



**Norbrook<sup>®</sup>**



# ***Norbrook's Sustainability Journey***

Innovating for Animals, Communities and Our Planet

Corporate Social Responsibility Report

**2024**



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# Our Commitment to Creating an Enduring and Impactful Business



It brings me great pleasure to introduce **Norbrook's first Corporate Social Responsibility Report**, which reflects the incredible work we've been doing over the past 50 years. Our long-term success comes from thoughtful, value-driven decisions that allow us to make strategic investments and stay true to our core values.

At Norbrook, doing the right thing is at the heart of everything we do; this applies as much to our responsibility toward the environment, our communities and our customers as it does to our business strategy. As a family-owned business, we have the freedom to make every decision focused on creating lasting value for generations to come, while upholding our commitment to quality and excellence.

We are proud of being a resilient, dynamic team. Over the past year, we've challenged ourselves to think bigger, work smarter, and push beyond the status quo in our industry. As we continue to grow, our commitment to excellence remains at the forefront of all we do. Our broad range of high-quality, affordable products for both farm and companion animals speaks to our dedication to providing the best solutions for our customers.

Why do we prioritise these efforts? We believe we can make a significant contribution to shaping a future where innovation, sustainability and care go hand in hand. By driving innovations that are rooted in our core values of excellence and quality, we can set a powerful example for our industry and contribute uniquely to our customers. Our efforts to reduce waste, optimise energy, and develop eco-friendly products are all part of our mission to deliver responsibly made solutions that align with the evolving needs of the animal health industry.

This report highlights some of the key activities we have undertaken to support our employees and the communities in which we live and work, to reduce waste, to minimise our carbon footprint, and to optimise energy usage. These actions not only improve the sustainability of our products but also help our customers achieve their own goals. We are proud of our community programmes, like **WeCare@Christmas**, and our commitment to supporting future veterinarians. Together, these efforts have already led to significant, real-world impacts that reflect our shared dedication to serving customers and communities to create a positive, enabling and enduring impact.

We will continue to stay true to our mission. After all, the past 50 years are just the start, and we believe that doing the right thing creates a lasting legacy that transcends generations.

Thank you for being part of this journey with us.

**Andrea Iucci**  
*Chief Executive Officer, Norbrook*

# Our Vision

Be a world class global provider of veterinary pharmaceuticals enhancing the health of farm and companion animals.

## Our Values:



## UN Goals: How We Contribute

# SUSTAINABLE DEVELOPMENT GOALS



# Our Mission

A family-owned business delivering quality veterinary pharmaceuticals with:

- An emphasis on **innovation**
- A commitment to **excellence**
- A focus on delivering **value to customers**
- An active involvement in our **community**
- An emphasis on **safety** & maintaining a **safe working environment**
- A dedication to enhancing the **health of farm and companion animals**



# Norbrook's Founder: The Lord Ballyedmond

## A Visionary Entrepreneur in Animal Health

Edward Haughey, later known as The Lord Ballyedmond, was born in County Louth, Ireland, and showed an entrepreneurial spirit from an early age. In 1969, driven by a vision to transform animal healthcare, he founded Norbrook Laboratories in Northern Ireland. With limited animal health options available at the time, Lord Ballyedmond saw an opportunity to provide high-quality, affordable products to improve animal well-being. His commitment to innovation and excellence quickly positioned Norbrook as an industry leader, with its first patent secured just five years later.

Today, Norbrook's pioneering solutions continue to expand access to essential animal healthcare worldwide.

## Community Commitment and Corporate Responsibility

The Lord Ballyedmond also instilled a deep sense of community responsibility within Norbrook. From the outset, he prioritised creating local jobs, investing in local development, and supporting societal initiatives. His commitment to corporate citizenship became one of Norbrook's defining principles, helping the company grow not only as a successful business but also as a valued community partner. Even as Norbrook has expanded internationally, Lord Ballyedmond ensured that this commitment to local well-being remained central.

