



Locked on sustainability



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ABOUT THIS REPORT

CERTEGO Topco AB (559319-3468) presents its sustainability report for 2023. It covers our five entities: CERTEGO Group, CERTEGO Sweden, CERTEGO Finland, CERTEGO Norway and CERTEGO Denmark and reflects our performance in the period from January 1, 2023, to December 31, 2023. The report is our third sustainability report and has been prepared in accordance with the Swedish Annual Accounts Act (ÅRL) and the GRI Standards, Foundation 2021. The sustainability report is approved by the board.

Published on March 19, 2024.

For any questions on the report, you are welcome to contact **Caroline Liedgren, Marketing and communications Manager at CERTEGO Group.**

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Words from Our CEO

Our Journey

Throughout 2023, we achieved significant milestones, particularly by refining our operational framework, known as the CERTEGO Way. This standardized toolbox, implemented across all management levels, fosters consistency in our approach. Establishing a common language has facilitated sharing best practices and promoted a more unified working methodology among our branches.

With regards to sustainability, we focused on the environmental aspects of our business. Notably, we made progress in transitioning to electric company cars. In terms of governance, the implementation of an e-learning platform played a pivotal role. Among its multifaceted purposes, it enables us to monitor employee engagement and adherence to our code-of-conduct.

Our People

At CERTEGO, our people are the heartbeat of our business. With a workforce of 1,200, we actively track engagement and wellbeing through Winningtemp, our employee survey platform. This weekly interaction empowers us to enhance leadership and local performance. Building a robust culture and fostering high employee engagement are integral to our vision of becoming the industry's most successful company.

In our commitment to diversity and inclusion, we joined the Diversity Charter and collaborated with the organization Ringer i Vannet, which is a part of the Norwegian confederation of enterprises dedicated to assisting individuals outside the workforce. While recognizing more work lies ahead, I take great pride in the initial steps taken, confident that these efforts will shape our workforce to reflect the diversity of our society.

Celebrating Excellence

2023 marked the inaugural year of the Nordic CERTEGO Awards, where we celebrated our everyday heroes exemplifying our values. Further details can be found on page 10 of our report.

Looking Ahead

Moving forward, we are committed to addressing key aspects under Our Responsibility, including enhancing diversity and inclusion, optimizing transport, ensuring health & safety, strengthening IT & information security, fostering competence development, refining supply chain management, addressing packaging & waste concerns, promoting energy efficiency, and driving digitalization and innovation. Explore these central topics further in this report.

Despite global economic uncertainty, the increasing concern in society emphasizes the need for companies to protect their assets and employees. CERTEGO, with its core competence in security solutions, is positioned to meet this demand. We anticipate a promising 2024.

Together we can shape a secure and sustainable future!

Jonas Granath
CEO CERTEGO Group

This is CERTEGO

The origin of CERTEGO dates back to the aftermath of the great fire in Uppsala, Sweden, in 1702, sparked by the increasing demand for forges to contribute to the reconstruction of the city. The locks crafted for Uppsala Cathedral originated from this very forge, and our legacy, spanning over three centuries, embodies a commitment to stay attuned and evolve alongside the needs of our surroundings.

Over the past 300 years, we have seamlessly transitioned from traditional mechanical locks to pioneering intelligent electronic and digital solutions, aligning with the heightened awareness of security.

Our commitment to customers goes beyond mere security; it is a dedication to making everyday life safer and easier. From homes to hospitals, schools, and diverse

locations, our team facilitates the opening and closing of doors and surveilling of premises, ensuring security in various environments. Our customer base spans across almost every industry, encompassing the public sector, commercial properties, multi-residential buildings, critical infrastructure, and construction companies.

Presently, you can find us in any of our 75 locations across the four Nordic countries. Our over 1,200 dedicated employees are at the forefront, designing, installing, and managing comprehensive security solutions driven by the latest technology.

The story of CERTEGO is deeply intertwined with history, yet our focus remains on the future. By adapting and innovating to meet the ever-changing landscape of security needs, and collaborating with customers, business partners, owners, and society, we strive to co-create a secure and sustainable future.



Our Solutions



CERTEGO Highlights 2023



CERTEGO AWARDS

Our commitment to spread and reinforce our values continued in 2023 by introducing the CERTEGO Awards. The award commends employees based on their embodiment of our core values. Recognizing excellence in the categories of “I am responsible,” “We are eager to improve,” and “Together we make it easy,” we celebrate individuals who truly embrace our values. This not only highlights exemplary behavior and performance but also sends a powerful message throughout the organization that we acknowledge and appreciate those who go above and beyond.

THE CERTEGO DAY

The CERTEGO Day, our annual gathering for suppliers and employees, took place in Sweden in May 2023. Following the success of the previous year, customers were once again welcomed to actively participate in meaningful discussions with our suppliers and dedicated CERTEGO team members. For Norway, Denmark, and Finland, their respective CERTEGO Days are scheduled every second year and are set to take place in 2024.



FULL IMPLEMENTATION OF WINNINGTEMP

Winningtemp is CERTEGO's tool for weekly measurement of the engagement, wellbeing and development of the employees, teams and the organization as a whole. Through regular briefs and anonymous feedback, every employee has the opportunity to voice their insights, enabling CERTEGO to make informed adjustments and shape the company. Launched in Norway, Sweden, and Denmark in 2022, and extended to Finland in 2023, Winningtemp serves as a consistent measure across all countries, facilitating a comprehensive assessment of the company's overall wellbeing.



REACHING OUR TARGET FOR ELECTRIC AND HYBRID VEHICLES

CERTEGO has proactively pursued its sustainability goals, striving to achieve vehicle fleet consisting of 30 percent electric or hybrid cars by 2023. The call for a vehicle fleet that generates less greenhouse gas emissions has increasingly become a standard expectation from both our customers and suppliers. Throughout the year, CERTEGO distributed both electric and plug-in hybrid cars, demonstrating our dedication to fulfilling the commitment of attaining a vehicle fleet with at least 30 percent electric and hybrid cars by 2023.



APPRENTICESHIP PROGRAM IN ALL COUNTRIES AND COOPERATION WITH SLR

CERTEGO remains dedicated to its apprenticeship program in all countries. Recognizing the industry's demand for skilled security technicians, SLR (Sveriges Lås och Säkerhetsleverantörers Riksförbund) actively collaborated with us to shape a standardized training program aligned with the industry's needs.

LAUNCH OF LEARNING ZONE

In September, CERTEGO launched its new digital learning platform, “Learning Zone.” The initial training covered our Code of Conduct, followed by a comprehensive Sustainability training. The latest addition to this educational series, marking the fulfillment of CERTEGO's Governance target, was the launch of IT security training in December 2023.

CERTEGO LEADERSHIP ACADEMY

The CERTEGO Leadership Academy is designed to empower our leaders in understanding and embracing the essence of the CERTEGO Way, a cornerstone in enhancing and expanding our current business. The CERTEGO Way equips us with the necessary tools to cultivate a robust company culture, exchange proven best practices, and foster networks of core competency, essential for our continuous growth and success.



NEW AGREEMENT WITH RINGER I VANNET IN NORWAY

CERTEGO Norway signed an agreement with Ringer på vannet (Rings on the water) in March. Ringer på vannet is an organization that help people who, for various reasons, are on the outside of the labor market. Following the completion of a pilot program, CERTEGO employed a new security technician who, by making a good impression and exceptional effort, was offered a permanent employment in November 2023.



NEW ERP SYSTEM LAUNCHED IN SWEDEN

CERTEGO continued the implementation of the Enterprise Resource Planning (ERP) system in all countries. In 2022 it was launched in Denmark and Norway and during 2023 in Sweden. It will be implemented in Finland during 2024.

Vision and Core Values

In a rapidly evolving world, the capacity to evolve and adapt has become essential to continue being relevant to our stakeholders. Our vision provides us with an aspirational, desired future state, our five-year strategic plan is the map we use to get there, while our values will guide us in how we prioritize, make choices, and collaborate with others, providing a framework for determining what is appropriate and ethical.

Vision

We could have simply aimed to be the largest or the first choice, but for us, it's about more than that. As the leading experts, we want customers to choose us thanks to our responsible and knowledgeable approach. They should trust that we always have their best interests in mind and that we make it easy for them to manage their security needs.

Core Values

In an ever-changing world, our values and how well we succeed in living by them are and will be crucial factors for our continued success. Our values stem from the beliefs of our employees, they are a distillation of what employees at CERTEGO collectively define as the strongest driving forces within CERTEGO.

