

Sustainability Report 2006

› [Click here to watch it in fullscreen mode.](#)



Dear interested reader,

We would like to welcome you to triple innova's first sustainability report! We hope you find the information provided useful, and we look forward to hearing your opinions on the content and data presented.

triple innova was founded in 2002 advocating that the full innovative potential of sustainability should be harnessed to effect successful economic, environmental, political and societal change. Based on comprehensive know-how gained from practice-oriented research as well as theory-based consulting, triple innova develops long-term business strategies that meet the future's ever-changing challenges. Our mindset is driven by core principles. Read more about our approach on our website: › www.triple-innova.com/approach

Within the scope of our project work, we regularly talk to clients about why organizations should report on their sustainability strategy and its impact, as well as what to bear in mind while doing so.

For a number of years we have been working as a project partner to the Global Reporting Initiative. Our latest collaboration with the GRI has been as one of the parties involved in setting up the indicator protocols of the new GRI/G3 guidelines, helping businesses to define data content and representation. We frequently offer advice and support in areas of sustainability and CSR communication to our clients. We view this publication as a way to "walk our talk".

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Advising organisations on matters of sustainable development lies at the heart of our business.

We have successfully applied application level „C“ of the GRI/G3 Guidelines for this report.

Welcome to triple innova's sustainability report!



We aim for a bi-annual reporting cycle and we will publish our next report in the summer of 2009. For the current report, we have concentrated on the aspects defined in the GRI guidelines. This year we have learned more about our direct sustainability impact and we have concentrated on delivering quantitative data where possible and giving qualitative descriptions where we have not yet established a promising measurement system. Data coverage in most cases includes the years 2005 and 2006 depending on availability; where available we also added figures from 2004. For our second report, we aim to provide greater coverage of topics, and we also plan to report on our indirect impact wherever possible and material.

We sincerely hope you enjoy reading our report, and we look forward to receiving your comments and questions. Please send your feedback to the following address: info@triple-innova.de



Prof. Dr. Holger Wallbaum
Executive Director of triple innova
September 2007

Please send your feedback to
info@triple-innova.de



Why we do it?

To detect weaker aspects of our work

For us, this is an ongoing process. We continuously assess our current work in order to find new aspects to improve in, and to track the progress we have made. In the future, our environment is likely to change, bringing about new challenges and opportunities; we prepare ourselves for this by working toward continuous improvement.

To spot potential areas for innovation

Analyzing our direct impact on the environment and on society has opened our eyes anew to everyday actions we can take to reduce energy in the office or when buying and recycling office products. We have made it a habit to look for new opportunities on how to become more responsible – not only through our work with clients, but in all surrounding activities as well.

To attract new customers

Although gathering data can be time-consuming and at times frustrating, thinking about our impact and about how we could improve on this in the future has strengthened our resolve even further. We also value the opportunity to showcase our reporting expertise to new customers and clients. Having compiled and written a report ourselves has further enriched our understanding and our reporting skills for our future clients.

How we do it?

Materiality

Applying the materiality principle helped us compile a stakeholder-focused report that focuses on our most important issues. This enabled us to set priorities and concentrate on the most efficient strategies to raise our CSR performance.

Target setting

What gets measured gets done. After having identified our status quo, the question becomes: where do we want to go? Setting targets is not always easy, but it helps us track our progress and ensure we are heading in the right direction.

Presentation

We want our stakeholders to benefit from our reporting process. We therefore thought about how best to present our performance to our target groups. Reports that are easy to read, transparent about impact and that include an appealing design have a better chance of yielding positive feedback. For companies of similar shape with related impacts that seek inspiration on how to increase corporate sustainability each indicator contains a „measures“-section.



// Who we are

triple innova was founded in 2002 advocating that sustainability – i.e. a holistic consideration of environmental, social and economic factors – should not be seen as an add-on to business, but as an integral part of core business strategy.

The idea of addressing and cooperating with like-minded people from a variety of professional, intellectual and cultural backgrounds has been the foundation for our organisation. We offer internationally oriented applied research and consulting services focusing on Corporate (Social) Responsibility (CR/CSR).

As a member of a global network of partners comprising UN organisations, science centres, NGOs, think tanks and consultancies, triple innova offers its clients a competitive advantage by assisting them in developing business strategies, implementing CSR practices, agendas and tools and by providing capacity-building services and training. triple innova develops solution-oriented concepts and tools for organisations, supply chains and networks.

Given our size, we have refrained from establishing a formalised organisational structure. The managing director is either in charge of or involved in all major decisions. We put together our project teams individually to meet the clients' needs optimally.

triple innova is based in Wuppertal, Germany, but our project work is carried out world-wide. We have completed the majority of our assignments in the past in Europe, Asia and South America. We work with multinationals as well as with small and medium-sized businesses, industry associations, NGOs, various ministries, as well as with a wide range of research organisations. In 2006, we established the European CSR consulting network CSR Values with our partners csnetwork in the UK and BECO in the Netherlands. In the same year, we also joined the Global Reporting Initiative as an Organisational Stakeholder, and we have participated in various working groups since then (e.g. sector supplement working groups, compilation of the G3 guidelines, as well as various launch meetings). A list of our clients and descriptions of recent projects can be found on our website: www.triple-innova.com/projects

Throughout the report examples of our work are presented in boxes.

In 2006, the co-founder and managing director Michael Kuhndt left triple innova and acts now as the head of the UNEP / Wuppertal Institute Collaborating Centre on Sustainable Consumption and Production (CSCP), which is also located in Wuppertal.