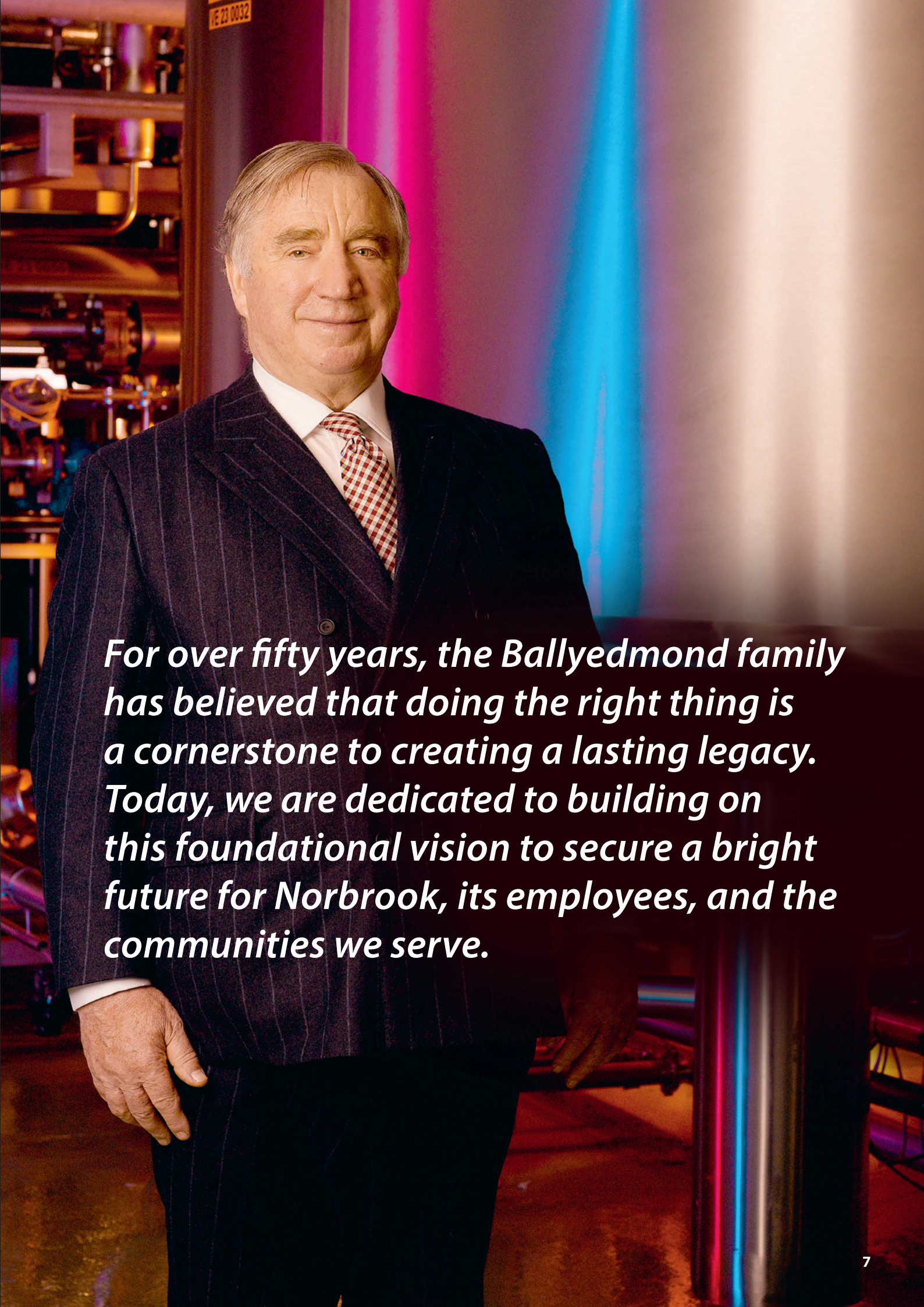
Norbrook upholds his legacy, driven by the same principles of innovation, accessibility, and sustainable support that he established.

## A Legacy for Future Generations

For over fifty years, the Ballyedmond family has believed that doing the right thing is a cornerstone to creating a lasting legacy. Following Lord Ballyedmond's passing, his wife and children have remained dedicated to carrying forward his vision for Norbrook and they continue to uphold the values he championed, ensuring that Norbrook remains a leader in animal health and a trusted supporter of the localities where we operate.

Today, we are dedicated to building on this foundational vision to secure a bright future for Norbrook, its employees, and the communities we serve.



A man with grey hair, wearing a dark pinstriped suit, a white shirt, and a red and white checkered tie, stands in a factory or industrial setting. The background is filled with machinery and pipes, illuminated by vibrant blue and pink lights. The man is looking directly at the camera with a slight smile.