OUR CORE VALUES

- I AM RESPONSIBLE

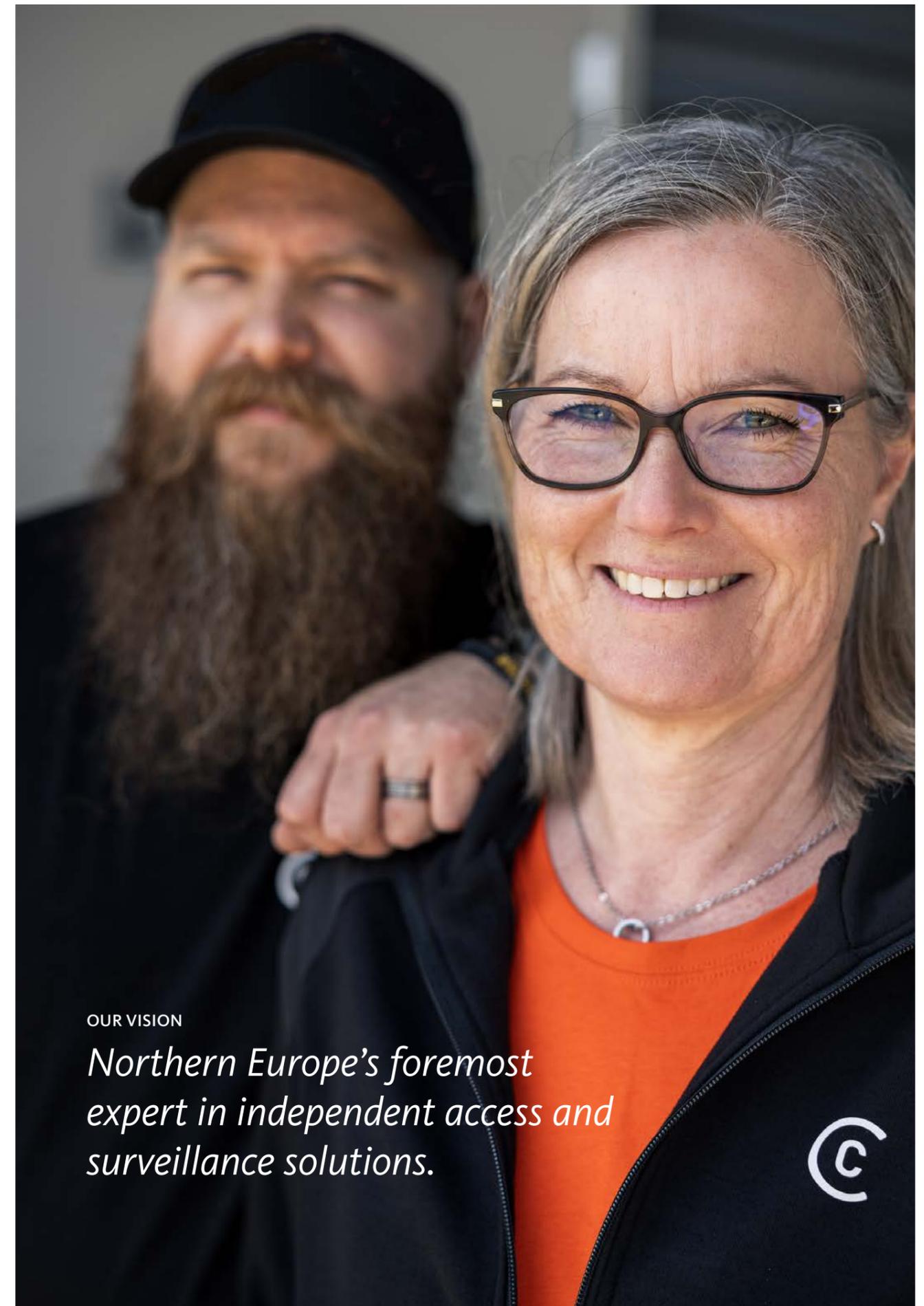
Taking responsibility always starts and ends with me as an individual. When each of us takes responsibility, we can achieve great things together.

- WE ARE EAGER TO IMPROVE

Being the best is not a state, it's a process. We always want to learn and improve to be the best team and the best partner for our customers.

- TOGETHER WE MAKE IT EASY

We are strong believers in teamwork. Our teams deliver at their best when our diverse experts come together as ONE CERTEGO. We aim to make working with us effortless, secure, and enjoyable.



OUR VISION

Northern Europe's foremost expert in independent access and surveillance solutions.





CERTEGO Awards



In 2023, CERTEGO proudly launched the first CERTEGO Awards. An initiative designed to honor outstanding employees who embody and exemplify our core values. The primary objective is to acknowledge and celebrate individuals who consistently demonstrate the values, integral to our organizational culture.

Through storytelling, we aim to not only recognize and celebrate exemplary behavior and performance, but also to underscore our belief that



acknowledging such achievements helps embed our corporate values further.

The winners are invited to the Management Day to receive their awards. An introduction video about the winners, featuring interview with manager and colleagues, is shown at the award ceremony. The video will also be shared on the intranet and adapted for external use on the website and at our social media platforms.

CERTEGO AWARDS WINNERS 2023

I AM RESPONSIBLE: Robert Carlman, Norway

WE ARE EAGER TO IMPROVE: Sandra Flatau, Denmark

TOGETHER WE MAKE IT EASY: Jarkko Mellanen, Finland

LEADER OF THE YEAR : Eva Lena Lindström, Sweden

OUTSTANDING PERFORMANCE BRANCH: Växjö, Sweden



The best thing about Eva-Lena as a leader is that she is incredibly calm, secure, and pedagogical, and that she genuinely has an interest in listening to what you have to say. You really feel that her door is always open.

*Felicia Larsson,
store & warehouse employee*

Awards connected to CERTEGO's values

The first three awards categories (based on nomination and motivation) are connected to our values:

I AM RESPONSIBLE – someone you can rely upon with a strong moral compass, who is good at communication and makes sure that people understand our intentions and takes responsibility for creating a work environment where everyone thrives.

WE ARE EAGER TO IMPROVE – someone who goes the extra mile and shares innovative solutions and knowledge to enhance overall improvement.

TOGETHER WE MAKE IT EASY – someone who simplifies complexities, dedicates time to explain things in an educational manner, and is both supportive and encouraging. This person consistently strives to make life easier for customers and coworkers alike.

Awards based on performance and achievement

These two prestigious awards are based on concrete achievements:

The Leader of the Year is based on Leadership index, the outcome reflected in Winningtemp.

The Outstanding Performance Branch is based on KPI's such as financial result, eNPS and Customer Satisfaction.

We see a clear correlation between great leadership and our organizational success. Empowering leadership leads to satisfied and engaged employees, which in turn often translates into satisfied customers.



Stakeholders

CERTEGO engages with a diverse range of stakeholders, each with varying levels of interest and potential influence on our company. They all play a crucial role in assessing and understanding the relevance and materiality of sustainability aspects. Their insights and expertise are particularly valuable within the areas identified in our previous materiality analysis.

Maintaining an ongoing and proactive dialogue with our stakeholders is a key priority for CERTEGO. This approach ensures that we not only grasp their expectations but also benefit from their knowledge. The following outlines our most important stakeholders, how we interact with them, and within which specific sustainability areas they contribute with valuable insights.

STAKEHOLDER	DEFINITION	DIALOGUE FORM	KEY AREAS FOR PROVIDING INSIGHT
Customers	Direct customers, distributors	Daily basis	<ul style="list-style-type: none"> • Best sustainability practice • How we can contribute to their work with sustainability, e.g. through collaboration • Trends within security and crime
End-customers	User of our products and services	Daily basis, pulse employee survey	<ul style="list-style-type: none"> • The need of solutions for safety and access and its user-friendliness • Transportation of products and components
Employees	Current and potential	Daily basis, pulse employee survey (Winningtemp)	<ul style="list-style-type: none"> • Competence development • Diversity & inclusion • Health & wellbeing • Safe work environment
Board	Board of CERTEGO Group	Board meetings, monthly and ongoing	<ul style="list-style-type: none"> • Long-term sustainability strategy • Best practice from other companies within our industry
Owners	Nalka Invest	Shareholders Meetings, Members of BoD	<ul style="list-style-type: none"> • Sustainable finances • Best practice from other companies within our industry
Suppliers	Direct suppliers	Daily basis	<ul style="list-style-type: none"> • Best sustainability practice • Trends and potential sustainability risks further down in the value chain
Planet	Environmental perspective	Science, research	<ul style="list-style-type: none"> • Planetary boundaries
Local Society	Where we operate	Depending on location	<ul style="list-style-type: none"> • The need of apprenticeship programs • Collaboration with actors such as Samhall, Veterankraft and Ringer i Vannet

Our Value Chain

Sustainability is one of the greatest challenges of our time, reshaping the conditions for society, our business, and people's lives. How we tackle this challenge today not only shape our near future; it sets the stage for generations to come. We face multiple sustainability challenges, both within our own operations and in our supply chain, that require attention.

In January 2024, we initiated a comprehensive analysis of our value chain and our most significant impacts both upstream and downstream. Aligned with our efforts to meeting the new corporate sustainability reporting directive, CSRD, this analysis signifies the starting point for our continued sustainability work.

The coming year, our focus remains on refining how we describe our value chain and our impact throughout it. The value chain analysis will also enhance our understanding of data that is essential to collect and necessary actions to minimize negative impacts while amplifying our positive contributions.

