



Sotera
Health

Safeguarding Global Health™



Global Corporate Sustainability
and Social Responsibility Report

2017

About Sotera Health

Sotera Health LLC, along with its business entities, is the world's leading fully integrated protector of global health. With over 500 years of combined scientific expertise, we ensure the safety of healthcare by providing mission-critical services to the medical device, pharmaceutical, tissue and food industries.

We operate more than 63 facilities in 13 countries. We have over 2,600 employees globally and touch the lives of more than 180 million people around the world each year. We serve more than 5,000 customers worldwide including 75 of the top 100 medical device manufacturers.

Sotera Health goes to market through its three best-in-class companies – Nelson Labs™, Nordion® and Sterigenics® – with the mission of ensuring the safety of healthcare every day.

Nelson Labs offers microbiological and analytical testing and expert advisory services to assist customers in developing and maintaining sterilization solutions in medical devices, tissue/implantable products, and the pharmaceutical and biologics fields.

Nordion is the world's leading provider of Cobalt-60, a radioisotope used in gamma sterilization and specialized medical devices for the treatment of cancer.

Sterigenics provides comprehensive contract sterilization and ionization solutions for the medical device, pharmaceutical, food safety and high-performance materials industries.



A Message from Michael Petras

365 days a year, around the planet, we help solve mission-critical healthcare issues. Safeguarding Global Health™ is our mission. It's what guides us in what we do every day.

Sotera Health operates 63 facilities in 13 countries. We provide precise lab services, and reliable supply of radioisotopes to support, comprehensive sterilization solutions to the medical device, pharmaceutical, tissue and food industries. Sustainability is key to powering our customers' innovations, moving our industries forward and keeping people on our planet safe.

We are committed to sustainability. We are committed to approaches that deliver value to our people, our customers, their families and the communities in which they work, play and live.

The choices we make, make a difference. Our sustainability principles improve our social community, protect our environment and improve the safety of every individual who comes to work each day to protect human health.


We invest in our capabilities, our processes, our people and our customers to both sustain our business and reach our goals. In this Global Corporate Sustainability and Social Responsibility Report 2017, you will read about our people on the front lines who work hard to make the world a better and safer place. We are over 2,600 people serving over 5,000 customers in over 50 countries and touching the lives of more than 180 million people around the world each year.

We are Sotera Health. Safeguarding Global Health™.



A handwritten signature in black ink that reads "Michael B. Petras, Jr." in a cursive style.

Michael B. Petras, Jr.
Chief Executive Officer
Sotera Health



“Safeguarding Global Health™
is our mission. It’s what guides us
in what we do every day.”

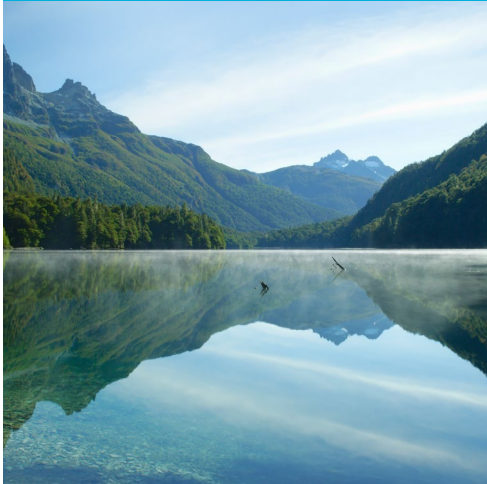
— Michael B. Petras, Jr.
Chief Executive Officer, Sotera Health

Table of Contents

06

Sustainability Principle #1

SOCIAL +
COMMUNITY
INVOLVEMENT



12

Sustainability Principle #2

ENVIRONMENTAL
RESPONSIBILITY

16

Sustainability Principle #3

EMPLOYEE SAFETY +
DEVELOPMENT



Each of us
has our reasons
for embracing
sustainability
practices.



Why is Sustainability Important to You?