*For over fifty years, the Ballyedmond family has believed that doing the right thing is a cornerstone to creating a lasting legacy. Today, we are dedicated to building on this foundational vision to secure a bright future for Norbrook, its employees, and the communities we serve.*

*We recognise that our operations are intrinsic to the communities where we live and work. We care about our communities.*





# Empowering our Team and Community: A Year of Impact and Unity

Our employees are the heart of our organization, shaping our identity, operations, and the value we deliver. We are committed to fostering a culture that values collaboration and inclusivity, celebrating each individual's specific viewpoints. We also focus on empowering our team members to grow professionally, find personal satisfaction, and achieve their full potential in their roles.

We recognise that our operations are intrinsic to the communities where we live and work. We care about our communities and are dedicated to making a positive impact locally. This year, we proudly participated in the **Charity Shops Challenge** organised by **Cancer Focus Northern Ireland**, a remarkable organisation that supports over 36,000 people annually with cancer prevention services and offers vital complementary support such as counselling, family assistance, and support groups.

Our team rallied together to raise money through a range of spirited activities. Employees enthusiastically took part in bake sales, raffles, and various sponsored challenges including hiking, spinning, running marathons, and playing football. In a display of true dedication, one of our employees braved the discomfort of shaving the hair on their head for the cause. This personal commitment is a genuine display of how dedicated we are to standing by those in need.

Our collective efforts not only supported **Cancer Focus Northern Ireland** but also strengthened our societal ties and camaraderie, and our efforts were acknowledged with a **Team Star Award**, recognising our commitment and engagement throughout our "Cancer Doesn't Care but #WeCare" campaign.



# Inspiring Change Globally: Our Community Impact and Global Outreach

Our various programmes and initiatives reflect our dedication to supporting and uplifting communities in need, improving livelihoods and protecting the environment. Whether in Northern Ireland, or beyond, contributing to the communities where we operate is integral to our culture. Through local programmes and global outreach, our efforts are a testament to our determination to creating a better world for everyone in the communities where we live and work.



## WeCare@Christmas: a growing tradition of generosity

The WeCare@Christmas programme has seen remarkable growth and has made a significant difference in our local community in Newry, Northern Ireland, where Norbrook was established over fifty years ago. In Christmas 2023, we distributed over 1,000 hampers in the Newry area, providing essential supplies and festive cheer to those in need.

Our efforts extended to preparing over 3,000 hot meals for individuals facing food insecurity and hosting a festive afternoon for more than 240 local elderly residents, complete with a special meal prepared by our dedicated staff.

The WeCare programme played a vital role in supporting both our employees and the broader community society. We assembled and delivered WeCare hampers

filled with food, magazines, books, and activities, to colleagues who were shielding at home. Partnering with **Newry, Mourne & Down Council**, we also reached out to families in need throughout the region, spreading hope and support during challenging times.

The programme's success is largely due to the increased involvement of our employees. In 2024, 500 employees volunteered 1,800



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hours of their time towards our CSR initiatives. This growth allowed us to expand our support to various local charities, including **Women's Aid, St. Vincent De Paul, Larder, Bolster, Homestart, Simon Community, Kilkeel Development Association, Surestart Newry, and Surestart South Armagh.** Our collaborations with these organisations and the local council have maximised the benefits for those in need, enhancing our community's well-being, increasing the impact of our actions.

**Our commitment to community support extends beyond our local area, reaching out to make a difference in Kenya and Uganda:**

**Jajja Flora Orphanage**  
 Since its establishment in 1980, the Jajja Flora Orphanage in Uganda has cared for over 250 orphans and currently supports nearly 40 children. Our team in Uganda has contributed food, beds, toys, and solar panels to ensure the orphanage benefits from year-round electricity, vastly improving the quality of life for the children.

**Kingothua Primary School**  
 Donations from our employees facilitated the construction of a new kitchen and dining facility at Kingothua Primary School, located near our Kenyan factory. This development supports better nutrition and a more conducive learning environment for the students.

**Kawaida Care & Feeding Centre**  
 Kawaida, a community-based project in Kenya, provides vital support to orphaned children and those from impoverished families. Our contributions have funded the creation of a new classroom, kitchen, water tank for rainwater collection, and a playground, enhancing the centre's ability to care for and educate the children.



**In 2024, 500 employees volunteered 1,800 hours of their time towards our CSR initiatives.**



# Empowering the Next Generation of Vets

As the leading animal pharmaceutical company in Kenya and Uganda, Norbrook is dedicated to inspiring and empowering future veterinary professionals. For over a decade, we have proudly awarded financial prizes to 60 of the top-performing veterinary graduates from the University of Nairobi, Kenya and Makerere University in Kampala, Uganda.