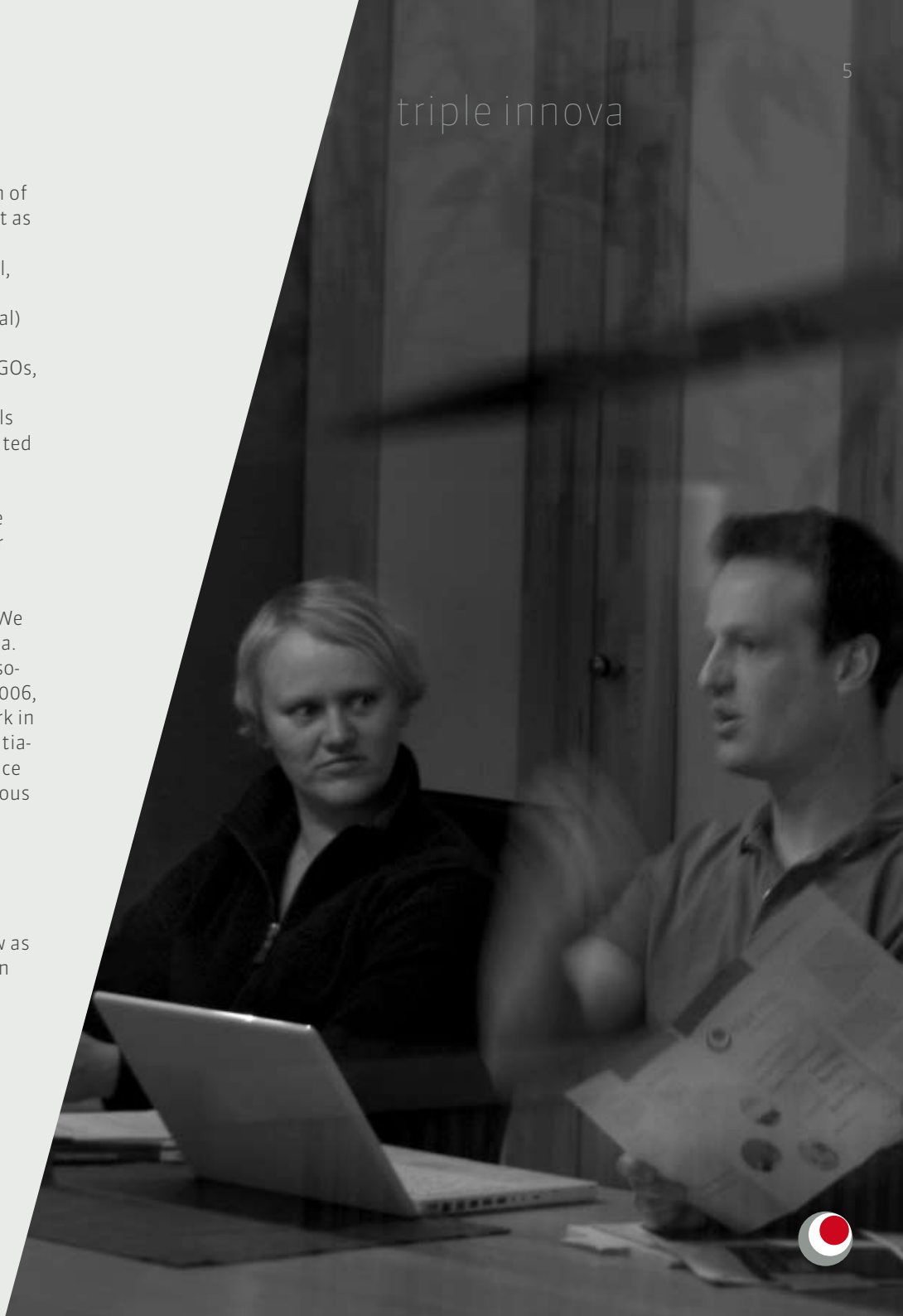
› www.scp-centre.org

› www.triple-innova.com/projects

› **Maike Bunse, Associate Consultant**

› **Stephan Schaller, Associate Consultant**

triple innova



External

Potential new clients

Our neighbourhood

New talents

Internal

Staff (associates, assistants & interns)

Friends & families

Close cooperation partners

Customers

Our Stakeholders

Our stakeholders comprise groups and individuals that are significantly affected by our activities, products and services, as well as groups and individuals with the potential to affect triple innova's ability to implement our strategies successfully and to achieve our objectives. Our internal stakeholder groups include our staff and their friends and families, close cooperation partners, and our customers. Our external stakeholder groups encompass potential new clients, new talent, and our neighbourhood. We have written this report with primarily these key stakeholders in mind.



// Reporting what matters

“The information in a report should cover topics and indicators that reflect the organisation’s significant economic, environmental, and social impacts, or that would substantively influence the assessments and decisions of stakeholders.”

Applying a materiality approach

Especially for first-time reporters, selecting a set of organisation-specific indicators poses a major challenge. A best practice approach that we use with clients involves the use of a “materiality matrix” that confronts stakeholder concerns with current or potential business requirements. Such a matrix helps to identify material issues systematically and to focus on the informational demands of the report’s readers. This includes identifying the stakeholder level of concern and the impact on triple- innova and plotting the results in a matrix. On the following two pages we explain how to compile such a matrix and how we applied it to identify our most material issues.

“The most important thing in life is to decide what’s most important.”
Kenneth H. Blanchard

› Nicole Kummer, Associate Consultant



// Reporting what matters

Level of stakeholder concern

In order to evaluate whether a certain issue is of stakeholder concern, we developed a two-stage process. First, we internally discussed for each GRI aspect whether it is **generally known to be a priority to stakeholders when looking at European-based SMEs in the service sector**. This helped us significantly reduce the number of aspects, due to the fact that German (and European) law strongly protects e.g. human and labour rights and bans child and forced labour as well as disciplinary practices. As a knowledge-based service company with no upstream product chain, concentrating on our direct impact for this report, we did not consider such aspects to be within our reporting scope.

So as not to miss relevant stakeholder aspects, we discussed in the second round **aspects that internal and external stakeholders would like to know more about**. Concentrating on our key stakeholders, our discussion was guided by the following two questions:

1. What aspects are related to triple innova's core competences in research and consulting and could therefore be seen as a reporting requirement?
2. What aspects and issues can easily be influenced/improved by triple innova so that stakeholders might expect activities in this area?

This explains, for example, why we decided to disclose our energy-related emissions that would be considered of minor significance, given the low absolute amount. The broad debate on climate change triggered by the release of the latest IPCC Assessment Report on Climate Change significantly sensitised public awareness. Additionally, there are multiple opportunities on the corporate and individual level to take action, ranging from reducing energy demand and switching to green energy to offsetting currently unavoidable emissions.

Current or potential impact on triple innova

On the other axis of the matrix we assessed the **current or potential impact of each aspect on triple innova**. This rather broad description can be broken down to current or potential impacts on:

- > Staff satisfaction
- > the image of triple innova as perceived by our customers
- > our general stakeholder reputation (among neighbours, suppliers, members of community)
- > our costs
- > and our service quality

As expected, these different areas of impact appeared to be strongly interconnected. While reporting on many relevant GRI aspects is suited to demonstrating our commitment towards sustainability, it also shows our ability to "walk our talk". Yet most environmental aspects are also closely related to resource use, and thus costs, which of course will likely rise. Other aspects, such as education and training or pro bono work may (beyond reputational implications) have positive effects on staff experience and knowledge to maintain a high quality of service.