1. Suppliers

As a service and solutions provider, CERTEGO's most significant impact, both for social and environmental aspects, arise upstream in our value chain. While some of our suppliers demonstrate exemplary sustainability practices, we acknowledge the considerable challenge in exerting the same level of control over every global supplier.

Reducing the number of suppliers may enhance our oversight but also introduces the possibility of product shortages and increased prices. It is a delicate balance that we must strike to ensure a responsible and sustainable supply chain while also delivering excellent service.

Our customers' needs are our highest priority. This means that we may need to refrain from choosing a certain supplier, if it cannot be ensured that the specified requirements are fulfilled. This does not only cover technical requirements but also sustainability practices. A noteworthy example with regards to this is our partnership with iLOQ. With their help we have been able to trace further back in the supply chain to collect facts about human rights and working conditions and improved our routines for supplier assessment.

2. Inbound logistics

As we purchase both of-the-shelf products and customized components for specific projects, the need for flexible transports is inevitable. CERTEGO wields considerable influence over the transportation of products and our aim is to curtail the number of transportations from both suppliers and wholesalers. We have undergone significant transformations over the past decade towards implementing smart deliveries

3. Our own operations

In our operations, we design, sell, install, and manage complete security solutions throughout the lifecycle. We aim to reduce our climate and environmental impact through efficient resource use and a circular mindset, considering the whole lifecycle of our products and solutions. Our top priority is the health and safety of our employees. We also strive to build a diverse team throughout the company and ensure compliance with high ethical standards. These principles guide our actions as we navigate our operations, contributing to a sustainable and responsible business ethos.



6. Recycling or refurbishment of used products

Our approach to handling used packaging involves either returning it to our facilities for recycling or depositing it at external recycling centers. While technicians follow best practices, measuring and tracking various packaging materials remain challenging.

Implementing a more circular mindset has a significant potential from an environmental aspect. By actively retrieving installed products or individual components for repair, upgrade, and reuse, we can reduce both resource use upstream, and waste generation downstream in the value chain. Efforts to minimize production of new products, not only result in a decrease in greenhouse gas emissions but also a reduction in the extraction of valuable resources, addressing the existing scarcity of these resources.

5. Customers (installation, service & maintenance)

The climate impact from our security solutions during the usage phase is minor compared to the impact that is generated in the manufacturing phase. However, an area that demands more attention is the energy consumption from data centers required to store customer data. We have a vital role in urging our suppliers of cloud services and data centers to procure renewable energy, directly addressing the concern of climate change. This action might seem modest, but advocating for data storage and communicating this commitment helps us align our services with the overall work with sustainability for both us and our customers.

Helping our customers make conscious choices is an important part of our offering, and while we often have

substantial influence in suggesting solutions, influencing procurement can be challenging. Our role is to advise procurers to prioritize sustainability in their procurement processes.

Most of our employees work in field, directly with our customers. This can be stressful from several perspectives, where expectations on efficiency might be high from both customers and colleagues. It is important that we remind ourselves and each other that safety comes first and that there is always room for proper preparation. The challenges of working alone may be amplified by the though jargon that is common in many demanding industries, such as construction. Navigating this environment can be difficult, leading to hesitancy and risk taking. This issue is not exclusive to construction site, and it is crucial to recognize that our words and actions shape the prevailing culture.

4. Transport to customers

The nature of how we work requires flexibility for our technicians, often resulting in substantial driving. Our most considerable environmental impact in fieldwork comes from the greenhouse gas emissions generated by our company cars. Although CERTEGO has routines for route and mission planning, there is always room for further optimization.

Electrifying our vehicle fleet is identified as essential, and the transition has been well-received by those who have made the change. However, challenges arise in areas such as in the north of Sweden, Norway and Finland where long distances between customers, especially during winter, pose hurdles to this transition. Despite these challenges, we are committed to finding sustainable solutions for an effective shift.



Double Materiality

CERTEGO conducted its first materiality analysis in line with the GRI Foundation 2021 in 2022. Eleven topics were defined as material and seven of them critical for our continued sustainability work. Targets and action plans were developed for 2023 and 2025, on how to reduce any negative impacts and increase our positive impacts.

Since then, we have re-evaluated our identified material topics based on our progress as well as the expectations of our most important stakeholders. Greenhouse gas emissions in scope 3 was placed above the line in our priority list, making it one of our new focus areas. The four topics below the line will continue to be monitored carefully but not be allocated any additional resources during 2024.

Corporate Sustainability Reporting Directive (CSRD)

The introduction of the European Sustainability Reporting Standards (ESRS) signifies an important shift toward standardized reporting for all large companies within the EU. CERTEGO is reporting its second sustainability report in accordance with the Global Reporting Initiative (GRI), thereby positioning itself advantageously. A profound gap analysis in 2023 identified necessary adjustments to align with the new directive from 2025, ensuring a seamless transition.

In November 2023 we started our preparations for the coming CSRD, by revising our set targets and developed action plans. We also set the stage for our first double materiality analysis, which we conducted in January 2024. The double materiality concept includes both our impact on the planet, people, and

PRIORITY LIST

1. Diversity & inclusion
2. Transports
3. Safety, health & wellbeing
4. IT & information security
5. Competence development
6. Sustainable supply chain
7. GHG-emissions, scope 3
8. Packaging & waste
9. Energy efficiency
10. Digitalization & innovation
11. Circularity

society, and how we as a company is financially affected by the world around us. The overall aim is to gather as much useful information as possible about areas where we must put extra efforts into reducing our negative impact, as well as insights on how sustainability matters, may impact our company's financial value.

By embracing the principles of double materiality and incorporating them into the sustainability framework, CERTEGO is one step closer to meeting the requirements of the CSRD. The results from our first double materiality analysis will serve as the basis for enhancing our overall sustainability performance, resilience, and positive impact on stakeholders and the environment.

OUR PROCESS FOR THE DOUBLE MATERIALITY



01

Sustainability context: By gathering a large cross-functional team from all our four countries we create a common understanding of the organization, industry and market trends. It enabled to pay attention to the external factors that influence sustainability performance and decision-making, including regulatory requirements, customer demands, and technological innovations. Understanding our sustainability context also helps us understand how identified trends may financially impact our business.



02

Conducting a value chain assessment helps us identify where we have our most significant impact (actual and potential) from a sustainability perspective. This assessment gives us further understanding and insights how our impact in the value chain may in turn have an impact on our company's financial value.



03

Identifying our stakeholders' expectations is one step in the process of identifying which sustainability areas we should prioritize. However, we also need to utilize their knowledge within these areas, as well as the insights they have connected to all the things that we have identified within our sustainability context.



04

Prioritizing material topics makes it clearer, to both us and our stakeholders, which sustainability topics that are strategically important to CERTEGO. This is based on our actual and potential impact, its likelihood and relevance, and how these topics may affect us financially if we do not stay informed and take any actions that may be needed.

The result from our work in January 2024 will help us create a road map going forward, set clear targets, and develop an action plan that ensures that efforts are put into the activities that enhance our sustainability performance over time. As this process is continual, the results will be reviewed and updated regularly to ensure that the organization stays informed and aligned with our sustainability context.



Diversity and Inclusion

Our future success depends on our ability to attract the best people. Something we can only do by recognizing the full potential in the entire spectrum of talents, irrespective of age, gender, religion, or any other personal aspect. Diversity, equality, and inclusion is crucial for CERTEGO from a strategic point of view, demanding fair treatment, equal opportunities, and a workplace where every individual feels valued and can realize their full potential.

During 2023, we implemented a discrimination policy in each country. Our code of conduct states that all employees shall be treated fair and just, with no discrimination, harassment or victimization allowed. The implemented discrimination policies will therefore provide additional guidelines. The code of conduct training plays a central role in educating employees about their rights and responsibilities, fostering a workplace culture grounded in equity, respect, and shared understanding.

We have systems and routines, such as WhistleB and Winningtemp, in place to uncover cases of mistreatment in our workplace. In such uncovered cases we follow structured routines to address such wrongful acts. In many cases we are dependent upon that employees make themselves known, since they answer strictly anonymously in Winningtemp.

There has been a couple of cases where employees are willing to come forward, continue dialogue and where the situation has been solved. A follow up on the implemented measures showed positive effects.

Recognizing that constant dialogue stimulates change, we are committed to actively identify new platforms for discussing diversity and inclusion. For instance, we continue to emphasize Orange Day in Sweden, encouraging employees to wear orange and engage in discussions on equality. Orange Day, part of the UN Women's campaign, aims to raise awareness of gender imbalances and create a space for dialogue and the exchange of experiences. This event is emphasized on November 25th, recognized as the International Day for the Elimination of Violence Against Women.

GENDER DISTRIBUTION	2021		2022		2023	
	M	F	M	F	M	F
Employees (%)	81.5	18.5	82.6	17.4	80.7	19.3
Top positions (%)	74.5	25.5	76.9	23.1	74.2	25.8
Board (%)	N/A	N/A	80	20	75	25

In 2023, CERTEGO Group initiated a cross-Nordic initiative to enhance alignment and collaborative efforts on matters concerning diversity and inclusion.

