



YOUR JOURNEY  
WITH US





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# WELCOME

**We are delighted you are considering Norbrook for your next career move in the pharmaceutical sector. We have ambitious growth plans and we need great people to help bring them to life.**

At Norbrook, you will have lots of opportunities to learn and progress. You will work closely with colleagues across all our key business areas. This means you get invaluable insights into Research & Development, Quality, Operations, Supply Chain, Sales & Marketing, Finance, IT and HR.

Our culture is based on our core values: Customer Value, One Team, Results Driven, Excellence, Innovation and Quality. We believe that by living these values, we will create opportunities for you to make a difference. Lots of our initiatives at Norbrook are focused on encouraging your innovative ideas.

Norbrook is one of the largest, family-owned, veterinary pharmaceutical companies in the world. We develop, manufacture and sell generic veterinary pharmaceutical products in more than 120 countries globally.



# 01

## **NORBROOK AT A GLANCE**

**We are one of the largest privately owned, veterinary pharmaceutical manufacturers in the world.**

**1.**

**Top 15 veterinary pharmaceutical companies in the world**

**2.**

**Top 11 companies in Northern Ireland**

**4.**

**9 regional sales and marketing teams working with 100+ distribution partners globally**

**5.**

**Manufacturing facilities in Northern Ireland, Ireland and Kenya**

**7.**

**A clear growth strategy, 14% revenue growth in 2017**

**8.**

**A strong pipeline of 23 new products over the next 4 years**



**3.**

**A globally recognised brand with products sold in 120 countries around the world**

**6.**

**Large portfolio of products for large and companion animals**

**9.**

**Investing for growth. £50 million multi-year capital expenditure programme**



01

NORBROOK  
WHERE WE ARE





## Headquarters

1

**Newry**

Northern Ireland

2

**Monaghan**

Ireland

3

**Corby**

**Northamptonshire**

England

4

**São Paulo City**

Brazil

5

**Overland Park**

Kansas, USA

6

**Kampala**

Uganda

7

**Nairobi**

Kenya

8

**Melbourne**

Australia

9

**Auckland City**

New Zealand





## WHAT IT'S LIKE TO WORK HERE

**Our mission is exciting. Our core values underpin our ambitious business strategy and shape our culture and behaviours.**



**Be a world-class  
provider of veterinary  
pharmaceuticals  
enhancing the  
health of farm and  
companion animals**





# OUR VALUES

**Our Values outline what's expected of everyone at Norbrook. Our Employee Recognition Programme highlights individuals who consistently go above and beyond in terms of our Values.**

Individuals are recognised through monthly, quarterly and annual awards. We encourage individuals to work together on improving our business.

We regularly recognise cross-functional teams who exceed commitments and are continuously focused on the customer. You'll find some examples over the following pages.

## Customer Value

**We create winning partnerships with our customers internally and externally.**

John brought this value to life by implementing a number of processes to ensure that no customers were affected during facility upgrade work.

## One Team

**We work as part of a global team. We act with integrity, show respect and trust for each other. We are empowered to achieve our full potential.**

Kyle specialises in environmental microbiology. He is continuously sought out by team members for his knowledge and expertise on cleanroom control systems.