GRI/G3 practitioner's workshop

In 2006 triple innova, together with our partners csrnetwork and BECO, organised two company workshops in 2006 for sustainability reporters focusing on the topics materiality, G3 guidelines and assurance. In various consulting projects we advised international companies on developing their CSR reporting, analysing material issues and adapting their data management to the new G3 guidelines.

> www.csrvalues.com



// Our materiality matrix

Applying the matrix

By intersecting both perspectives in the four-field matrix shown below, we have arranged the GRI aspects according to their reporting relevance for triple innova. The white area includes those aspects that are considered low priority and low impact for triple innova, while the grey areas comprise aspects of high(er) importance to stakeholders or our company. Finally, the aspects in the red area are those relevant to our current reporting process, as these are considered to be most material from either perspective. The corresponding GRI G3 indicators are always indicated in brackets.

This simple yet systematic approach helps us to focus our efforts and our reporting. While future reports will be required to involve external stakeholders more comprehensively in the selection of material reporting issues, the reader is kindly requested to use this report as a starting point, from which she or he can provide us with feedback on missing items and their placement on the matrix.

After identifying our material issues, we selected eleven G3 performance indicators with which to report on our sustainability performance. The selection was primarily based on the availability of data and our aim to reach GRI application level C. We report on two economic, five environmental and four social indicators. In the next reporting period we aim to increase the number of indicators covered.



Economic Indicators

// EC2

(Core): Financial implications and other risks and opportunities for the organisation's activities due to climate change.

Due to the nature of our work, we possess profound knowledge of sustainability issues, including the risks and opportunities of climate change. Risks that are typically discussed for knowledge-driven service companies such as triple innova include higher prices for consumption of electricity/heat in the office and modes of transportation while travelling on business. New business opportunities result from an increasing interest on behalf of clients regarding the implementation of related business measures.

In general, we do not see any direct risks related to our business model. Instead, we recognise the opportunity of growing the necessity and demand for research and consulting that aims to mitigate relevant emissions and to anticipate future challenges. For current related consulting projects and services in this area, please take a look at the project section on our website:
> www.triple-innova.com/projects

Measures:

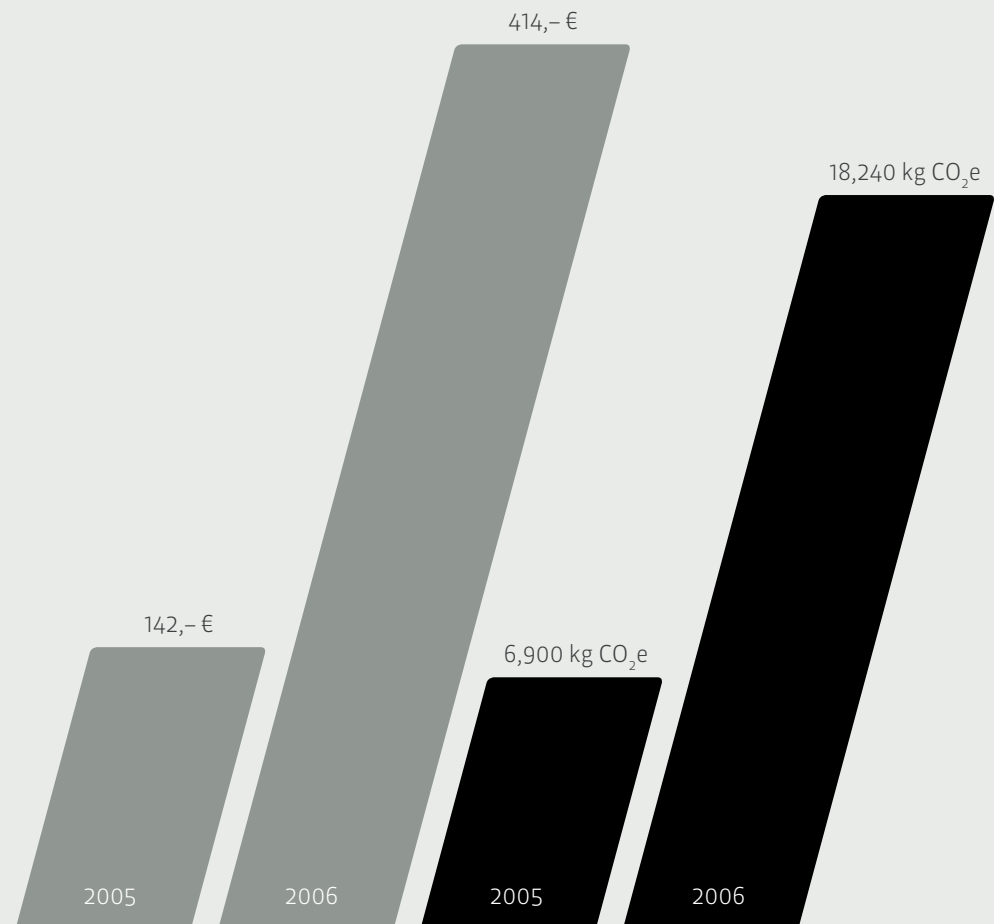
In order to offset our flight-related CO₂-emissions from business flights we supported sustainable energy projects (overseen by Atmosfair: www.atmosfair.de) in 2005 in the amount of € 142 euros (for 6,900 kg CO₂ equivalents) and in 2006 in the amount of € 414 (for 18,240 kg CO₂ equivalents). As a result of our switch to a renewable electricity provider in 2004, we now pay a premium of around €117 per year compared to the prices of the least expensive non-renewable electricity provider (2007 prices). As non-renewable energy prices have increased during the last few months and renewable energy prices have remained more or less stable, our premium was higher in 2005/2006.

By anticipating potential financial implications that may result from increasing environmental taxes on travelling (e.g. kerosene tax) or energy use from non-renewable sources, we try to "internalise external effects", which means we already pay a premium to reduce our CO₂-emissions and their associated impact as mentioned above.

Our recent publications on the business implications of climate change and resource efficiency can also be found on our website
> www.triple-innova.com/references



> Click here to see our atmosfair certificate



// EC6

(Core): Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.

Our most relevant suppliers are those of office and food supplies. Our policy is to select our suppliers based on their sustainability products and services. Wherever possible, we aim to buy local products and services.