Each of us has our reasons for embracing sustainability practices. At Sotera Health, our reasons are to enable our people, our customers, our families and our neighbors to live every day to the fullest. Safeguarding Global Health™ doesn't happen on a whim. Business health doesn't happen on a whim. That is why, in 2016, we united our three business units on a single path.



United Brand

United, we can achieve business health and global health. United we are committed to sustainability.

United Conduct

United, we share a common Global Code of Conduct – principles our people operate by each day. We are committed to operate with the highest ethical standards and deliver on our promises.

United Values

United, we share common **core values** – values we operate by each and every day.



SAFETY | We are uncompromising in our commitment to health and well-being.



CUSTOMER-FOCUS | We are driven to fulfill our customers' needs with the highest quality and care.



PEOPLE | We value our people who are part of a global team that is diverse, respectful, passionate and collaborative.



INTEGRITY | We are honest, reliable and accountable in everything we do.



EXCELLENCE | We exceed the expectations of our stakeholders and continue to improve and innovate in everything we do.

Our purpose is bigger than the products and services we provide. We ensure that healthcare around the world is consistently and reliably safe every day. Our purpose, our conduct and our values are at the heart of our three Sustainability Principles.

Sustainability Principle #1








SOCIAL +
COMMUNITY
INVOLVEMENT

Our facilities, people and their families work, play and live in communities across the planet.



Within their communities, they make a **positive impact** across a range of interests and issues.

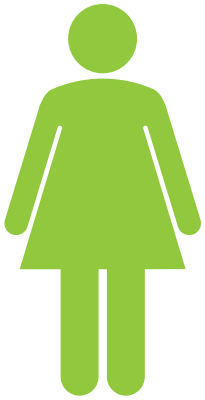
	Focus: DIVERSITY	} Women in STEM 	} Science Technology Engineering Mathematics
	Focus: CHARITY	} CANCER Research & Care YOUTH EDUCATION Healthcare & Environmental Responsibility	}  GIVING Blood & Food
	Focus: DONATIONS	} \$85,000 DISASTER RELIEF	} People affected by Hurricane Harvey, Hurricane Irma, Hurricane Maria and the Mexico City Earthquake



Diversity

Women hold **less than 25%** of Science, Technology, Engineering and Mathematics (STEM) jobs in the USA.

Because STEM is an integral discipline in the Sotera Health companies, **STEM** is a **focus for our people.**



In 2017:

- 49 women participated in a networking session hosted at Nelson Labs, Salt Lake City (USA) to encourage young women to explore science as a career.
- 40 teachers spent a day at Nelson Labs to develop real-world teaching plans that prepare their students to enter the workforce.
- 90 STEM students participated in a half-day workshop that simulates tests Nelson Labs perform.
- 17 Nelson Labs Women in STEM Education (WISE) committee members planned hands-on science activities for the Utah Junior Achievement and Career Initiative Program to increase students' exposure to STEM concepts and careers.
- 4 Nelson Labs WISE committee members traveled to the Native American Reservation in Bluff Utah/Monument Valley along with Utah Junior Achievement to engage 700 students in science.



“Traveling to the Indian Reservation to talk about science with 700 students was such an amazing experience. The students were very engaged and excited about the hands-on activities that our 17-strong WISE committee developed.”

— Tina May

Sr. Director of Laboratory Operations, Nelson Labs
Co-Chair Women in STEM Education Committees



Charity

Worthwhile **causes** pull at our heart strings.



In 2017:

- Nordion's support of The Ottawa Hospital spans 20 years raising funds for cancer care and cancer research. Through title sponsorship of events like Hockey Fights Cancer, our people supported fund raising initiatives.
- 150 children, their teachers and our people participated in a day of learning at a local zoo compliments of Sterigenics' facilities in Cotia and Jarinu (Brazil). Through entertaining theatrical performances, the children learned about areas of sustainable concern like conserving energy and water, recycling for the future, health and personal hygiene.
- Worldwide, our people donated to Ronald McDonald House, Toy Mountain, Greater Vancouver Food Bank, Volunteers of America Homeless Youth, local school districts, and local hospitals; as well as, donated blood to blood banks and clothing, school supplies and hygiene kits to the less fortunate.