CERTEGO Sweden has proactively worked with spreading information on this topic through various channels. CERTEGO intranet serves as an important platform, complemented by a focus on raising awareness among managers during recruitment. Emphasizing the importance of an open-minded approach, free from discrimination based on gender, ethnicity, age, or potential disabilities, is integral.

Diversity and inclusion have also been incorporated into the questions in Winningtemp. Additionally, CERTEGO has integrated this theme into one of the modules in Learning Zone, our e-learning platform, providing employees with insights into discrimination laws, among other relevant topics.

	2021	2022	2023
Total number of permanent employees	1,215	1,245	1,240

Targets 2024

- Implement the four employer branding principles (Leadership by coaching, Encourage development, Creating the team spirit, Flexible work environment).
- Include the 7 grounds of discrimination in the CERTEGO Leadership Academy
- Establish a Nordic process for recruitment

Management approach

The Managing Director in each country bears the responsibility for implementing and ensuring adherence to the Code of Conduct. Gender balance across the entire workforce and in senior positions undergoes an annual review, demonstrating our commitment to diversity and inclusion.

Furthermore, Whistleblower reports are promptly addressed in accordance with the established whistleblower process, reinforcing our dedication to transparency and accountability (read more on page 37).



Safety

Ensuring a safe and healthy workplace is not just good practice – it is key to elevating employee satisfaction and performance. We have built a good foundation by having comprehensive policies and procedures in place and a solid system for keeping track of our progress. Nevertheless, it remains highly important that we maintain focus and continually measure, and proactively mitigate and address any deviations.

We have a strong safety organization within CERTEGO, with safety representatives in all main branches. Our commitment to fostering a culture of safety, health, and wellbeing begins with a comprehensive training program in the onboarding phase. This commitment extends beyond initial training, with continuous education programs for both managers and safety representatives. Emphasizing the importance of safety in the daily management is part of our responsibility, of providing employees with the proper knowledge about how to carry out tasks safely. Unlike other industries, where most employees work in the same facility or within the same production site, CERTEGO relies heavily on employees taking personal responsibility to always have a safety-first mindset.

During 2023 we have continued to focus on spreading vital safety information and best practice, based on the prevailing season, through multiple channels. We have shared safety campaigns and reports of injuries on CERTEGO intranet as an effort to create awareness and prevent similar accidents.

Injuries during 2023

The major injuries that occurred during the year were:

- Fall from ladder or equivalent
- Electrical shock
- Injuries from falling on slippery surfaces
- Injuries due to insufficient ergonomics
- Finger and joint injuries during the use of hand tools

To prevent similar injuries from occurring, we perform an annual assessment of our equipment, conduct regular inspections of ladders, and ensure the approval of ladders on a yearly basis. We also promote a culture where we encourage one another to always use the correct protective equipment and continue to work with our safety checklists before the work starts. In a specific incident in CERTEGO Norway, one employee

OCCUPATIONAL SAFETY

	2021	2022	2023
Number of injuries with 1 full day of absence or more	11	10	14
Number of working days lost due to injuries (1 day of absence or more)	54	109	90
Number of days lost per injury	4.9	15,6	6.4
Injury lost day rate (lost days due to injuries per million worked hours)	25	46	38
Injury rate - LTIFR (per million worked hours)	5.2	3,0	5.9
Absentee rate (%)	5.7%	4.6%	4.5%
Fatalities	0	0	0

sustained a hand injury while using a hand tool outdoors in very cold temperature. The injury occurred during the repair of a lock on a front door, highlighting the importance of always wearing protective gloves. While the primary focus remains on providing employees with cut-resistant gloves and encouraging their use even as temperature drops, CERTEGO Norway has also developed a set of guiding principles that will be emphasized at the local branch level.

- Avoid taking short cuts
- Use at least 30 seconds to prepare for the task
- Work in a safe way

Although the number of injuries with one or more full day absence increased by 40% during 2023, the total number of working days lost due to injuries was reduced by 21%.

How we report incidents

Each country documents the number of incidents to the Management Team monthly and quarterly to the safety committee. Annually, this data is consolidated and reported to the CERTEGO Group. The documentation includes details on the type of injury, incident dates, and the number of days lost.

To proactively prevent incidents, the safety committee conducts a thorough analysis of the most frequent risks. Each department undergoes an annual risk assessment, and all projects incorporate risk assessments. In the event of an incident, the local manager and safety representative take the lead in the investigation. Following the initial assessment, the safety committee is invited to evaluate if new routines,

additional training or enhanced communication are required to raise awareness and reduce risk.

Management approach

Data is reported at the local level and aggregated quarterly to the safety committees and annually to CERTEGO Group Management, using common definitions and principles. The governing policy is CERTEGO's Environment, Health, and Safety policy, which is reviewed annually. Head responsibility lies with Country QHSE Manager.

Plans for 2024

Our safety week, which is held every two years in all countries, is an important awareness initiative. It is a fun and informative opportunity for employees at all levels to engage in a variety of activities and trainings, shedding light on topics related to safety, health and wellbeing. The initial safety week of 2024 was held in Finland in January, and safety weeks are planned Sweden, Norway, and Denmark in 2024.

Another planned effort during 2024 is to implement e-learning for safety including interviews with technicians sharing best practice for avoiding injuries. We will also focus on making safety a more profound part of the onboarding, including information about several safety routines. This includes for example routines for working on heights and working with electricity. Lastly, the safety catalogue currently only available in Danish will be translated and shared with the other Nordic countries to facilitate the access to proper knowledge about how to carry out a certain task.



Health and Wellbeing

In the light of the sudden loss of one of our colleagues we now turn our attention to a crucial matter – mental health. CERTEGO strives to be an inclusive workplace, recognizing the immense value of our employees. Therefore, prioritizing health, safety, and overall wellbeing becomes not just a goal, but a core necessity.

Investment in mental health and wellbeing at CERTEGO

Mental health has long dwelled in shadows, concealed by societal taboos. It is about time that we challenge this perspective. Acknowledging the prevalence of mental health challenges is crucial, and our commitment to being an inclusive workplace becomes even more significant. Our vision is to ensure that none of our employees feel unwell, emphasizing the importance of prioritizing mental health is in our organizational goals.

CERTEGO has made significant progress in creating a warm and welcoming workplace. However, there is always room for improvement by recognizing and appreciating each individual for their unique contributions. Maintaining a good work-life balance is crucial and one of our core focuses in Winningtemp. The adoption of Winningtemp, replacing the annual employee survey, reflects our commitment to better understanding the

wellbeing of our employees and continuously improving their workplace experience. Now, we also address mental health in Winningtemp to raise awareness and open up for an even better dialogue about this important matter.

In 2023, we extended the use of Winningtemp to CERTEGO Finland, thereby broadening our measurement of eNPS score to entire CERTEGO. This year witnessed a decline in the eNPS by almost 20%, primarily because of significant organizational restructuring within CERTEGO Finland, coupled with the introduction of a new business system in Sweden. These instances stand out as key factors that have adversely influenced the overall eNPS, reflecting areas where we aim to improve our practices to enhance employee wellbeing.

Occupational health care

Addressing challenges with mental health requires a strategic plan from employers. At CERTEGO employees have access to occupational health care. This includes professionals like doctors, behavioral scientists, nurses, and physiotherapists/ergonomists. CERTEGO Norway has an agreement with Arbeidsmiljøhuset for occupational health services. The purpose of occupational health services in Norway is to work preventative. The agreement serves as a minimum solution, and we use their services when we are not able to solve issues internally. As we do not engage in risk-related operations or tasks, systematic medical examinations are not mandatory. In Finland, occupational health services are provided by

Terveystalo, a private health care company, in Denmark they use Danica Pension, while the Swedish branches use Avonova Hälsa AB. These partnerships aim to enhance wellbeing and foster a positive working environment across our workplaces.

Biking for the health of employees and the planet

CERTEGO Finland promotes health through initiatives like the “kilometer race”, encouraging employees to leave the car at home and bike to work. Employees record the distance in a dedicated system within a specific timeframe. The event engaged 10 participants, collectively biking 7,656 kilometers, resulting in a noteworthy saving of 535 liters of petrol. Over the years, Finland has also offered a bicycle benefit program, mirroring the leasing approach applied to cars.

Targets 2024

New targets will be set for 2024 and 2026.

Management approach

The Managing Director of each country can monitor employees’ wellbeing in real-time. At CERTEGO Group level, the CEO and HR Manager have real-time access to consolidated results spanning the entire group and all departments. The governing document guiding these efforts is the HR policy, subject to annual reviews. The oversight and responsibility for health, safety, and well-being lies with Group HR.

EMPLOYEE SURVEY	2021	2022	2023
Response rate (%)	84	87	74
eNPS in Winningtemp	N/A	16*	13
Leadership index** (Winningtemp, from 2022)	7.4	7.7	7.6

*Refers to Sweden, Norway, and Denmark only and derive from Winningtemp. There are no comparable numbers from previous years.