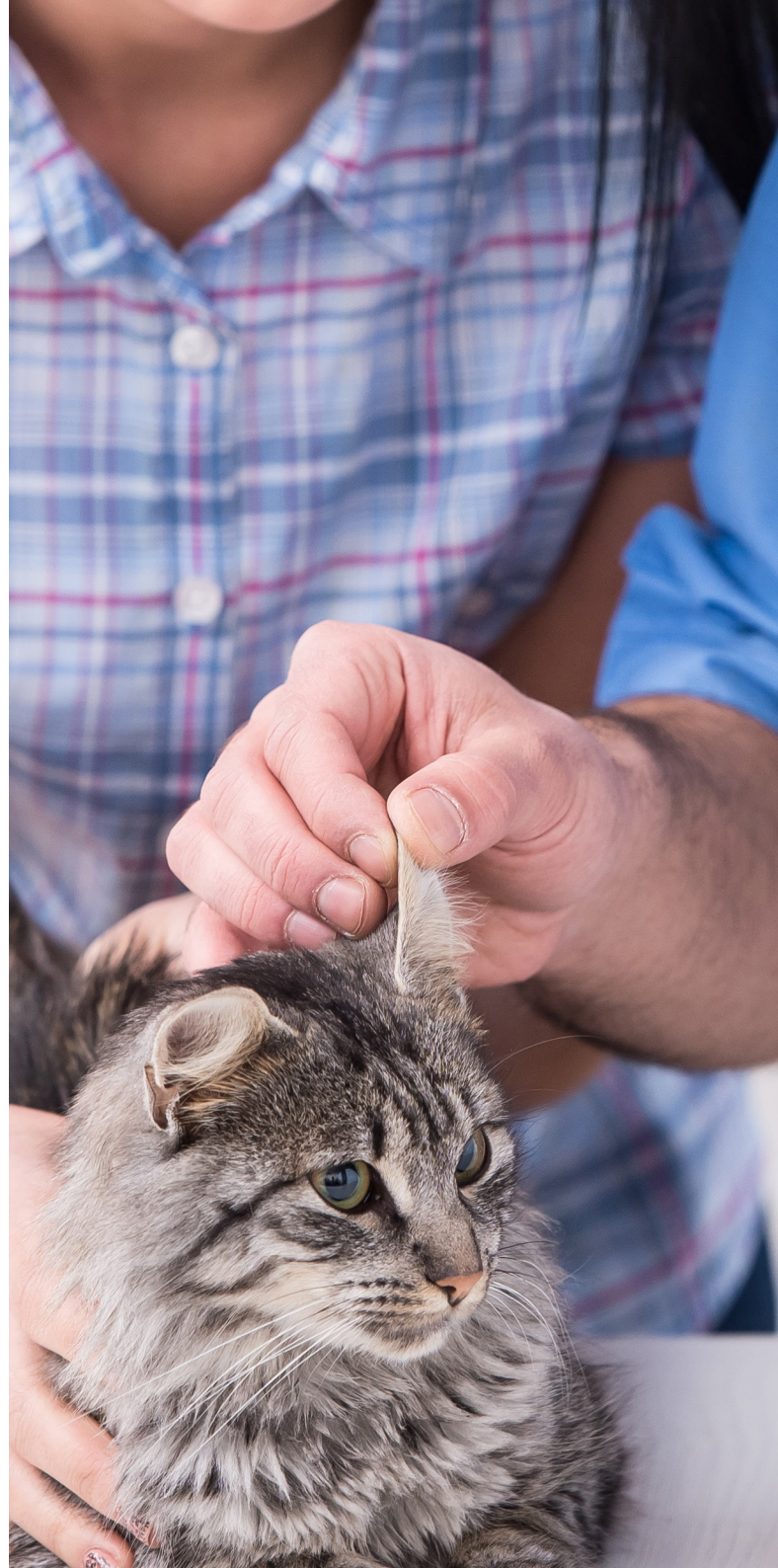




## Results Driven

**We deliver on our  
commitments  
at all times.**

Marianne always focuses on meeting commitments. She conducted laboratory work to investigate a new technique and completed analysis to meet a tight timeline. She also achieved all her other deadlines on time.



## Excellence

**We pursue excellence in our processes and systems enabling us to achieve best-in-class standards.**

Stephen is committed to excellence - always ensuring customers receive their orders on time. He consistently works cross-functionally to meet customer delivery times.

## Innovation

**We continuously identify ways to innovate through our products, services and systems to enhance our business.**

Claire implemented and maintains an innovative database which has created efficiencies. It also allows fast access to accurate data at all times.



## Quality

**We strive to get it right first time maintaining the highest level of total quality standards in everything that we do.**

Michael quickly reported an observed mechanical seal failure, ensuring there was no impact on product quality.





## EXPLORE OUR DEPARTMENTS

Check out the department which best fits your skill-sets and explore what other departments are focused on. We're looking forward to you developing your career in our team!

