTE</b>	<b>5.92</b>	<b>6.17</b>	<b>6.83</b>	<b>(4.2%)</b>	<b>(13%)</b>

<sup>1)</sup> For definition, methodology, data, and restatements, see [Sustainability note 1 - Climate change](#).<sup>2)</sup> 2022/23 figures do not include HYSOUND.

Renewable energy represented 59% of Sonova's total energy consumption in the 2024/25 financial year, an increase of two percentage points compared to 2023/24. We follow a three-step approach for our 100% renewable electricity sourcing. Firstly, we invest in onsite electricity generation: in 2024/25, 1.8% of our total energy consumption was produced with onsite photovoltaic panels. Where onsite generation is not yet feasible, Group companies are prompted to source certified renewable electricity locally. In the 2024/25 financial year, 34% of total electricity consumption was sourced locally via bundled certified renewable electricity, and 4% was sourced from Power Purchase Agreements (PPAs). Lastly, for all those Group companies where renewable energy is not yet used or available, Sonova purchases unbundled Energy Attribute Certificates, which covered the remaining 62% of total electricity consumption.

SDG 7.2, SDG 7.3, SDG 9.4

## Energy mix

✓ Data externally assured (limited assurance)

MWh

	2024/25	2023/24 <sup>2</sup>	2022/23 <sup>2,3</sup>	vs PY (%)
<b>Total energy consumption<sup>1</sup></b>	<b>108,886</b>	<b>109,628</b>	<b>116,161</b>	<b>(0.7%)</b>
<b>Non-renewable energy consumption</b>	<b>44,889</b>	<b>47,824</b>	<b>55,814</b>	<b>(6.1%)</b>
Crude oil and petroleum products	23,023	23,280	22,433	
Natural gas	17,190	20,645	29,067	
Purchased electricity, heat, steam, or cooling from fossil sources	4,458	3,898	4,315	
Liquefied petroleum gas	218	0	0	
<b>Renewable energy consumption</b>	<b>63,997</b>	<b>61,805</b>	<b>60,347</b>	<b>3.5%</b>
Purchased electricity, heat, steam, or cooling renewable sources	62,079	59,762	58,744	3.9%
Solar	4,667			
Hydro	28,082			
Wind	4,734			
Biomass / biogas <sup>4</sup>	1,924	1,691	1,402	
Mixed sources / unknown	22,672	58,070	57,342	
Self-generated renewable energy	1,918	2,043	1,603	(6.1%)
<b>Share of renewable energy</b>	<b>59%</b>	<b>56%</b>	<b>52%</b>	
<b>Share of certified renewable electricity procurement methods<sup>5</sup></b>				
Power purchasing agreement	2,717			
Total bundled energy attribute certificates	20,306			
Total unbundled energy attribute certificates	37,132			

<sup>1)</sup> For definition, methodology, data, and restatements see [Sustainability note 1 - Climate change](#). No energy is sourced from nuclear, coal, nor from geothermal, hydrogen, or other renewable and non-renewable sources not listed in the table.<sup>2)</sup> Breakdown of renewable sources and certified renewable electricity procurement methods is only available for the financial year 2024/25.<sup>3)</sup> Does not include HYSOUND.<sup>4)</sup> Accounted for in scope 1 - stationary combustion.<sup>5)</sup> Refer to purchased electricity, heat, steam or cooling renewable sources total quantities, excluding biogas.

**Greenhouse gas (GHG) emissions**

Sonova classifies GHG emissions into the following categories:

- **Scope 1:** direct GHG emissions deriving from the combustion of fossil fuels related to company vehicles, stationary combustion (e.g., heating), and fugitive emissions (e.g., from refrigerants)
- **Scope 2:** indirect GHG emissions from sources such as electricity or district heating
- **Scope 3:** GHG emissions that arise from our value chain

**Key ESG targets:**

We reduce scope 1 and 2 greenhouse gas emissions by 78.3% vs. 2019/20 by 2032/33.\*  
 We reduce scope 3 greenhouse gas emissions by 32.5% vs. 2019/20 by 2032/33.\*

\* Approved by the Science Based Targets initiative (SBTi) in 2023. The target boundary includes biogenic land-related emissions and removals from bioenergy feedstocks.

In June 2023, the SBTi approved our near-term science-based targets, which guide our GHG emissions reduction efforts. During the 2024/25 financial year, our scope 1 and 2 emissions decreased by 68.4% compared to 2019/20 and by 4.4% compared to 2023/24. Scope 3 decreased by 19.3% compared to 2019/20, but increased by 4.7% compared to 2023/24. Our total scope 1-3 GHG emissions in 2024/25 increased by 4.3% compared to the previous year, while still representing a 24.5% decrease vs. 2019/20.

ESRS E1-6

TCFD-MET-a, TCFD-MET-b, TCFD-MET-c

**GHG emissions – Scope 1-3**

✓ Data externally assured (limited assurance)

Metric tons CO<sub>2</sub>e<sup>1</sup>

	2024/25	2023/24	2022/23	...	2019/20 (SBTi target baseline)	vs PY (%)	in % vs baseline
<b>Scope 1<sup>2</sup></b>	<b>10,178</b>	<b>10,779</b>	<b>11,268</b>		<b>12,828</b>	<b>(5.6%)</b>	<b>(20.7%)</b>
Mobile combustion	5,268	5,426	5,396		6,361	(2.9%)	
Stationary combustion	3,691	4,302	5,713		6,058	(14.2%)	
Refrigerants	1,218	1,051	158		409	16.0%	
<b>Scope 2 (market-based)</b>	<b>801</b>	<b>701</b>	<b>2,514</b>		<b>21,919</b>	<b>14.3%</b>	<b>(96.3%)</b>
<b>Scope 1-2 (market-based)</b>	<b>10,979</b>	<b>11,480</b>	<b>13,782</b>		<b>34,747</b>	<b>(4.4%)</b>	<b>(68.4%)</b>
Scope 2 (location-based)	18,573	19,392	21,158		19,497	(4.2%)	
<b>Scope 1-2 (location-based)</b>	<b>28,751</b>	<b>30,170</b>	<b>32,426</b>		<b>32,325</b>	<b>(4.7%)</b>	
<b>Scope 3</b>	<b>234,070</b>	<b>223,552</b>	<b>244,163</b>		<b>289,930</b>	<b>4.7%</b>	<b>(19.3%)</b>
Category 1: Purchased goods and services	126,919	120,553	142,841		161,784	5.3%	
Category 2: Capital goods	2,925	2,605	2,124		3,073	12.3%	
Category 3: Fuel- and energy-related activities	9,802	8,001	9,312		8,076	22.5%	
Categories 4 and 9: Upstream and down-stream transportation and distribution	50,877	50,985	49,991		57,235	(0.2%)	
Category 5: Waste generated in operations	538	541	467		1,246	(0.5%)	
Category 6: Business travel	14,246	12,943	10,500		23,940	10.1%	
Category 7: Employee commuting	21,780	21,079	21,557		26,986	3.3%	
Category 8: Upstream leased assets	514	534	851		1,419	(3.8%)	
Category 11: Use of sold products	3,872	3,686	3,967		4,026	5.0%	
Category 12: End-of-life of sold products	2,233	2,274	2,278		2,058	(1.8%)	
Category 15: Investments	364	353	276		87	3.1%	
<b>Total scope 1-3<sup>3</sup></b>	<b>245,049</b>	<b>235,031</b>	<b>257,945</b>		<b>324,677</b>	<b>4.3%</b>	<b>(24.5%)</b>
<b>Biogenic emissions (Out-of-scope)<sup>4</sup></b>	<b>383</b>	<b>337</b>	<b>279</b>		<b>0</b>	<b>13.8%</b>	

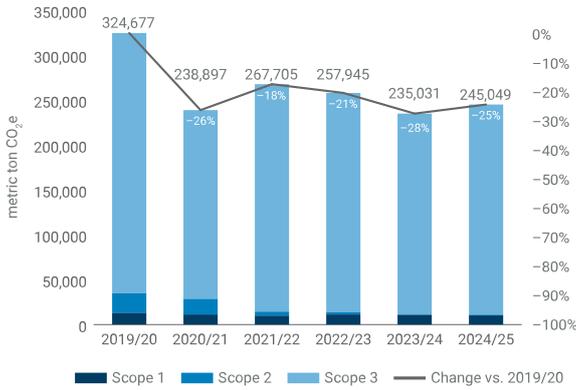
<sup>1)</sup> For definition, methodology, data and emission factor sources, and restatements, see [Sustainability note 1 - Climate change](#). Sonova does not have operational control in investees, therefore our share of GHG emissions related to those are reflected in scope 3, category 15: Investments.

<sup>2)</sup> None of Sonova's scope 1 emissions are from regulated emission trading schemes. Includes N<sub>2</sub>O and CH<sub>4</sub> emissions from biogenic sources.

<sup>3)</sup> Calculated considering scope 2 (market-based) emissions.

<sup>4)</sup> Biogenic CO<sub>2</sub> emissions are separately disclosed as out-of-scope emissions in accordance with the GHG Protocol. The only source of these emissions is biogas consumption for stationary combustion.

**Total GHG emissions 2019/20 – 2024/25**



**Scope 1 and 2 GHG emissions**

Scope 1 emissions decreased by 5.6% compared to the financial year 2023/24, primarily due to reduced GHG emissions from heating. Additionally, emissions from Sonova’s car fleet decreased by 2.9% as mileage with traditional internal combustion engine cars decreased in favor of electric and hybrid vehicles. Meanwhile, scope 2 emissions increased 14.3%, reflecting the increased use of district heating in the reported year, especially in our Audiological Care stores. Because of our renewable electricity sourcing efforts, Scope 2 emissions have been reduced by 96% compared to our SBTi baseline, with district heating being the only remaining source of scope 2 (market-based) emissions.

**Scope 3 GHG emissions**

Our value chain accounts for more than 95% of our total GHG emissions, where purchased goods and services, transport and distribution, employee commuting, and business travel represent more than 90% of scope 3 emissions. Sustaining a sharp focus on reducing scope 3 emissions is therefore critical for Sonova. Our scope 3 emissions grew by 4.7% compared to the 2023/24 financial year. The increase mainly stemmed from business growth, which was partially offset through ongoing initiatives.

The largest source of Sonova’s GHG emissions is the procurement of direct and indirect materials and services, which accounts for 54% of scope 3 emissions in the 2024/25 financial year. Category 1 emissions rose by 5.3% compared to the 2023/24 financial year, due to the increase in materials and services purchased by the Hearing Instruments and Cochlear Implants businesses. Several initiatives are ongoing to continue our pursuit to lower the GHG emissions intensity of our products and components. Sonova’s GHG emissions from transport and distribution remained stable compared to the 2023/24 financial year, despite a great increase in shipping volumes. A lower emission intensity was achieved through increased use of shipping by ground and sea instead of air, and through the lower intensity of air freight emissions by some of our major carriers. Sonova remains committed to assessing opportunities to move towards lower impact transportation modes and reduce transportation distances, which will enhance our supply chain resilience.

Air travel represents 98% of category 6 business travel emissions, while car allowances represent the remaining 2%. In the 2024/25 financial year, overall business travel emissions increased by 10% compared to the previous year. Business travel emissions for 2024/25 still represent an overall decrease of 40% compared to the pre-COVID level of 2019/20. Sonova’s GHG emissions from employee commuting increased by 3.3% compared to 2023/24, due to an increase in the number of employees during the financial year.

Total GHG emission intensity decreased to 63.4t CO<sub>2</sub>e per million CHF revenues for 2024/25, compared with 64.8t CO<sub>2</sub>e in the prior year.

## GHG emission intensity

✓ Data externally assured (limited assurance)

Metric tons CO<sub>2</sub>e/sales in CHF million<sup>1</sup>

	2024/25	2023/24	2022/23 <sup>2</sup>	vs PY (%)
<b>Sales<sup>3</sup></b>	<b>3,865.4</b>	<b>3,626.9</b>	<b>3,738.4</b>	
Scope 1	2.6	3.0	3.0	(11%)
Scope 2 (market-based)	0.2	0.2	0.2	7%
Scope 2 (location-based)	4.8	5.3	5.2	(10%)
Scope 1-2 (market-based)	2.8	3.2	3.2	(10%)
Scope 1-2 (location-based)	7.4	8.3	8.2	(11%)
Scope 3	60.6	61.6	65.1	(2%)
<b>Scope 1-3<sup>4</sup></b>	<b>63.4</b>	<b>64.8</b>	<b>68.2</b>	<b>(2%)</b>

<sup>1)</sup> For definition, methodology, data and emission factor sources, and restatements, see [Sustainability note 1 - Climate change](#).

<sup>2)</sup> 2022/23 GHG emissions do not include HYSOUND.

<sup>3)</sup> Sales refer to financial report 2024/25, [5 year key figures](#).

<sup>4)</sup> Calculated considering scope 2 (market-based) emissions.

As part of Sonova's commitment to maintaining carbon-neutral operations, we purchase carbon credits to offset the remaining scope 1 and 2 emissions. We have contractual agreements in place until the end of 2025/26 to support three projects for which carbon credits are generated: hydro power in China, solar power in Vietnam, and forest protection in the Brazilian Amazon. All three projects are either Gold Standard or VCS certified, and the carbon credits are used separately and are not accredited to our GHG reduction targets. As of the 2024/25 financial year, we have not used or invested in carbon capture and storage (CCS) or direct CO<sub>2</sub> removal (CDR) solutions.

ESRS E1-7

## Carbon credits

✓ Data externally assured (limited assurance)

Metric tons CO<sub>2</sub>e avoided outside of Sonova's value chain<sup>1</sup>

	2024/25	% of total
<b>Total carbon credits cancelled</b>	<b>10,979</b>	
Gold Standard	3,660	33%
VCS (Verified Carbon Standard)	7,319	67%
		<b>Future cancellations</b>
<b>Total future carbon credits cancellation based on contractual agreements</b>		<b>4,440</b>

<sup>1)</sup> None of the projects are located in the EU. None of the projects qualify as a corresponding adjustment under Article 6 of the Paris Agreement.

## Circular economy

At Sonova, we support the transition towards a circular economy by minimizing the extraction and consumption of natural resources, and addressing product end-of-life treatment. Moreover, cross-functional efforts foster circularity by reducing packaging waste, enhancing product reliability and optimizing servicing processes.

SDG 12.2, SDG 12.4, SDG 12.5

GRI 306-2

## Packaging and distribution

## Key ESG target:

We reduce packaging material weight by 20% vs. 2023/24 by 2026/27 for our Hearing Instruments business.

In 2024/25 we reduced packaging material for the Hearing Instruments business by 2.6% compared to 2023/24. A cross-functional team was formed to drive packaging reductions, mainly by replacing packaging components with lighter alternatives, moving to lower carbon alternatives,

and improving the packaging architecture. One example of the solutions developed by the team is a new product packaging box, which decreases the annually produced weight of the selected product by more than 65% per article.

**Packaging weight (Hearing Instruments business)**

✓ Data externally assured (limited assurance)

Metric tons<sup>1</sup>

	2024/25	2023/24
Packaging weight	1,395	1,433

<sup>1)</sup> For definition, methodology, data, and restatements see [Sustainability note 2 - Other environmental topics](#).

We also prioritize circular packaging initiatives in our Consumer Hearing business. In the financial year 2024/25, 17% of products and spare parts sold featured plastic-free packaging, and the latest True Wireless product packaging range is 42% smaller in volume than its first-generation counterparts.

**Product use, repair, and refurbishment**

Service and repair procedures are integrated into the Hearing Instruments product development process. Several projects have been launched to extend the lifecycle of our products and components, such as optimizing spare parts usage for electronic modules, extending repair services, testing used devices, and enhancing reliability. Each improvement in product reliability leads to several positive environmental impacts, such as reduced material use for replacements, lower transportation volumes to our repair centers, and fewer consumer trips to return devices. The proprietary diagnostic equipment used across all Sonova Service Centers to test the functionality of our hearing instrument chargers continues to reduce the number of chargers that require replacement rather than repair.

The continued uptake of rechargeable lithium-ion behind-the-ear (BTE) and receiver-in-canal (RIC) devices helps to reduce single-use battery waste. In the 2024/25 financial year, 66% of all BTE and RIC hearing instruments sold were rechargeable, compared to 63% in 2023/24. Our Cochlear Implants business also offers rechargeable battery options for cochlear implant sound processors.

In our Consumer Hearing business, repairability is becoming increasingly important for ensuring product durability. We offer various spare parts on our website, enabling customers to repair only the necessary components instead of replacing the entire product. We are also making ongoing efforts to increase our refurbishment activities, which help to curb waste and minimize scrapping.

**Waste**

We are committed to minimizing the generation of operational waste wherever possible, separating materials to enable recycling, and disposing of hazardous waste in environmentally compatible ways.

**Key ESG target:**

We reduce our operational waste per employee by 5% vs. 2022/23 by 2027/28.

In 2024/25 we reduced our waste per full-time employee equivalent (FTE) by 6% compared to 2022/23, achieving our target ahead of schedule. The absolute waste figure increased by 92 metric tons (up 3% compared to 2023/24). Sonova complies with legal requirements in countries where we operate to transport and dispose of hazardous waste solely through officially authorized disposal agents. Local waste reduction efforts resulted mainly in a reduction of recycling waste, which decreased by 6% compared to the prior year, therefore also reducing the overall recycling rate. Local measures included selling used furniture and IT equipment for upcycling, and selling food waste for animal feed.

[SASB HC-MS-410a.2](#)

[GRI 306-3](#)

## Operational waste

✓ Data externally assured (limited assurance)

Metric tons<sup>1</sup>

	2024/25	2023/24	2022/23
<b>Total waste</b>	<b>3,545</b>	<b>3,453</b>	<b>3,499</b>
<b>Non-hazardous waste</b>	<b>3,432</b>	<b>3,373</b>	<b>3,424</b>
Preparation for reuse	25	-	-
Recycling	1,725	1,881	1,951
Incineration with and without energy recovery	561	585	674
Landfill	964	907	799
Other treatments	156	-	-
<b>Hazardous waste</b>	<b>113</b>	<b>80</b>	<b>75</b>
Recycling <sup>2</sup>	26	18	19
Incineration with and without energy recovery	48	33	34
Landfill	23	19	14
Other treatments	16	11	8
<b>Total recycled waste</b>	<b>1,776</b>	<b>1,899</b>	<b>1,970</b>
<b>Total non-recycled waste</b>	<b>1,769</b>	<b>1,555</b>	<b>1,529</b>
<b>Recycling rate</b>	<b>50%</b>	<b>55%</b>	<b>56%</b>
<b>Total waste per FTE [kg/FTE]</b>	<b>192.6</b>	<b>194.5</b>	<b>205.8</b>
<b>Waste per FTE vs baseline 2022/23</b>	<b>(6%)</b>	<b>(6%)</b>	

<sup>1)</sup> For definition, methodology, data and restatements see [Sustainability note 2 - Other environmental topics](#).

<sup>2)</sup> Not included in recycling rate.

## Product end-of-life

Sonova complies with the EU directive on Waste Electrical and Electronic Equipment (WEEE), which requires such equipment to be returned to the manufacturer for recycling or environmentally friendly disposal. Selected Sonova Group companies in the Audiological Care business offer battery collection programs, which enable consumers to bring their used hearing aid batteries back to the store. The batteries collected are disposed of through officially authorized disposal agents. In 2024/25, more than three metric tons of batteries were collected at different stores worldwide.

[SASB HC-MS-410a.2](#)

## Pollution and substances of concern

Sonova is committed to minimizing pollution and the use of substances of concern and their impact on the environment and human health. As a medical and consumer device manufacturer, Sonova takes a proactive approach to evaluating materials in its products and components to assess environmental, health, or safety risks. This evaluation process is continuous and applies to all stages of production. Employees who work with chemicals and hazardous substances, or come into contact with them, are trained annually in their safe handling.

[SASB HC-MS-410a.1](#), [SASB HC-MS-430a.3](#)

[SDG 12.4](#)

Sonova complies with the EU directive on the Restriction of Hazardous Substances (RoHS 2015/863/EU) and with the EU regulation on the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH EC 1907/2006). Sonova's suppliers are also required to prove their compliance with the RoHS directive and the REACH regulation in their respective processes and supply chains. In accordance with the REACH regulation, Sonova continuously updates the list of substances of very high concern that may be present in products above the regulatory threshold level of 0.1% by weight of the article.

In the 2023/24 financial year, Sonova assessed the global airborne emissions from our facilities and car fleet, which confirmed that their levels of air pollutants (SO<sub>x</sub>, NO<sub>x</sub>, PM<sub>10</sub>) were well below the regulatory thresholds outlined in Annex II of the Regulation (EC) No 166/2006 of the European Parliament, and of the Council of 18 January 2006, concerning the establishment of a European Pollutant Release and Transfer Register.

# Water

Although our manufacturing processes do not demand substantial amounts of water, we prioritize minimizing our consumption of fresh water, particularly in regions facing water scarcity. Sonova mainly uses water for sanitary services, building automation systems, kitchens and garden maintenance. Our conservation initiatives therefore concentrate on monitoring per-capita water usage in larger facilities to pinpoint opportunities for improvement. Sonova’s water withdrawals originate from municipal water supplies or other publicly or privately managed water utilities.

GRI 303-1, GRI 303-3

**Key ESG target:**

We reduce our water withdrawal per employee by 5% vs. 2022/23 by 2027/28.

In 2024/25, Sonova decreased its water withdrawal per employee by 15% compared to 2022/23, reaching 11.7 m<sup>3</sup>/FTE, achieving our target ahead of schedule. Water withdrawal reduction measures focused on proactive maintenance.

SDG 6.4

**Water withdrawal<sup>1</sup>**

✓ Data externally assured (limited assurance)

	2024/25	2023/24	2022/23
Total water withdrawal	214,651	247,589	232,339
Water withdrawal per FTE	11.7	13.9	13.7
Water withdrawal per FTE vs baseline 2022/23	(15%)	2%	
Total water withdrawal in water-stressed areas <sup>2</sup>	13%	8%	

<sup>1)</sup> For definition, methodology, data and restatements see [Sustainability note 2 - Other environmental topics](#).