** Numbers from years preceding the implementation of Winningtemp has been adapted to be comparable.



Competence Development

In 2023 CERTEGO introduced Learning Zone, a comprehensive learning management system for the entire organisation. The system is designed to provide employees with targeted training and competencies in a cost and time efficient way. This system seamlessly integrates both locally and centrally tailored training programs. Learning Zone includes mandatory as well as optional courses, empowering employees to take an active role in their own learning and development.

The e-learning modules are presented in local languages and are thoughtfully structured with interspersed quizzes for enhanced understanding. Learning Zone has been implemented across all countries, featuring mandatory courses like the Code of Conduct, Sustainability- and IT security training, along with a variety of optional e-learning. This platform serves as a crucial tool in supporting our sustainability initiatives, reaching all employees, and ensuring compliance.

Plans are in place for the introduction of new group-wide training modules. For example, a group learning module focusing on health and safety in the work environment will be launched in early 2024.

CERTEGO Leadership Academy

In addition to the Learning Zone, CERTEGO has launched the CERTEGO Leadership Academy—an internal development program designed to identify potential talents and leaders within the organization. The CERTEGO Leadership Academy aims to equip ambassadors with practical knowledge on implementing our business philosophy, the CERTEGO Way. Representing various business areas and operating countries, 20 ambassadors underwent three training sessions held in Norway, Finland and Sweden throughout 2023.

While the CERTEGO Way is rooted in sound theoretical principles, the focus of these sessions lies in the practical application of the philosophy in real-life scenarios. Participants were organized into groups, collaborating on case studies that addressed actual challenges or areas for improvement specific to different countries.



The best part of Leadership Academy was to meet colleagues from different countries who are working in different roles. We shared a lot of practical tips and stories about different tasks. Through exercises we also sparred each other on how things can be done better in our own area of responsibilities.

*Mirva Viljakainen, Service Director
CERTEGO Finland*



Management approach

CERTEGO Group is responsible for the Leadership Academy and the digital learning platform Learning Zone, supported by a working group in each country. The HR department in each country is tasked with the development of the CERTEGO Apprenticeship program. While we maintain specific areas of responsibility, all decisions are centralized within the Group Management Team, ensuring a unified and cohesive approach across the organisation.



Greenhouse Gas Emissions

The threat of climate change underscores the need for decisive action to mitigate our climate impact. During 2022 we focused our efforts on monitoring greenhouse gas (GHG) emissions within scope 1 and 2, adhering to the Greenhouse Gas Protocol (GHG Protocol). In November 2023 a first screening of our emissions in scope 3 was conducted to identify our most significant sources of GHG emissions. A more comprehensive screening of our emissions in scope 3 was conducted in January 2024, with the purpose of identifying which emission categories that are most significant based on the value chain and operations of CERTEGO.

Scope 1

The calculations of scope 1 for 2023 are entirely based on driven kilometers in total, while the calculations for 2022 were based partly on fuel consumption for CERTEGO Norway and Finland and driven kilometers in total for Sweden and Denmark. Although the percentage of both electric and hybrid cars in our vehicle fleet increased during 2023, the majority of our leased company cars are still fossil-fueled. During 2023 our emissions in scope 1 increased by 40%.

This development is primarily a result of an increase in the total amount of driven kilometers by fossil-based cars and vans. However, a contributing factor may also be the use of different activity data, making the results for 2022 and 2023 not fully comparable.

Scope 2

The GHG Protocol recommends that GHG emissions in scope 2 should be accounted for using both the location-based method and the market-based method, as it provides a more comprehensive and nuanced understanding of an organization's carbon footprint and its efforts to reduce emissions. This dual approach allows organizations to capture different aspects of their electricity consumption and the associated emissions.

For 2023 the emissions in scope 2 was calculated using both the location-based and market-based method, as recommended by the GHG Protocol. Due to this change in method, the emissions in scope 2 for 2022 have been re-calculated using the same methods, to ensure comparability between 2022 and 2023. We see that the location-based emissions decreased by 6% as a result of a higher share of renewable energy sources within the Danish energy production. However, the market-based emissions increased by 30% due to the decreased number of CERTEGO branches with electricity agreements for renewable energy sources.

SCOPE	2022*	2023
Scope 1 (tonne CO₂e)	2068	2897
Scope 2 - location based** (tonne CO₂e)	120	113
Scope 2 - market based*** (tonne CO₂e)	186	242

*The energy consumption of CERTEGO Finland was excluded in 2022 as none of the branches had centrally signed contract with energy suppliers.
 **The location-based method uses a standard grid emission factor based on the geographic location of the facility.
 ***The market-based method uses an emission factor based on specific electricity purchasing choices, including the use of renewable energy certificates or agreements.

Scope 3

The outcomes of the scope 3 screening form the basis for data collection in 2024, enhancing transparency and providing a more comprehensive reporting of our GHG emissions. This will also support the development of a long-term emissions reduction strategy.

While our scope 3 strategy may require more time and resources initially, the benefits in terms of credibility, transparency, and informed decision-making, far outweigh the advantages of using generic data for quick, but unreliable results.

CERTEGO has identified emission categories connected to following areas as the most significant for further investigation and data collection:

- Products
- Company cars
- Business-related emissions

Products

Purchased goods and services

As a supplier of security solutions, we are dependent on procurement of technical components that meet our high standards of quality, which requires both the extraction of resources and use of energy. We are working on establishing a robust structure for data collection in 2024. As part of this effort, we will start by gathering emissions data from our five largest suppliers, determined by our spending on purchases in 2023. This initial step allows us to validate our data collection method against GHG Protocol principles before expanding it to include other suppliers.

Company Cars

Energy- and fuel-related activities

While we already report emissions from our company vehicles in scope 1, we recognize that we also play a role in the emissions related to the production of the fuel we consume. To address this, we will collect data on emissions generated during the fuel production, from our fuel suppliers.

Upstream transportation and distribution

In parallel with the collection of emissions data for the production of purchased products from our largest suppliers, we will collect the corresponding data on the associated transports. We recognize that requesting low-carbon alternatives for transportation, when possible, will be an important part of our efforts to reduce our emissions within this category.

Leased assets

Given the growing number of leased cars and their environmental impact, it is essential to examine the GHG emissions associated with the production of these cars. We plan to initiate discussions with our car leasing providers to collect specific data for these emissions calculations.

Business-related emissions

Waste generated in our operations

Calculating the emissions related to waste management poses challenges. Our technicians' recycling practices vary, with some depositing waste at local recycling centers when convenient. As a result, certain waste streams are not fully captured in the annual statistics provided by our suppliers of waste treatment. In 2024, we will prioritize calculating emissions based on available statistics to address this challenge and gain a more accurate understanding of our waste-related GHG emissions.

Business travel

While the pandemic has accelerated the use of digital meetings, business travel remains a necessity for CERTEGO due to our widespread presence in the Nordic region. Many of these trips involve travel by plane, and as of now, we

only have spending data for business travel. In 2024, we will develop a structure for how to report high-quality activity data for business trips, specifically measuring traveled person-kilometers. Additionally, we will explore the possibility of partnering with travel agencies to consolidate all activity data for this emissions category.

Employee commuting

Considering the size of our workforce, emissions from employee commuting hold significant relevance, particularly if a substantial number commute by car. In 2024, we will conduct an in-depth analysis of our employees' commuting behaviors to determine the proportion of our total emissions attributed to this category. Furthermore, we will explore strategies to support low-carbon alternatives for commuting, such as cycling, carpooling, or public transportation, as part of our commitment to reducing emissions in this area.





CERTEGO's investments in digital development

The rapid evolution of digital keys has revolutionized how we access and secure our spaces, shifting from traditional physical keys to advanced, technology-driven solutions. This transformation not only enhances convenience but also significantly elevates security measures across various domains, encompassing residential, commercial, and industrial settings.

The transition from conventional physical keys to digital access solutions brings forth numerous advantages. These include reduced material consumption and waste generation, energy efficiency, remote management and optimization.

Moreover, digital keys facilitate enhanced tracking and monitoring of access, leading to more efficient utilization of spaces and resources. As the technology supporting digital keys advances, there are growing opportunities to integrate sustainability measures into access control systems, further propelling this adoption.



Digitalization presents significant opportunities to revolutionize access management and key administration processes. With digital locks and keys, remote access management reduces the need for personnel to handle lost keys and eliminates the requirement for contractors to physically retrieve and return keys after completing service. This not only reduces costs but also minimizes financial expenditures and GHG emissions. We also envision the potential for fully automating processes, such as having a fault report automatically generate access during specified times,

Peter Johannesson, service developer at CERTEGO.



Transport

Endorsing the UN's sustainability goals, CERTEGO targets a gradual reduction of our GHG emissions, including transitioning 30% of our vehicle fleet to electric, hybrid or biofuelled vehicles by 2023 and 50% electric by 2025. Electric cars emit significantly less GHG emissions, aligning with customer and supplier expectations for sustainable transportation.

During 2023 CERTEGO delivered 103 electric and plug-in hybrid vehicles to our technicians, exceeding our aim of 30% green vehicle fleet by 2023. Our commitment to sustainability remains unwavering and we continue towards our goal of 50% electric vehicles by 2025 by gradually replacing the fossil fueled vehicles in our fleet.