These rewards recognise outstanding academic achievement and support the development of talented individuals who will drive innovation and excellence in animal health.

When we support upcoming veterinarians, we're paving the way for healthier animals and stronger communities in the future.

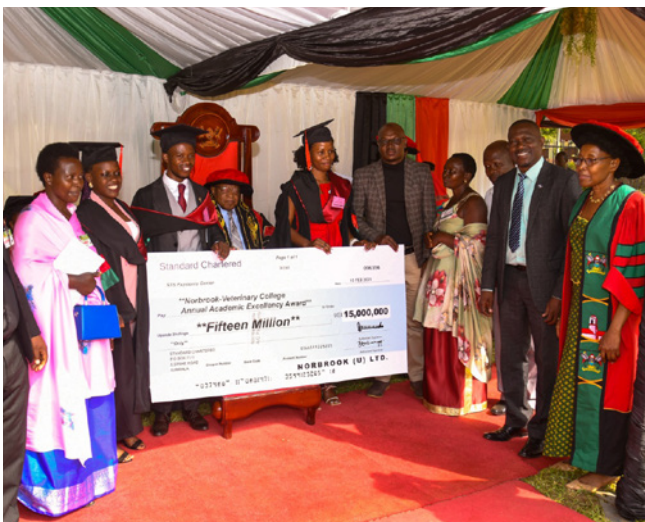


# Celebrating Excellence in Veterinary Medicine

For the past twelve years, Norbrook has delighted in sponsoring the University College Dublin's Vet Student of the Year Award, a testament to our commitment to nurturing future leaders in animal health.

The dedication and exceptional skill of these graduates is truly inspiring. We recognise their outstanding academic achievements and take pride in knowing they represent the bright future of our industry. Their fresh perspectives and innovative ideas drive progress in veterinary medicine and contribute to advancements that benefit both animals and the communities they serve.

Congratulations to all this year's graduates! We look forward to witnessing the incredible contributions your passion and expertise will make to shape the animal health industry and beyond.





***We are committed to educating farmers on the significance of product rotation to mitigate tick resistance and promote the long-term health of their livestock, which in turn sustains their livelihoods.***

# ***Supporting Livestock Health and Communities in East Africa***

At Norbrook, we are proud to be big enough to compete globally, yet small enough to care deeply about each of the communities we serve, ensuring our sustainability initiatives have a direct impact on both local and global scales. Our goal is to support our customers to enhance their productivity by optimising animal health, and we aim to contribute directly to sustaining the livelihoods of the communities that depend on healthy livestock for food security and income.

Since establishing our manufacturing facility in Kenya in 1993, Norbrook has grown to lead the animal healthcare industry in both Kenya and Uganda. From the beginning, our focus has been on supporting our customers in East Africa by improving livestock health.

Through a reliable supply of essential veterinary medicines, we deliver value to farmers across Kenya and Uganda, even in remote areas, to help them combat critical challenges like ticks and tick-borne diseases, which cause

significant livestock mortality and spread harmful pathogens. We choose to innovate and evolve our product portfolio to address this issue and provide effective solutions for local farmers. We continue to offer extensive educational programmes to empower veterinarians and livestock farmers to make informed and commercially sound decisions.

In addition to developing innovative products, we are committed to educating farmers on the significance of product rotation to mitigate tick resistance and promote the long-term health of their livestock, which in turn sustains their livelihoods. Our teams actively engage with customers through ongoing educational workshops to ensure the correct and responsible use of veterinary products. We extend our outreach services to remote rural communities, empowering smallholder farmers to maximise the sustainability and economic value of their livestock. The health of these animals is vital for food security and the prosperity and sustainability of local economies.



# *Driving Innovation for an Enduring Impact on Animal Healthcare*

Our customers - veterinarians, producers, farmers and pet owners - depend on us for high-quality, reliable and sustainable animal health solutions. At Norbrook, we continuously invest in innovation and research to create products that meet our customers' needs today but also prepare for the challenges of our industry tomorrow. Our diverse product range, spanning both farm and companion animals, is built with the dual focus of effectiveness and sustainability.