<sup>2)</sup> 2024/25 value not comparable with 2023/24 due to calculation boundaries change.

During the 2024/25 financial year, we conducted a physical water risk analysis covering 100% of our water withdrawal. We used the WWF Water Risk Filter based on geographic water-catchment area at basin level and increased the scope of the assessment to the overall water scarcity risk as recommended by WWF. This analysis shows that 13% (28,245m<sup>3</sup>) of our water withdrawal is occurring in regions with high to very-high water stress. The sites with the highest water withdrawal in these areas are located in Mexico, United States, China, India and Israel. This data allows us to prioritize our future water withdrawal reduction efforts.

SDG 6.3

# Biodiversity

Sonova’s global activities, products, and services do not have significant direct influence on biological diversity. However, we recognize that formally assessing our impacts and dependencies on this topic is important in the global context of rapidly declining biodiversity and the threats imposed on natural ecosystems. By using the WWF Biodiversity Risk Filter we assessed all owned and leased sites in the 2024/25 financial year for potential biodiversity-related risks, which showed that less than 0.5% of all assessed sites have potentially increased physical risks from extreme heat, local water conditions, and air conditions. Other environmental risk factors, such as impacts and dependencies on protected/conserved areas, key biodiversity areas, or ecosystem conditions, did not apply to any assessed site.



# Social information

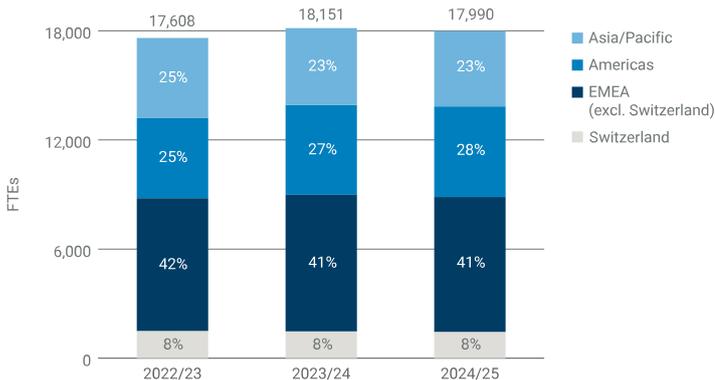
The following sections are covered in the social information chapter:

- **Our employees**
- Talent management
- Working conditions
- Diversity and inclusion
- Occupational health and safety
- Working conditions in the value chain and affected communities' rights
- Corporate citizenship
- **Our consumers**
- Access to hearing care
- Awareness raising on hearing health
- Product quality, reliability and safety
- Ethical marketing and sales practices
- Data privacy and digital ethics

## Our employees

We recognize that our employees are vital to our success. They drive our innovative solutions and services, care for our customers and consumers, and enable us to achieve our business goals. Our workforce includes several categories, such as research and development, manufacturing, distribution, sales and service of hearing care and consumer hearing products. Whether our colleagues are working at our production sites, serving our consumers in audiological stores or supporting us in functional roles, they are essential for the success of Sonova.

### Number of employees



As of the end of the 2024/25 financial year, Sonova had 17,990 employees (FTE). During this financial year, several smaller businesses were acquired in EMEA, the Americas, and Asia/Pacific. All of the companies acquired are in the business of distributing and servicing hearing instruments. In the 2024/25 financial year, Sonova opened a new distribution center in Erfurt, Germany, to better serve our consumers in Europe and at the end of the 2024/25 financial year, more than 70 employees were employed there.

ESRS S1-6

Employees by region

✓ Data externally assured (limited assurance)

FTE (end of period)<sup>1, 2</sup>

	2024/25	2023/24	2022/23
<b>Total</b>	<b>17,990</b>	<b>18,151</b>	<b>17,608</b>
Switzerland	1,434	1,469	1,482
EMEA (excl. Switzerland)	7,427	7,514	7,311
Americas	4,984	4,945	4,409
Asia / Pacific	4,145	4,223	4,406

Headcount (end of period)<sup>1</sup>

	2024/25	2023/24	2022/23
<b>Total</b>	<b>19,327</b>	<b>19,314</b>	<b>18,692</b>
Switzerland	1,517	1,559	1,585
EMEA (excl. Switzerland)	8,495	8,431	8,175
Americas	5,002	4,979	4,433
Asia / Pacific	4,313	4,345	4,499

Employees by significant countries (10% of total employees)

Germany	3,058	3,043	2,900
United States	2,798	2,928	2,980

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

<sup>2)</sup> For related employee information in the financial statement see [Note 7.1 Number of employees](#).

Employees by employment contract and by gender

✓ Data externally assured (limited assurance)

Headcount (end of period)<sup>1</sup>

	2024/25			2023/24			2022/23		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
<b>Total</b>	<b>12,839</b>	<b>6,488</b>	<b>19,327</b>	<b>12,875</b>	<b>6,439</b>	<b>19,314</b>	<b>12,414</b>	<b>6,278</b>	<b>18,692</b>
Permanent	12,208	6,127	18,335	12,260	6,106	18,366	11,798	5,967	17,765
Temporary	605	356	961	615	333	948	616	311	927
Non-guaranteed hours <sup>2</sup>	26	5	31						

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

<sup>2)</sup> Categorization of non-guaranteed hours is only available for the financial year 2024/25 (previously included under temporary employees).

Over the past three years, our total employee turnover rate remained stable at around 14.7% and during the 2024/25 financial year, the voluntary turnover rate decreased from 10.5% to 9.7%. Our overall talent management practices, including a focus on leadership development and internal leadership career progression, as well as acting on employee feedback to improve engagement, have contributed to the voluntary turnover reduction.

## Employees turnover rates

✓ Data externally assured (limited assurance)

FTE & % of FTE <sup>1</sup>

	2024/25	2023/24	2022/23
<b>Number of employees who left Sonova (FTE)</b>	<b>2,676.6</b>	<b>2,501.2</b>	<b>2,578.9</b>
<b>Employee turnover rate (%)</b>	<b>14.7</b>	<b>14.3</b>	<b>14.7</b>
<b>Turnover by gender</b>			
Women	15.0	14.5	14.8
Men	14.1	13.7	14.0
<b>Turnover by age</b>			
under 30 years old	22.7	20.1	23.1
30-50 years old	13.6	13.6	13.1
over 50 years old	11.1	11.0	10.6
<b>Employee voluntary turnover rate (%)</b>	<b>9.7</b>	<b>10.5</b>	<b>11.3</b>
<b>Voluntary turnover by gender</b>			
Women	10.2	10.8	11.4
Men	8.9	9.8	10.4
<b>Voluntary turnover by age</b>			
under 30 years old	16.3	15.7	18.0
30-50 years old	9.2	10.1	10.2
over 50 years old	5.7	7.2	7.5

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

At the end of the 2024/25 financial year, Sonova had 3,496 external employees (non-employees) as consultants through service agreements or via staff leasing. Primary functions with non-employees include IT, sales, marketing, and finance.

ESRS S1-7

## Non-employees

✓ Data externally assured (limited assurance)

Headcount (end of period)<sup>1</sup>

	2024/25	2023/24	2022/23
Number of non-employees	3,496	3,608	3,768

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

## Employee rights and engagement

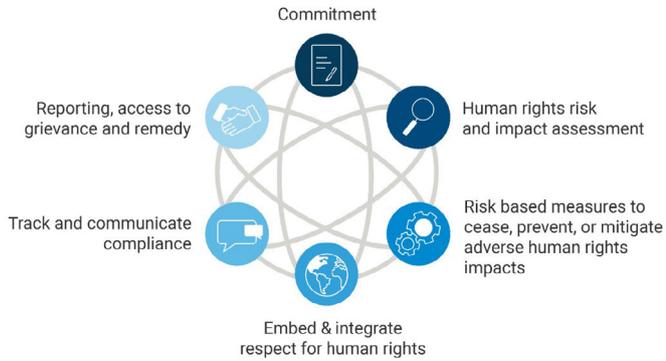
Sonova is committed to respecting and supporting human rights and this commitment extends across our global operations and throughout our value chain. Our commitment is guided by applicable laws as well as internationally recognized human rights and labor standards. Our dedication to human rights is embedded in key policies, including our [Code of Conduct](#) and the [Human Rights Policy](#), which align with global frameworks. Our Code of Conduct governs our own employees as well as business partners ensuring ethical behavior and accountability across all interactions. Meanwhile, the [Supplier Code of Conduct](#) establishes clear expectations for responsible sourcing and worker protection within our supply chain, fostering alignment with our internal policies and promoting consistent ethical standards throughout our value chain. Our policies strictly prohibit exploitative practices, including child labor, forced labor and human trafficking. In addition, our Code of Conduct addresses discrimination, and emphasizes diversity and inclusion, supported by various trainings and processes. Additional information on these efforts can be found in the [Diversity and inclusion](#) section.

SDG 8.7, SDG 10.2

Sonova's Human Rights Policy governs our human rights due diligence (HRDD) across the entire value chain, delivered through an HRDD framework that aligns with the United Nations Guiding Principles on Business and Human Rights (UNGP). It also outlines key salient issues applicable across the value chain, including our employees. A list of these issues is available in the [Sustainability note 6 - Salient human rights issues](#). Sonova also reports on its human rights due

diligence practices in compliance with local regulations, including the UK’s Modern Slavery Act, the Norwegian Transparency Act and Canada’s Fighting Against Forced Labour and Child Labour in Supply Chains Act.

**Our human rights due diligence framework**



Sonova’s commitment to human rights is further reinforced by its SpeakUp Policy and SpeakUp process. The policy provides clear guidance on grievance mechanisms and details on the availability of SpeakUp, our anonymous reporting platform, which is available for employees, contractors, and other stakeholders to report concerns, including potential human rights violations. The policy outlines the SpeakUp process, including the steps for the remediation, corrective actions and disciplinary measures when necessary. Importantly, the policy explicitly prohibits retaliation against anyone who, in good faith, reports a suspected violation. Our employees receive annual training on these policies to ensure awareness and adherence. Sonova’s Group General Counsel is responsible for the SpeakUp process as well as human rights monitoring and implementation, while the Audit Committee reviews the process quarterly. For further details about SpeakUp and our policy training, please refer to the [Business ethics](#) section.

Sonova conducts social audits and human rights assessments to identify and evaluate potential human rights risks related to employees’ working conditions across our business operations. These assessments include monitoring the implementation of recommended actions and address identified concerns, such as working conditions, wage practices, and workplace discrimination. Additional details on the social audit performed in the 2024/25 financial year are available in the [Working conditions](#) section. We also conduct internal audits for Group functions and at a Group company level to ensure compliance with local labor laws and internal regulations.

Sonova acknowledges the significance of employee engagement in shaping its strategy and addressing impacts. Engagement with employees takes place through various channels, such as annual and monthly employee engagement surveys, our human resources processes, local exchanges with unions and employees’ representatives, and exchanges with our employee resource groups. Engaging with employees globally and locally helps us gain comprehensive insights and take effective improvement actions. Sonova’s GVP Corporate Human Resource Management & Communications has the overall responsibility for employee engagement.

In addition to the engagement methods described above, we value employees’ input to solve business challenges, improve customer experience and reduce waste in our processes. Through Sonova X – our business system and mindset for continuous process improvement, our leadership training programs, and our change management approach, we ensure that our improvement actions are both practical and adaptable, and effectively address internal and external challenges at every level in the organization.

# Talent management

## Strategy, governance and IROs

Sonova operates in an industry with strong competition and increasingly limited availability of specialized talents. In order to deliver on Sonova strategy and continue to bring innovative solutions to our customers and consumers, the focus on talent attraction, development and retention is critical. Talent management is defined as career path offerings, performance management, skills and competency development, succession planning, as well as initiatives that foster engagement and employer attractiveness.

GRI 3-3

Material impacts, risks and opportunities related to talent management:

IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
<p><b>Risk: Attraction and retention</b> Lack of training and skills development as well as career and development opportunities could negatively affect talent recruitment and retention, hence negatively influence the ability to innovate, risking the viability of the business.</p>	Own operations	Increase in medium- to long-term

We use sustainable processes to attract, develop and retain talents, with special focus on audiology and R&D. We develop talents by encouraging internal mobility and providing an environment where employees take accountability for continuously improving their skills and owning their career progression. We have a continuous focus on employee engagement and the working environment. This keeps critical talents within the Group, which helps to sustain our competitive advantage and long-term success, and mitigate the material risk.

Sonova’s GVP Corporate Human Resource Management & Communications is responsible for overseeing talent management, including setting the strategic direction, monthly oversight, and tracking. Monthly key talent management performance metrics, including employee turnover rate and internal recruitment rate, are reviewed at global, business and local levels to track the effectiveness of our actions. Updates on key talent metrics are communicated monthly to the Management Board and regularly to the Board of Directors. Risks and mitigation actions are reported regularly to the Audit Committee through the enterprise risk management process.

## Policies and actions

Our commitments to our employees are governed by our [Code of Conduct](#) and our [Human Rights Policy](#). Detailed information about these policies can be found in the sections [Our employees](#) and [Business ethics](#). In addition, multiple internal policies and standard operating procedures govern specific aspects of working experience.

In the 2024/25 financial year, we initiated several key talent development actions, rolling out our new Leadership Principles and launching an enhanced leadership curriculum, the Leadership Excellence Hub, along with further learning offerings such as LinkedIn Learning. The Sonova Leadership Principles form our common leadership framework, serving as our collective identity, the foundation for decision making and ways of working applicable to each and every Sonova colleague. The Leadership Principles allow us to jointly elevate our Sonova culture and deliver more for our customers, consumers and shareholders. The Leadership Excellence Hub consists of webinars, immersive workshops, and internal leadership developmental programs to empower all to become better leaders. LinkedIn Learning, launched for all employees in April 2024, offers more than 15,000 courses, from professional growth to the latest in technology, creative skills, and leadership essentials. These talent management actions all relate to our strategic aim to keep talent within Sonova by offering learning and development opportunities, and they therefore all serve to mitigate the relevant material risk.

Leadership Excellence Hub	Description
Sonova Leadership Development Programs	These programs are designed to develop/enhance leadership skills and business acumen, and are being offered to our colleagues at different stages of their own leadership journey: I Learn - Personal Leadership, a 2 day in person program for all employees; I Lead - Leadership Fundamentals for first time and new to Sonova people leaders; I Accelerate - Leadership Excellence, aimed at mid-level people leaders; Executive Leadership Orientation, a 3 day in person program for top executives.

Leading Self Portfolio	Offerings designed to inspire employees to become curious learners, equip them with change leadership skills and build their resilience. It includes the tools for professional and personal growth, such as language training, performance management and Sonova culture.
Leading Teams Portfolio	Offerings targeted for people leaders, with workshops and webinars covering various topics to enable them to become better at leading their teams and balance team leadership better with their business accountability. It includes change management and communications, leading high performing teams and mental health first aid conversations.
Leading System Portfolio	Offerings focused on all colleagues to understand the broader organizational context and the importance of driving customer value through innovation and operational excellence. Topics covered are continuous improvement tools, generative AI and financial acumen.



**Empowering growth: the new development planning process**

In the 2024/25 financial year, we held a cross-functional Kaizen to further improve the development planning process. The new process is focused on strengthening the employee’s ownership of their own development as well as the accountability of people leaders to have more frequent development discussions with their teams. Through feedback from both employees and people leaders, the developmental process itself has been simplified. The new process was piloted in the United Kingdom Group companies to gain more practical insights and further improve the process before scaling it across all Sonova.

The performance management process at Sonova further reinforces our culture of accountability where people leaders and employees have a pre-defined timeline through the financial year to set performance objectives, continuing through the year with performance check-ins, and closing with a performance appraisal discussion at the end of the year. The process encourages dialogue to provide clarity on what customer, consumer and shareholder outcomes are expected of each of our colleagues as well as what behaviors are expected from individuals in how they lead themselves, their teams and thus Sonova – in line with the Sonova Leadership Principles.

HearMe, our annual employee survey, gathers insights on how engaged our colleagues are, as well as their feedback on key themes such as workplace culture, innovation, accountability, operational excellence and people leadership. In the 2024/25 financial year, the external survey provider was changed to better leverage more advanced technology and an external research-proven methodology. We continue with our practice in which people leaders conduct HearMe workshops to discuss the survey results with their teams and commit to improvement actions. In addition to the annual survey, monthly engagement surveys were reestablished in 2024/25 to get more frequent “pulse” feedback on the improvement actions.

**Performance metrics and targets**

**Employee engagement**

Almost 17,300 eligible employees were invited to complete HearMe. We maintained our consistently high participation rate, which indicates that our employees are open to sharing their feedback and confident that Sonova is acting on it.

**Key ESG target:** We aim to maintain or improve our annual employee engagement score year-over-year.

Due to the external survey provider change, the employee engagement score is not comparable to the prior year and therefore cannot be assessed against our target. The new engagement score methodology measures three core questions covering employer advocacy, sense of accomplishment and discretionary efforts. The 2024/25 engagement score is 68%, which is five points lower compared to the new Healthcare equipment and services benchmark. We are committed to further enhancing our employee engagement, with actions in place to maintain or improve our employee engagement score for 2025/26 compared to the new 2024/25 baseline.

**Employee engagement survey participation rate and engagement score**

✓ Data externally assured (limited assurance)

Participation in %, and favorable engagement answers as % of survey eligible headcount<sup>1</sup>

	2024/25	2023/24	2022/23
<b>Participation rate</b>	<b>92</b>	<b>92</b>	<b>93</b>
<b>Employee engagement score<sup>2</sup></b>	<b>68</b>		
Women	70		
Men	65		

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

<sup>2)</sup> The employee engagement rate is not comparable with prior year due to the change of provider and methodology.

**Learning and development**

Sonova’s development process includes annual discussions on career development between employees and people leaders. This helps us to improve the retention of specialized skills and experiences in critical positions, as well as to strengthen our talent pipeline and succession by providing targeted individual developmental journeys to our internal talents. In the 2024/25 financial year, 99.5% of our employees with daily work access to a computer have a documented development plan in the Group-wide HR system.

GRI 404-3

**Development plan**

✓ Data externally assured (limited assurance)

% of employees with a development plan of development plan eligible headcount<sup>1</sup>

	2024/25	2023/24	2022/23
<b>Development plan rate</b>	<b>99.5</b>	<b>99.7</b>	<b>97.4</b>
Development plan rate women	99.5	99.8	
Development plan rate men	99.4	99.7	

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

In the 2024/25 financial year, more than 4,000 employees completed 20,000 hours of Leadership Excellence Hub learning, and in addition, our employees completed 7,200 hours of training via LinkedIn Learning. We also introduced a 360-degree feedback tool, cross-unit exchanges for coaching, and “action learning” sets to facilitate learning transfer and to work on real business challenges.

**Talent attraction**

During 2024/25, 3,677 employees joined Sonova and more than 65% of job openings for all leadership positions (people leaders and project managers) were filled by existing Sonova employees.

GRI 401-1

**New hire rate**

✓ Data externally assured (limited assurance)

% of new hired headcount<sup>1</sup>

	2024/25	2023/24	2022/23
<b>Gender</b>			
Women	66.9	68.7	67.7
Men	33.1	31.3	32.3
<b>Age</b>			
under 30 years old	39.7	38.2	39.5
30-50 years old	46.7	48.8	47.7
over 50 years old	13.6	13.0	12.8

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

Internal leadership recruitment rate (ILRR)

✓ Data externally assured (limited assurance)

% of headcount<sup>1</sup>

	2024/25	2023/24	2022/23
Total internal hires to leadership positions (%)	65.4	64.9	66.0

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

## Working conditions

### Strategy, governance and IROs

At Sonova, we are dedicated to fostering a workplace that drives our teams’ accountability for customer, consumer and shareholders outcomes with focus on their development and balancing their wellbeing. Our commitment to responsible employment practices encompasses a comprehensive definition of working conditions, which includes secure employment, worktime, adequate wages, freedom of association, the existence of work councils, social dialogue, consultation and participation rights of workers, collective bargaining, employee wellbeing, family-related leave, prevention of child labor and forced labor, adequate housing and privacy.

GRI 3-3

SDG 8.7

Material impacts, risks and opportunities related to working conditions:

IRO	Occurrence	Expected time horizon
<b>Positive impact: Employee wellbeing</b> Conducive working conditions and employee wellbeing initiatives can impact positively on employees and their families, therefore contributing to social stability in a community.	Own operations	No change

We are dedicated to fostering a workplace that ensures employees’ rights, job stability, equitable compensation, and fair working conditions while promoting constructive dialogue. We aim to create a workplace where employees feel valued, empowered, and supported in balancing their accountability to deliver performance objectives with their professional and personal lives. We recognize that a safe and healthy work environment with a focus on employee wellbeing is enabling our colleagues to create more value for our customers, consumers and shareholders and to deliver business outcomes as well as improving employee engagement. Our wellbeing framework is based on five pillars:

- **Physical:** nutrition, exercise, sleep, medical care and ergonomics
- **Mental:** relaxation, mindfulness, stress management, resilience and mental health
- **Financial:** retirement and ancillary benefits
- **Social:** team spirit and leadership
- **Purpose:** purpose in life and work, beliefs & values and charitable activities

Sonova’s GVP Corporate Human Resource Management & Communications is responsible for overseeing working conditions, including setting the strategic direction, monthly oversight, and tracking. Performance metrics are reviewed monthly at global, business and local levels. The Group General Counsel is responsible for monitoring and implementing of the SpeakUp process, including our anonymous whistleblowing platform, and other human rights initiatives. Employee wellbeing is led and managed through a cross-functional global health team, supported by local champions in our Group companies. In addition, we conduct internal audits for Group functions and at a Group company level to ensure for compliance with local labor laws as well as our own regulations.