“The children’s eyes sparkled throughout the day. This day of learning activity motivated us to move forward with similar new initiatives with the conviction that we can somehow contribute to a more conscious and better future.”

— **Fernando Reichmann**

Vice President of Operations Latin America, Sterigenics

Donations

In 2017, natural disasters impacted many communities on our planet: Hurricane Harvey in Houston (USA); Hurricane Irma in the Caribbean and Florida (USA); Hurricane Maria in Dominica, Puerto Rico and other parts of the Caribbean; and an earthquake in Mexico City.

To aid in the relief efforts, Sotera Health partnered with *GlobalGiving*, a global crowdfunding community that connects non-profits, donors and companies, that earned Charity Navigator's highest rating of four stars in the latest ratings published by the charity evaluator¹. **Sotera Health donated \$25,000.**



And, when more than **185 employees** **donated over \$30,000** to *GlobalGiving*, Sotera Health matched that in a second donation to *GlobalGiving*.



¹Source: Wikipedia

WE MAKE A DIFFERENCE

Our people are diverse. Our social + community causes are diverse. We are proud of our people who take **pro-active roles** to make a difference.



Sustainability Principle #2



ENVIRONMENTAL
RESPONSIBILITY

We are dedicated to protecting the environment and our communities. Our facilities adhere to Environmental Management Systems (EMS) of established requirements and standards. We focus on **continuous improvement** and eliminating risk to protect people, the environment and property.

Our EMS **meets** or **exceeds** compliance requirements set by our regulators.

3-YEAR WASTE DIVERSION

Nordion's facility in Ottawa Diversion Rate

2017 } **73.5%** 2016 } **76.0%** 2015 } **63.7%**

"All Sterigenics USA facilities that use ethylene oxide (EO) for sterilization generate ethylene glycol as a by-product of the emission control system. Ethylene glycol is a useful industrial compound found in many consumer products². Rather than allowing ethylene glycol to become a waste material, we partner with local vendors who use this material as a raw material. In 2017, our EO facilities generated approximately 425,000 gallons (3,823,000 pounds) of ethylene glycol. 97% of it was recycled."

— Philip Macnabb
President, Sterigenics

425,000 gallons } **97%** 
ETHYLENE GLYCOL

²Centers for Disease Control and Prevention





Environmental Protection

Our EMS deliver on leading environmental standards including the internationally-recognized **ISO 14001 EMS standard**. Certification to 14001 is voluntary and adherence allows for systematic control and improvement of our environmental performance.

In 2017:

- 2 Nordion facilities – Laval and Ottawa (Canada) – maintained ISO 14001 certification.
- 2 Sterigenics facilities – Bangkok (Thailand) and Minerbio (Italy) – maintained ISO 14001 certification.
- 1 Sterigenics facility – Petit-Rechain (Belgium) – initiated the certification process.



Waste Management

We strive to **reduce, reuse** and **recycle** to eliminate unnecessary waste and uphold environmental responsibility.

In 2017:

- Nordion's facility in Ottawa (Canada) diverted 73.5% of its waste normally destined for landfill.
- Sterigenics facilities used 97% of its ethylene glycol byproduct as an ingredient in a consumer product and avoided disposing it as waste.
- Every effort counts. Many Sterigenics' facilities around the planet practice responsible waste diversion; in fact, a facility in Gurnee (USA) diverted the majority of corner board³ every quarter.



Energy

We **conserve electrical energy** to reduce pollution and reduce greenhouse gas emissions. Conserving energy is important.

In 2017:

- Nelson Labs' Itasca (USA) facility was renovated. We sold equipment for re-use or recycled it. We designed the renovated facility with green energy in mind including energy-saving incubators and refrigerators that contained non-ozone-depleting refrigerant and motion-activated LED lighting.
- Nelson Labs' Salt Lake City (USA) facility installed new roofing that decreased heat loss.
- Nordion's facility in Ottawa (Canada) reduced energy usage by an estimated 80,000 kWh. To put this into perspective, the average annual electricity consumption for a house in the USA is 10,766 kWh⁴.
- Sterigenics' Gurnee (USA) facility installed new roofing that decreased heat loss.
- Sterigenics' Hayward (USA), Salem (USA), Rantigny (France) and Shanghai (China) facilities each installed new and improved lighting.