## Research & Development

Once we have decided what product we are going to launch, our Research team start to work on how to make the product. This can involve many years of research, and requires formulation and method development scientists to use their knowledge to make a high quality product at laboratory scale.

In parallel, our Regulatory teams work to understand what licences are required to market the product in each country. Our Research & Development (R&D) teams work closely with our Quality Control (QC) and Manufacturing teams to ensure we can scale up the product for manufacturing.

## Quality

Our Quality function includes QC and Quality Assurance (QA) teams. Our QC teams work in state-of-the-art laboratories and test all of our manufactured products ensuring they meet high standards. Some of our veterinary pharmaceutical products are used for treating animals that could end up in the food chain.

This means rigorous testing by our QC teams is critical. Our QA teams also play a key role in ensuring products are manufactured, tested and distributed to high standards.





## Operations

Our Manufacturing teams work to tight schedules, manufacturing & packing sterile and non-sterile products to meet customer orders. They work in partnership with our R&D teams to develop robust methods of manufacture on a large scale.

They also work with our Quality teams to ensure that we produce high quality products at all times. Many of our manufacturing suites have been upgraded recently as part of our overall capital investment programme. Our Engineering teams play an integral role in ensuring our facilities are constantly fit for purpose.





## Supply Chain

Our Supply Chain function is made up of a wide range of teams who are involved throughout our process. Our Procurement team ensures we always have raw materials available to manufacture our products on time for customers. They continually source suppliers globally. They work with our Quality function, to ensure our suppliers meet the high level of industry standards required.

Our Customer Services team support customers globally. They work closely with Manufacturing and Quality teams to ensure the timely distribution of products to customers. They also partner with our global sales teams on customer orders, and work directly with customers.

Our Warehouse & Distribution teams ensure our products are stored and distributed according to the requirements for each product. With temperature-controlled facilities and different distribution requirements by product, these teams work to ensure our products reach our Distributors on time and without compromising quality.

## Sales & Marketing

Our Sales & Marketing teams are located around the world, including Ireland, UK, Europe, Africa, US, Latin America, Australia, New Zealand and Middle East. This team is involved at the outset of our product development process, identifying opportunities in the marketplace for new products.

These opportunities are reviewed in partnership with our R&D teams. The Sales team are responsible for selling our portfolio of products for farm animals and companion animals, always seeking opportunities to maximise our market share.



## Support Functions

Our Finance, IT and HR functions partner with all of our functions. Our IT team provides hands-on support to the business in addition to identifying IT process improvements to enhance our business.

Our Finance team work closely with Sales teams to provide accurate sales reporting & analysis, and cross-functionally with all teams to manage our costs effectively.

Our HR team is responsible for attracting talent and supporting a positive culture at Norbrook. They do this by supporting our employees and managers with upskilling opportunities, reward & recognition programmes and employee wellbeing programmes to name a few.





## **YOUR TOTAL REWARD PACKAGE**

**In recognition of the skills you bring to Norbrook, we provide a competitive rewards package. We're focused on enhancing both your financial rewards and your wider health and wellbeing.**

**Salary &  
Benefits**

**Pension**

**Healthcare  
Plan**

**Sickness  
Pay**

**Cycle to  
Work**

**Life  
Assurance**

**Bereavement  
Leave**



**Employee  
Health &  
Wellbeing**

**Wedding  
Leave**

**Becoming  
a Parent**

**Annual  
Leave**

**Shop Local  
Programme**

**Onsite  
Canteen  
Facilities**

## Salary & Benefits

We consider your salary and your benefits as part of your Total Reward Package. We continuously benchmark salaries and benefits in the market. Salaries and benefits are reviewed annually. We encourage a pay for performance mind-set.

## Healthcare Plan

We care for our employees. We want to ensure that you and your children have access to the healthcare you need. We pay for you and your children's cover in a Health Cash Plan. This enables you to claim for everyday health expenses such as dental and optical costs, chiropractor, physiotherapy etc. and more importantly, to get fast access to MRI scans and private consultations.