Norbrook offers a broad portfolio across several therapeutic areas including infection control, parasite protection, pain relief and nutrient deficiency. We can help to reduce the environmental footprint of veterinary practices by refining our product offerings, without compromising on the quality and consistency that our customers have come to expect. Our approval by the U.S. Food & Drug Administration (FDA), European Medicines Agency (EMA) and U.K. Veterinary Medicines Directorate (VMD) stands as a testament to the stringent standards we uphold, reflecting

our commitment to delivering safe, effective, and sustainable animal healthcare products.

As the trusted manufacturer for leading companies in the industry, we recognise the responsibility we have in setting a high standards for veterinary healthcare. Our Research & Development teams are dedicated to pushing the boundaries of innovation and developing next-generation solutions that meet evolving industry needs. We believe that advancing sustainability in veterinary medicine requires pioneering products that improve the health of animals and reduce the carbon footprint of healthcare practices.

Our mission is to make responsible animal healthcare accessible to everyone. We enable veterinarians, farmers and pet owners alike to deliver the best care for their animals by offering affordable, high-quality solutions. We believe that by staying at the forefront of innovation, we can have an enduring impact on sustainable animal healthcare, benefiting our customers, our communities, and the environment.

***Our approval by the U.S. Food & Drug Administration (FDA), European Medicines Agency (EMA) and U.K. Veterinary Medicines Directorate (VMD) stands as a testament to the stringent standards we uphold.***





In 2024, Norbrook continued to invest in innovation. Felanorm® (methimazole) Oral Solution was launched in the USA, a revolutionary oral treatment for hyperthyroidism in cats, and the first product of its kind to be approved by the Federal Drug Administration (FDA).

Norbrook also opened a newly upgraded sterile injectable manufacturing suite, home to products critical in the treatment and prevention of infections in livestock and pets. This project represents a GBP1.3million investment and ensures compliance with the most up to date EU guidelines for the manufacture of sterile medicinal products.



***Our mission is to make responsible animal healthcare accessible to everyone.***

# Reducing Waste and Implementing Carbon Reduction Initiatives

At Norbrook, we recognise that our customers share our passion for reducing waste and finding innovative ways to minimise our carbon footprint. Through responsible waste management and carbon offsetting, we strive to make some real strides towards a more sustainable future.

Our dry waste is handled by expert partners who collect and process materials at specialised recycling facilities. Here, mixed recyclables are carefully sorted, separated, and forwarded for recovery, where they can re-enter the market as valuable resources, cutting down the need for virgin materials. Thanks to these efforts, only 2% of our waste ends up in landfill, a significant achievement that also supports our customers' sustainability goals.

For the non-recyclable waste, we have introduced two groundbreaking processes to divert it from landfill. The first process focuses on fines separation, where smaller materials are sent to the ARP facility for recycling and recovery. The second process transforms non-recyclable materials into solid recovered fuel (SRF), which is used by the cement industry as a cleaner alternative to traditional fossil fuels. These processes contribute to a greener energy transition that our customers can rely on by reducing

landfill use and methane emissions and lowering the demand for oil, coal, and gas.

Since 2016, our commitment to sustainability has driven a 63% reduction in our carbon emissions. In 2023, we processed close to 770 tonnes of waste, leading to a carbon offset of approximately 580m<sup>3</sup>. Additionally, close to 3000 tonnes of waste were processed through our Aggregate Recovery Facility, resulting in a further carbon reduction of over 1700m<sup>3</sup>.

We are proud of the installation of effluent treatment plants at our manufacturing sites in Newry. These plants treat 100% of our effluent waste, ensuring we handle wastewater responsibly and protect the local environment from pollution. We are reducing the environmental impact on surrounding ecosystems and contributing to cleaner water by treating our waste on-site.

We have extended our commitment to reducing resource consumption to our annual steam trap surveys and maintenance programmes. By regularly inspecting and maintaining these systems, we have successfully reduced our steam usage by 15%. This proactive approach conserves energy, reduces emissions, and ensures our systems are running at peak efficiency.

*We are reducing the environmental impact on surrounding ecosystems and contributing to cleaner water by treating our waste on-site.*



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Additionally, close to 3000 tonnes of waste were processed through our Aggregate Recovery Facility, resulting in a further carbon reduction of over 1700m<sup>3</sup>.

*We minimise transportation emissions, reduce our environmental impact, and support local economies by making, testing and packing all our products within a 2km radius.*



# Building a Greener Future: Energy Efficiency at Norbrook



Sustainability isn't just a goal, it is part of who we are. For over fifty years, we have continually explored ways to reduce our energy consumption and environmental impact, ensuring a brighter, greener future for everyone.