Measures:

We purchase all of our office equipment from memo, a retailer that focuses on sustainable products. memo uses various criteria to select the products they list, including resource-efficient production, low social and environmental impact, as well as products made of recyclable materials. Goods are transported in returnable and reusable boxes and delivery is carried out “climate neutrally” (emissions are compensated by donating money to international environmental projects, for examples see: www.dpwn.de/gogreen).

All other needs are met locally (defined as Wuppertal plus neighbouring cities), such as copying services, marketing services for printing leaflets, or dining for lunch at a nearby restaurant that uses locally produced food products.

› www.memo.de

› www.dpwn.de/gogreen

Resource productivity as a key strategy for sustainable development

The German Federal Ministry of Education and Research has assigned the Wuppertal Institute and triple innova with the task of identifying central starting points for desired increases in resource productivity. As part of this project, triple innova has developed a so-called Hot-Spot Analysis, which aims to identify rapidly and systematically the most important areas of resource consumption along the entire life cycle of a product or service. The results can be used to improve efficiency and develop innovation strategies. Illustrating the methodology developed, examples from the following fields have been scrutinized: building and construction, food, and communications. The final project reports and the study can be downloaded from the website:

› www.ressourcenproduktivitaet.de



Environmental Indicators

We have not reported on the core indicator EN3 (Direct energy consumption), as our energy requirements are met exclusively by indirect forms of energy such as electricity and heating energy reported in EN4. Other significant indirect energy usage results from business travel and commuting, which is covered by EN7.

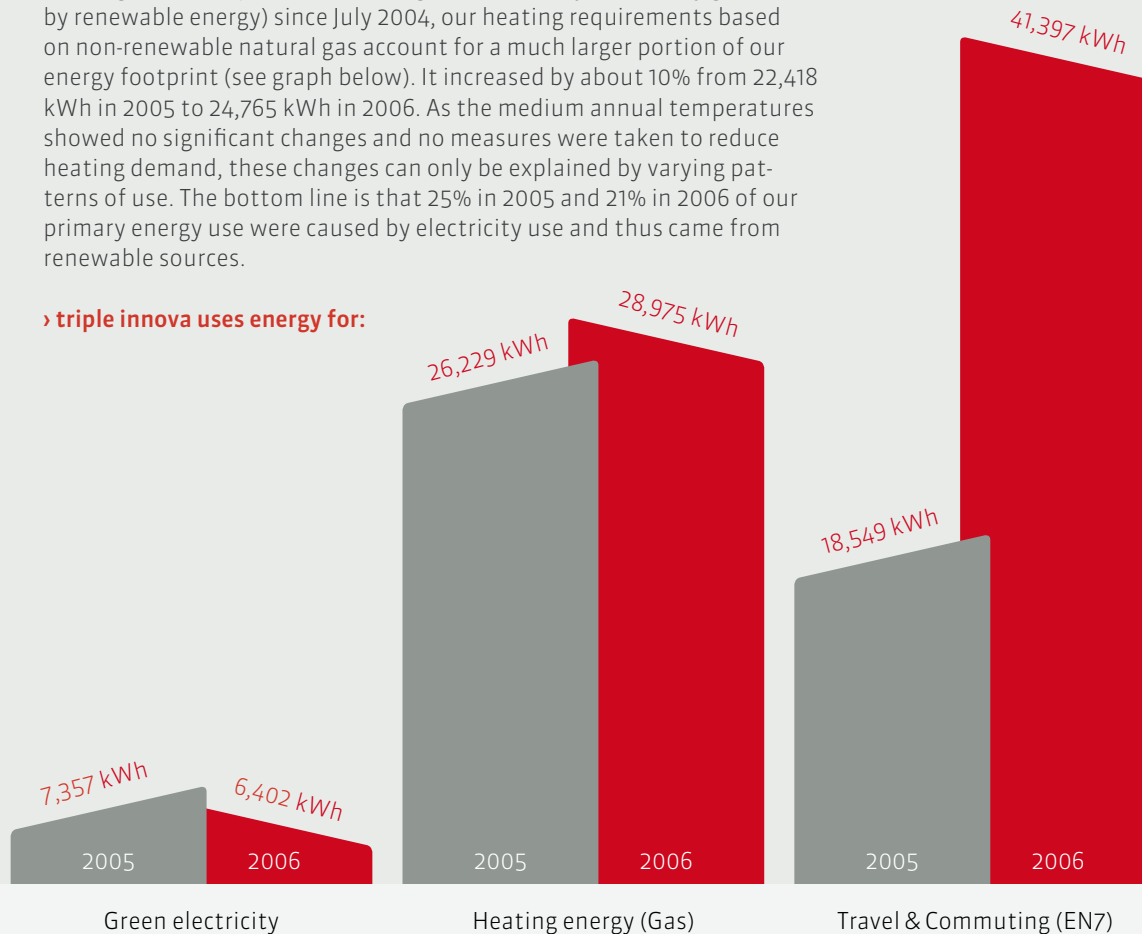
// EN4

(Core): Indirect energy consumption by primary source.

Within our office environment, indirect energy consumption is caused by electricity use and heating. The data periods covered do not equal calendar years, since the meter reading occurs annually in July. From 2005 to 2006, our electricity purchased decreased by about 13% from 7,357 kWh to 6,402 kWh. As we had already realised an energy efficient office environment, this can primarily be explained by lower utilisation of electrical equipment, resulting e.g. from a higher rate of home office work of staff.

Although we have purchased 100% green electricity (electricity generated by renewable energy) since July 2004, our heating requirements based on non-renewable natural gas account for a much larger portion of our energy footprint (see graph below). It increased by about 10% from 22,418 kWh in 2005 to 24,765 kWh in 2006. As the medium annual temperatures showed no significant changes and no measures were taken to reduce heating demand, these changes can only be explained by varying patterns of use. The bottom line is that 25% in 2005 and 21% in 2006 of our primary energy use were caused by electricity use and thus came from renewable sources.

› triple innova uses energy for:



Measures:

In 2006 we started to establish various energy efficiency measures, including replacing more traditional light bulbs with Compact Fluorescent Lights (CFLs), and significantly reducing stand-by energy consumption caused by our IT infrastructure. Further measures in connection with our hot water supply will be addressed in 2007. Energy efficiency is among the most important requirements we consider when buying new office equipment.

Despite the success we have had in these areas, heating our office space remains the most significant challenge, but also the one we have the least influence on, since changes to the heating system as well as any insulation measures need to be initiated by the landlord. Nevertheless, in addition to discussing the issue of thermal efficiency, we will seek further measures that we can directly control, such as better window insulation.