COMPANY VEHICLES	2021	2022	2023
Number of company vehicles	810	889	904
Percentage of electric, hybrid or biofuel vehicles in our fleet	16.3%	22.7%	34.7%

Number of company vehicles
904

Percentage of electric, hybrid or biofuel vehicles
34.7%



Energy Consumption

The reporting for 2022, exclusively encompassed energy consumption for energy acquired through centrally signed contracts with electricity suppliers. Over time, the approach to measuring and, where needed, estimating our energy consumption has evolved. A key challenge is that branches without centrally signed contracts struggle to obtain high-quality data from their landlords.

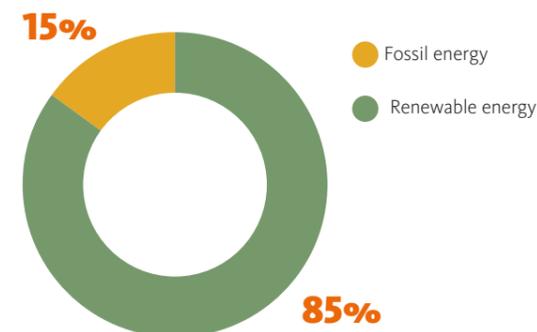
One potential solution is to estimate total energy use by averaging the consumption of branches with central contracts. However, this method makes it difficult to pinpoint specific ways to cut energy use. Furthermore, the energy consumption of branches in colder, northern areas are significantly affected by the weather, making average estimates less reliable.

During 2023, our ambition was to create a more coherent structure for how we report our energy consumption and explore ways of obtaining specific data from landlords even when energy is included in the rent. This endeavor is undertaken with a commitment to maintaining the highest standards of data quality, ensuring accurate and comprehensive reporting. This initiative also aligns with our dedication to transparency and a thorough understanding of our energy consumption across various operational aspects.

The collected data for 2023 shows that all Norwegian rented offices and premises (19 in total), 29 in Sweden (out of 30), 5 in Finland (out of 19) and no offices and premises in Denmark purchase energy produced with renewable energy sources. The energy consumption increased in CERTEGO Sweden and CERTEGO Norway by 8.5% and 42% respectively, primarily due to an increased need of heating. However, CERTEGO Finland reported a significantly lower energy consumption as only actual measurements have been covered and previous reporting also included estimations.

ENERGY USE AND SOURCE	2021*	2022	2023
Energy consumption (MWh)	3,296	1,932	2,498
Fossil energy	28%	4%	15%
Renewable energy	72%	96%	85%

**The reported energy consumption for 2021 is no longer applicable due to changes in the method. As the energy consumption for 2021 was based on both actual measurements and estimations, a comparison with 2022 and 2023 is not possible. The distribution of fossil-based and renewable energy is however still valid as these numbers are based on branches with centrally signed contracts with energy suppliers.*





IT and Information Security

In the light of recent escalating cyber threats worldwide, organizations face an unprecedented challenge to safeguard their information and operations. This demands proactive efforts from individuals and organizations to raise awareness and identify existing risks within their operational landscape. A security breach can lead to downtime and data loss and cause damage to both our and our customers businesses and reputation. Against this backdrop, CERTEGO remains steadfast in our commitment to cyber security, continuously adapting and fortifying our defenses against emerging attack techniques.

Cyber threats, both internal and external, pose risks to our electronic systems and information. At CERTEGO, safeguarding our customers and internal data is vital.

Leveraging cutting-edge technologies, we have implemented robust security protocols across all levels of our operations. This includes advanced threat detection systems, for example Managed Detect & Response (SOC), regular vulnerability assessments, comprehensive security audits, and employee training programs to strengthen our defenses.

We take a proactive, structured approach to security, constantly enhancing measures to mitigate economic and operational risks. Our practices undergo ongoing evaluation and refinement, reflecting our commitment to efficiency and adaptability.

In 2023, our dedication to achieving full ISO 27001 compliance and NIS2 alignment persisted and CERTEGO is striving to achieve certification readiness. Beyond this compliance initiative, considerable effort was invested in establishing a robust framework for information security, commencing at the policy and risk level, with clearly defined and delegated responsibilities .

Management approach

Information security is instilled in the daily operations of every individual at CERTEGO throughout the entire year, with management actively integrating IT and information security awareness into the company's DNA.

The Group CIO is responsible for our IT and information security, overseeing ISO, NIST and NIS2 initiatives, implementing routines, conducting trainings, and managing internal communication. The CIO diligently tracks progress across the four countries and reports to the CERTEGO Group Management Team.

DIGITAL IT-SECURITY TRAINING

In 2023 CERTEGO introduced Learning Zone, a comprehensive learning management system for the entire organisation (read more on page 24). One of the group wide courses are the IT-security training. The training covers everything from basic security principles to understanding the importance of one's role and the ability to identify the most common types of attacks connected to IT.

Sustainable Supply Chain

In the context of the evolving regulatory landscape under the European Green Deal, CERTEGO welcomes the reinforcement of efforts to combat climate change and promote sustainable practices on a global scale. Proactively adapting to stay at the forefront of new directives and regulations, CERTEGO focuses on aligning with following key initiatives:

- The Transparency Act (Åpenhetsloven)
- Corporate Sustainability Due Diligence Directive (CSDDD)

The Transparency Act (Åpenhetsloven)

Increased customer demand for transparency and data regarding materials in our products underscores the importance of Åpenhetsloven for CERTEGO Norway. It is also a crucial support in keeping the work with our suppliers in alignment of regulatory development.

Annually, CERTEGO procures materials, components, and products from approximately 500 direct suppliers, primarily in the Nordics and Europe. Åpenhetsloven guides us in ensuring sustainability not only for our immediate suppliers but also extending our commitment further back into their respective supply chains.

Given the large number of suppliers, the focus for CERTEGO Norway during 2023 has been to develop a systematic routine for how to operate in accordance with Åpenhetsloven. We initiated the process of conducting an overall risk assessment of our suppliers by focusing on those we traded with the most in 2022, alongside a qualitative evaluation of other key suppliers. During 2023 CERTEGO Norway conducted a follow up in accordance with the Transparency Act for four new suppliers.

Uncovering risks related to products from a Chinese manufacturer associated with human rights violations, we made the decision to cease procurement from this source. In Norway, CERTEGO is also required to make audits of our cleaning companies. Some of the areas covered is working conditions for employees, compliance with minimum wage standards and registration in the public cleaning business registry. In 2023, our audit identified that a cleaning company at one of the branches of CERTEGO Norway was not registered, and therefore not a legal cleaning company, leading us to terminate the collaboration with the supplier.

To communicate our efforts transparently, by June 30, 2023, we launched our first annual report on our progress connected to Åpenhetsloven, accessible on our website and signed by the Norwegian board. In addition, we've implemented a self-assessment solution with a selected group of suppliers, setting up relevant questions and assessment criteria. We have also had discussions with, among others, Amnesty Norway and the Confederation of Norwegian Enterprise (NHO) regarding how we formulate questions, both in questionnaires and for dialogues with selected suppliers.

We also continue to have dialogues with the Norwegian representatives of major suppliers, relying on them to conduct visits to their own production facilities when there is deemed to be some sustainability risk. It is a significant challenge for both them and us, given the multitude of subcontractors they have.

The responses received from both suppliers and organizations will help us continue to develop our systematic due diligence assessments, guiding the decisions on necessary measures based on supplier inputs.

Corporate Sustainability Due Diligence Directive (CSDDD)

Anticipating future regulatory changes, CERTEGO proactively prepares for the CSDDD, expected to take effect from 2026. This directive will impose additional responsibilities on the company for environmental and human rights due diligence throughout its supply chain. In November 2023, parts of the Group Management Team was gathered to build more knowledge about the implications of the coming directive and to plan for the work ahead in reaching full compliance when the directive enters into full force. The plan developed in 2023 was initiated in January 2024 with a comprehensive workshop. This session involved a cross-functional team comprising HSEQ managers and procurement to delve into CERTEGO's scope 3 screening and conduct the initial double materiality analysis.

Code of Conduct for Business Partners

Our Code of Conduct mandates that all new direct material suppliers with invoicing exceeding 200 000 Euros are obligated to sign it. Those who sign the code also commit to upholding the same standards for their suppliers and sub-suppliers. During 2023 we have continued to work with onboarding existing suppliers and our focus for 2024 remains to increase the number signed Business Partner Code of Conducts.

CODE OF CONDUCT FOR BUSINESS PARTNERS (BP)	2021	2022	2023
Signed BP Code of Conducts (%)	68	8* **	60
Signed BP Code of Conducts/spend (%)	89	83*	87
% of BP audited	0	0	0

BP are considered sub-contractors and suppliers Direct Material > SEK-NOK2m/DKK1,5m/EUR 200k.

*Total including Sweden, Norway and Finland. Denmark is not included due to current unavailability of reporting reports in new ERP
 **This figure refers to the percentage of BP:s that have signed CERTEGO's new code of conduct, approved in June 2022 and translated in September to all Nordic languages. It is therefore not comparable to previous year when the ASSA ABLOY Code of Conduct was used.