Across our sites in Northern Ireland and the Republic of Ireland, 80% of all lighting is now energy-efficient LED, equipped with motion detection controls. This shift has led to an 80% reduction in electricity used for lighting. Not only does this save energy, but it also reduces our carbon footprint and creates a more comfortable and responsive environment for our teams. We are continuously looking at how we can improve on our efforts, so within the

next year, we are upgrading more lights in our head office, with another 100 LED fittings set to deliver even more energy savings.

To ensure we are only using energy when needed, we have introduced presence detectors (PIRs), which automatically turn off lighting in unoccupied spaces. Additionally, all compressors in Newry and Monaghan have been converted to Variable Speed Drive (VSD) technology, cutting electricity use by 40%.

In warmer months, one of our key manufacturing sites uses a central Sea Water (SW) chilled water system, enhanced with cooling towers, helping us achieve a 50% reduction in energy use for cooling. We have installed energy-efficient HVAC systems with heat recovery, during our recent lab and office upgrades, reducing electricity consumption by 20%.

Our boilers have also been optimised with a condensate return system, saving 5% on gas by reusing heat and reducing the need for raw water. In our sterile injectables factory, we have implemented an economiser that preheats raw water using flue gases, resulting in a 15% reduction in gas consumption.

We can share that 63% of our fleet vehicles are now electric - an 80% increase since 2022! This shift not only reduces our carbon footprint but also cuts down on fuel costs and maintenance.

By investing in electric vehicles, we are committed to providing our customers with eco-friendly solutions that contribute to cleaner air and a healthier planet. This commitment aligns with our vision of a greener future, where every choice we make supports both our business and the environment.

We minimise transportation emissions, reduce our environmental impact, and support local economies by making, testing and packing all our products within a 2km radius.

These energy-saving initiatives help us to operate more efficiently and they demonstrate our deep desire to reduce emissions and foster a sustainable future because we believe that every small change adds up to a big impact, for the planet, and for generations to come.



**50% reduction in energy use for cooling. We installed energy-efficient HVAC systems with heat recovery, during our recent lab and office upgrades, reducing electricity consumption by 20%.**



**A saving of 5% on gas by reusing heat and reducing the need for raw water. In our sterile injectables factory, we have implemented an economiser that preheats raw water using flue gases, resulting in a 15% reduction in gas consumption.**



**63% of our fleet vehicles are now electric - an 80% increase since 2022.**

# Innovating Energy Management

As innovators, we are always looking for new ways to reduce our environmental impact, and our latest projects are making an exciting and tangible difference. By integrating technology and thoughtful management, we believe we are continuing to nudge the needle to create a more sustainable future for everyone.

One of our current initiatives is the use of the Suite 27 Building Management System (BMS) as a prototype for monitoring our utility meters. This system will allow us to track and trend energy readings in real time, giving us clearer insights into our consumption patterns. By the end of 2024, this tool will be up and running, helping us to identify areas for improvement and further reduce energy waste. We will be able to pass on the benefits of greater efficiency and sustainability to our customers, ensuring the products we offer are created with minimal environmental impact.

In addition, we are piloting the control of electricity consumption on a suite-by-suite basis. By tailoring energy usage to actual needs, we ensure that no power is wasted, bringing us one step closer to becoming a more energy-efficient operation.

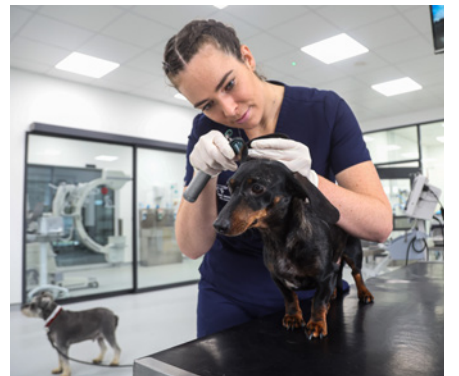
This effort will lead to a decrease in energy consumption and a reduced carbon footprint and strengthens our ability to deliver responsibly produced products that meet our customers' growing sustainability expectations, all while maintaining a comfortable and efficient workspace for our employees.

We believe that our innovative nature will inspire our industry in how we approach sustainability to make a meaningful difference — for our business, our employees, and the planet we all share.





*We believe that our innovative approach will inspire our industry in how we approach sustainability and make a meaningful difference, for our business, our employees, and the planet we all share.*







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