### Policies and actions

Our commitment to our employees is described in our [Code of Conduct](#) and [Human Rights Policy](#). Key aspects include respecting the personal integrity of our employees, freedom of association and promoting human rights. Detailed information about the policies can be found in the [Our employees](#) and the [Business ethics](#) sections. Multiple internal policies and standard operating procedures govern specific aspects of working conditions. They are globally standardized and locally implemented in accordance with country-specific laws and regulations. The internal

policies are tailored to the differing work needs of employees in different role and working in different business environments.

During the 2024/25 financial year, we launched a new wellbeing guide and training program for our employees to help them manage their time and energy effectively by setting workspace boundaries. We also provided a new training for people leaders on having meaningful 1:1 conversations with the teams to address topics like workload management and task prioritization. We have also provided several other wellbeing-related activities, including online events, training, guides and communication on the Sonova intranet.

## Performance metrics and targets

### Wellbeing

**Key ESG target:** We aim to train more than 1,000 people leaders on Mental Health First Aid Conversations for Managers by 2024/25.

In the 2022/23 financial year, we launched the Mental Health First Aid Conversations for Managers training to equip people leaders with the skills to recognize early signs of mental health challenges and engage in meaningful conversations to support their teams. Throughout the past three financial years, we have successfully trained 1,085 of our people leaders, achieving our target. We will continue to foster mental health awareness in the organization.

### People leaders trained in Mental Health First Aid Conversations for Managers

✓ Data externally assured (limited assurance)

Number	2024/25	2023/24	2022/23
Number of people leaders trained in Mental Health First Aid Conversations for Managers	557	341	187

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

Sonova’s Employee Assistance Program (EAP) provides anonymous counseling services for employees and immediate family members with personal concerns, both at and outside work. In the 2024/25 financial year 83% of our employees had access to the EAP. We measure employee wellbeing as part of HearMe, our annual engagement survey, the score is based on the questions about energy at work, trusted relationships with colleagues and self-perception at work. In the 2024/25 survey, Sonova’s wellbeing score was 77, one percentage point above the Health Care Equipment & Services industry benchmark.

### Collective bargaining and protecting employees’ rights

**Key ESG target:** We conduct at least one social audit per year.

During the 2024/25 financial year, we conducted one social audit, thereby achieving our target. The social audit took place in our operations center in Mexicali, Mexico, and was performed by independent auditors using the ELEVATE Responsible Sourcing Assessment (ERSA) standard. The audit included onsite confidential interviews with employees, documentation review, physical observations, and management interviews. None of the findings identified concerned child or forced labor, or were rated as zero tolerance or critical. Improvement areas regarding transparency on wages and working hours, discriminatory practices were identified, discussed with relevant stakeholders, and addressed through improvement actions. The operations center was assessed as performing very well in the areas of environment, business ethics and management systems.

[SDG 8.7](#), [SDG 8.8](#)

Sonova’s global grievance process, including our anonymous online SpeakUp platform, gives ample scope for raising potential human rights issues and forms part of our human rights monitoring. Information about the SpeakUp process, key policy training and regular campaigns for awareness raising can be found in the [Business ethics](#) section.

By the end of the 2024/25 financial year, 24% of our global workforce was covered by collective bargaining agreements. In addition, 21% of our employees are represented by workers' representatives. At Sonova, we are dedicated to ensuring fair compensation for our employees, utilizing market data to inform salary adjustments based on market movements. In the event of significant organizational changes, we are taking adaptive measures to minimize negative impacts on our employees, including early retirement offers, internal mobility opportunities, financial compensation, retraining programs and outplacement services. In the past three financial years, there have been no significant job cuts affecting more than 1,000 employees or more than 5% of the total workforce.

GRI 2-30

## Diversity and inclusion

At Sonova, we are committed to our long-standing principles of diversity and inclusion (D&I). This commitment is reflected in our global Code of Conduct. We maintain a zero tolerance policy for discrimination and harassment and have established procedures for raising and addressing concerns. As an equal opportunity employer, we ensure that our workplace reflects the diverse range of stakeholders and communities we serve, encompassing various aspects such as different races, ethnicities, genders, ages, sexual orientations, beliefs, cultural backgrounds or languages we speak. We strongly believe that D&I in the workplace drive innovation, strengthen employee engagement as well as customer satisfaction and improve overall business performance. Our commitment to equal opportunities spans the entire employee experience, from hiring and development to career advancement. We strive to create an environment where all employees feel safe, valued, included, and empowered to realize their full potential. In seeking to build an inclusive environment, we do not engage in quotas or set-asides or make any employment-related decisions based on sex or any other protected characteristic. Our global D&I strategy is built on six pillars:

SDG 5.5, SDG 8.5, SDG 10.2

- **Governance:** We have a global governance structure with representatives from the main regions in which we operate and from key diversity dimensions.
- **Targets:** We set objectives and measure our progress toward achieving them, while ensuring their alignment with other business objectives.
- **Attraction and development:** We stand for equity, equal opportunity, diversity and inclusion in how we attract and develop talents.
- **Training:** We train our employees and people leaders on the importance of equal opportunities, diversity and inclusion.
- **Communication:** We drive transparent communication to foster an inclusive culture, promote equal opportunities workplace and encourage role model behavior.
- **Supportive environment:** We strive to make our physical, technical and cultural work environment inclusive.

Our Global D&I Council, chaired by GVP Corporate Human Resource Management & Communications, oversees our D&I initiatives. We also have regional D&I councils and several employee resource groups, including: the Global Wo/Men's Network, the Global OutLoud Network and the Global Hearing Loss Network. Our employee resource groups have grown to over 450 members by the end of the 2024/25 financial year.

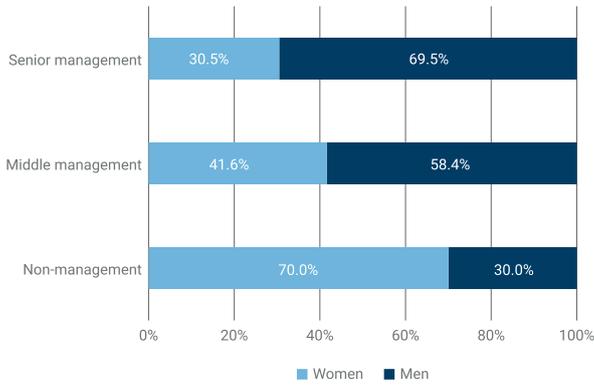
In order to promote a supportive workplace, we offer flexible working conditions, including part-time work, flexible hours, breastfeeding rooms, discounted daycare and extended maternity and paternity leave. As an example, in the United States, our family bonding leave policy includes eight weeks of leave for all new parents, regardless of gender. In Switzerland and Canada we have equipped meeting rooms with our Roger™ wireless communication devices at our sites to enhance sound clarity and amplification for our colleagues with hearing aids.

As part of our commitment to equal pay we prioritize fair compensation through our job evaluation and grading process, during hiring and salary review processes. In Switzerland, we received certification from the Fair-ON-Pay Association for our equal pay analysis. In the United Kingdom, we published the legally required gender pay gap report.

**Key ESG targets:**

We want to achieve a 35% proportion of women in senior management by 2028/29.  
 We want to achieve a 50% proportion of women in middle management by 2028/29.

**Gender diversity across the organization 2024/25**



At Sonova, we strive for diverse representation across all levels. At the end of the 2024/25 financial year, three of the ten members of the Sonova Board of Directors were women (30%), as were three<sup>1</sup> of the eight members (37.5%) of the Sonova Group Management Board. The share of women in senior management was 30.5%, and 41.6% in middle management, and we remain on track to achieve our 2028/29 targets.

GRI 405-1

ESRS S1-9

<sup>1</sup> Including our new CFO, Elodie Carr-Cingari, who will start with the company in May 2025, and will be appointed to the Management Board as of July 2025.

**Women in management positions**

✓ Data externally assured (limited assurance)

Number and % of headcount within respective management position<sup>1</sup>

	2024/25		2023/24		2022/23	
	Number	%	Number	%	Number	%
Women in senior management	62	30.5	62	28.3	44.0	22.0
Women in middle management	737	41.6	669	39.9	505.0	36.4
Women in non-management	12,612	70.0	12,658	70.3	11,741.0	69.2

<sup>1</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

**Employees by age**

✓ Data externally assured (limited assurance)

% of headcount<sup>1</sup>

	2024/25	2023/24	2022/23
under 30 years old	18.8	19.8	20.5
30-50 years old	58.8	58.6	58.4
over 50 years old	22.4	21.6	21.2

<sup>1</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

Women in people leader positions, STEM positions, and revenue generating functions and as people leaders

✓ Data externally assured (limited assurance)

% of headcount <sup>1</sup>	2024/25	2023/24	2022/23
Share of women in people leader positions	53.3	54.6	54.4
Share of women in STEM-related positions	26.4	25.4	24.8
Share of women in revenue-generating functions and as people leaders	55.5	56.6	56.5

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

Employees and people leaders by nationality (top 5)

✓ Data externally assured (limited assurance)

% of headcount <sup>1</sup>	2024/25	2023/24	2022/23
<b>All employees</b>			
Germany	16.0	15.3	15.3
United States	15.1	16.0	16.9
China	8.9	9.7	10.4
Vietnam	6.7	7.0	8.0
Switzerland	4.6	4.8	5.3
<b>People leaders</b>			
Germany	27.9	26.6	27.7
United States	11.6	11.9	11.9
China	6.4	11.5	12.7
Poland	6.4	6.1	6.3
Switzerland	5.5	5.5	5.5

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

## Occupational health and safety

Sonova is committed to maintaining a safe and healthy workplace where all employees are protected from harm. To do this, we have health and safety procedures and processes in place for our operations and distribution centers, such as inspections to identify hazards and potential risks. As a first step, we aim to prevent the occurrence of injuries, but if an injury occurs, we conduct thorough investigations and institute preventative measures. Health and safety processes are governed locally across our operations and distribution sites: each site has a dedicated owner responsible for local implementation of a health and safety program and for ensuring compliance with standards. Safety is the topic of daily meetings at each operations site, during which KPIs such as safety walks, observations, and accidents are reviewed and discussed. These KPIs are reported regionally on a weekly basis. Health and safety is an integral aspect of employee and contractor training, and a key criterion for our annual internal operations site award. Local operations or distribution sites also establish action plans, including local training and awareness-raising activities to further reduce exposure to work-related health and safety risks. Employees who work or come into contact with chemicals and/or hazardous substances are regularly trained in their safe handling.

GRI 403-2, GRI 403-9

Sonova’s operations have a relatively low exposure to health and safety risks, with most injuries that result in lost time occurring through slips, trips or falls, or during goods movement, and not in the manufacturing process. The health and safety data below covers approximately 22% of our global workforce, and focuses on employees in manufacturing, operations, and distribution roles. For the 2024/25 financial year, we included all of our manufacturing sites in Switzerland, Vietnam, China, Ireland, Germany (including our newly opened distribution center in Erfurt), the United States, Mexico, our operations and distribution center in the United States, and our service centers in Spain and the United Kingdom. In the 2024/25 financial year, we recorded a lost day rate of 93.5 and a lost-time injury frequency rate of 3.5. Compared to 2023/24, the number of injuries

across our sites increased, as well as the absence after the injuries. The increase in the lost day rate is mainly caused by two injuries, representing 51% of the total lost days.

Occupational health and safety

✓ Data externally assured (limited assurance)

Own employees <sup>1</sup>	2024/25	2023/24	2022/23
Number of work-related injuries	27	17	24
Number of hours worked	7,677,287	6,984,199	6,489,871
Lost day rate (LDR)	93.5	47.5	63.8
Lost-time injury frequency rate (LTIFR)	3.5	2.4	3.7
Work-related fatalities	0	0	0

<sup>1)</sup> For definition and methodology see [Sustainability note 3 - Employees](#).

## Working conditions in the value chain and affected communities' rights

At Sonova, we recognize that workers throughout our value chain play a critical role in sustaining our operations and achieving our goals. Our dedication to respecting and adhering to human rights standards extends beyond our own operations and comprises workers in our value chain and the communities impacted by our operations.

We acknowledge that the biggest potential for human rights violations within our operational footprint arises from the extracting and sourcing of materials in our supply chain. We collaborate closely with business partners, including suppliers to identify and mitigate potential human rights risks over time. Our commitment to human rights is described in our [Code of Conduct](#), [Supplier Code of Conduct](#) and [Human Rights Policy](#). Sonova's dedication to safeguarding and monitoring workers' rights within the upstream value chain is governed by its Supplier Code of Conduct which sets expectations for ethical labor standards and safe working conditions. The Human Rights Policy supports the key elements of the human rights due diligence (HRDD) framework, as described in the [Our employees](#) section. The Human Rights Policy outlines the key human rights risks (salient issues) identified by Sonova within its value chain, the list is available in the [Sustainability note 6 - Salient human rights issues](#). Furthermore, Sonova's global SpeakUp policy outlines our grievance mechanisms and details of our SpeakUp platform, available for all stakeholders along the value chain to voice their concerns. More information about SpeakUp and our SpeakUp Policy can be found in the [Business ethics](#) chapter.

In November 2022, Sonova conducted its second human rights risk assessment, building on the first assessment from 2020. The assessment covered our global value chain and ranked potential human rights issues based on the severity of the risk to potentially affected people. In 2022/23, the assessment methods included desk research and internal workshops. A new human rights risk registry was introduced that includes detailed information on the severity of each issue (based on scale, scope, and remediability), its likelihood of occurrence, and Sonova's ability to influence it. This established a useful internal tool to systematically address and monitor risk-based measures to prevent or mitigate Sonova's salient human rights issues.

[GRI 408-1](#), [GRI 409-1](#), [GRI 414-2](#)

[SDG 8.7](#), [SDG 8.8](#)

In the 2024/25 financial year, Sonova revised the due diligence process for business partners. The revised process includes distributor and supplier assessments and covers human rights in two steps. Firstly, suppliers are screened against watch lists and adverse media articles, enabling us to identify and respond proactively to potential human rights risks and violations. Secondly, it includes a dedicated human rights assessment to evaluate suppliers against key human rights risks, including child labor, forced labor, freedom of association, discrimination, and fair wages. These assessments are ongoing and will be integrated into our upcoming human rights risk assessment, which is planned for the 2025/26 financial year.

# Corporate citizenship

Sonova is committed to being a responsible corporate citizen, supporting the local communities around our sites and society beyond, through the Hear the World Foundation, charitable activities, volunteering, and in-kind and financial donations. Sonova has also sponsored hearing-related research projects. In addition, various Group companies engage with local communities through fundraising campaigns and volunteering.

## Hear the World Foundation

The Hear the World Foundation (HTWF) focuses on increasing access to hearing care and improving the quality of life for children in low- and middle-income countries. Sonova supports HTWF’s mission by providing funding, expertise, employee volunteers, and hearing solutions.

**Key ESG targets:**

We aim to increase lives impacted by the Hear the World Foundation (HTWF) by 10% year-over-year – focusing on children with hearing loss in low- and middle-income countries.

In the 2024/25 financial year, we surpassed our target by fitting 5,168 hearing aids through HTWF-supported projects, compared to 4,067 in the previous year. HTWF supported 14 projects worldwide during the period, providing more than 110,000 hearing screenings for newborns and children. In addition, HTWF enabled audiological training for 4,978 volunteers and hearing care professionals, and Sonova employees contributed over 1,000 hours of voluntary work. Further information about the activities, goals, and impacts of HTWF in 2024/25 is published in the annual Activity Report on the HTWF website.

**Hear the World Foundation activities**

✓ Data externally assured (limited assurance)

	2024/25	2023/24	2022/23
Fitted hearing aids	5,168	4,067	2,880
% increase compared to previous year	27.1%	41.2%	21.5%

# Our consumers

We envision a world where everyone enjoys the delight of hearing and therefore lives a life without limitations. Our consumers are at the center of our actions, and we are committed to building strong relationships across all levels of interaction.

## Consumer rights and engagement

We are committed to respecting and protecting the rights of our consumers. [Sonova’s Code of Conduct](#) and [Human Rights Policy](#) govern this commitment and are aligned with international frameworks. Our Human Rights Policy outlines key salient issues and applies to all aspects of Sonova’s operations, including its downstream value chain. A list of these issues is available in the [Sustainability note 6 - Salient human rights issues](#). Our grievance mechanism process is defined in our SpeakUp Policy and managed through the SpeakUp process. The policy provides guidance on grievance mechanisms, such as SpeakUp, our anonymous reporting platform which enables stakeholders to report concerns, including potential human rights violations. The policy also outlines steps for any necessary remediation, corrective actions, and disciplinary measures while ensuring protection against retaliation for good-faith reports. The Group General Counsel is responsible for the monitoring and implementation of the SpeakUp process. The complaints raised are reviewed quarterly by the Audit Committee. For further details about SpeakUp, please refer to the [Business ethics](#) section.

We also provide accessible channels for consumers to report product-related safety and quality concerns as well as service-related concerns. Consumers can report complaints by contacting the

respective support teams through the contact form available on the brands’ websites or via dedicated customer service hotlines. Complaint handling teams are responsible for receiving, reviewing, and evaluating complaints related to product safety and product performance trends. Complaints are evaluated to determine whether they represent an event that is required to be reported under applicable regulatory and legal requirements.

Sonova acknowledges the importance of consumer engagement in shaping its strategy and addressing impacts. We directly engage consumers through digital platforms, training programs, and direct feedback channels. Engagement with consumers occurs at multiple points in the product lifecycle and contributes to our continuous improvement efforts, particularly in early-stage product design, feature development, service optimization, and post-market surveillance. Insights gathered from consumer interactions are regularly shared in leadership meetings.

## Access to hearing care

### Strategy, governance and IROs

Sonova’s broad range of products and services makes hearing care accessible and affordable to our consumers at various income levels. Our products and services have a positive impact on millions of lives and we are committed to further improving access to hearing care. Access to hearing care is defined as access to Sonova’s products and services, including hearing care professional (HCP) training offerings.

GRI 3-3

SDG 3.8, SDG 9.5

Material impacts, risks and opportunities related to access to hearing care:

IRO	Occurrence	Expected time horizon
<p><b>Positive impact: Improving the quality of life</b> Access to hearing care improves the quality of life of individuals with hearing loss through the provision of social, emotional and cognitive benefits (e.g., via social inclusion, economic productivity). Family members and carers can also be positively impacted.</p>	Downstream	Increase in short-, medium-, long-term
<p><b>Positive impact: Addressing health care costs</b> Untreated hearing loss can have harmful effects on health and wellbeing and is associated with high costs for our healthcare systems. By treating their hearing loss, users of hearing instruments and cochlear implants can maintain their health and wellbeing and potentially address the risk of health-related issues.</p>	Downstream	Increase in short-, medium-, long-term

Untreated hearing loss can affect both society and individuals through its social, developmental, academic, and professional consequences. Hearing loss can also have a negative impact on cognition, as recent studies suggest. In response, we develop innovative hearing care solutions, accessible to as many people as possible, and help to educate and develop HCPs. Access to hearing care is closely linked to our Group strategy, especially in such aspects as omnichannel audiological care, innovation, multichannel partnerships, and investment in high-growth markets.

The hearing care market requires a wide range of hearing solutions and service channels to meet the needs of consumers. Our goal is to offer the most innovative hearing solutions and services available to consumers worldwide across various price levels, continuously improving speech intelligibility, sound resolution and quality, and ease of use. In addition, Sonova is committed to training and developing HCPs worldwide to meet the rising demand for hearing care and support the increasing population living with hearing loss.

The material topic of access to hearing care is governed within Sonova’s individual businesses. However, our aim is to establish a group-wide access to hearing care program to guide the access to hearing care approach and business-specific actions.

### Policies and actions

Access to hearing care is governed within our businesses and is integrated into our business practices. We do not have a specific policy related to access to hearing care.

Our products and services are available in over 100 countries, and we offer products for every type of hearing loss: from enhanced hearing, through light amplification products and hearing

aids, to cochlear implants for advanced or complete hearing loss. Access to hearing care is still a challenge for many people in low- and middle-income countries, as well as for underprivileged social groups in high-income regions. The cost of hearing care, both for products and services, is usually met jointly between the consumer and an institutional reimbursement or insurance scheme. Pricing is therefore highly dependent on the policies of these schemes. We work closely with the insurers and social or governmental organizations in the countries where we operate, such as the National Health Service in the United Kingdom and the Department of Veterans Affairs in the United States, to offer bundled pricing which allows consumers to get the right hearing care product and support. Our offering of prescription hearing instruments is complemented by over-the-counter (OTC) hearing aids from our Consumer Hearing business. OTC hearing aids can be purchased online or across various retail channels in the United States and in China, and can be self-fitted to support easier access. They allow consumers to improve their hearing earlier and at a lower cost.

To support continuous innovation, we have multiple research and development hubs in Switzerland, the United States and Canada, as well as clinical study centers in China, the United States, Canada and Singapore. We also collaborate through open exchanges and long-term partnerships with universities, research institutions, hospitals and companies. Innovation is not limited to our products: it also drives the way we approach the market through our wholesale companies, distributors, and through our omnichannel Audiological Care network. By operating through many channels, we multiply consumers' potential paths to hearing. Sonova's Audiological Care business has more than 3,700 stores and clinics in 20 countries. Sonova continuously extends the digital solutions that bring together healthcare providers and consumers through different stages of the hearing journey. Our various apps and digital solutions include such advancements as health measurements, continuous data monitoring, and statistical analysis of listening situations to enable user-specific fine tuning of the hearing experience, as well as more targeted advice to our consumers. Our digital solutions, which are both built into and support our products, improve access to expert hearing care, particularly in remote areas or where access to HCPs is limited. We enable online or app-based hearing screenings in numerous countries, as well as supporting both remote hearing aid fittings and adjustments, and setting adjustments for cochlear implants, linking consumers to their HCP without requiring a face-to-face consultation.

At a global level, Audiological Care's Global Academy was established in the 2024/25 financial year to strengthen our offerings for continued education and growth to HCPs working across Audiological Care stores globally. The Academy also oversees the Swiss International Hearing Academy (SIHA) program and works in close collaboration with its network of regional academies, including in Germany and China, to educate highly qualified HCPs. In 2024/25, the Audiological Care Academy engaged over 5,000 HCPs in training programs on new products, as well as on critical holistic hearing care topics such as tinnitus and cognition.