³ DID YOU KNOW? Using corner board on packaging, cost-effectively replaces wood or metal protectors to strengthen containers and palletized goods. Source: <https://www.ipack.com/solutions/corner-board-maximize-packaging/>

⁴ Source: <https://www.eia.gov/tools/faqs/faq.php?id=97&t=3>

WE MAKE A DIFFERENCE

Sotera Health increases the amount of **green energy usage** in open energy markets through contracts with local utilities. It's the right thing to do for our environment.

Sustainability Principle #3



EMPLOYEE
SAFETY +
DEVELOPMENT

We care about our **people**.

Sotera Health:

- Provides training and **developmental growth** opportunities throughout employees' careers.
- Ensures **health and safety** resonates in everything we do.
- Emphasizes **continuous improvement** to ensure a safe and healthy work environment.

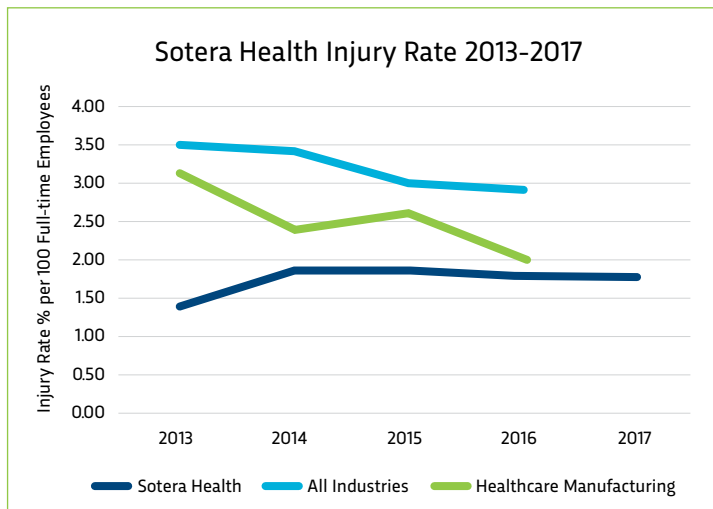
We promote a safe and healthy work environment for our people, visitors and contractors, and a safe supply chain for customers – all the way to the end user. Our facilities around the world adhere to Safety Management Systems (SMS) of established requirements and standards. Our SMS are consistent with accepted standards including OHSAS 18001.



Safety Metrics

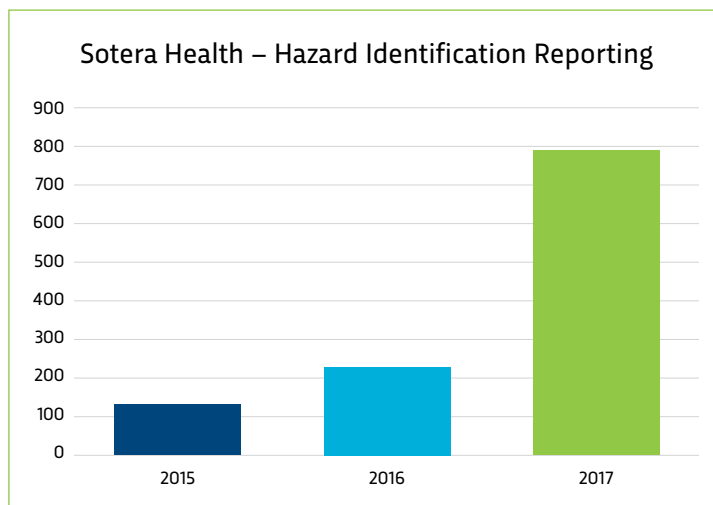
As we strive for excellence, we measure and trend health and safety performance, not only to satisfy regulatory requirements but – more importantly – to identify **continuous improvement opportunities**.