Indirect energy consumption by primary source*				
Energytype	Total 2005		Total 2006	
	MJ	kWh	MJ	kWh
Hydro	22,039	6,122	19,178	5,327
Biomass	7,780	2,161	6,769	1,880
Solar	979	272	853	237
Wind	688	191	599	166
Gas	94,424	26,229	104,310	28,975
Total indirect energy consumption	125,910	34,975	131,709	36,586

* To calculate our energy footprint that includes the energy we purchased, but also conversion and grid losses that can be typically found with the use of certain fuels, we operate with a Cumulated Energy Consumption (CEC) factor that is taken from the GEMIS database (Global Emission Model for Integrated Systems) at www.gemis.de. The CEC is a yardstick for the entire expenditure of energy resources (primary energy) for the supply of a product or a service, in this case for electricity and heating.



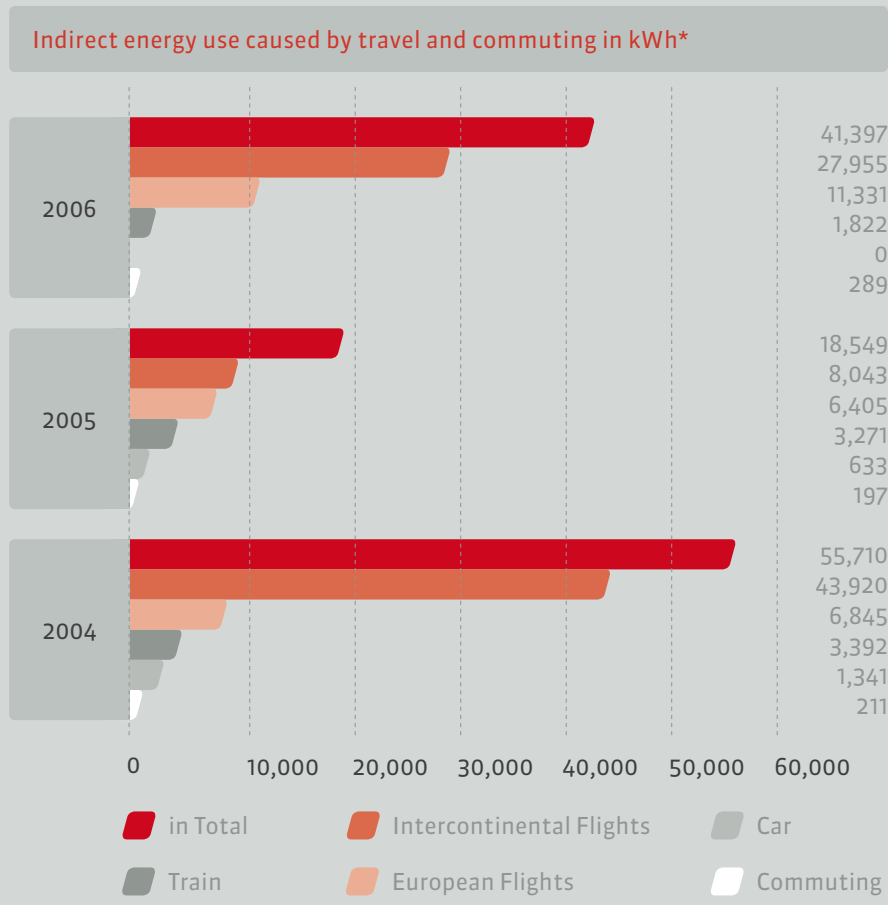
// EN7

(Add): Initiatives to reduce indirect energy consumption and reductions achieved.

Apart from electricity and heating, significant indirect energy consumption results from commuting and business travel, which in total accounts for far more than our electricity footprint. Modes of transport used include plane, train, car and regional public transport. While flights account for up to 95% of travel-related indirect energy usage, intercontinental flights alone can add up to over 70%, and are therefore the main driver for annual variations. The fact that the amount of train travel was almost halved in 2006 does not indicate a shift towards European flights (those increased during the same period), but rather demonstrates a lower project-related need to travel short and medium distances. Car use dropped in 2006 to occasional taxi use, which is not counted any more due to its low significance. Energy use caused by commuting saw a small increase in 2006 due to the fact that staff members have moved farther away from the office, resulting in longer train rides.

Measures:

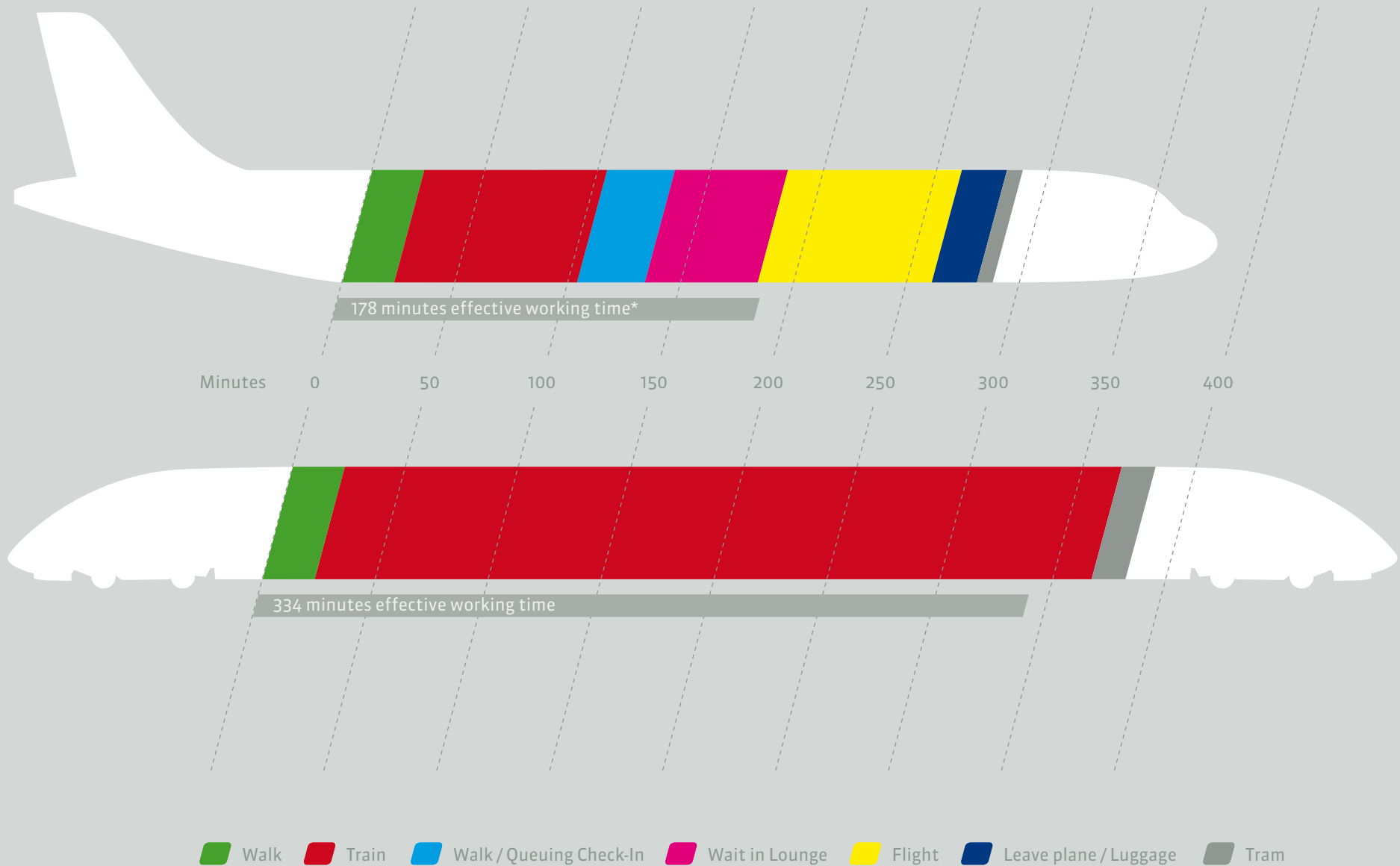
In general, all variations are strongly connected to the requirements of the projects as well as the number of staff working for triple innova. Business trips by plane are only done when necessary, e.g. when the distance is very long and/or time constraints make it essential. For short and mid-distance business trips, triple innova staff and associates travel by train, as this method of travel combines a number of advantages that in most cases exceed the time advantage of flights. The following page illustrates an example by comparing the travel options between Wuppertal/Germany and Zurich/Switzerland, where Holger Wallbaum has held the Chair of Sustainable Construction at the Swiss Federal Institute of Technology Zurich (ETH) since August 2006. As a result, he often travels this route.



* Conversion factors used are derived from the GEMIS database, atmosfair and German Railways



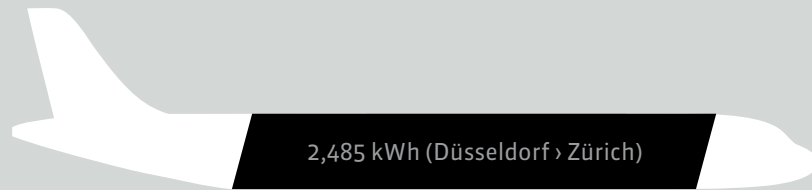
Comparison of time of a trip between Wuppertal and Zurich travelling time vs. working time



* subdivided into three sections: 71 min. train / 40 min. waiting in lounge / 67 min. flight.

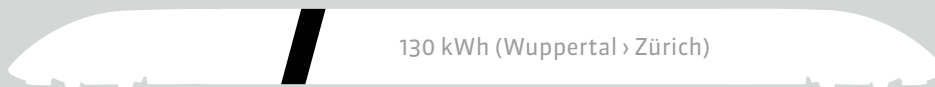


// EN7



In these times of plentiful and affordable air travel, most people regard flying as the best way to travel the 1,226 km distance between Wuppertal and Zurich, reasoning that this method saves time. As illustrated above, even if we consider all of the time-consuming steps before and after the flight, this option (4:48 h) saves about 1.5 hours compared a train ride (6:22 h). So why do we use the train in most cases for such distances? First of all, the time on the train can be used for work. Travelling by train allows people to work almost as comfortably as in the office, especially if there is an available Internet connection. On the other hand, the fragmented time slots available for work when travelling by plane can be a challenge to one's concentration and leave far less overall time to work – even after including the time savings. Ticket prices for both options are on average about the same, yet the indirect energy requirements are more than 19 times lower when taking the train.

In the end, it is not a trade-off between business and the environment, but a decision that makes sense individually, from a business point of view, and causes less harm to the environment.



When commuting to and from work, our staff strongly relies on public transportation and bicycle use. triple innova does not possess a company car, nor do we offer this as employee compensation. We have also undertaken further measures to reduce our own greenhouse gas emissions as the most significant consequence of direct and indirect energy use. For example, we decided on a central office location with good access to public transport in 2002. In 2005 we started compensating our carbon dioxide (CO₂) emissions that result from business travel with the support of Atmosfair (www.atmosfair.de). Since 2006, we have increasingly been using Internet-based telephone conferencing to reduce commuting and travelling and we promote the use of such means within our partner networks.

Investment fund sponsors German companies

The goal of triple innova's preliminary study in this project is to identify small and medium-sized enterprises with innovative environmental technology, whose local and international growth can be improved with financial sponsoring. The UK-based investment fund "Low Carbon Accelerator" will favour companies that also emphasize their societal responsibility. Important is that the products are competitive, that they require no behaviour change on behalf of users, and that they provide significant climate protection over the entire product life cycle. For more information please visit:

> www.lowcarbonaccelerator.com

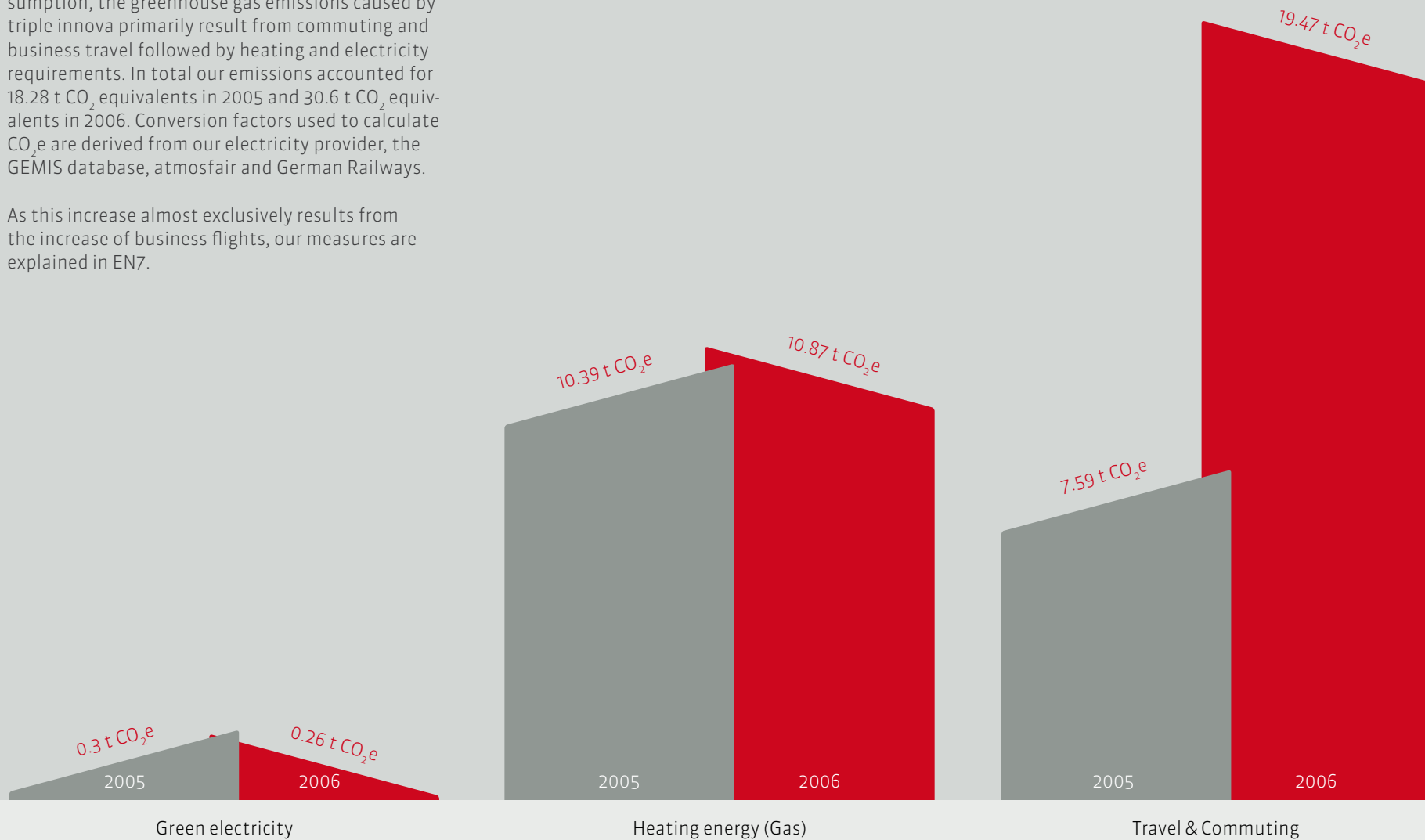


// EN16, EN17

(Core): Total direct and indirect (plus other relevant) greenhouse gas emissions by weight.

According to our direct and indirect energy consumption, the greenhouse gas emissions caused by triple innova primarily result from commuting and business travel followed by heating and electricity requirements. In total our emissions accounted for 18.28 t CO₂ equivalents in 2005 and 30.6 t CO₂ equivalents in 2006. Conversion factors used to calculate CO₂e are derived from our electricity provider, the GEMIS database, atmosfair and German Railways.

As this increase almost exclusively results from the increase of business flights, our measures are explained in EN7.



// EN22

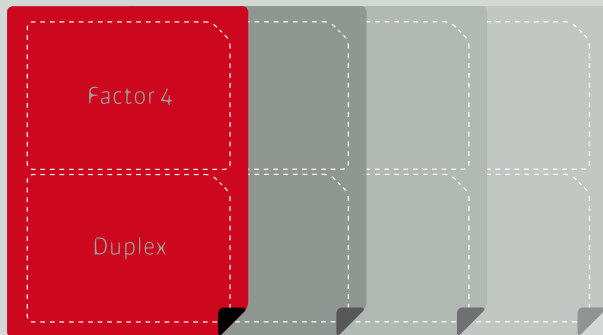
(Core): Total weight of waste by type and disposal method.

For knowledge-based companies, waste mainly consists of paper or of printing equipment. Additionally, smaller amounts of household waste result from (food) packaging. Calculating the weight of our waste would unfortunately require immense resources, which are proportionately much higher than the information such a number would offer us. Instead, we treat the direct and indirect avoidance of office waste as the highest priority, followed by suitable means to separate and recycle as far as possible. Our aim is to apply appropriate measures to meet these priorities best.

Measures:

Waste avoidance

We use a "Factor 4" (four pages per sheet) printing size and aim to reduce the printing of documents to the amounts necessary. To reduce our indirect impact on waste production, almost all paper-based products procured are made of recycled paper with significantly lower environmental impact. Furthermore, all printers are set to save toner and ink.



Disposal method

While paper, glass and printing equipment are collected separately and made available for recycling, household waste is used for the municipal waste-fuelled power station to produce heat, a fact that cannot be influenced by triple innova.



Ecobalance of Fresh Fibre Paper vs. Recovered Paper		
Paper:	fresh fibre	recovered
Energy requirements	5 kWh	1 kWh
Water requirements	100 litres	15 litres
Wastewater contamination	65 COD*	3.5 COD*

* chemical oxygen demand in gram

Source: Trauth (2000): Papier und Ökologie



Social Indicators

// Labour Practices and Decent Work LA10

(Core): Average hours of training per year per employee by employee category.

Knowledge is our business and therefore of utmost importance to us. A significant part of our work is doing research and acquiring new knowledge. To ensure high quality work, we encourage our staff to read and search for information during their working hours and to take part in training sessions. In 2006, the average number of training hours per year and staff person accounted for 30,5 hours. We started tracking this figure in 2006. The amount of training will vary over the years depending on the current experience of people and the required skills for project work.

Measures:

In our personal development talks (see LA12), we strive to identify knowledge gaps and define career development opportunities. When we detect such areas, we offer our staff possibilities to participate in further education and training events. The whole team is encouraged to take part in work-related conferences and meetings to acquire extra knowledge and skills. Additionally, every staff member receives the opportunity to present his or her latest project results during our monthly team meetings to further practice his or her communication skills and to share knowledge with the team.