The SIHA is a Sonova Group initiative offering a pioneering blended-learning program in audiology for aspiring HCPs worldwide. The program is established to further strengthen individuals' expertise and make training available in countries where vocational education facilities are limited or non-existent. The program is offered over six or twelve months, with more than 1,350 hours of study. It includes instructor-led lectures, online modules, self-study, and clinical work. In 2024/25, the SIHA program was launched in Spanish to serve Latin America.



**Research of benefits by using AI features**

One of our research focus areas in 2024/25 was assessing the benefit of our latest generations of hearing aids, Phonak Infinio and Infinio Sphere. 2024/25 studies focused on assessing various benefit dimensions, including technical measures, classic speech intelligibility, and especially simulated dynamic conversation conditions in social settings. The studies showed that features of hearing aids can provide significant benefits, allowing users to seamlessly and actively engage in social interactions. We specifically tested speech intelligibility in highly dynamic dinner table situations and showed how AI-based features significantly improved speech intelligibility and facilitated more effortless conversations. These findings align with our overarching perspective on the benefits of hearing care in broader, more holistic aspects of quality of life.

## Performance metrics and targets

### Accessibility

#### Key ESG target:

We aim for a 50% increase in the number of hearing aids sold in low- and middle-income countries by 2024/25, compared to 2018/19.

In the 2024/25 financial year, we reached a 67% increase compared to 2018/19, and therefore achieved our target.

#### Sales growth in low- and middle-income countries

##### ✓ Data externally assured (limited assurance)

vs. 2018/19<sup>1</sup>

	2024/25	2023/24	2022/23
Increase in number of hearing instruments sold in low-and middle-income countries vs. 2018/19	67.3%	48.2%	48.5%

<sup>1)</sup> For definition and methodology see [Sustainability note 4 - Other social topics](#).

#### Innovative hearing solutions

As part of our innovation process, we filed 47 new patent applications in the 2024/25 financial year across our businesses. By the end of the financial year, Sonova owned in total 1,929 active granted patent and design rights.

#### Patents and design rights

##### ✓ Data externally assured (limited assurance)

Number of active patents and new patent applications

	2024/25	2023/24
Number of active patents and design rights	1,929	2,082
New patent and design rights applications	47	52

#### Training and education

During the 2024/25 financial year, 555 HCPs in low- and middle-income countries graduated and additionally, 567 were enrolled in the SIHA program at the end of the 2024/25 financial year.

#### SIHA graduates in low- and middle-income countries

##### ✓ Data externally assured (limited assurance)

Number of graduates in low- and middle-income countries<sup>1</sup>

	2024/25	2023/24	2022/23
SIHA graduates in low- and middle-income countries	555	369	186

<sup>1)</sup> For definition and methodology see [Sustainability note 4 - Other social topics](#).

In addition to SIHA, we have established additional education programs in multiple local markets. For example, in China, where the aging population has rapidly increased and the rising number of people with hearing loss has strained an already under-resourced hearing care system, we have trained more than 260 local HCPs through a six-month program. In addition, more than 5,000 people participated in the monthly online training on the theme of solving daily problems and debugging. Our Sonova Grand Hearing Institute, a dedicated audiology training center, also offers advanced audiology knowledge and practical skills training to HCPs from our wholesale customers in China. It features soundproof rooms for hearing tests, a fully functioning pediatric diagnostic clinical room, workstations for fitting and evaluating hearing aids, a dedicated lab for ear-molds, repairs, state-of-the-art video otoscopy and otoscopy training tools, cerumen removal and middle ear analysis testing.

SDG 3.C

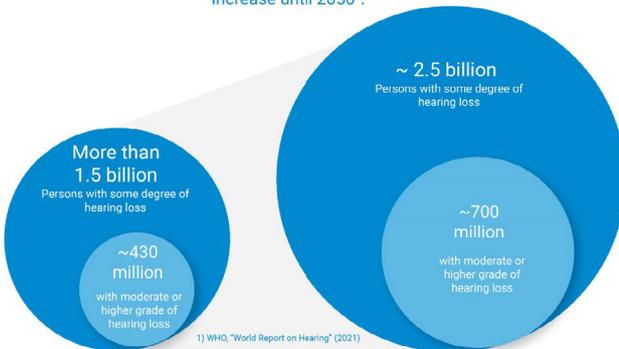
Since 2019, the Sonova Academy in Dortmund, Germany, has provided comprehensive training and development opportunities to future HCPs in modern training facilities at the cutting edge of science and technology. The Academy offers in-person and eLearning modules that complement

the existing training available in Germany. The Sonova Academy cooperates closely with the German Academy for Hearing Acoustics and the German Vocational School for Hearing Acoustics. Participants are trained on theory and practice in hearing studios, seminar rooms and an earmold laboratory. In 2024/25, our teams trained around 3,719 participants through online and onsite training courses. The participants completed a total of almost 13,765 individual training modules.

## Awareness raising on hearing health

We are committed to raising awareness on hearing health and addressing hearing loss stigma. According to World Health Organization (WHO) statistics, more than 1.5 billion people, representing 20% of the global population, experience some degree of hearing loss<sup>1</sup>. Among them, over 5% of the world's population suffers from moderate to severe hearing loss<sup>2</sup>. Nearly 30 million have profound or complete hearing loss in both ears. These numbers are expected to rise significantly due to aging populations and the effects of continued noise pollution. The WHO estimates that 2.5 billion people will experience some degree of hearing loss by 2050, and over 700 million people will require hearing care due to a moderate or higher grade of hearing loss<sup>1</sup>. It also puts a heavy cost burden on society. Direct and indirect costs related to unaddressed hearing loss are estimated at USD 980 billion annually, of which more than 50% are borne by low- and middle-income countries in direct health costs, loss of productivity and societal costs<sup>1</sup>. Unaddressed hearing loss is among the three most prominent causes of years lived with disability (YLD) around the globe. All these facts highlight the need for increased hearing-health awareness among consumers, insurers, distributors, and society. Raising awareness covers the entire hearing journey, beginning with hearing loss prevention, then accompanying people at the first detection of hearing loss, and progressing to successful treatment with a hearing aid or a cochlear implant.

Number of people experiencing some degree of hearing loss is foreseen to increase until 2050<sup>1</sup>:



In the 2024/25 financial year, Sonova undertook initiatives and actions through a wide range of channels to improve hearing health awareness. For many years we have been offering free online hearing tests, and provided more than 800,000 of these during the 2024/25 financial year. We regularly conduct free hearing test days in our stores to reach the broader public. Around 500 medical partners of our Audiological Care business took part in virtual events to present the latest research and best practices in the field of hearing loss and its relation to cognitive health and artificial intelligence. We also organized several awareness-raising initiatives, such as workshops and various professional training programs. Finally, we continue to offer a wide range of products for hearing loss prevention through multiple sales channels geared towards different needs, such as work-related noise or for hobbies.

Sonova has been supporting and participating in clinical research for decades. In the 2024/25 financial year, Sonova's research program continued to support the ACHIEVE (Aging and Cognitive Health Evaluation in Elders) study, led by the Johns Hopkins Bloomberg School of Public Health. The study was designed to determine whether treating hearing loss in older adults

<sup>1</sup> WHO, "World Report on Hearing" (2021)

<sup>2</sup> In 2021, the WHO updated the threshold for moderate hearing loss at 35 dB in the better ear.

reduces cognitive decline over a three-year period. The research program has recently released three scientific papers with new findings. One of the findings confirms that hearing aids significantly reduce the burden of hearing loss in daily life and moreover, study participants continued to use their hearing aids regularly throughout the three years rather than leaving them aside after a limited period of use. Another publication demonstrates that hearing care positively affects social participation, leading to an increase in both social network size and diversity. A third study finds that hearing aid users report feeling less fatigued at the end of the day, emphasizing the broader wellbeing benefits of effective hearing solutions.<sup>1</sup>

Recognizing the importance of these insights, our Phonak brand continues to offer the ECHHO (Enhancing Cognitive Health via Hearing Optimization) training program. This program was launched during the 2023/24 financial year and covers the relationship between hearing loss and cognition, best practices for integrating cognition into the clinical conversation, and working with clients exhibiting signs of cognitive decline or dementia. The program encourages hearing care professionals to integrate cognitive health into the audiological counselling they give their clients, thereby strengthening understanding of the benefits of hearing technology beyond simply hearing better.

<sup>1</sup> Additional information available at: <https://www.achievestudy.org/publications>

## Product quality, reliability and safety

### Strategy, governance and IROs

Sonova is committed to delivering high-quality, reliable, and safe products that meet our consumers’ expectations, while continuously striving for improvements. Product quality, reliability and safety is defined as the personal health and safety of users and the reliable functioning of the product.

GRI 3-3, GRI 416-1

Material impacts, risks and opportunities related to product quality, reliability and safety:

IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
<p><b>Positive impact: Social inclusion</b> Reliable, well-functioning products of Sonova’s Cochlear Implants and Hearing Instruments businesses, as well as the service delivery through the Audiological Care business, can significantly contribute to the social inclusion of users of hearing instruments and cochlear implants. This, in turn, can also help raise awareness among other individuals with hearing loss who may also benefit from the technology.</p>	Downstream	No change
<p><b>Risk: Loss of consumer trust</b> There could be a loss of sales and market share if customer and consumer trust is lost due to quality or safety concerns.</p>	Downstream	No change
<p><b>Risk: Product exchanges and recalls</b> If faulty or unreliable products enter the market there is a risk of costly repairs, fines, or product recalls.</p>	Downstream	No change
<p><b>Risk: Product-related chemical requirements</b> Legal requirements are becoming stricter and more fragmented, leading to a risk of non-compliance and subsequent fines.</p>	Downstream	Increase in medium- to long-term

Sonova has integrated quality, reliability and safety considerations into every stage of our processes, from research, product design, development and production to post-sale product use. We closely monitor our markets and use relevant design for reliability (DFR) principles in our development processes, ensuring that product quality is built in from the design to the manufacturing phase. Sonova’s hearing instruments and cochlear implants are regulated globally by government agencies, healthcare authorities, and other regulatory bodies who verify our compliance throughout the life cycle of our products. We work to maintain transparent, constructive and professional relationships with all applicable regulatory authorities on matters of policy, product submission, compliance and product performance.

Each of our businesses operates under a dedicated quality framework for quality, reliability and safety to fulfill the specific requirements of each product and enable prompt, detailed actions for

improvement. We adhere to key regulatory requirements, including design controls, marketing approvals, good manufacturing practices, vigilance systems, clinical studies and other relevant product regulations, standards, and normative documents specified by regulatory agencies. To support this, we have established quality management systems where applicable as well as cross-functional quality, reliability and safety teams. Product quality, reliability and safety is governed within each of our businesses. Quality and reliability teams within the businesses review key performance metrics monthly to drive continuous improvement and ensure regulatory compliance. Updates on these topics are provided to the full Management Board and to the Board of Directors at least annually to ensure ongoing oversight and strategic alignment.

Additionally, Sonova conducts internal audits of its established systems to determine the effectiveness of the quality management system and its conformance to the requirements of ISO standards, FDA regulations, relevant European legislation, and other country-specific and Medical Device Single Audit Program (MDSAP) requirements. Procedures have been established to define the responsibilities and requirements for planning and conducting audits, reporting results and maintaining records. We document and file reports on the audit findings, corrective actions and other follow-up activities. After each audit is completed, its data is reviewed to identify possible trends.

## Policies and actions

Sonova's policies and standard operating procedures for quality, reliability and safety ensure adherence to regional and global regulations while promoting a quality culture and awareness across the organization. In the 2024/25 financial year, we introduced a new quality policy for Hearing Instruments business that serves as the primary framework, guiding our quality standards. This policy applies to all our operations sites, and has been approved by our CEO. For hearing instruments, our procedures comply with healthcare authority requirements relevant to each territory in which they are distributed, such as the European Union's Medical Device Regulation 2017/745 and Radio Equipment Directive 2014/53/EU, and the US Food and Drug Administration (FDA) standards for Class I (hearing aids), Class II (wireless hearing aids) and over-the-counter (OTC) hearing aids categories.

Cochlear implants and their accessories comply with healthcare authority requirements relevant to each territory in which they are distributed. For example, in the European Union new products are compliant with the Medical Device Regulation (MDR) 2017/745 and are subject to a technical documentation review before receiving the mandatory conformity (CE) marking and being placed on the market. Similarly, in the United States, cochlear implants are classified as Class III medical devices and subject to pre-market approval, where the FDA evaluates the safety and effectiveness of these devices before commercialization. Sonova carefully monitors changes in the relevant worldwide regulatory environment to ensure its products always conform.

For all products, we evaluate potential safety-related risks using a systematic method to estimate, evaluate, control, and monitor them. Hearing instruments and cochlear implants are governed by the ISO 14971 standard, which specifies the application of risk management to medical devices. We ensure up-to-date regulatory and statutory requirements knowledge through initial and maintenance training programs. We provide specific training programs based on job responsibilities through our learning platform to instill awareness of quality and reliability topics. Employees also receive general training on the quality management system, health, environment, and safety as applicable, and supplemented with in-depth training needed to perform the work. Our operations centers for hearing aids and cochlear implants and major Group companies have their quality systems certified in accordance with ISO 13485, the internationally recognized quality system standard for medical devices. Many of our sites are participants in the Medical Device Single Audit Program (MDSAP) a unified program which covers the requirements of several key countries (Australia, Brazil, Canada, Japan, and the United States). Our operations centers manufacturing products for the European market have quality systems meeting the requirements of the European Medical Device Regulation (MDR 2017/745). Third-party audits are conducted annually at all ISO 13485-certified operations centers and major Group companies to ensure that the quality of manufacturing, management, and products, including materials and components aligns with the standard.

[SASB HC-MS-410a.1](#), [SASB HC-MS-430a.1](#), [SASB HC-MS-430a.2](#), [SASB HCMS-430a.3](#)

Product quality, reliability and safety are integrated elements of our businesses’ research, design and development processes. From the outset of design and development, we document relevant inputs, including functionality, performance, quality, and safety requirements based on the intended use, clinical, consumer, and patient needs, and applicable statutory and regulatory requirements, including environmental impact. Changes to these inputs go through the same approval process as the original design input. We conduct regular in-house product testing to verify and validate design, and external third-party testing to ensure compliance with standards and regulatory requirements. Once our products enter commercial distribution, they are continuously assessed to improve quality, safety and effectiveness through tools such as complaint handling, post-market surveillance, vigilance reporting, reliability and trending analysis, and post-launch engineering to achieve and maintain regulatory compliance. We comply with the requirements for unique device identification, which provides unambiguous identification of specific devices and facilitates their traceability, as mandated by local regulations in various regions and countries across the globe. Product quality information is also part of supplier evaluation when relevant: using a risk-based approach, we initiate additional measures to ensure high quality.

Customer and consumer complaints are documented and reviewed to determine product quality, reliability and safety, and performance trends through a system that complies with applicable regulatory and legal requirements. Early warnings of quality problems become an input for corrective and preventive actions. Our decisions are made based on risk analysis and health hazard evaluation, as applicable. We maintain records of all customer and consumer complaints and resulting investigations. If the investigation determines that activities outside Sonova contributed to the customer complaint, we take it up with the relevant supplier. We ensure that regulatory authorities are notified according to national or regional regulations whenever advisory notes or recalls are necessary and/or adverse events occur that meet specified reporting criteria.

During the 2024/25 financial year, we completed the transition of our key manufacturing and service sites to our multi-site certificate which meets the requirements of the ISO 13485 standard. This multi-site certification ensures the consistent application of established processes and procedures at our key sites ensuring we achieve our desired results and making it easier to encourage innovation and growth. A multi-site certificate demonstrates Sonova’s commitment to excellence in every facet of the organization.

## Performance metrics and targets

### Product quality and reliability

**Key ESG targets:**

- We improve the product reliability rate by >20% year-over-year for hearing instruments.
- We improve the product reliability rate by >20% year-over-year for cochlear implants.

The reliability rate of hearing instruments improved by 10% compared to 2023/24, however, we did not reach our annual target. The cochlear implant externals/processors reliability rate improved by 16% compared to the previous year, not achieving our target. We will continue to sharpen our focus on reliability for the coming financial year.

### Product reliability rates year-over-year improvements

✓ Data externally assured (limited assurance)

Improvement vs. previous year<sup>1</sup>

	2024/25	2023/24	2022/23
Improvement of hearing instruments product reliability rate	10%	7%	(2%)
Improvement of cochlear implants product reliability rate (externals/processors)	16%	14%	27%

<sup>1)</sup> For definition and methodology see [Sustainability note 4 - Other social topics](#).

In the 2024/25 financial year, there were no product safety recalls in any of our businesses, nor a voluntary product recall. No products related to the Sonova Group were listed on any public medical product safety or adverse event alert databases, indicating potential serious risks or actual product safety issues. Sonova global facilities were inspected by several regulatory agencies during the reporting year, and there have been no enforcement actions for violation of Good Manufacturing Practice (GMP).

SASB HC-MS-250a.1, SASB HC-MS-250a.2, SASB HC-MS-250a.3, SASB HC-MS-250a.4

**Hearing Instruments (HI) and Cochlear Implants (CI) businesses: Product safety indicators<sup>1</sup>**  
 ✓ Data externally assured (limited assurance)

	2024/25			2023/24			2022/23		
	HI	CI	Total	HI	CI	Total	HI	CI	Total
Number of recalls (class I, class II or equivalent)	0	0	0	0	0	0	0	0	0
Number of voluntary recalls	0	0	0	0	0	0	0	0	0
Products listed in any public medical product safety or adverse event alert database	0	0	0	0	0	0	0	0	0
Number of fatalities associated with products	0	0	0	0	0	0	0	0	0
Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards	0	0	0	0	0	0	0	0	0
Number of regulatory agency inspections	15	11	26	13	4	17	13	5	18

<sup>1)</sup> For definition and methodology see [Sustainability note 4 - Other social topics](#).

## Ethical marketing and sales practices

### Strategy, governance and IROs

At Sonova, we are committed to ethical marketing and sales practices towards all our customers and consumers, across all our businesses and channels. Ethical marketing and sales practices is defined as responsible marketing practices, accuracy and comprehensibility of marketing statements, advertising, labeling of products and services, non-discrimination and non-predatory selling practices.

GRI 3-3

SASB HC-MS-240a.2, SASB HC-MS-510a.2

Material impacts, risks and opportunities related to ethical marketing and sales practices:

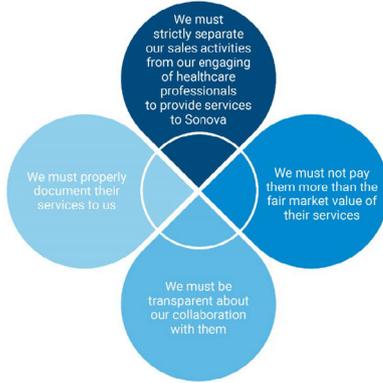
IRO	Occurrence	Expected time horizon
<b>Positive impact: Sharing of reliable information</b> By sharing reliable information on hearing health, Sonova raises awareness on the topic. This can encourage individuals to seek hearing care, which in turn can improve their quality of life.	Downstream	Increase in short-, medium-, long-term
<b>Positive impact: Improved hearing care</b> Well informed and trained hearing care professionals (HCPs) can lead to better health outcomes: Empowered HCPs can better contribute to a functioning health system by providing accurate information tailored to the individual client. This can lead to better health outcomes in communities overall.	Downstream	Increase in short-, medium-, long-term

Sonova promotes ethical marketing and sales practices by implementing rigorous compliance measures and structured training programs. We help people make informed choices and contribute to improved hearing healthcare in society by educating and guiding hearing care professionals (HCPs) and by giving consumers access to trustworthy information.

Sonova has two separate governance structures for marketing and sales practice: one covering medical devices, including related accessories and services, and one for non-medical devices. The regulatory and scientific compliance of product performance claims is assured through an interdisciplinary and cross-department development activity, involving functions such as Marketing, Research and Development, Clinical Affairs, and Legal. The GVPs of our Hearing Instruments, Cochlear Implants, and Consumer Hearing businesses oversee these functions. The Group General Counsel leads legal governance, including brand intellectual property and compliance, with support from senior legal experts. The Management Board and Board of Directors are regularly informed about relevant topics including clinical studies, regulatory and scientific compliance of product performance, and claims studies.

## Policies and actions

Our commitment to ethical marketing and sales practices is embedded in our [Code of Conduct](#) and detailed in relevant policies, guidelines, and standard operating procedures. Our [Anti-Bribery Policy](#) and its related standard operating procedures and country-specific guidelines define how we should interact in an ethical manner with HCPs such as audiologists and acousticians, professors, surgeons, ear, nose and throat specialists, and researchers. We continually interact with HCPs in various roles and settings and at all times, our cooperation with them is governed by our Four-Leaf Clover Principles:



Our mandatory Code of Conduct training covers the principles of anti-bribery and ethical conduct. Further dedicated anti-bribery training is mandatory for employees in defined roles, including sales, marketing, and finance, as well as for Group company roles such as Managing Directors and company controllers. Our standard operating procedures for claims management set out clearly how to create compliant safety and performance claims for both medical devices and non-medical devices, including their related accessories and services, adhering to global regulatory requirements. For medical devices, before being disseminated, all claims go through a standardized review and approval process to ensure sufficient evidence, quality, and compliance with global regulatory requirements. Employees from relevant functions are identified and assigned to our mandatory annual training on the claims management procedure.

In the 2024/25 financial year, Sonova updated its social media guidelines to strengthen awareness of responsible social media use. The revised guidelines emphasize the importance of preventing employees from unintentionally making new claims, regardless of whether they post from personal or business accounts. To support this, Sonova has introduced additional training for all employees on responsible communication. We provide this training to offer clear guidance on responsible and appropriate behavior in communications, and specifically when interacting with social media platforms to ensure that Sonova employees do not intentionally or unintentionally create any new, potentially unsubstantiated claims on social media.