By identifying where, when and how incidents occur in any of our facilities around the world, we strive to improve systems and practices to **prevent** an incident from happening again.



Source: United States Department of Labor Occupational Safety and Health Administration (OSHA)

Injury rates are lower compared to all industries and like companies. In 2017, 25% of our facilities achieved the milestone of zero recordable injuries for 10+ years (or since acquired by Sterigenics).



Starting in 2017, we took a proactive approach to improve safety and prevent incidents. As a result, more safety measures were put in place to better protect our people.

Safety Campaign

Safety is a core value. We challenge our people to support our health and safety practices. We also challenge our people to contribute to the **continuous improvement** of our safety practices.

Sterigenics' *Safety Starts with Me* program promotes a prevention-based culture of safety. We make it top-of-mind to watch out for each other, report unsafe conditions and prevent injury.

In 2017, Sterigenics launched a third-party workplace safety program to promote safety in its lab/manufacturing facilities. Each month, the program educated people on a new safety topic.

A poster launched the safety topic and a toolkit of activities and ideas engaged people in discussion about how the specific topic applied to them in both their work and home environments. The program design continuously kept safety top-of-mind.



Safety Systems

In addition to safety programs, we continue to refine our systems to put safety at the forefront of everything we do. A **safety-first culture** is consistent with our purpose of Safeguarding Global Health™.

- Nordion's site in Ottawa (Canada) delivered bi-annual Safety Focus Talks to operations managers, who then delivered the Safety Focus Talk to their teams.
- Sterigenics' staff within the operations department gave safety talks at the start of shift changes. Talks ranged from corporately-mandated safety protocol discussions to known safety incidents that occurred at other sites to site-specific safety discussions.
- Sterigenics advanced the safety-first culture by starting all meetings with safety-related information.
- Nelson Labs had zero lost time accidents and regularly publishes safety newsletters to all employees.

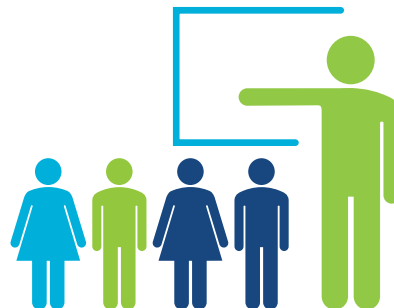
Employee Training + Wellness

We are committed to safety. We believe training and awareness are the first steps. Our Safety Management Systems provide an **extensive framework** to train our people.



In 2017:

- We maintained wellness programs. The programs focused on physical fitness, mental wellness, nutrition, healthcare services and include newsletters and activities to promote wellness.
- Nordion continued its comprehensive emergency preparedness program consisting of multiple emergency response plans for staff, facilities, controls, procedures and practices. These plans continued to put safety and security first for its people, neighbors and the environment. Nordion collaborated with public emergency response organizations, and conducted drills involving them and their people as part of emergency preparedness.
- Sterigenics established a global electronic Learning Management System (eLMS) to be used by all people. Both Nordion and Nelson Labs continued to maintain existing eLMSs. eLMSs are our platform to deliver unified training and faster time to compliance, and will provide new learning pathways. On an environmental safety note, our eLMSs reduced and eliminated paper-based training records and increased employee productivity.



WE MAKE A DIFFERENCE

We attract and retain the **best and brightest minds**. We promote dynamic leadership at all levels supported by educational programs. We care about our **people**. Our people make a difference.



Why Sustainability is Important to Us

At Sotera Health we recognize that sustainability of Safeguarding Global Health™ rests on the sustainability of business health. We believe continued focus on our three pillars of sustainability – **Social + Community Involvement, Environmental Responsibility and Employee Safety + Development** – positively contribute to the health and well-being of millions of lives on this planet.



Corporate Headquarters
9100 South Hills Blvd, Suite 300
Broadview Heights, OH 44147
440-262-1410 | info@soterahealth.com | soterahealth.com