Assessing the societal opportunities and risks of nano-applications

As part of the EU-funded project Nanologue, triple innova has published the NanoMeter, an Internet-based instrument for self-evaluation. This allows developers of nano-products to assess their products' impact on central aspects of society, ideally while the product is still in the early stages of development. Among the topics that are covered are the societal relevance of the products, health and environment-related questions, aspects of privacy, product responsibility or transparency. All of these issues may be essential to the economic success of such applications, since they have the potential to influence the public's acceptance of a product. www.nanometer.nanologue.net/ concludes with an evaluation that summarises the results and comments, which then can then be used to fuel discussion within the company. For more information please visit:

› www.nanometer.nanologue.net



// LA12

(Additional): Percentage of employees receiving regular performance and career development review.

We continuously strive to deliver excellent project and scientific work for our clients, which requires us to develop and update our skills and knowledge constantly. Especially when working in a rapidly advancing area such as sustainable development, acquiring new skills and knowledge is an important precondition. Performance and personal development talks are held every 6 months with every team member.

Measures:

According to a personal skills questionnaire, employees' individual development is discussed and targets are set for the next period. In general, triple innova fosters an open and constructively critical discussion culture. Individual feedback can therefore be addressed at all times.



// Product Responsibility

PR8

(Additional) Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.

As a research and consulting organisation, customer privacy is of utmost importance to us. All customer data is strictly confidential and protected from misuse or loss. In 2005/2006 there have been no privacy complaints brought to our attention.

Measures:

Our data protection procedures include:

- › Access to electronic customer data only for the person(s) responsible for the project.
- › Paper-based client and project information is kept under lock and key. Under no circumstances are they left unattended.
- › All electronic data are securely protected against loss on external hard drives.
- › Secrecy clauses regarding client projects are part of every employee contract (including freelance work).

triple innova is geared to the working principles of the Federal Association of German Management Consultants:

› www.bdu.de

› **Volker Türk, Associate Director**



// Human Rights HR4

(Core) Total number of incidents of discrimination and actions taken.

Diversity is one of our core business values. As an interdisciplinary organisation, we highly value the potential of working with individuals of diverse backgrounds. Discrimination of any kind is not tolerated. In 2005/2006 there were no incidents of discrimination to our knowledge.

Measures:

We hope that by creating an atmosphere of openness, mutual trust and respectfulness, we can prevent any kind of discrimination from happening. To increase diversity, we for example strongly support applications from international candidates. Our partner network CSR Values is based on work in different countries and with other cultures. Every staff member has nonetheless the opportunity to discuss incidents of discrimination or other problems with our Executive Director in his or her own chosen manner, e.g. during the regular personal development talks (see LA12) or by anonymously reporting cases in a specific feedback letter box.



GRI Content Index

The GRI provides a generally accepted framework for reporting on an organisation's economic, environmental and social performance. In producing this report we adhered to the new guidelines of the Global Reporting Initiative (GRI G3) and have successfully reached application level C.

The following is a list of GRI Indicators that formed the basis of our reporting this year. It presents the requirements necessary to achieve application level C using the GRI/G3 Guidelines. A complete list of indicators can be found here:

› www.globalreporting.org



Profile Indicators		
Profile Indicators	Description	Page Number or explanation
1.1	CEO Statment	2-3
2.1	Name of the Organisation.	Front Cover
2.2	Primary brands, products and/or services.	5
2.3	Operational Structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	5
2.4	Location of the organisations headquarters.	5
2.5	Number of countries where the organisation operates.	5
2.6	Nature of ownership and legal form.	Trading limited company (GmbH). Until June 2006 Holger Wallbaum & Michael Kuhndt equally with a stake of 50%, since then Holger Wallbaum with 100%.
2.7	Markets served.	5
2.8	Scale of the reporting organisation.	5
2.9	Significant changes during the reporting period.	5
2.10	Awards received in the reporting period.	None
3.1	Reporting period.	3
3.2	Date of most recent report.	3
3.3	Reporting cycle.	3
3.4	Contact point for questions regarding the report or its contents.	3

3.5	Process for defining report content.	7-9
3.6	Boundary of the report.	7-9
3.7	Limitations on the scope or boundary of the report.	7-9
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities.	triple innova does not have joint ventures, subsidiaries, leased facilities or outsourced operations.
3.10	Explanation of the effects of any re-statements of information provided in earlier reports.	None (first-time reporter)
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied.	None (first-time reporter)
3.12	GRI content index.	25
4.1	Governance structure of the organisation.	Not applicable, see also 2.3
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	Not applicable, see also 2.3
4.3	Number of members of the highest governance body that are non-executive members.	Not applicable, see also 2.3
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Not applicable, see also 2.3
4.14	List of stakeholder groups engaged by the organisation.	6
4.15	Basis for identification and selection of stakeholders with whom to engage.	6



Performance Indicators

Performance Indicators	Description	Page Number	Extent of Reporting
EC2	Financial implications and other risks and opportunities for the organisations activities due to climate change.	11	Full
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	12	Full
EN3	Direct energy consumption by primary energy source.	13	Not applicable
EN4	Indirect energy consumption by primary source.	14	Full
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	15-17	Full
EN16	Total direct and indirect greenhouse gas emissions by weight.	18	Full
EN17	Other relevant indirect greenhouse gas emissions by weight.	18	Full
EN22	Total weight of waste by type and disposal method.	19	Full
LA10	Average hours of training per year per employee by employee category.	21	Full
LA12	Percentage of employees receiving regular performance and career development reviews.	22	Full
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	23	Full
HR4	Total number of incidents of discrimination and actions taken.	24	Full



GRI Application Level Table

The following table informs about the necessary disclosure requirements in order to reach the different application levels of the GRI/G3 Guidelines. triple innova has successfully reached application level C for this report.

REPORT APPLICATION LEVEL:		C	C+	B	B+	A	A+
Standard Disclosures	G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15		Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17		Same as requirement for Level B	
	G3 Management Approach Disclosures OUTPUT	Not Required	Report Externally Assured	Management Approach Disclosure for each Indicator Category	Report Externally Assured	Management Approach Disclosure for each Indicator Category	
	G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 10 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	Report Externally Assured

* Sector supplement in final version



triple innova GmbH

Luisenstraße 102
42103 Wuppertal, Germany

Tel: +49 (0)202-4299511
Fax: +49 (0) 202-4299505

info@triple-innova.de
www.triple-innova.de

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Tobias Battenberg, Marcel Kamps
www.pixelgraphik.de

Photograph Credits

Daniel Schmitt, Spitzlicht (Page 3)
Tobias Battenberg, Marcel Kamps (all others)

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