Sonova’s anonymous reporting platform, SpeakUp, is available to all stakeholders for submitting concerns, including potential violations of marketing and sales ethics. For further details about SpeakUp, see the [Business ethics](#) section.

## Performance metrics and targets

In the 2024/25 financial year, there were no monetary losses because of legal proceedings associated with misleading marketing claims. All clinical claims have been sufficiently substantiated for all of Sonova’s hearing instrument brands as well as for cochlear implants.

SASB HC-MS-270a.1

## Data privacy and digital ethics

### Strategy, governance and IROs

We are committed to operating ethically and in compliance with regulation, and we continuously prioritize actions and measures to ensure that we protect the data of our consumers and other stakeholders. Data privacy and digital ethics is defined as the ethical collection and management

GRI 3-3

of personal and sensitive data, ethical considerations in employing artificial intelligence (AI), and ensuring customers’ and consumers’ data privacy. Our products and services incorporate technology, and we understand how crucial it is to keep robust security measures in place to protect privacy, promote transparency, and build stakeholder trust.

Material impacts, risks and opportunities related to data privacy and digital ethics:

IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
<p><b>Risk: Data protection</b> Violation of privacy, particularly with respect to sensitive health-related data, can lead to reputational damage and fines.</p>	Downstream	Increase in medium- to long-term

We have established organizational and technical safeguards to protect the data we gather and hold relating to our employees, customers, consumers and business partners, as well as to mitigate the increasing threat of data breaches and cyber-attacks. We adhere to the data protection laws and regulations of the jurisdictions in which we operate, and we monitor developments in data protection law.

Privacy by design and default is a central aspect of our product development and business processes. Sonova’s Global Privacy function is responsible for implementing and monitoring the Sonova Data Protection program and provides training and guidance to our business functions and employees. To support it, a network of Privacy Champions is tasked to embed privacy protection at the Group company level. Both the Global Privacy function and Internal Audit are tasked to monitor program and policy effectiveness. The Data Protection program continuously evolves to meet the changing legal landscape. In order to ensure ethical use of personal data, Sonova has a Compliance and Digital Ethics Committee which is responsible for and has oversight of ethical use of personal data in the digital realm. It works to establish AI ethics oversight measures, frameworks and governance structures to ensure the responsible integration of digital technologies.

Sonova has a dedicated Information Security Officer (CISO) with oversight responsibility across information security domains (including IT, Operations, and product cyber security) for all business units and global functions. The Information Security function defines our information security strategy and its roadmap to execution. It sets up governance structures to manage information security risks and to report and escalate these to senior management, establishes and sustains a firm-wide cyber aware culture to ensure information security is a shared responsibility, defines information security policies, and provides guidance and support to business. The Information Security function reports directly to the Group CFO. The Management Board and the Board of Directors receive regular updates on information and cyber security. Risks and mitigation actions are reported regularly to the Audit Committee through the enterprise risk management process.

In the 2024/25 financial year, Sonova developed a new information security strategy and roadmap which prioritizes risks and aligns with its business objectives. This structured approach ensures risk management effectiveness, addressing the most critical issues first. With strong support from the Management Board, the strategy reinforces Sonova’s commitment to safeguarding its operations, products and customer data.

**Policies and actions**

Sonova’s Group Data Protection Policy covers all personal data collected or processed by Sonova, and applies to all Sonova Group companies and their employees and business partners on a worldwide basis. The policy provides transparency to our customers and gives assurance of our meeting privacy requirements across the globe. The policy is complemented by standard operating procedures and guidelines to provide more detailed guidance on specific data protection and privacy topics. Sonova deploys mandatory annual online training for all employees, complemented by on- and offline training for specific departments and teams, webinars, and communication platforms for knowledge exchange. Training courses cover essential legal principles and requirements, including Sonova’s Data Protection Policy and such legal frameworks as the EU General Data Protection Regulation (GDPR), the Health Insurance Portability and Accountability Act (HIPAA), the California Consumer Privacy Act (CCPA), the

## SOCIAL INFORMATION

Personal Information Protection and Electronic Documents Act (PIPEDA) and relevant Chinese data protection and security laws.

Sonova has a Global Information Security Policy that specifies information security mandate and key principles, as well as key roles and responsibilities. It is complemented by a set of directives, standards, and guidelines governing cyber security for the functions and subsidiaries controlled by Sonova, covering areas such as the acceptable and secure use of information and information systems and the cyber security of our products. This information security policy framework is amended and supplemented regularly to meet fast moving changes in IT and cyber security. Sonova regularly tests its disaster recovery plans and incident response procedures and conducts further annual tests with external providers. In areas with heightened exposure or security risk, proactive penetration tests are conducted annually by qualified external providers. Sonova also performs regular internal assessments and periodic third-party vulnerability analysis. Sonova holds an information security risk insurance policy.

Sonova has a global information security awareness program to establish and sustain a cyber aware firm-wide culture and ensure information security is a shared responsibility. In addition to mandatory training for all employees on best practices, Sonova provides targeted awareness training for specific functions, as well as global and local campaigns and events, and performs regular cyber security resilience exercises (e.g., phishing). During the 2024/25 financial year, we organized an Information Security awareness month featuring month-long communication, sessions and activities for all Sonova employees globally, as well as an onsite event at our headquarters in Stäfa, Switzerland. Such campaigns focus on emerging cyber threats and risks (e.g., deepfakes) with the goal of deepening our employees' understanding and relevance of information security for our business.

### Performance metrics and targets

In the financial year 2024/25, we did not experience any substantiated claims from regulatory bodies or outside parties regarding information security or data breaches.

GRI 418-1

#### Breaches overview

✓ Data externally assured (limited assurance)

Number	2024/25	2023/24	2022/23
Number of information security breaches or other cyber security incidents	0	0	0
Number of substantiated complaints concerning data breaches	0	0	0



# Governance information

The following sections are covered in the governance information chapter:

- [Business ethics](#)
- [Supplier relations](#)
- [Public affairs](#)
- [Animal welfare](#)

## Business ethics

### Strategy, governance and IROs

Sonova is committed to ethical business conduct across the organization at all levels, and in our dealings with stakeholders. We are committed to following the laws and regulations of every country in which we operate, as well as to abiding by our own [Code of Conduct](#) and other internal policies and standards. Business ethics is defined as shaping corporate culture and following our Code of Conduct by fighting fraud, corruption, bribery, and anti-competitive practices, along with whistle-blower protection.

[GRI 3-3](#), [GRI 2-23](#), [GRI 2-24](#)

Material impacts, risks and opportunities related to business ethics:

IRO (risk assessed as if unmitigated)	Occurrence	Expected time horizon
<p><b>Risk: Sustainability regulations</b> The sustainability-related regulatory landscape is quickly changing and becoming more fragmented. Not being able to comply with existing and upcoming regulations (in time) can lead to reputational damage and fines.</p>	Entire value chain	Increase in short-, medium-, long-term
<p><b>Risk: Ethical behavior</b> Unethical behavior and non-compliance with legal requirements can lead to the loss of large contracts or key accounts.</p>	Entire value chain	Increase in short-, medium-, long-term
<p><b>Risk: Protection of whistleblowers</b> Whistleblowers play an important role in maintaining ethical conduct. A lack of their protection can lead to reputational and legal risks.</p>	Entire value chain	No change expected

To conduct business ethically is a priority and the foundation of delivering on our strategy and providing value to our customers and consumers. We operate in a global legal environment that requires a proactive approach to uphold high standards. This includes setting and communicating our standards, training our employees, undertaking our due diligence process, and taking mitigating actions. For the regulatory risks, the expected increase in short-, medium- and long-term is foreseen due to the increasing amount and fragmentation of legislation as well as due to business growth.

The ultimate oversight for business ethics lies with the Board of Directors. The Audit Committee receives quarterly compliance reports, and an annual compliance report is provided to the Board of Directors. The Compliance and Digital Ethics committee, which is composed of Management Board members, reviews and assesses adherence to compliance standards by individual business units and Sonova as a whole. The Compliance and Data Privacy function oversees adherence to the policies and standards. This function is headed by the Senior Director Compliance and Data Privacy who reports to the Group General Counsel, and with a dotted line to the CEO and the Chair of the Audit Committee. In addition, business ethics and adherence to regulations and policies are part of the internal audit process for Group functions and at a Group company level. The results of the internal audits are presented to the Audit Committee.

## Policies and actions

[Sonova's Code of Conduct](#) defines general principles for ethical behavior and applies to all employees of the Sonova Group, its subsidiaries, and any third parties such as distributors, agents, or suppliers while they are performing work for Sonova. An acknowledgment of the Code of Conduct is part of every new employment and third-party contract. The Code of Conduct is approved by the Board of Directors, reviewed regularly, revised when necessary, and governs all relevant aspects of Sonova's business operations. It covers compliance with laws and regulations, conflicts of interest, and anti-competition, along with Sonova's commitment to social and environmental responsibility such as human rights, diversity and inclusion, non-discrimination, and workplace safety. Sonova's Code of Conduct training is mandatory for all employees worldwide and is delivered through our eLearning platform or periodically via classroom training for employees who do not have access to a computer in performing their role. It provides guidance on how to act with integrity and how to identify and report potential violations such as conflict of interest, harassment, fraud, discrimination, corruption, or breach of secrecy. Third parties are regularly instructed to ensure adequate understanding and compliance with the Code of Conduct.

SDG 5.1

The principles of the Code of Conduct are further refined in various internal guidelines and policies, including – but not limited to – antibribery, interactions with hearing care professionals, anti-competitive practices or infringement of intellectual property, human rights, data protection, securities trading, public disclosure, and reporting. Non-compliance with the Code of Conduct or Sonova's internal policies and guidelines triggers disciplinary action, up to and including termination of the employment contract. Sonova's distributors, suppliers and vendors go through an onboarding due diligence process before being contracted for their services. This helps ensure that our upstream and downstream partners conduct their business in accordance with Sonova's Code of Conduct and in compliance with the relevant individual policies. In addition, [Sonova's Supplier Code of Conduct](#) also serves as a binding principle for its suppliers. Suppliers are required to provide written certification that they will always adhere to these requirements in all of their business transactions, operations, goods, and services pertaining to Sonova.

[Sonova's Anti-Bribery Policy](#) prohibits all forms of corruption and provides the framework for ethical interaction with customers, consumers, and third parties – with a particular focus on Sonova's interactions with hearing care professionals (HCPs) and health care organizations. The Anti-Bribery Policy has been communicated to all Sonova employees, and third parties must commit to complying with the principles described in the Anti-Bribery Policy. The content of the Anti-Bribery Policy is integrated in the annual mandatory Code of Conduct training and in addition, mandatory yearly training on the Anti-Bribery Policy has been rolled out to employees in defined high-risk functions such as sales and marketing, finance, as well as senior and middle management and Group company roles such as Managing Directors and company controllers. The training offers an in-depth understanding of anti-bribery principles, incorporating case studies and real-world applications. Sonova's Global Competition Law Policy describes the basic principles of fair competition while conducting business. All Sonova employees worldwide have access to the policy and must comply with the principles it sets out.

GRI 205-2

SDG 16.5

Sonova strongly encourages every employee, contractor or other stakeholder who knows of or suspects a violation of applicable laws, regulations, the Code of Conduct, or related internal policies and procedures to report it through the SpeakUp reporting platform. To further support the culture of SpeakUp, Sonova has implemented a SpeakUp Policy which outlines the escalation

GRI 2-25, GRI 2-26

process to handle and report SpeakUp complaints. The complaints are classified according to their impact (global/local) and/or the implicated person. The escalation process includes the handling of local matters by local management under the guidance and oversight of the Global Compliance team. All matters with global impact (both in severity and/or where senior members of management are implicated) are investigated by the Global Compliance team. Sonova's SpeakUp platform and process are compliant with the EU Whistleblower directive and have been audited and verified by external auditors. Employees may report a concern to their line manager, their local HR function, a compliance manager, or directly via the SpeakUp platform, which is available online and via phone. The SpeakUp platform is operated by an independent third-party provider and ensures the anonymity of the reporter. We also include the SpeakUp Policy in our annual Code of Conduct training for all employees.

All reported violations are promptly investigated and treated confidentially to the extent that it is reasonably possible to do so. Sonova does not tolerate any form of retaliatory action against any employee who, in good faith, reports suspected wrongdoing or complains about violations of the Code of Conduct or other internal policies. The Audit Committee is informed quarterly about concerns received through the SpeakUp process, the number and types of cases, and the measures taken. Regular training programs on the SpeakUp process reinforce the importance of reporting violations, along with the process and channels for doing so. SpeakUp statistics are published on Sonova's internal platforms to increase trust and assure employees that concerns are addressed promptly.

In the 2024/25 financial year, Sonova revised the due diligence process for business partners, including suppliers and distributors. The revised process incorporates pre-engagement assessment to ensure that new partners align with our commitment to ethical business practices and core values. In addition, our newly launched [Supplier Code of Conduct](#) reinforces our dedication to responsible and sustainable business operations across the value chain by clearly outlining our expectations for upstream value chain partners and emphasizing critical areas such as ethical behavior, the protection of human rights, and the reduction of environmental impact.

## Performance metrics and targets

**Key ESG target:**

We achieve an annual on-time employee Code of Conduct training completion rate of >95%.

In the 2024/25 financial year, the target was achieved with an overall on-time completion rate of 98%. We remain committed to achieving a high Code of Conduct training completion rate for the coming financial year.

### On-time completion rate of Code of Conduct training

✓ Data externally assured (limited assurance)

% of employees that completed the Code of Conduct training on time during the annual launch<sup>1</sup>

	2024/25	2023/24	2022/23
On-time Code of Conduct training completion rate	98.0	97.4	93.8

<sup>1)</sup> For definition and methodology see [Sustainability note 4 - Other social topics](#).

In the 2024/25 financial year, a total of 245 SpeakUp complaints were reported. All allegations were promptly addressed by the internal investigations team, supported by external experts as needed. 34% of the complaints were substantiated and followed up with appropriate actions ranging from verbal or written warnings up to termination of employment.

SpeakUp complaints

✓ Data externally assured (limited assurance)

Number of SpeakUp complaints<sup>1)</sup>

	2024/25	
	Total complaints	Substantiated complaints
<b>Number of SpeakUp complaints</b>	<b>245</b>	<b>84</b>

<sup>1)</sup> For definition and methodology see [Sustainability note 5 - Business ethics](#).

No fines or non-monetary sanctions for non-compliance, including violation of anti-corruption and anti-bribery laws were levied against Sonova in the 2024/25 financial year.

[GRI 2-27, GRI 206-1](#)  
[SASB HC-MS-510a.1](#)

## Supplier relations

Sonova is committed to building and maintaining responsible and fair partnerships with our suppliers, and we have integrated environmental, social, and governance considerations into our supplier selection and management. In the 2024/25 financial year, we sourced direct materials from 933 suppliers across our businesses. Over 95% of our supplier relationships have spanned more than 5 years, reflecting stability and trust. Sonova’s relations with suppliers are guided by the [Sonova Supplier Code of Conduct](#), the [Sonova Code of Conduct](#) and the General Conditions of Purchase, forming the foundation of all supplier agreements. Suppliers must certify in writing that they will always comply with these standards and principles in all of their Sonova-related dealings, activities, products, and services. Sonova includes this certification in all supply agreements and periodically requests suppliers to renew their adherence.

In 2024/25, we continued to embed sustainability in our core procurement processes. Sustainability remains an integral part of the predictive procurement risk assessment matrix and critical supplier assessment process, both based on EcoVadis scorecards and risk pre-screening. Sustainability requirements are also increasingly included in new supplier agreements and RFX (request for proposal, information, or bid) processes. Sustainability aspects such as ESG risk profiles, material compliance and decarbonization potential are discussed monthly within the procurement function and we offer training on the topic for buyers and category leaders. Our suppliers who register for an EcoVadis assessment also receive access to EcoVadis Academy e-learning courses. We further support our suppliers through one-to-one engagement about their specific needs, such as building their decarbonization capability, successfully completing the EcoVadis assessment, or creating corrective action plans.

[GRI 308-2](#)

**Key ESG target:**

We aim to conduct assessments of >90% of direct material suppliers with potential high ESG risk by 2024/25.

During the 2024/25 financial year, we expanded the scope of the target to include direct material suppliers for our Consumer Hearing business and our Hearing Instruments business. Out of 706 relevant suppliers screened, 20 were identified as high or very high inherent ESG risk, and these suppliers were requested to self-assess via EcoVadis. By the end of the 2024/25 financial year, 90% of the high or very high ESG risk suppliers were assessed, reaching our target.

Assessed high ESG risk suppliers

✓ Data externally assured (limited assurance)

% of high ESG risk suppliers that have been assessed in EcoVadis

	2024/25	2023/24	2022/23
High ESG risk suppliers assessed	90%	100%	78%

Suppliers with low assessment scores are engaged and helped to develop an action plan to improve their practices. In 2024/25, one supplier was identified with improvement needs and engaged to put an action plan in place to ensure meaningful improvement. In addition to the

[GRI 414-2](#)

[SASB HC-MS-430a.1, SASB HC-MS-430a.3](#)

assessment of high ESG risk suppliers, 20 suppliers (based on largest spend, high carbon emissions and strategic tenders) were asked to conduct the self-assessment. In total, 77% of our direct material spend in 2024/25 was covered by the EcoVadis assessments. In addition, our Consumer Hearing business conducted four onsite audits, and our Hearing Instruments business more than 75 supplier visits, which included assessment and discussion of sustainability aspects.

Sonova maintains and continuously assesses a critical supplier list, which included 30 suppliers at the end of the 2024/25 financial year. Critical suppliers include those whose materials have a direct impact on the performance of our products or come into direct contact with the skin of users, those whose items or materials are not substitutable and those who supply high volumes. The classification of critical suppliers is carried out at the beginning of each new supplier relationship and is reviewed regularly.

## Public affairs

Sonova operates in a highly regulated environment, and our public affairs efforts focus on active engagement in public discussions and providing insights on evolving policy changes. These changes include regulations affecting the market placement of hearing instruments and consumer products, as well as public access to medical technology. We work to raise awareness about the societal impact of hearing loss and the benefits of hearing care, all while upholding high standards of business ethics and integrity in compliance with applicable laws. In line with our [Global Anti-Bribery Policy](#), Sonova does not permit donations to political parties.

[GRI 2-28, GRI 415-1](#)

To share our specialist knowledge and support high quality standards for hearing instruments and cochlear implants, we participate actively in multiple associations and external initiatives, including:

- European Hearing Instrument Manufacturers Association (EHIMA)
- Hearing Industries Association (HIA)
- Medical Device Manufacturers Association (MDMA)
- Hearing Instrument Manufacturers' Patent Partnership (HIMPP)
- Hearing Industry Research Consortium (IRC)
- European Telecommunications Standards Institute (ETSI)

Sonova is actively represented on the governance bodies of several key associations. Our CEO, Arnd Kaldowski, serves as the current President of EHIMA. Stefan Launer, VP of Audiology and Health Innovation, is the Chair of HIMPP's Board of Directors. Alistair Simpson, President/GVP of Cochlear Implants, is a board member of MDMA, and Nicholai Dessypris, President of Sonova USA, is a board member of HIA. We are also involved in various professional and scientific associations related to our field. In November 2024 under Sonova's leadership, EHIMA launched a sustainability committee to share best practices and improve understanding of ESG metrics and regulations affecting the sector. Since 2016, Sonova has been a signatory to the UN Global Compact and is part of both the global and Swiss networks.

In the 2024/25 financial year, we contributed more than CHF 1.44 million in membership fees to trade associations and non-commercial organizations. Our largest contributions went to the HIA, EHIMA and Swiss Medtech. We made no contributions to political organizations, parties, candidates, ballot measures, or referendums.

## Animal welfare

We recognize the importance of animal welfare in advancing medical research and are committed to ethical practices and the responsible treatment of animals in compliance with international standards. Sonova does not conduct any animal testing in-house and works with only a small number of third-party organizations. We adhere to ISO 10993-1, which requires animal testing in certain cases to demonstrate the biological safety of medical devices that come into contact with the human body. As part of our research contributions, we provide components of cochlear

[SASB HC-MS-410a.1](#)

implants to a few selected research centers and universities. We are dedicated to the Three Rs principle – replacement, reduction, and refinement – to minimize the need for animal testing.

Three Rs principle	Description
<b>Replacement</b>	<ul style="list-style-type: none"> <li>• We use non-animal alternative methods, including testing with 3D skin models or assessment with computational toxicology models, where these methods are appropriate and are accepted by regulatory bodies.</li> <li>• We promote the development and regulatory acceptance of new in-vitro methods by collaborating with test method developers and actively participating in working groups of the international standardization process.</li> </ul>
<b>Reduction</b>	<ul style="list-style-type: none"> <li>• We apply strategies to reduce the number of animals used in testing.</li> <li>• We strive to avoid completely any unnecessary or duplicated testing by using previously evaluated or historically established biologically safe materials whenever possible and taking advantage of prior research among the various Sonova companies around the world.</li> <li>• We emphasize risk assessment to clearly evaluate any need for animal testing.</li> </ul>
<b>Refinement</b>	<ul style="list-style-type: none"> <li>• Whenever possible, we select test methods that minimize the distress caused to animals.</li> <li>• We conduct all animal testing for biological safety evaluations through appropriately accredited testing laboratories in which all tests are carried out in accordance with good laboratory practice. We conduct animal testing for research collaborations only through universities and research laboratories where experiments are reviewed, approved, and overseen by the respective ethics committees.</li> </ul>

# EU Taxonomy note

The EU Taxonomy Regulation (EU) 2020/852 requires non-financial companies within the scope of the EU CSRD to report the degree to which their economic activities can be categorized as eligible or aligned with the EU Taxonomy.

During the 2024/25 financial year, Sonova continued to assess whether its economic activities qualify as eligible under the EU Taxonomy. In line with last year's disclosures, Sonova voluntarily reports in accordance with Article 8 of the EU Taxonomy Regulation (EU) 2020/852.