## Pension

As a new employee you will be automatically enrolled in a pension plan. This has a 1:1 matching contribution. This means that Norbrook matches your investment as an employee. We encourage you to save for your retirement. You can enhance your pension plan by making additional contributions at any time.

## Sick Pay

On occasion, you may not be fit to come to work. Our company sick pay provides an enhanced payment above the statutory sick pay amount, subject to you meeting the criteria.



## Life Assurance

In the unlikely event that an employee dies during their employment with us, we provide Life Assurance for employees to support their next of kin.

## Onsite Canteen Facilities

We provide subsidised canteen facilities on each of our sites in Newry. We offer a range of healthy eating options for breakfast and lunch. In addition our 24/7 vending facilities offer a range of snacks and sandwiches.

## Employee Health & Wellbeing

In addition to healthy eating options in our canteens, we encourage you to focus your own health & wellbeing. We regularly offer free Employee Healthchecks onsite, this is an opportunity for you to better understand and to access medical advice and attention. We also provide smoking cessation workshops, Blood Donation service, and access to an Occupational Health expert.

## Shop Local Programme

We have partnered with over 60 local retailers to provide discounts for you as an employee. You can enjoy discounts from 5 – 50% in a range of restaurants, shops, gyms and entertainment outlets.

## Cycle to Work

You can save at least 25% of the cost of a bicycle and safety equipment through our UK cycle to work scheme (as part of a salary sacrifice programme). This is effectively a hire purchase scheme, financed through your salary, where you can choose your repayments over a maximum 2 year period.

## Wedding Leave

If you are getting married or entering into a civil partnership, you will receive 3 additional paid days' leave. This gives you more time to prepare for your wedding.

## Annual Leave

Compared to the statutory minimum of 28 days, we offer our employees 30 days annual leave each year. This includes a number of public holidays. We aim to provide as much flexibility as possible to enable you to take annual leave at a time that suits you.

## Bereavement Leave

We provide bereavement leave in the sad event of the death of a close relative. We know that you may need some time off work in such circumstances.

## Becoming a Parent

Whether you're a first time parent or extending your family, having a child will change your life. We have a range of benefits in place to help you make the most of this time, including maternity and adoption leave, paternity leave and parental/ shared parental leave.





# **WORKING ENVIRONMENT & FACILITIES**

- **We are conveniently located between Belfast & Dublin.**
- **We have 3 on-site canteens with healthy options.**
- **We provide free car parking facilities to our people.**
- **We are investing £50m to upgrade our facilities.**





## YOUR DEVELOPMENT JOURNEY

Whether you join us as an apprentice, straight out of university or from another company, we are committed to your development.

## Career Development

In Norbrook, our people have the opportunity to progress their career through a variety of routes. We have a variety of programmes to enable you to progress your technical skills within your current role or to move to a new role internally. We also provide management training through on-the-job coaching and a variety of internal and external courses.

## On-the-job Training

You will participate in our Norbrook Induction Programme to formally welcome you here. This will be followed by a comprehensive training programme specific to your role and team. You will have the opportunity to participate in additional formal training specific to your department. You will also be given ample time to learn on-the-job and to put theory into practice. As our industry is highly regulated, we ensure that your training is kept up to date at all times. You will have the opportunity to attend refresher programmes throughout your career in Norbrook.



## Technical Skills

Depending on your role, and on business need, we offer training programmes internally and externally where you can learn from experts. We ask that you share your learnings with colleagues when you return from your course.







## National Vocational Qualifications

In addition to the extensive on-the-job training provided to all employees, Norbrook offers employees in Northern Ireland the opportunity to further their education within the working environment by undertaking an NVQ (National Vocational Qualification), in a discipline relevant to their departmental job role.

The NVQ programme is a work based education programme and is facilitated in conjunction with Southern Regional College, Newry, with City and Guilds or OCR as the awarding body. The NVQ is a qualification which assesses an employees' competence in real work situations, through assessment by internal and external assessors. Competency is demonstrated by completing a range of practical tasks and skills, and by displaying underpinning technical knowledge. The NVQ programme has proven very successful over the past number of years. Norbrook is proud of the 100% achievement rate across all NVQ programmes since they were first offered.