Most of Sonova's core activities are eligible to contribute to the environmental objective of transitioning to a circular economy, as these activities fall in the categories 1.2, "Manufacture of electrical and electronic equipment" and 5.1, "Repair, refurbishment and remanufacturing" of the EU Taxonomy. Some CAPEX activities have also been identified as eligible for the environmental objective of climate change mitigation.

During the 2024/25 financial year, Sonova has continued the assessment of its alignment with the Technical Screening Criteria (TSC). This assessment has not been fully completed and will be continued during the 2025/26 financial year. The voluntary financial information disclosed (see tables below) therefore relates only to the eligibility assessment.

Overall, the analysis of Sonova's economic activities indicates that 93% of turnover, 41% of CAPEX, and 81% of OPEX is currently classifiable as eligible under the EU Taxonomy Regulation (EU) 2020/852.

## Turnover eligibility KPI

For this ratio, the denominator was based on the Group's consolidated net turnover as disclosed in the consolidated Financial Statements as of March 31, 2025. The numerator was derived from net sales of electric and electronic equipment and turnover from repair, refurbishment, and remanufacturing activities.

## CAPEX eligibility KPI

For this ratio, the denominator represents additions to tangible and intangible fixed assets during the financial year (including acquisitions). It also includes additions to right-of-use assets, but excludes additions to goodwill and acquisition-related intangibles. The numerator comprises those capital expenditures included in the denominator that are related to the eligible activities, particularly additions to right-of-use assets (leasing).

## OPEX eligibility KPI

For this ratio, the denominator includes all direct non-capitalized costs related to maintenance, building renovation measures, research and development, short-term lease, and any other direct expenditures relating to the day-to-day servicing of assets of property, plant, and equipment. The numerator relates to those direct non-capitalized costs in the denominator that are related to eligible activities, particularly research and development, and maintenance costs directly linked to turnover-generating eligible activities.

Turnover

Economic activities	Code	Absolute turnover 2024/25	Proportion of turnover 2024/25	Substantial Contribution Criteria					DNSH criteria ('Does Not Significantly Harm')					Minimum safeguards	Taxonomy aligned or eligible proportion of total turnover, 2023/24	Category (enabling activity)	Category (transi- tional activity)	
				Climate change mitigation	Climate change adaptation	Water	Pollution	Circular economy	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water	Pollution					Circular economy
		CHF million	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	%	E	T
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																		
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																		
Not assessed		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>0.0</b>	<b>0%</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which enabling		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which transitional		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																		
Manufacture of electrical and electronic equipment	CE 1.2	3,464.3	90%	N/EL	N/EL	N/EL	N/EL	EL	N/EL							89%		
Repair, refurbishment and remanufacturing	CE 5.1	129.2	3%	N/EL	N/EL	N/EL	N/EL	EL	N/EL							3%		
<b>Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		<b>3,593.5</b>	<b>93%</b>	0%	0%	0%	0%	93%	0%							<b>92%</b>		
<b>Total (A.1+A.2)</b>		<b>3,593.5</b>	<b>93%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>93%</b>	<b>0%</b>							<b>92%</b>		
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																		
<b>Turnover of Taxonomy-non-eligible activities</b>		<b>271.9</b>	<b>7%</b>															
<b>Total (A+B)</b>		<b>3,865.4</b>	<b>100%</b>															

Total turnover, see annual report 2024/25, 5-year key figures

CAPEX

Economic activities	Code	Absolute CAPEX 2024/25	Proportion of CAPEX 2024/25	Substantial Contribution Criteria					DNSH criteria ('Does Not Significantly Harm')					Minimum safeguards	Taxonomy aligned or eligible proportion of total CAPEX, 2023/24	Category (enabling activity)	Category (transi- tional activity)	
				Climate change mitigation	Climate change adaptation	Water	Pollution	Circular economy	Biodiversity and ecosystems	Climate change mitigation	Climate change adaptation	Water	Pollution					Circular economy
		CHF million	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	%	E	T
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																		
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																		
Not assessed		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>CAPEX of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>0.0</b>	<b>0%</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which enabling		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which transitional		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																		
Acquisition and ownership of buildings	CCM 7.7	56.4	27%	EL	N/EL	N/EL	N/EL	N/EL	N/EL							27%		
Manufacture of electrical and electronic equipment	CE 1.2	25.1	12%	N/EL	N/EL	N/EL	N/EL	EL	N/EL							15%		
Transport by motorbikes, passenger cars and light commercial vehicles	CCM 6.5	2.5	1%	EL	N/EL	N/EL	N/EL	N/EL	N/EL							1%		
<b>CAPEX of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		<b>83.9</b>	<b>41%</b>	28%	0%	0%	0%	12%	0%							<b>44%</b>		
<b>Total (A.1+A.2)</b>		<b>83.9</b>	<b>41%</b>	<b>28%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>	<b>0%</b>							<b>44%</b>		
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																		
<b>CAPEX of Taxonomy-non-eligible activities</b>		<b>122.7</b>	<b>59%</b>															
<b>Total (A+B)</b>		<b>206.7</b>	<b>100%</b>															

**Substantial contribution criteria**  
**Y – Yes:** Taxonomy eligible and Taxonomy-aligned activity with the relevant environmental objective  
**N – No:** Taxonomy eligible but not Taxonomy-aligned activity with the relevant environmental objective  
**N/EL – not eligible:** Taxonomy non-eligible activity for the relevant environmental objective  
**EL – eligible:** Taxonomy eligible activity for the relevant objective

**DNSH criteria**  
**Y – DNSH criteria are met**  
**N – DNSH criteria are not met**  
**Minimum safeguards**  
**Y – Minimum safeguards are met**  
**N – Minimum safeguards are not met**  
**CE:** Circular economy

OPEX

Economic activities	Code	Absolute OPEX 2024/25	Proportion of OPEX 2024/25	Substantial Contribution Criteria					DNSH criteria ('Does Not Significantly Harm')					Minimum safeguards	Taxonomy aligned or eligible proportion of total OPEX, 2023/24	Category (enabling activity)	Category (transi- tional activity)	
				Climate change adaptation mitigation	Water	Pollution	Circular economy	Biodiversity and ecosystems	Climate change adaptation mitigation	Water	Pollution	Circular economy	Biodiversity					
		CHF million	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																		
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																		
Not assessed		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>OPEX of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>0.0</b>	<b>0%</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which enabling		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
Of which transitional		0.0	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a
<b>A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																		
Manufacture of electrical and electronic equipment	CE 1.2	188.5	81%	N/EL	N/EL	N/EL	N/EL	EL	N/EL							38%		
<b>Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		<b>188.5</b>	<b>81%</b>	0%	0%	0%	0%	81%	0%							38%		
<b>Total (A.1+A.2)</b>		<b>188.5</b>	<b>81%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>81%</b>	<b>0%</b>							<b>38%</b>		
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																		
OPEX of Taxonomy-non-eligible activities		44.4	19%															
<b>Total (A+B)</b>		<b>232.9</b>	<b>100%</b>															

**Substantial contribution criteria**  
**Y – Yes:** Taxonomy eligible and Taxonomy-aligned activity with the relevant environmental objective  
**N – No:** Taxonomy eligible but not Taxonomy-aligned activity with the relevant environmental objective  
**N/EL – not eligible:** Taxonomy non-eligible activity for the relevant environmental objective  
**EL – eligible:** Taxonomy eligible activity for the relevant objective

**DNSH criteria**  
**Y –** DNSH criteria are met  
**N –** DNSH criteria are not met  
**Minimum safeguards**  
**Y –** Minimum safeguards are met  
**N –** Minimum safeguards are not met  
**CE:** Circular economy

# Sustainability notes

The sustainability notes provide detailed information on environmental, social and governance (ESG) performance metrics disclosed in the report, including definitions, methodology, assumptions (specifically in the area of environmental metrics) and if applicable, restatements.

GRI 2-4

While we are dedicated to maintaining consistency in the definition and calculation of our sustainability metrics over time, we recognize that there may be instances where metrics or targets evolve to better reflect our strategic goals or industry standards. If such cases occur, or in case of material prior year errors, we will restate comparative figures. Thresholds for restatements have been assessed on a case-by-case basis, taking into account an overall assessment and judgement on the impact on the report. In case of material restatements these are further explained in the respective sustainability notes.

The calculated performance metrics are in accordance with Sonova’s financial year. Unless stated otherwise, environmental performance metrics for 2024/25 are based on actual data from April to December 2024 and estimated data from January to March 2025.

## Sustainability note 1 - Climate change

Sonova’s GHG emissions are calculated and reported according to the Greenhouse Gas (GHG) Protocol under the financial control consolidation approach for organizational boundaries. Global warming potentials (GWP) from the IPCC’s fourth assessment report (AR4) are applied to calculate CO<sub>2</sub> equivalents. While all greenhouse gases from the Kyoto Protocol (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>) are considered, only CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O are relevant. Out of the 15 scope 3 categories outlined by the GHG Protocol, 12 are applicable to Sonova, and those not applicable are: processing of sold products (cat. 10), downstream leased assets (cat. 13) and franchises (cat. 14). These are not included as Sonova does not have any GHG emissions from downstream leased assets and does not operate any franchises. The emissions in category 10 were excluded as they were deemed negligible (<0.1% of 2019 base year emissions).

GHG emissions from joint ventures are reported under scope 1 and 2, provided that Sonova holds operational control. If not, these emissions are accounted for under scope 3, upstream leased assets (cat. 8), e.g., for emissions derived from shop-in-shop operations.

Topic	Performance metrics	Methodology, data sources and restatements
Climate change	Scope 1 Mobile combustion	<p><b>Definition and methodology</b> Includes emissions from the use of company-owned or leased cars and shuttle buses.</p> <p><b>Data sources</b> Data on vehicle type, fuel consumption and distance driven was provided from all Group companies. Emissions calculated using actual data in the financial year 2024/25: 51%.</p> <p><b>Calculation methodology and significant assumptions</b> Calculations followed the average-data (fuel consumption) method. For Group companies not able to provide actual data, emissions were calculated using fleet average emissions for electric and non-electric vehicles. When the fuel type was unknown, gasoline was assumed. Emissions calculated with emissions factors (EFs) from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> Fuel and average passenger cars: Department for Energy Security and Net Zero (DESNZ, previously BEIS) 2024; Electric vehicles (reported under Scope 2 - location based): International Energy Agency (IEA) 2024.</p>
	Scope 1 Stationary combustion	<p><b>Definition and methodology</b> Includes emissions arising from owned or controlled heating facilities.</p> <p><b>Data sources</b> Data on fuel oil, natural gas, biogas, liquified petroleum gas, coal and coal products, and renewable hydrogen consumption is provided from Group companies representing 90% of total full-time equivalent employees (FTEs) as of December 31, 2024. Emissions calculated using actual data in the financial year 2024/25: 30%.</p>

	<p><b>Calculation methodology and significant assumptions</b> Calculations followed the average-data method. Desk research was conducted for countries in which no information regarding the presence of heating was available. Where the heating source is not clearly identified, natural gas was assumed. For Group companies without actual data and where heating is deemed present, emissions were estimated using the average heating consumption per area, from similar sites (offices/storage/production facilities/Audiological Care stores). Emissions calculated with EFs from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ, net calorific value (CV) 2024.</p>
<p><b>Scope 1 Refrigerant Gases</b></p>	<p><b>Definition and methodology</b> Fugitive emissions arising from leakage in air-conditioning installations.</p> <p><b>Data sources</b> Data on quantities of refilled refrigerants in equipment and/or air-conditioning units, provided from Group companies representing 80% of total FTEs as of December 31, 2024. Emissions calculated using actual data in the financial year 2024/25: 15%.</p> <p><b>Calculation methodology and significant assumptions</b> Calculations followed the average-data method. For Group companies where actual data were not available, average consumption was extrapolated based on average consumption of similar sites (offices/storage/production facilities/Audiological Care stores). Emissions calculated with EFs from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ, net CV 2024.</p>
<p><b>Scope 2 Purchased electricity, steam, heating and cooling for own use</b></p>	<p><b>Definition and methodology</b> Emissions deriving from the consumption of purchased electricity and district heating.</p> <p><b>Data sources</b> Data on electricity and district heating consumption collected from Group companies representing 90% of total FTEs as of December 31, 2024. Emissions calculated using actual data in the financial year 2024/25: 47%.</p> <p><b>Calculation methodology and significant assumptions</b> Calculations followed an average-data method. For Group companies with no available actual data, emissions were estimated based on the average electricity consumption per area from similar sites (offices/storage/production facilities/Audiological Care stores). All extrapolated electricity consumption was assumed to be grid electricity unless documented evidence of certified renewable electricity was provided. Market-based emissions were calculated under the following conditions: if contractual agreements (e.g., green tariffs, energy attribute certificates) were in place, specific EFs were used; if no agreements exist, the residual factor was applied; if no residual factors were available, the location-based value was used. Emissions calculated with EFs from suppliers in the financial year 2024/25: 92% (market-based).</p> <p><b>Emission factor sources</b> <i>Market-based:</i> Association of Issuing Bodies (AIB) - European Residual Mix 2023; Environmental Protection Agency (EPA) - eGrid 2023; Environment and Climate Change Canada (ECCC) 2022; IEA 2024 where CH<sub>4</sub>, N<sub>2</sub>O and corrections for trade-induced emissions were considered. <i>Location-based:</i> IEA 2024, EPA - eGRid 2023; ECCC 2022. <i>District heating:</i> DESNZ 2024.</p>
<p><b>Scope 3 - category 1 Purchased goods and services</b></p>	<p><b>Definition and methodology</b> This category includes all upstream (i.e., cradle-to-gate) emissions from the production of materials and components, and non-production-related products and services purchased by Sonova from third-parties during the reporting year.</p> <p><b>Data sources</b> For our Hearing Instruments business, total purchased quantities and weights are collected through ERP systems. For our Consumer Hearing business, we categorize our diverse range of products by grouping them with a reference product, which is the best-selling item in each category. Non-production-related products and services data are collected through finance reports. Food and beverages consumption is provided by Group companies where we operate a canteen; water withdrawal and discharge data are collected from Group companies representing 73% of total FTEs as of December 31, 2024. Emissions calculated using actual data in the financial year 2024/25: 99%.</p> <p><b>Calculation methodology and significant assumptions</b> Emissions from materials and components from the Hearing Instruments business were calculated based on combined total weight of received materials and components, with EFs assigned based on raw materials and/or nature of the components. Where reliable Product Carbon Footprints (PCFs) are available, these were used instead. For the Consumer Hearing business, emissions were calculated using an average-data method that combines the total sold quantities of clustered products with the EFs based on a high-level raw material composition of the respec-</p>

		<p>tive reference product of the cluster. Emissions not related to production materials and services were calculated using a spend-based method, adjusting inflation rates at country level. Food and beverage emissions were also calculated using the average-based method, considering total quantities consumed. Water withdrawal and discharge emissions were calculated using the average-data method (see Sustainability note 2 - Other environmental topics). Emissions calculated with EFs from suppliers in the financial year 2024/25: 1%.</p> <p><b>Emission factor sources</b>  <i>Production-related products:</i> Ecolnvent, version 3.9.1; DESNZ 2024; Sonova internally developed LCA; <i>Non-production-related products:</i> Exiobase, version 3.3.18; <i>Food &amp; Beverage:</i> Agribalyse, version 3.1.1; <i>Water withdrawal and discharge:</i> DESNZ 2024.</p> <p><b>Restatements</b>                  Restatements due to data quality and methodological improvements in materials and components purchased include master data corrections, more precise EF material allocations and the use of supplier PCFs for financial years 2019/20 to 2023/24. The differences in newly reported figures compared to previous reports are as follows: -7.4% (-9,688 tCO<sub>2</sub>e) for 2023/24; -7.8% (-12,162 tCO<sub>2</sub>e) for 2022/23; -6.3% (-10,330 tCO<sub>2</sub>e) for 2021/22; -5.2% (-6,922 tCO<sub>2</sub>e) for 2020/21; and -4% (-6,799 tCO<sub>2</sub>e) for 2019/20.</p>
	<p><b>Scope 3 - category 2 Capital goods</b></p>	<p><b>Definition and methodology</b>                  Includes IT hardware related cradle-to-gate emissions.</p> <p><b>Data sources</b>                  Purchased IT hardware quantities are collected from supplier. Emissions calculated using actual data in the financial year 2024/25: 100%.</p> <p><b>Calculation methodology and significant assumptions</b>                  Collected data were clustered in material equipment classes (e.g., laptop, monitors, etc.). The entire lifespan of the purchased items was considered. Average emission factors per product cluster were derived from the vendor's PCFs. Emissions calculated with EFs from suppliers in the financial year 2024/25: 100%.</p> <p><b>Emission factor sources</b>                  Supplier PCFs 2022.</p>
	<p><b>Scope 3 - category 3 Fuel- and energy-related activities</b></p>	<p><b>Definition and methodology</b>                  Includes location-based emissions related to the production of fuels and energy purchased and consumed that are not included in scope 1 or scope 2.</p> <p><b>Data sources</b>                  See scope 1 - mobile combustion, scope 1 - stationary combustion, and scope 2 data sources description. Emissions calculated using actual data in the financial year 2024/25: 62%.</p> <p><b>Calculation methodology and significant assumptions</b>                  Well-to-tank and transmission and distribution emissions were calculated for all energy consumed (excluding on-site generated) using the average-data method combined with country-level EFs. Emissions calculated with EFs from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b>                  AIB - European Residual Mix 2022, Our World in Data (OWID) 2024, eGRID 2022.</p>
	<p><b>Scope 3 - categories 4 and 9 Transportation and distribution</b></p>	<p><b>Definition and methodology</b>                  Includes transport emissions from tier 1 suppliers to Sonova sites (provided that Sonova is responsible for the shipments), intercompany and outbound shipments of products to customers or end-users, in vehicles not owned or operated by Sonova. Relevant facilities-related scope 1 and 2 from warehouses not owned from Sonova are also included.</p> <p><b>Data sources</b>                  Shipment data (e.g., origin, destination, actual weight, mode of transport) are provided from carriers. Emissions calculated using actual data in the financial year 2024/25: 98%.</p> <p><b>Calculation methodology and significant assumptions</b>                  For suppliers providing carrier-specific emissions, the supplier-specific method was used. For suppliers only providing shipment data, average EFs were considered based on type of freight used and distance travelled. Where mode of transport was not explicit, air freight was assumed to be conservative. A radiative forcing index of 1.9 was applied to account for all climatic impacts from air travel. Facility-related scope 1 and 2 emissions of warehouses not owned by Sonova were estimated based on the area utilized by Sonova. Emissions calculated with EF from suppliers in the financial year 2024/25: 55%.</p> <p><b>Emission factor sources</b>                  DESNZ 2022, IEA 2024, carriers EFs 2024.</p> <p><b>Restatements</b>                  Figures for the financial year 2023/24 were restated due to improved data quality and the inclu-</p>

		<p>sion of additional carrier data. This resulted in a 6.2% increase (+2,993 tCO<sub>2</sub>e) compared to the previously reported figures.</p>
	<p><b>Scope 3 - category 5 Waste generated in operations</b></p>	<p><b>Definition and methodology</b> Includes emissions from third-party disposal and treatment of waste generated in Sonova's owned or controlled operations.</p> <p><b>Data sources</b> See sustainability note 2 - operational waste. Emissions calculated using actual data in the financial year 2024/25: 32%.</p> <p><b>Calculation methodology and significant assumptions</b> For Group companies without actual data on non-hazardous waste, emissions were extrapolated based on the average non-hazardous waste production per full-time employee (kg/FTE) from similar sites (offices/storage/production facilities/Audiological Care stores). Hazardous waste production was extrapolated similarly, excluding Audiological Care stores for which no extrapolation was applied as they typically do not generate hazardous waste. If disposal method information was unavailable, the most common disposal method for each waste type at the country level was assumed. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ 2024.</p>
	<p><b>Scope 3 - category 6 Business travel</b></p>	<p><b>Definition and methodology</b> Includes emissions from business flights and personal car allowances.</p> <p><b>Data sources</b> Data on flights (departure and destination airport, cabin class, number of travelers and cost) is provided by Sonova's travel management providers or from Sonova Group companies. Allowances provided to employees for the use of their personal vehicles for business purposes are provided from Group companies (vehicle make, model, fuel type, fuel consumption and distance driven). Emissions calculated using actual data in the financial year 2024/25: 99%.</p> <p><b>Calculation methodology and significant assumptions</b> Flight emissions were calculated based on the distance travelled between departure and arrival airports and the flight class, using the average-data method. Where relevant flight data was unavailable but costs were provided, emissions were estimated by CO<sub>2</sub>e/CHF based on reliable data provided from other entities. If cost was not available, then the average tCO<sub>2</sub>e per FTE was used as proxy. A radiative forcing index of 1.9 was applied to account for all climatic impacts from air travel. See scope 1 - mobile combustion for car allowances emissions calculation methodology. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ 2022.</p> <p><b>Restatements</b> Figures for the financial years 2020/21 to 2023/24 have been restated due to data quality and methodological improvements. The amendments to previously reported figures are as follows: +11.2% (+1,300 tCO<sub>2</sub>e) for 2023/24; -13.8% (-1,683 tCO<sub>2</sub>e) for 2022/23; -33.6% (-1,467 tCO<sub>2</sub>e) for 2021/22; and -43.5% (-2,558 tCO<sub>2</sub>e) for 2020/21.</p>
	<p><b>Scope 3 - category 7 Employee commuting</b></p>	<p><b>Definition and methodology</b> Includes emissions from the commuting of employees from their homes to their workplace.</p> <p><b>Data sources</b> An employee commuting survey is conducted every two years to collect activity data (number of days an employee goes to the office on average, commuting distance, modes of commute, type of vehicles) across Sonova Group companies. Emissions calculated using actual data in the financial year 2024/25: 0%.</p> <p><b>Calculation methodology and significant assumptions</b> Emissions were calculated combining estimated total kilometers commuted per mode of commute and related average emission per kilometer, using the average-data method. In the financial year 2024/25, the survey had been distributed only to Group companies not included in the financial year 2023/24 survey (as they were newly established in the financial year 2024/25). For Group companies with available prior year results, these were used to extrapolate financial year results based on updated FTE figures. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ 2024, IEA - Energy Efficiency Indicators 2024.</p>
	<p><b>Scope 3 - category 8 Upstream leased assets</b></p>	<p><b>Definition and methodology</b> Includes emissions of spaces leased by Sonova where the Group has no operational control (e.g shop-in-shops).</p>