### **NVQs are offered in the following disciplines**

- NVQ Level 2 in Performing Manufacturing Operations
- NVQ Level 3 in Business Administration
- NVQ Level 3 in Laboratory and Associated Technical Activities
- NVQ Level 3 in Logistics Operation

## Specialist Programmes

We believe in continuous improvement and in providing new opportunities for you. We regularly invite employees to apply for specialist programmes such as Qualified Person, Lead Auditor, Lean Six Sigma, Education & Training Award, First Aid at Work and National Vocational Qualifications to name a few.

## Management Skills

We partner with external training providers to run management skills programmes, based on the most up to date management tools. During this training, you will also get to learn more about living our values.







# APPRENTICESHIPS

## Higher Level Apprenticeships – Earn while you Learn

We are proud to offer employees the opportunity to undertake a Higher Level Apprenticeship in Applied Industrial Science (Chemical Science) at Level 4 & 5. This programme was developed through extensive collaboration between us and Southern Regional College (SRC) and incorporates core skills and technical knowledge required by industry.

Apprentices will undertake job roles within analytical chemistry laboratories, and will receive training and development whilst working in Norbrook for a portion of the week; but will also receive 'off-the-job' training, on a day release basis with Southern Regional College, where they will work towards achieving vocational qualifications over the course of two years.

Successful candidates who complete this programme gain a foundation degree (FdSc.) Applied Industrial Science (Chemical Science), awarded by Ulster University. We are also delighted to allow candidates to progress to the BSc (Hons) Pharmaceutical Science, delivered by Ulster University.





## IN THE COMMUNITY

**We want to make a difference. We are committed to leaving a positive impact on our global and local communities. We donate time, resources, and money to a number of causes and organisations.**







## Global Partnership Africa

Our first fundraiser to Africa was a huge success, with employees donating clothes and toys for children in Kenya and Uganda. More recently, we raised £20k to support 4 projects which will make a huge difference in communities close to Norbrook facilities in Kenya and Uganda. Funds raised will be used to support 3 schools in Kenya to provide a computer facility, build a canteen, construct a multi-purpose dining area and classroom with separate cooking facilities; and to support the local community in Uganda.

## Southern Area Hospice Services

The Hospice supports people and their families living with cancer, multiple sclerosis and motor neurone disease in the Newry and surrounding area. We are delighted to support their Lottery, contributing more than £25k annually to support the Hospice. We are proud to be the biggest contributors to the lottery.



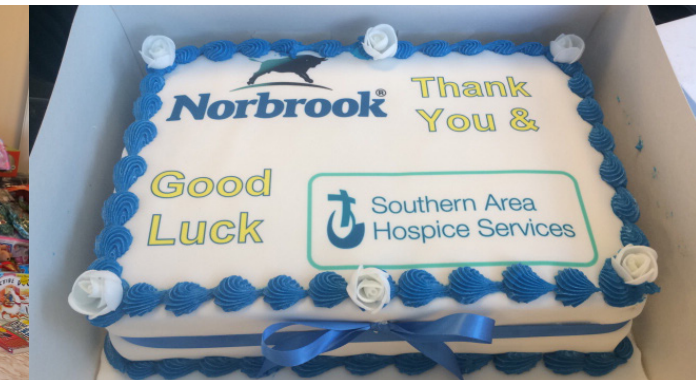


## Co-operation Ireland

Co-operation Ireland has developed numerous programmes throughout the Island of Ireland focused on Youth and Education. Employees volunteered at the Amazing the Space event in 2018, which is a youth-led peace-building initiative, funded by the Northern Ireland Executive Office that empowers young people across Northern Ireland, to become ambassadors for peace within their communities.

## Supporting local communities at Christmas

Our annual Christmas appeals grow year on year, with record numbers of toys donated to Mission Christmas, supporting families throughout Northern Ireland, and a hugely successful food appeal for St Vincent de Paul. We have also developed a partnership with Daisy Hill Hospital, with employees volunteering their own time to decorate the paediatric ward for Christmas.









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