		<p><b>Data sources</b> See scope 1 - stationary combustion, scope 1 - refrigerants, scope 2. Emissions calculated using actual data in the financial year 2024/25: 0%.</p> <p><b>Calculation methodology and significant assumptions</b> Emissions include: stationary combustion, electricity consumption (location-based), water withdrawal and discharge, operational waste. Please refer to the respective sections. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> AIB - European Residual Mix 2023, DESNZ 2024, IEA 2024.</p> <p><b>Restatements</b> Financial year 2023/24 values restated due to data quality improvement, resulting in an increase of 21.9% (+96 tCO<sub>2</sub>e) compared to previously reported figures.</p>
	<p><b>Scope 3 - category 11</b> <b>Use of sold products</b></p>	<p><b>Definition and methodology</b> Includes direct emissions from the use of goods sold by Sonova, throughout their entire life cycle. Indirect use-phase emissions are excluded as they are excluded from SBTi's minimum boundary.</p> <p><b>Data sources</b> Collected data represents sales figures per country. Returned units are not removed from the totals considered. Energy consumption is calculated considering the technical properties of the sold products. Emissions calculated using actual data in the financial year 2024/25: 100%.</p> <p><b>Calculation methodology and significant assumptions</b> Emissions were calculated using the average-data method, considering the total energy consumption of hearing aids, selected hearing instrument accessories, cochlear implants and consumer hearing products. The average lifetime for hearing aids and cochlear implant sound processors was assumed to be 5 years and for cochlear implants 20 years. For consumer hearing products, energy consumption for each reference product was calculated based on its technical properties and used for all sold products allocated to the reference product. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> IEA 2024, ECCC (Consumption intensity) 2022, eGRID 2023.</p> <p><b>Restatements</b> To integrate the findings of recently completed life cycle assessment (LCA) studies, idle power consumption was added to category 11 emissions calculations. The adjusted figures differ from previously reported ones as follows: +33.6% (+928 tCO<sub>2</sub>e) for financial year 2023/24; +30.5% (+926 tCO<sub>2</sub>e) for 2022/23; +28.3% (+1,049tCO<sub>2</sub>e) for 2021/22; +92.1% (+2,149 tCO<sub>2</sub>e) for 2020/21; and +59.7% (+1,505 tCO<sub>2</sub>e) for 2019/20.</p>
	<p><b>Scope 3 - category 12</b> <b>End-of-life of sold products</b></p>	<p><b>Definition and methodology</b> Includes emissions from the waste disposal and treatment of packaging (products and transport) at the end of its life-cycle. End-of-life emissions from sold products are excluded because deemed negligible.</p> <p><b>Data sources</b> For the Hearing Instruments business, data on received and used product and transport packaging is collected through internal ERP systems. For the Consumer Hearing business, sales quantities are used for the calculation of emissions related to end-of-life of our packaging and batteries. Emissions calculated using actual data in the financial year 2024/25: 100%.</p> <p><b>Calculation methodology and significant assumptions</b> Emissions were calculated based on average-data methodology, considering total quantities of product and transport packaging in scope. Landfill was chosen as the assumed end-of-life treatment for all packaging, representing the most conservative scenario. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> DESNZ 2024.</p> <p><b>Restatements</b> Emissions from waste disposal of packaging were restated for financial years 2019/20 to 2023/24 due to data quality and methodological improvements, including master data corrections and enhanced EF allocation. The newly reported figures differ from previous ones as follows: -17.4% (-479 tCO<sub>2</sub>e) for 2023/24; -12.4% (-323 tCO<sub>2</sub>e) for 2022/23; -12.1% (-323 tCO<sub>2</sub>e) for 2021/22; -14.5% (-337 tCO<sub>2</sub>e) for 2020/21; and -18.4% (-463 tCO<sub>2</sub>e) for 2019/20.</p>

	<b>Scope 3 - category 15 Investments</b>	<p><b>Definition and methodology</b> Emissions associated with Sonova's investments in the reporting year.</p> <p><b>Data sources</b> List of Sonova's equity investments as per September 30, 2024. Emissions calculated using actual data in the financial year 2024/25: 100%.</p> <p><b>Calculation methodology and significant assumptions</b> Turnover of equity investments was extrapolated to 12 months. Emissions calculations followed equity investments methodology, considering Sonova's proportional share of investment in the investees in the reporting year. Emissions calculated with EF from suppliers in the financial year 2024/25: 0%.</p> <p><b>Emission factor sources</b> Bloomberg, CDP 2021.</p>
	<b>Energy consumption</b>	<p><b>Definition and methodology</b> Includes energy consumption within the boundaries of scope 1 and 2.</p> <p><b>Data sources</b> See scope 1 - mobile and stationary combustion, and scope 2.</p> <p><b>Restatements</b> Energy consumption in the financial year 2023/24 and 2022/23 was restated due to data quality improvement and alignment with ESRS boundaries, resulting in a &lt;1% decrease in financial year 2023/24, and -1% (-632 MWh) in financial year 2022/23 compared to previously reported figures.</p>
	<b>Energy intensity relative to revenues</b>	<p><b>Definition and methodology</b> Total energy consumption divided by net revenue.</p> <p><b>Restatements</b> See energy consumption - restatements</p>
	<b>Energy intensity relative to FTE</b>	<p><b>Definition and methodology</b> Energy consumption divided by FTEs as of December 31, 2024.</p> <p><b>Restatements</b> See energy consumption - restatements</p>

The conversion factors applied for each input unit in this ESG Report are presented below and sourced from the UK Government Department for Energy Security and Net Zero.

	Factor	Unit		Factor	Unit
<b>Energy</b>			<b>Distance</b>		
Bioethanol (kg)	0.0074	MWh	Mile	1.6093	km
Diesel (kg)	0.0118	MWh	<b>Mass</b>		
Diesel (m3)	9.9831	MWh	Pound (lb)	0.4535	kg
Fuel oil (L)	0.01	MWh	<b>Volume</b>		
Gigajoule (GJ)	0.2778	MWh	Imperial gallon	4.5461	L
LPG (kg)	0.0128	MWh	Megaliter	10,000	L
LPG (m3)	6.7607	MWh	US gallon	3.7854	L
Natural gas (m3)	0.0103	MWh			
Petrol (kg)	0.0122	MWh			
Petrol (m3)	9.0543	MWh			
Therm	0.0293	MWh			

## Sustainability note 2 - Other environmental topics

The note covers the topics circular economy, water and biodiversity.

Topic	Performance metrics	Methodology, data sources and restatements
<b>Circular economy</b>	<b>Packaging waste</b>	<p><b>Definition and methodology</b> Packaging waste was calculated based on the total packaging received during the financial year. It includes product packaging from the Hearing Instruments business as well as transport packaging that may also be used by other business units. Product packaging purchased by our Cochlear Implant and Consumer Hearing businesses are excluded. This KPI considered actual financial year quantities, no proxy is used.</p>

		<p>The 2023/24 figures are not comparable with the reported figures in the 2023/24 ESG Report due to the change of reporting period for the packaging waste target from calendar year to financial year.</p> <p><b>Data sources</b> Received quantities per packaging article is used. For transportation packaging used by our external distribution center, total weight of used packaging boxes is considered.</p>
	<b>Operational waste</b>	<p><b>Definition, methodology and data sources</b> Quantity of waste generated in Sonova's owned or controlled operations.</p> <p><b>Data sources</b> Data on waste generated (hazardous and non-hazardous waste, including recycling) is collected from Group companies representing 80% of total FTEs as of December 31, 2024. Where actual data is not available, waste generated is estimated based on Group averages and FTE figures.</p> <p><b>Restatements</b> Total operational waste figures were restated due to data quality improvement and boundaries realignment (applying scope 1 and 2 boundaries and excluding scope 3, category 8). Reported figures decreased respectively by 5% (-195 t) and 3% (-123 t) for the financial years 2023/24 and 2022/23 as compared to figures previously reported.</p>
	<b>Total waste per FTE</b>	<p><b>Definition and methodology</b> Operational waste divided by the number of FTEs as of December 31, 2024.</p> <p><b>Restatements</b> See Operational waste - restatements.</p>
<b>Water</b>	<b>Water withdrawal</b>	<p><b>Definition and methodology</b> Sum of freshwater withdrawn from ground or surface water sources across Sonova's sites.</p> <p><b>Data sources</b> Water withdrawal data is collected from Group companies representing 73% of total FTEs as of December 31, 2024. For offices where no actual data is available, water withdrawal is estimated based on available Group averages and FTE figures; for stores where no actual data is available, an average factor of 10m<sup>3</sup>/FTE is considered.</p> <p><b>Restatements</b> Total waste in operation figures were restated due to data quality improvement, and boundaries alignment (applying scope 1 and 2 boundaries and excluding scope 3, category 8). Reported figures decreased respectively of 7% (-18,605 m<sup>3</sup>) and 5% (-11,878 m<sup>3</sup>) for the financial year 2023/24 and 2022/23 as compared to figures previously reported.</p>
	<b>Water withdrawal per FTE</b>	<p><b>Definition and methodology</b> Water withdrawal divided by the number of FTEs as of December 31, 2024.</p> <p><b>Restatements</b> See Water withdrawal - restatements.</p>
	<b>Water withdrawal in water-stress areas</b>	<p><b>Definition and methodology</b> To identify water risk scarcity across Sonova's sites, the risk category 1 "water scarcity", containing the sub-topics aridity index, water depletion, baseline water stress, blue water scarcity, available water remaining (AWARE), drought frequency probability, and projected change in drought occurrence were considered, as recommended by the WWF Risk Filter. All sites that contain a value <math>3.4 &lt; x \leq 4.2</math> in risk category 1 were deemed to have a high water scarcity risk and sites with a value of <math>4.2 &lt; x \leq 5.0</math> are deemed at very high risk. Sonova reports the water withdrawal from these sites in water stressed areas.</p> <p><b>Restatements</b> See Water withdrawal - restatements.</p>
<b>Biodiversity</b>	<b>Biodiversity risk</b>	<p><b>Definition and methodology</b> To identify the biodiversity risks based on biodiversity dependencies and impacts, Sonova uses the WWF Biodiversity Risk Filter. Specifically, the SCAPE Physical Risks (Categories 1 – 5) that contain a focus on provisioning services, regulating and supporting services, regulation services – mitigation, pressures on biodiversity, as well as environmental factors (Category 6), containing the sub-topics protected/conserved areas, key biodiversity areas, other important delineated areas, ecosystem condition, and range rarity. All sites that contain a value <math>3.4 &lt; x \leq 4.2</math> are deemed to have a high risk and sites with a value of <math>4.2 &lt; x \leq 5.0</math> are deemed at very high risk. Sonova reports biodiversity risk from the sites in high and very high risks areas.</p>

### Sustainability note 3 - Employees

The note covers the section our employees and the topics talent management, working conditions, diversity and inclusion, and occupational health and safety. Employee related data is reported based on headcount and/or FTE data, highlighted in each table and sourced from the central HR system. Employee numbers (FTE and HC) do not show material seasonal or temporary fluctuations.

Topic	Performance metrics	Definition and methodology
<b>Our employees</b>	<b>Full-time equivalent (FTE)</b>	Number of individuals employed, expressed as the equivalent of full-time employees. FTE based performance metrics cover permanent, temporary, and non-guaranteed hours employees and exclude employees on long-term leave (such as maternity or long-term sick leave) and interns.
	<b>Headcount (HC)</b>	Number of individuals employed, regardless of whether they are full-time or part-time employees. HC based performance metrics cover permanent, temporary, non-guaranteed hours employees, and exclude employees on long-term leave (such as maternity or long-term sick leave).
	<b>Employees by employment contract and by gender</b>	Categorized as follows: <ul style="list-style-type: none"> <li>• Permanent: employees with an unlimited contract</li> <li>• Temporary: employees with a fixed-term contract (includes interns: employees to gain work experience and/or participate in structured training programs and apprentices)</li> <li>• Non-guaranteed hours: employees without a guarantee of a minimum or fixed number of working hours.</li> </ul> For employees by gender, the gender category "other" is not applicable.
	<b>Employee turnover rate by gender and age group</b>	Percentage of employees who left Sonova during the financial year including continuing and discontinued operations (excluding leaves following company sale).
	<b>Employee voluntary turnover rate by gender and age group</b>	Percentage of employees who left Sonova voluntarily during the financial year.
<b>Talent management</b>	<b>Non-employees</b>	External contractors, agency temps, and contingent workers.
	<b>Employee engagement survey participation rate</b>	Percentage of eligible employees who participated in the annual employee survey out of the total number of eligible employees. The survey and data are handled by an external provider. Employees eligible to take the survey are defined as: Permanent and temporary employees, working at least 20% of full time; employees who joined Sonova no later than one and a half months before the HearMe survey. In total, 17,279 employees (this relates to the date that the HearMe process was started and not to the end of the 2024/25 financial year) were eligible to take the survey in the 2024/25 financial year.
	<b>Employee engagement rate</b>	Percentage of favorable responses on three questions (average) relating to employee engagement, collected through the annual HearMe engagement survey.
	<b>Internal leadership recruitment rate (ILRR)</b>	Percentage of leaders (people managers or project managers) hired internally among all hires on to leadership positions.
	<b>New hire rate by gender and age group</b>	Ratio by gender or age group of new hires (relates to permanent and temporary employees) in relation to the total of new hires in the financial year.
	<b>Development plan rate</b>	Number of eligible employees with a development plan documented in the HR system. Eligible employees are permanent and temporary employees who have worked at Sonova for more than six months. Ineligible employees are employees on long-term leave, non-employees, interns, and employees in production/assembly for whom other skill-related growth paths are established. More than 12,500 employees were eligible in the 2024/25 financial year.
	<b>Working conditions</b>	<b>Number of people leaders trained in Mental Health First Aid conversations for Managers</b>
<b>Diversity and inclusion</b>	<b>Women in management positions</b>	Sonova's level system covers levels from A to J. Senior management include employees in level category A, B and Management Board members. Middle management include employees in level category C and D. Non-management include employees in level category E to J. This performance metric calculates the percentage of women in relation to the total HC (including HC on paid/unpaid leave) in the respective management categories.
	<b>Share of women in STEM-related positions</b>	Percentage of women in functions where the primary skills required are related to science, technology, engineering, or mathematics.
	<b>Share of women in revenue-generating positions and as people leaders</b>	Percentage of women in all positions and people leaders, excluding support functions such as HR, IT, legal, finance, and facilities management.
	<b>Employees and people leaders by nationality</b>	The data for total number of nationalities, top five nationalities for all employees, and top five nationalities for people leaders covers more than 51% of all employees in 2024/25.
<b>Occupational health and safety</b>	<b>Overall approach</b>	Occupational health and safety performance metrics are reported for our operation and distribution centers and cover Sonova's own employees (permanent and temporary).

	<b>Number of work-related injuries</b>	Total number of injuries that occurred at work and where the employee was not able to return to work for the next scheduled workday/shift.
	<b>Number of hours worked</b>	Total hours worked for the employees in scope.
	<b>Lost day rate</b>	Total number of lost days (working days, not calendar days, from the first working day/shift where the employee cannot work) due to injuries/total hours worked times 1,000,000.
	<b>Lost-time injury frequency rate</b>	Total number of lost-time injuries per total hours worked times 1,000,000.
	<b>Work-related fatalities</b>	Death arising from an injury sustained while performing work.

### Sustainability note 4 - Other social topics

The note covers the topics access to hearing care, and product quality, reliability and safety.

Topic	Performance metrics	Definition and methodology
<b>Access to hearing care</b>	<b>Increase in number of hearing instruments (HI) sold in low- and middle-income countries</b>	Percentage calculated by dividing the number of hearing instruments sold in low- and middle-income countries (applying the World Bank country classification by income level in 2024) in the 2024/25 financial year by the respective units sold in the 2018/19 financial year.
	<b>SIHA graduates in low- and middle-income countries</b>	The definition of low- and middle-income countries, applies the World Bank country classification by income level in 2024.
<b>Product quality, reliability and safety</b>	<b>Improvement of hearing instrument (HI) product reliability rate</b>	The hearing instrument product reliability rate calculates the ratio between the annualized number of in-warranty product returns over the past three months and the number of hearing instruments in the market and within warranty. This performance metric measures the year-over-year improvement of the reliability rate.
	<b>Improvement of cochlear implant (CI) reliability rate (externals/processors)</b>	The cochlear implant product reliability rate calculates the ratio between the annualized three-month rolling average of Naida pediatric and adult system product returns, divided by the number of registered processors used by pediatric and adult recipients. This performance metric measures the year-over-year improvement of the reliability rate.
	<b>Product safety indicators</b>	Product safety data for all years are reported for medical devices, e.g., cochlear implants and hearing instruments, based on the Sustainability Accounting Standards Board (SASB) standards. Products listed in any public medical product safety or adverse event alert database are defined in relation to listings that indicate potentially serious risks or product safety issues. The definition of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards includes non-compliance violations or issues identified during safety inspections, warning letters, seizures, recalls, or consent decrees. Regulatory inspections performed by competent authorities, regulators or notified bodies at Sonova sites, include e.g., ISO 13485, MDSAP, ISO 14001, MDR 2017/745, NMPA China, or US FDA audits.

### Sustainability note 5 - Business ethics

Topic	Performance metrics	Definition and methodology
<b>Business ethics</b>	<b>On-time completion rate of Code of Conduct training</b>	Percentage of employees assigned Code of Conduct training (15,665 employees at the time of assignment of the training) who completed it on-time. Employees who work with computers in their daily work complete the training on the SonovaLearning platform. Employees who do not work with a computer in their daily work complete their training in classroom sessions.
	<b>SpeakUp complaints (substantiated)</b>	The number of total complaints relates to all complaints that have been raised through the global Sonova SpeakUp platform. Substantiated claims relates to the total number of claims that were substantiated and lead to appropriate actions.

## Sustainability note 6 - Salient human rights issues

Sonova is committed to respecting internationally recognized human rights and does not attribute more importance to one human right than to another. We do, however, assign priority to those rights that could be most salient to our business, as determined by the human rights risk assessment. These issues are listed in the table below. In prioritizing key human rights issues according to their scale, scope and remediability, Sonova recognizes that negative impacts on human rights may be particularly severe for some people due to their vulnerability or marginalization.

Human rights issue	Definitions per human rights risk assessment (conducted in the financial year 2022/23)
Access to healthcare	Access to healthcare must be non-discriminatory. Access can be physical, economic (affordability), and/or informational in its nature. According to the UN Committee on Economic, Social and Cultural Rights, "health facilities, goods and services must be within safe physical reach for all sections of the population, especially vulnerable or marginalized groups (...)". <sup>1</sup>
Child labor	Child labor refers to work performed by people under 18 and is prohibited by international standards. Employment or work may be authorized as from the age of 15 years (or 14 in certain developing countries) on condition that the health, safety, and morals of the young persons concerned are fully protected and that the young persons have received adequate specific instruction or vocational training in the relevant branch of activity (special protections for young workers).
Community and land rights	This term refers to all fundamental rights pertaining to local communities, including those recognized as pertaining to indigenous people, that are impacted by business activities. Issues related to land rights are most frequently disputed between companies (and governments) and local communities, as they may have direct consequences for a wide set of fundamental rights (e.g., right to housing, right to life, right to food and water, right to social security, property access rights, cultural identity, etc.).
Contributing to conflict	A company can potentially become involved in or contribute to social or political unrest or conflicts leading to heightened tension, violence and human rights abuses. In fragile environments (e.g., conflict-affected areas), companies shall avoid by any means complicity with governmental/non-state actors' (armed groups, militia, extremists) abuses. Moreover, they shall be aware that an excessive control on key resources (e.g., food, water and electricity supply) and other abusive business decisions have potential consequences on local communities, both during conflict and in post-conflict.
Customer safety	Customer safety refers to the company's approach to preventing negative impacts of its products and services on consumers' health and safety. It includes consumers' right to be properly informed about potential hazards.
Employment practices	In the context of labor rights, this term refers to all practices that are not mentioned under other issue areas, including contracts specifying the terms of conditions for work, working hours, social security, and fair wages. Fair wages ensure workers and their families a decent standard of living (living wage). Elements of a decent standard of living include food, water, housing, education, health care, transport, clothing, and other essential needs, including provision for unexpected events.
Freedom of association and collective bargaining	Freedom of association expresses the right of workers to freely join trade unions or employee associations, while collective bargaining is defined as the "negotiation between employers or employers' organizations and workers' organizations, with a view to the regulation of terms and conditions of employment by means of collective agreements". <sup>2</sup> The two concepts are inextricably linked, the first being a prerequisite for the realization of the second. Moreover, they both imply the recognition of the right to strike. Each of these rights shall be guaranteed by the company and no retaliation/reprisal shall be tolerated in exercising those rights.
Information security and data protection	Information security and data protection refer to all measures implemented by the company to protect the confidentiality and integrity of personal information and data transmitted by workers, clients, suppliers, business partners, and any other stakeholders. The company shall guarantee at all times the proper use, processing and storage of data. This right is ultimately founded on the human right to privacy.
Modern slavery and forced labor	Modern slavery includes human trafficking, child labor, and forced or compulsory labor. Forced or compulsory labor is "all work or service which is exacted from any person under the threat of a penalty and for which the person has not offered himself or herself voluntarily". <sup>3</sup>
Non-discrimination	Discrimination in employment and occupation includes "any distinction, exclusion or preference made on the basis of race, color, sex, religion, political opinion, national extraction or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation". <sup>4</sup>
Occupational health and safety	Occupational health and safety deals with all aspects of health (physical or mental) and safety in the workplace.

<sup>1</sup> UN Committee on Economic, Social and Cultural Rights (CESCR), General Comment No. 14: The Right to the Highest Attainable Standard of Health (Art. 12 of the Covenant), 12b, 11 August 2000, E/C.12/2000/4.

<sup>2</sup> International Labour Organization (ILO), Right to Organise and Collective Bargaining Convention, C98, 1 July 1949, C98, Art. 4.

<sup>3</sup> International Labour Organization (ILO), Forced Labour Convention, C29, 28 June 1930, C29, Art. 2.

<sup>4</sup> International Labour Organization (ILO), Discrimination (Employment and Occupation) Convention, C111, 25 June 1958, C111, Art. 1.

# Swiss Code of Obligations (Art. 964b) content index

The ESG Report 2024/25 covers the reporting requirements as defined in the Swiss Code of Obligations related to transparency on non-financial matters. The following content index refers to the relevant disclosures reported in accordance with Art. 964b of the Swiss Code of Obligations for material topics based on our latest double materiality assessment. As human rights is explicitly mentioned in the Art. 964b, multiple sections related to human rights are included. The sections include policies, measures taken to implement the policies and effectiveness of those measures, main risks and performance indicators.

Art. 964b content requirement	Reference	Page
General information required to understand our business	<a href="#">Basis for preparation</a>	202
	<a href="#">Our product and service offering</a> and <a href="#">Strategy and businesses</a>	7 - 16
Business model	<a href="#">Basis for preparation</a>	202
	<a href="#">Our product and service offering</a> and <a href="#">Strategy and businesses</a>	7 - 16
Environmental matters (including CO <sub>2</sub> goals)	<a href="#">Climate change</a>	212 - 219
Social issues	<a href="#">Access to hearing care</a>	237 - 240
	<a href="#">Ethical marketing and sales practices</a>	244 - 245
	<a href="#">Data privacy and digital ethics</a>	245 - 247
	<a href="#">Product quality, reliability and safety</a>	241 - 244
Employee-related issues	<a href="#">Working conditions</a>	230 - 232
	<a href="#">Talent management</a>	227 - 230
Respect for human rights	<a href="#">Our employees</a>	223 - 226
	<a href="#">Working conditions</a>	230 - 232
	<a href="#">Working conditions in the value chain and affected communities' rights</a>	235
	<a href="#">Our consumers</a>	236 - 237
Combating corruption	<a href="#">Business ethics</a>	248 - 251
Material risks	<a href="#">Double materiality assessment</a>	205 - 207
References to national, European or international regulations	<a href="#">Basis for preparation</a>	202
Coverage of subsidiaries	<a href="#">Basis for preparation</a>	202

Sonova complies with the Swiss Code of Obligation Art. 964j for due diligence and reporting obligations related to child labor. We qualify for the exception clause provided in the law, since our human rights due diligence fully aligns with the following international frameworks: the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, the ILO Conventions No. 138 on Minimum Age and No. 182 on the Worst Forms of Child Labour, the ILO-IOE Child Labour Guidance Tool for Business, as well as the United Nations Guiding Principles on Business and Human Rights (UNGP).

We have determined that we are exempt from the obligations of the Swiss Code of Obligation Art. 964j Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas. We have established a process to regularly review potential purchases of minerals and metals from conflicted-areas, and Sonova falls below the thresholds stipulated by the Swiss Code of Obligation Art. 964j-l.

# Climate-related financial disclosure index (Swiss Climate Ordinance - TCFD)

In accordance with Article 3 of the Swiss Ordinance on Climate Disclosures, the Sonova ESG report 2024/25 report covers climate disclosures based on the report Recommendations of the Task Force on Climate-related Financial Disclosures published June 2017, and the annex Implementing the Recommendations of the Task Force on Climate-related Financial Disclosures published October 2021.

Please find below a table with the disclosure descriptions and the links to the relevant sections in ESG report 2024/25.

TCFD disclosure	TCFD code	Disclosure description	Page
<b>Governance</b>	TCFD-GOV-a	Describe the board's oversight of climate-related risks and opportunities	212
	TCFD-GOV-b	Describe management's role in assessing and managing climate-related risks and opportunities	212
<b>Strategy</b>	TCFD-STR-a	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	213- 214
	TCFD-STR-b	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	214 - 215
	TCFD-STR-c	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	214 - 215
<b>Risk management</b>	TCFD-RMA-a	Describe the organization's processes for identifying and assessing climate-related risks	213 - 214
	TCFD-RMA-b	Describe the organization's processes for managing climate-related risks	213 - 214
	TCFD-RMA-c	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	213
<b>Metrics and targets</b>	TCFD-MET-a	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	217
	TCFD-MET-b	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	217
	TCFD-MET-c	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	217

# GRI content index

<b>GRI content index</b>	
<b>Statement of use</b>	Sonova has reported in accordance with the GRI Standards for the period April 1, 2024 to March 31, 2025.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	

GRI Standard	Disclosure	Reference	Omission reason and explanation	External assurance
	<b>Universal standards</b>			
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	<a href="#">Basis for preparation</a>		No
	2-2 Entities included in the organization's sustainability reporting	<a href="#">Basis for preparation</a>		No
	2-3 Reporting period, frequency and contact point	<a href="#">Basis for preparation</a>		No
	2-4 Restatements of information	<a href="#">Sustainability notes</a>		No
	2-5 External assurance	<a href="#">Basis for preparation</a>		No
	2-6 Activities, value chain and other business relationships	<a href="#">Strategy and businesses</a>		No
	2-7 Employees	<a href="#">Our employees</a>	Information unavailable/incomplete as information is reported using ESRS S1-6 and S1-7, see <a href="#">ESRS index</a> .	
	2-8 Workers who are not employees			
	2-9 Governance structure and composition	<a href="#">Corporate governance report</a>		No
	2-10 Nomination and selection of the highest governance body	<a href="#">Corporate governance report</a>		No
	2-11 Chair of the highest governance body	<a href="#">Corporate governance report</a>		No
	2-12 Role of the highest governance body in overseeing the management of impacts	<a href="#">ESG governance</a>		No
	2-13 Delegation of responsibility for managing impacts	<a href="#">ESG governance</a>		No
	2-14 Role of the highest governance body in sustainability reporting	<a href="#">ESG governance</a>		No
	2-15 Conflicts of interest	<a href="#">Corporate governance report</a>		No
	2-16 Communication of critical concerns	<a href="#">ESG governance</a>		No
	2-17 Collective knowledge of the highest governance body	<a href="#">ESG governance</a>		No
	2-18 Evaluation of the performance of the highest governance body	<a href="#">Corporate governance report</a>		No
	2-19 Remuneration policies	<a href="#">Compensation report</a>		No
	2-20 Process to determine remuneration	<a href="#">Compensation report</a>		No
	2-21 Annual total compensation ratio		Information unavailable/incomplete. Limited availability of consolidated payroll data.	No
	2-22 Statement on sustainable development strategy	<a href="#">Message from the CEO</a>		No
	2-23 Policy commitments	<a href="#">Business ethics</a>		No
	2-24 Embedding policy commitments	<a href="#">Business ethics</a>		No
	2-25 Processes to remediate negative impacts	<a href="#">Business ethics</a>		No
	2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Business ethics</a>		Yes
	2-27 Compliance with laws and regulations	<a href="#">Business ethics</a>		No

FURTHER INFORMATION

	2-28 Membership associations	Public affairs		No
	2-29 Approach to stakeholder engagement	Stakeholder engagement		No
	2-30 Collective bargaining agreements	Working conditions		No
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Double materiality assessment		No
	3-2 List of material topics	Double materiality assessment		No
	<b>Topic standards</b>			
	<b>Anti-corruption</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Business ethics		No
<b>GRI 205: Anti-corruption 2016</b>	205-2 Communication and training about anti-corruption policies and procedures	Business ethics		No
	<b>Anti-competitive behavior</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Business ethics		No
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business ethics		No
	<b>Energy</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate change		No
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Climate change	Information unavailable/incomplete as information is reported using ESRS E1-5, see <a href="#">ESRS index</a> .	
	302-3 Energy intensity			
	<b>Emissions</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Climate change		No
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Climate change	Information unavailable/incomplete as information is reported using ESRS E1-6, see <a href="#">ESRS index</a> .	
	305-2 Energy indirect (Scope 2) GHG emissions			
	305-3 Other indirect (Scope 3) GHG emissions			
	305-4 GHG emissions intensity			
	<b>Employment</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Talent management		No
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Talent management	Information unavailable/incomplete, turnover is reported using ESRS S1-6, see <a href="#">ESRS index</a> .	Yes
	<b>Training and education</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Talent management		No
<b>GRI 404: Training and Education 2016</b>	404-3 Percentage of employees receiving regular performance and career development reviews	Talent management	Information unavailable/incomplete. Employee category not reported.	Yes
	<b>Customer health and safety</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Product quality, reliability and safety		No
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Product quality, reliability and safety		No
	<b>Customer privacy</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Data privacy and digital ethics		No
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data privacy and digital ethics		Yes
	<b>Material topics without GRI topic standard</b>			

	Working conditions		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Working conditions	No
	Access to hearing care		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Access to hearing care	No
	Ethical marketing and sales practices		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Ethical marketing and sales practices	No
	Non-material topic disclosures		
<b>GRI 303: Water and Effluents 2018</b>	303-1 Management of water discharge-related impacts	Water	No
	303-3 Water withdrawal	Water	GRI 303-3-c - Information unavailable/incomplete. Unavailable data on water categories. Yes
<b>GRI 306: Waste 2020</b>	306-2 Management of significant waste-related impacts	Circular economy	No
	306-3 Waste generated	Circular economy	Yes
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier relations	No
<b>GRI 403: Occupational Health and Safety 2018</b>	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational health and safety	No
	403-9 Work-related injuries	Occupational health and safety	Information unavailable/incomplete. Data on non-employees unavailable. Yes
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Diversity and inclusion	Yes
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Working conditions in the value chain and affected communities' rights	No
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Working conditions in the value chain and affected communities' rights	No
<b>GRI 414: Supplier Social Assessment 2016</b>	414-2 Negative social impacts in the supply chain and actions taken	Working conditions in the value chain and affected communities' rights	No
		Supplier relations	
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	Public affairs	No

## ESRS content index

Sonova has reported certain performance metrics in accordance with European Sustainability Reporting Standards (ESRS) for the period April 1, 2024 to March 31, 2025.

ESRS Standard	Disclosure	Reference	External assurance
<b>ESRS E1 - Climate change</b>	E1-5: Energy consumption and mix	<a href="#">Climate change</a>	Yes
	E1-6: Gross scopes 1, 2, 3 and total GHG emissions	<a href="#">Climate change</a>	Yes
	E1-7: GHG removals and GHG mitigation projects financed through carbon credits	<a href="#">Climate change</a>	Yes
<b>ESRS S1 - Own workforce</b>	S1-6: Characteristics of the undertaking's employees	<a href="#">Our employees</a>	Yes
	S1-7: Characteristics of non-employees in the undertaking's own workforce	<a href="#">Our employees</a>	Yes
	S1-9: Diversity metrics	<a href="#">Diversity and inclusion</a>	Yes

# SASB content index

SASB code	Metric description	Level of disclosure	Main reference	External assurance
HC-MS-240a.2	Description of how price information for each product is disclosed to customers or to their agents	Partial	<a href="#">Ethical marketing and sales practices</a>	No
HC-MS-240a.3	Percentage change in: (1) weighted average list price and (2) weighted average net price across product portfolio compared to previous reporting period	Omission <sup>1</sup>	-	-
HC-MS-250a.1	(1) Number of recalls issued, (2) total units recalled	Full	<a href="#">Product quality, reliability and safety</a>	Yes
HC-MS-250a.2	Products listed in any public medical product safety or adverse event alert database	Full	<a href="#">Product quality, reliability and safety</a>	Yes
HC-MS-250a.3	Number of fatalities associated with products	Full	<a href="#">Product quality, reliability and safety</a>	Yes
HC-MS-250a.4	Number of enforcement actions taken in response to violations of good manufacturing practices (GMP) or equivalent standards, by type	Full	<a href="#">Product quality, reliability and safety</a>	Yes
HC-MS-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Full	<a href="#">Ethical marketing and sales practices</a>	No
HC-MS-270a.2	Description of code of ethics governing promotion of off-label use of products	Omission <sup>2</sup>	-	-
HC-MS-410a.1	Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	Full	<a href="#">Pollution and substances of concern</a>	No
			<a href="#">Product quality, reliability and safety</a>	No
			<a href="#">Animal welfare</a>	No
HC-MS-410a.2	Total amount of products accepted for takeback and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies	Partial	<a href="#">Circular economy</a>	No
HC-MS-430a.1	Percentage of (1) entity's facilities and (2) Tier 1 suppliers' facilities participating in third-party audit programmes for manufacturing and product quality	Full	<a href="#">Product quality, reliability and safety</a>	No
			<a href="#">Supplier relations</a>	No
HC-MS-430a.2	Description of efforts to maintain traceability within the distribution chain	Partial	<a href="#">Product quality, reliability and safety</a>	No
HC-MS-430a.3	Description of the management of risks associated with the use of critical materials	Partial	<a href="#">Pollution and substances of concern</a>	No
			<a href="#">Product quality, reliability and safety</a>	No
			<a href="#">Supplier relations</a>	No
HC-MS-510a.1	Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	Full	<a href="#">Business ethics</a>	No
HC-MS-510a.2	Description of code of ethics governing interactions with health care professionals	Full	<a href="#">Ethical marketing and sales practices</a>	No
HC-MS-000.A	Number of units sold by product category	Omission	-	-

<sup>1</sup> Sonova does not report detailed price information on all its products in its investor reporting. However, information related to the pricing strategy is reported in the Annual Report (Strategy and businesses, compensation report, financial review).

<sup>2</sup> This metric is not applicable to Sonova's business model.

# SDG and UNGC content indices

The 17 Sustainable Development Goals (SDGs) were adopted by the United Nations (UN) in 2015 as a universal call to action to address some of the world's biggest challenges by 2030. Sonova has been a signatory of the UN Global Compact since 2016 and supports the achievement of the SDGs. Our hearing solutions help to improve the lives of millions of people. Beyond serving our consumers, we aspire to create benefits for the economy, the environment, and society. Against this background, we have identified those SDGs for which we have direct or indirect impact on at least one of the 169 targets. In the index below, we provide an overview of the SDGs where Sonova has an impact, the specific targets, and links to the relevant sections of this report.

Goal	Goal description	Sonova impact	Relevant SDG sub-targets	Relevant content on Sonova's SDG impact
SDG 3	Good health & wellbeing	high	<b>3.8:</b> "Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all."	<a href="#">Access to hearing care</a>
			<b>3.C:</b> "Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries, especially in least developed countries and small island developing States."	<a href="#">Access to hearing care</a>
SDG 5	Gender equality	medium	<b>5.1:</b> "End all forms of discrimination against all women and girls everywhere."	<a href="#">Business ethics</a>
			<b>5.5:</b> "Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life."	<a href="#">Diversity and inclusion</a>
SDG 6	Clean water and sanitation	low	<b>6.3:</b> "By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally."	<a href="#">Water</a>
			<b>6.4:</b> "By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity."	<a href="#">Water</a>
SDG 7	Affordable and clean energy	low	<b>7.2:</b> "By 2030, increase substantially the share of renewable energy in the global energy mix."	<a href="#">Climate change</a>
			<b>7.3:</b> "By 2030, double the global rate of improvement in energy efficiency."	<a href="#">Climate change</a>
SDG 8	Decent work and economic growth	medium	<b>8.2:</b> "Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors."	<a href="#">Business Report</a>
			<b>8.5:</b> "By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value."	<a href="#">Diversity and inclusion</a>
			<b>8.7:</b> "Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms."	<a href="#">Our employees</a> <a href="#">Working conditions</a>
			<b>8.8:</b> "Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment."	<a href="#">Working conditions in the value chain and affected communities' rights</a> <a href="#">Working conditions</a>
SDG 9	Industry, Innovation and Infrastructure	medium	<b>9.4:</b> "By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities."	<a href="#">Climate change</a>

			<b>9.5:</b> "Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending."	<a href="#">Access to hearing care</a>
<b>SDG 10</b>	Reduced inequalities	medium	<b>10.2:</b> "By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status."	<a href="#">Our employees</a> <a href="#">Diversity and inclusion</a>
<b>SDG 12</b>	Responsible consumption	medium	<b>12.2:</b> "By 2030, achieve the sustainable management and efficient use of natural resources." <b>12.4:</b> "By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment." <b>12.5:</b> "By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse." <b>12.6:</b> "Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle."	<a href="#">Circular economy</a> <a href="#">Pollution and substances of concern</a> <a href="#">Circular economy</a> <a href="#">Circular economy</a> <a href="#">ESG strategy and governance</a>
<b>SDG 13</b>	Climate action	medium	<b>13.1:</b> "Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries."	<a href="#">Climate change</a>
<b>SDG 16</b>	Peace, justice and strong institutions	low	<b>16.5:</b> "Substantially reduce corruption and bribery in all their forms."	<a href="#">Business ethics</a>
<b>SDG 17</b>	Partnerships for the goals	low	<b>17.16:</b> "Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries."	<a href="#">Stakeholder engagement</a>

Below content index reflects the UN Global Compact principles and forms Sonova's UN Global Compact Communication on Progress.

Topic	Number	Principle	Reference
<b>Human rights</b>	1	Businesses should support and respect the protection of internationally proclaimed human rights;	<a href="#">Working conditions</a> <a href="#">Working conditions in the value chain and affected communities' rights</a>
	2	Make sure that they are not complicit in human rights abuses.	<a href="#">Working conditions</a> <a href="#">Working conditions in the value chain and affected communities' rights</a>
<b>Labour</b>	3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<a href="#">Working conditions</a> <a href="#">Working conditions in the value chain and affected communities' rights</a>
	4	The elimination of all forms of forced and compulsory labour;	<a href="#">Working conditions</a> <a href="#">Working conditions in the value chain and affected communities' rights</a>
	5	The effective abolition of child labour;	<a href="#">Working conditions</a> <a href="#">Working conditions in the value chain and affected communities' rights</a>
	6	The elimination of discrimination in respect of employment and occupation.	<a href="#">Diversity and inclusion</a> <a href="#">Business ethics</a>
<b>Environment</b>	7	Businesses should support a precautionary approach to environmental challenges;	<a href="#">Climate change</a>
	8	Undertake initiatives to promote greater environmental responsibility;	<a href="#">Environmental information</a>
	9	Encourage the development and diffusion of environmentally friendly technologies.	<a href="#">Environmental information</a>
<b>Anti-Corruption</b>	10	Businesses should work against corruption in all its forms, including extortion and bribery.	<a href="#">Business ethics</a>



# Independent assurance report

## on selected indicators in the ESG Report 2024/25 to the Board of Directors of Sonova Holding AG, Stäfa.

Zurich, May 8, 2025

GRI 2-5

We have been engaged to perform assurance procedures to provide limited assurance on selected indicators (including GHG emissions) included in Sonova Holding AG's and its consolidated subsidiaries' (the Group's) ESG Report 2024/25 for the reporting period from 1 April 2024 to 31 March 2025 (the Report).

Our limited assurance engagement focused on selected indicators (including GHG emissions) marked with "✓ Data externally assured (limited assurance)" in the Report.

We did not perform assurance procedures on other information included in the Report, other than as described in the preceding paragraph, and accordingly, we do not express a conclusion on that information.

### Applicable criteria

The Group defined as applicable criteria (the Applicable Criteria):

- Global Reporting Initiative Sustainability Reporting Standards (GRI Standards). A summary of the standards is presented on the GRI website.
- SASB Standards for the Medical Equipment & Supplies industry. A summary of the standards is presented on the SASB website.
- ESRS Standards. The criteria and calculation principles are presented on the EFRAG website.
- The Group's own methodology available in the relevant sections of the Report and in the chapter "Sustainability notes".

### Inherent limitations

The accuracy and completeness of selected indicators (including GHG emissions) are subject to inherent limitations given their nature and methods for determining, calculating and estimating such data. In addition, the quantification of the selected indicators is subject to inherent uncertainty because of incomplete scientific knowledge used to determine factors related to the emissions factors and the values needed to combine e.g., emissions of different gases. Additionally, GHG procedures are subject to estimation (or measurement) uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge. Our assurance report should therefore be read in connection with the Group's "Sustainability notes" chapter including its definitions and procedures on non-financial matters reporting therein.

### Responsibility of the Board of Directors

The Board of Directors is responsible for the selection of the Applicable Criteria and for the preparation and presentation, in all material respects, of the selected indicators (including GHG emissions) in accordance with the Applicable Criteria. This responsibility includes the design, implementation, and maintenance of internal control relevant to the preparation of the Report that are free from material misstatement, whether due to fraud or error.

### Independence and quality control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA Code), which is founded on

## FURTHER INFORMATION

fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### **Our responsibility**

Our responsibility is to express a conclusion on the selected indicators (including GHG emissions) based on the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the selected indicators (including GHG emissions) are free from material misstatement, whether due to fraud or error.

### **Summary of work performed**

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Our limited assurance procedures included, amongst others, the following work:

- Assessment of the suitability of the Applicable Criteria and their consistent application
- Interviews with relevant personnel to understand the business and reporting process, including the sustainability strategy, principles and management
- Interviews with the Group's key personnel to understand the sustainability or non-financial reporting system during the reporting period, including the process for collecting, collating and reporting the indicators and non-financial information
- Checking that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Applicable Criteria
- Analytical review procedures to support the reasonableness of the data
- Identifying and testing assumptions supporting calculations
- Testing, on a sample basis, underlying source information to check the accuracy of the data performed

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our assurance conclusions.

### **Conclusion**

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the selected indicators (including GHG emissions) in the Report of Sonova Holding AG for the reporting period from 1 April 2024 to 31 March 2025 have not been prepared, in all material respects, in accordance with the Applicable Criteria.

Ernst & Young Ltd

**Roger Müller**  
Executive in charge

**Martin Mattes**  
Partner