Whistleblower function

We are committed to fostering a responsible and transparent business climate characterized by a high standard of business ethics. Our whistleblower service enables all employees and external stakeholders to confidentially report any unethical activities or actions that may impact people, our organization, society, or the environment. Importantly, this reporting mechanism ensures protection against retaliation.

The whistleblower function is designed to address perceived violations of laws and regulations, encompassing areas such as fraud, corruption, conflicts of interest, non-compliance with environmental laws, health and safety issues, violations of human and labor rights, harassment, and diversity concerns. This proactive approach helps us identify and address concerns, while maintaining a culture rooted in integrity and honesty.

Reports are sent through an encrypted channel to our external partner, WhistleB, ensuring the anonymity of the whistleblower. Each reporter receives a personal ID and password to track the progress of the case. A response outlining the handling of the report is provided within seven working days.

	2021	2022	2023
Number of grievances reported	0	0	3
Of which were categorized as whistle blower grievances	0	0	0

Since the launch of the whistleblower function in 2021, internal information to all employees has been distributed continuously. Three reports were filed throughout 2023: two in Sweden and one in Finland. All three were internal, and none were classified as a whistleblower report.

Legal measures

During 2023, the company remained in compliance with the law, receiving no fines or sanctions and facing no legal actions related to anti-competitive behavior, cartels, or monopolies. Furthermore, there were no reported incidents of customer privacy breaches.

Management approach

The CERTEGO Management Team is responsible for integrating sustainability considerations into our strategy, risk management and operations. The objective is to minimize our negative impacts and maximize our positive contributions, while ensuring the long-term viability of the business. Notably, in 2023, no incidents or legal actions related to corruption, anti-competitive behavior, anti-trust, or monopoly practices were identified.

Our guiding principles in this endeavor are outlined in the Code of Conduct for Business Partners, along with the Whistleblowing function, accessible on our website. The Group Anti-Corruption Policy reinforces these efforts, with training available on the intranet and conducted through our digital learning system Learning Zone. Applicable to all CERTEGO employees, each country provides appropriate training on the code and applicable laws.



Packaging and Waste

While we have implemented effective practices for recycling of waste and replacement of security solutions during installations, our primary focus is on reducing the amount of waste in the first place. This involves reusing packaging materials and repurposing components, such as housings, bolts, and springs, when replacing broken parts in customer solutions – encouraging repair over complete replacement.

During 2023, we focused on the implementation of proper waste management system in our branches, including recycling (food waste, paper, metal, and plastic packaging), electrical and electronic waste, hazardous waste, residual waste and combustible waste. In December 2023, 82% of all CERTEGO branches had implemented waste management covering all the previous waste fractions, exceeding our target of 75% of CERTEGO branches.

CERTEGO Finland has a centrally signed agreement with a waste management partner that monitors all waste fractions. This partner supplies us with comprehensive data for all operations and offices, proving to be highly valuable for

tracking our progress. CERTEGO Norway made a significant progress during 2023, making data on all waste fractions accessible for all its branches.

In Sweden, data is accessible for 22 out of 29 branches, and in Denmark, 1 out of 7 branches have reported data. We continue to actively implement proper waste management systems in our remaining branches, towards our goal of 100% CERTEGO branches by 2025.

During 2024 we will also focus on analyzing the GHG emissions associated with waste generation. Read more about how we work with GHG emissions on pages 26-27.

Management approach

The Environment, Health, and Safety (EHS) functions in each country is responsible for data collection, suggestion of improvement activities and follow-up regarding waste management and packaging. They report progress to the Management Team on a yearly basis. The effectiveness of their work is assessed by evaluating the yearly report.

WASTE HANDLING	2021	2022	2023
Waste generated (tonne)	254.8	292.1	221.4
Landfill	0%	0%	1%
Energy recovery	42%	31%	34%
Recycled	50%	57%	57%
Electronic waste	7%	10%	8%
Other hazardous waste	1%	1%	1%



In December 2023, 82% of all CERTEGO branches had implemented waste management covering all the previous waste fractions, exceeding our target of 75% of CERTEGO branches.



UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) provide a roadmap for creating a sustainable future and addressing global challenges such as poverty, inequality, climate change, and environmental degradation. By aligning our operations and strategies with the SDGs, CERTEGO aims at creating clarity and thereby drive internal awareness and engagement.

The SDGs that have been identified as most relevant to CERTEGO's operations and the goals to which we can contribute the most and where our impact is greatest are listed below, along with the connected material topics to each.

	SDG	FOCUS AREA	RESPONSIBLE	WHAT WE MEASURE	BASE LINE 2023
E		TRANSPORTS	Group / Country	Percentage of our car fleet electrified/hybrid	34.7%
		PACKAGING AND WASTE	Branch Manager	Percentage of branches have implemented appropriate waste management (Paper, Plastic, Metal, Electrical, Residual)	82%
S		SAFETY, HEALTH AND WELLBEING	Country (HR Manager, EHS Manager)	• Lost Time Injury Frequency Rate	5.9
	• eNPS			13	
		DIVERSITY AND INCLUSION	Country (HR Manager)	• Attrition (voluntary turnover)	18.3%
	• Sick leave rate			4.5%	
				• Total	1.7%
				• Short-term	
G		BUSINESS ETHICS	Group	Gender balance, percentage of females	
				• Employee	19.3%
				• Management	25.8%
			IT AND INFORMATION SECURITY	Group	Percentage of employees trained in:
				• our Code of Conduct	82%
				• sustainability	74%
		SUSTAINABLE SUPPLY CHAIN	Country (Purchasing Manager)	Certifications according to ISO27001 and NIS 2 compliant	N/A
				Percentage our employees have been trained in our Information security	28%
				Percentage of significant suppliers that have signed the new CERTEGO Code of Conduct for Business Partner	60%



ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

By striving for a healthy work-life balance and secure that the same standards apply throughout the workplace, we support SDG 3 through the following material topics:

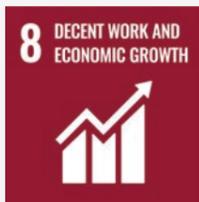
- **DIVERSITY AND INCLUSION:** promoting health and well-being for all individuals, regardless of their gender, age, race, ethnicity, or any other aspect of their identity, is a critical aspect of health and wellbeing.
- **SAFETY, HEALTH AND WELLBEING:** by promoting health and safety measures in the workplace, such as providing a safe working environment, promoting healthy lifestyles, and offering access to healthcare and insurance benefits.
- **SUSTAINABLE SUPPLY CHAIN:** Ensuring that the same standards for safety, health and wellbeing are maintained throughout the value chain as for CERTEGO.



ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS

Promoting gender equality within the company is more than implementing policies and striving for a diverse workforce. Without a cultural mind shift, gender equality will never become reality.

- **DIVERSITY AND INCLUSION:** ensuring equal wages, career development and recruitments opportunities for men and women, and encouraging female mentors and leaders.
- **COMPETENCE DEVELOPMENT:** by raising awareness of gender issues, such as recognizing gender stereotypes and facilitate for all employees to stand up against injustice.



DECENT WORK AND ECONOMIC GROWTH

CERTEGO contributes to SDG 8 by ensuring decent working conditions throughout the value chain, economic growth, and job creation, along with safe and secure handling of information and data. Material topics connected to this goal are:

- **DIVERSITY AND INCLUSION:** fair and just wages and benefits, promoting of diversity and equality in the workplace, zero-tolerance for discrimination, harassment or victimization.
- **SAFETY, HEALTH AND WELLBEING:** by providing a safe working environment for employees.
- **IT & INFORMATION SECURITY:** Safe and secure handling of information and data can support the development of a secure and sustainable business environment. The protection of personal data and the establishment of robust cybersecurity measures can promote trust in digital transactions and support the growth of the digital economy, a key driver of decent work and economic growth.
- **COMPETENCE DEVELOPMENT:** continuous training and development opportunities for all employees.
- **SUSTAINABLE SUPPLY CHAIN:** Ensuring that the same standards for safety, health and wellbeing are maintained throughout the value chain as for CERTEGO.



ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

SDG 12 aims at doing more with less resources through sustainable production, consumption, and waste handling. For CERTEGO, our greatest contribution to SDG 12 is connected to material topic:

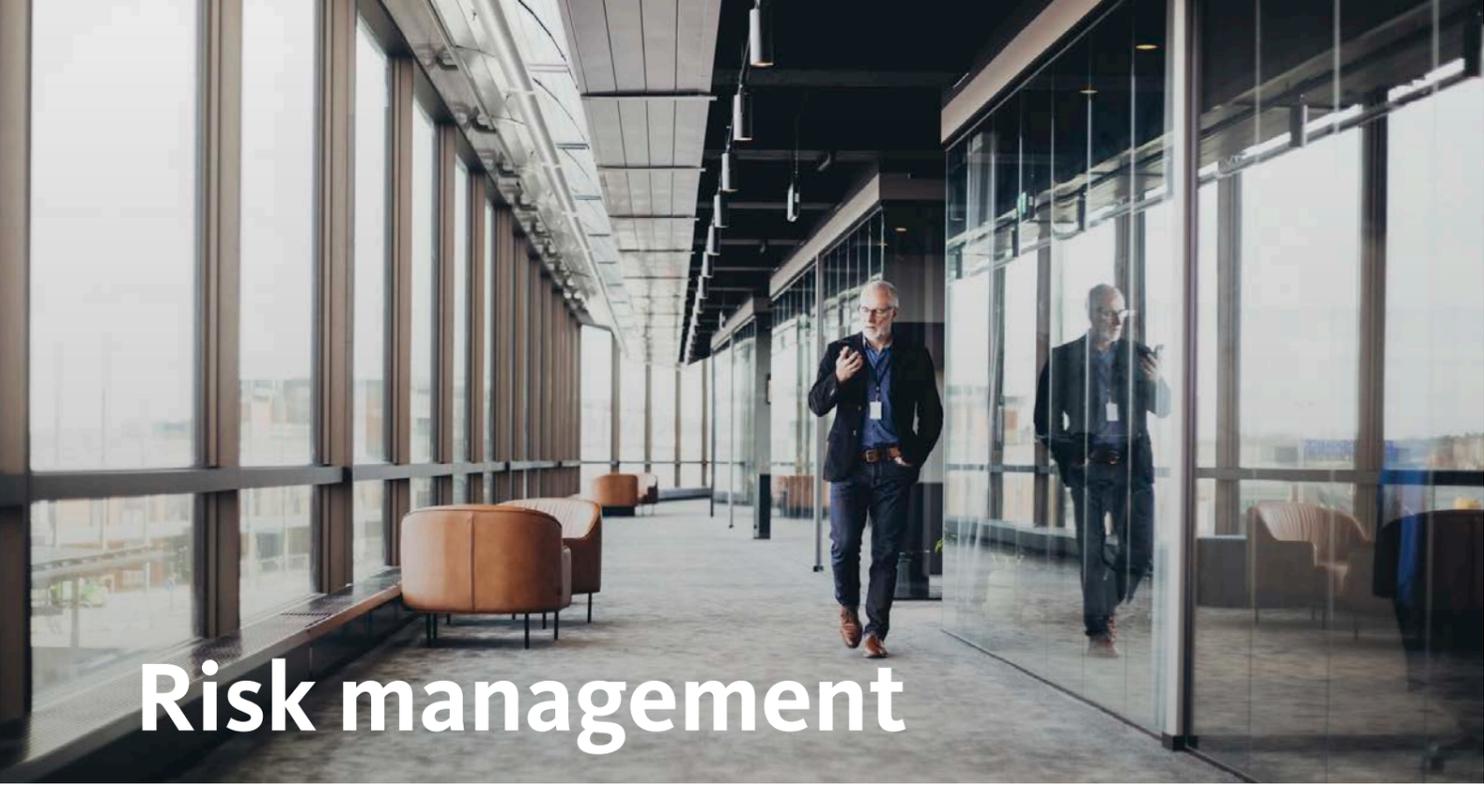
- **PACKAGING AND WASTE:** implementing appropriate waste management for paper, plastic, metal, electrical, and residual waste is a good start and will be implemented all branches of the company, along with a greater focus on reducing packaging along the value chain.
- **COMPETENCE DEVELOPMENT:** improving awareness around how our society and we as individuals can work towards more responsible resource management, waste handling and reduced packaging.
- **SUSTAINABLE SUPPLY CHAIN:** Dialogue with our partners around waste management and packaging, and ultimately around circular business models.
- **COMPETENCE DEVELOPMENT:** continuous training and development opportunities for all employees.



CLIMATE ACTION

The goal of SDG 13 is to minimize the effects of climate change and strengthen the resilience of societies and ecosystems. Material topics connected to this goal are:

- **TRANSPORT:** Our main greenhouse gas emissions derive from our own cars. Reducing the use of fossil fuels in our fleet is hence our greatest contribution to SDG 13.
- **COMPETENCE DEVELOPMENT:** improving awareness internally about climate change and its effects.



Risk management

Risk management is monitored through CERTEGO's management system, and managements Enterprise Risk Management analysis. Our model and process for identifying and evaluating the Group's risks encompasses operational, sustainability, financial and market risks and is handled as follows:

1. identify and categorize risks,
2. assess and analyze scope, likelihood and potential consequences,
3. agree on actions that eliminate, limit or accept the identified risk,
4. evaluate the effectiveness of the measures through internal control plans.

This process is handled on a yearly basis at a minimum, and continuously throughout the year if a risk arises.

Risk management

The CEO is ultimately responsible for ensuring efficient risk management throughout the Group in accordance with the Board's guidelines and instructions. Heads of local entities and Heads of group services are responsible for implementing risk management in their respective entities and areas of responsibility.

Operational risks

Operational risks relate to day-to-day operations and are part of CERTEGO's continuous business process. Operational risks are often possible to mitigate if handled correctly, and are therefore handled through policies, guidelines and instructions. Risks associated with occupational safety and wellbeing, labor shortage, cyber

security, change management and complex projects are examples.

Sustainability risks

Specific environmental and impact analyses are carried out continuously when implementing new facilities, during changes, and when implementing new processes. Increased costs for natural resources such as raw materials or energy, and a long-term risk of a shortage of important resources for the business are examples of identified risks. Risks regarding social conditions and human rights in our value chain are primarily handled by procurement through our Code of Conduct for Business Partners.

Market risks

Critical external risks are mainly managed through strategic business plan measures but are also managed operationally in the organization. Fluctuations in general market conditions, financial turmoil and political decisions are the main external factors that can have an impact on demand for residential and commercial access and security solutions and industrial and public-sector investment. Demand for service and maintenance is less sensitive to economic fluctuations.

Financial risks

The Group's financial operations and management of financial risk are centralized within Group Finance. Business is conducted based on a financial policy set by the Board and reviewed and established by the Board annually. Its purpose is to minimize the Group's cost of capital through effective financial solutions and effective management and control of the Group's financial risks. Credit risk in business operations, however, is managed locally, supported by a joint credit policy.

Policies, certifications and memberships

Group-wide policies

CERTEGO supports international standards regarding human rights, working conditions, the environment and anti-corruption, UN Global Compact principles, The UN Universal Declaration of Human Rights and the OECD Guidelines for Multinational Enterprises. Our policies provide guidance on how we should act within the company and in relation to our stakeholders:

- Internal Code of Conduct
- Code of Conduct for Business Partners
- Anti-Corruption Policy
- Personal Data Protection Policy
- Health and Safety Policy
- Equal Rights and Opportunities Policy
- Alcohol and Drugs Policy
- Travel Policy
- Information Security Policy
- IT Policy

Each policy is assigned a designated owner who bears the responsibility for conducting yearly reviews, implementing updates, and overseeing training initiatives. These policies are accessible on the intranet, and training is conducted as an integral part of the onboarding process and periodically through Learning Zone. All CERTEGO employees benefit from coverage under collective bargaining agreements, emphasizing our commitment to fair labor practices and employee wellbeing.

Beyond the group-wide policies, individual countries maintain their own sets of specific policies and guidelines tailored to their respective contexts, such as policies for HSEQ (Health, Safety, Environment, and Quality).

Certifications

All CERTEGO sites are certified according to Quality Management System ISO 9001. Additionally, sites in Sweden, Finland, and Norway boast certification for the Environmental Management System ISO 14001. Furthermore, CERTEGO Finland is certified under the ISO 45001 standard for the working environment. Laws and regulations in Sweden, Norway and Denmark covers equivalent requirements.

Memberships

Finland: Member of Finnish Security Contract Workers, Member of Finnsecurity, Registered association Member of Finnish Enterprise Protection, Association Member of Finnish Security Sector Entrepreneurs

Denmark: Member of Sikkerhedsbranchen (the Security Industry Association)

Sweden: Member of Sweden's National Association of Locksmiths - Svenska Låssmedsföreningen (SLR)

Norway: Member of Norways National Associations of Locksmiths - Foreningen Norske Låsesmeder (NL), Member of European Recycling Platform, Member of Grønt Punkt Norge.

See more

Country specific certifications and licenses are shared on our respective websites: certego.se, certego.no, certego.fi and certego.dk.

These certificates guarantee that the CERTEGO team adheres to well-established quality and environmental management systems.

FROM OUR INTERNAL CODE OF CONDUCT

- We do not tolerate any form of discrimination or harrasment
- CERTEGO does not accept bribery and corruption in any form
- Re-use and recycle as much material as you possibly can
- Make a personal risk assessment before starting a task to ensure sufficient safety measures are taken



Governance Structure

Our highest governing body is the Annual General Meeting, where the company's Board of Directors and auditors are elected. The board comprises four members, including one woman. The Board holds ultimate responsibility for the company's strategy and works with the Group Executive Management Team to define and implement the sustainability initiatives. The CEO is accountable for overseeing the sustainability efforts of the Group.

Chairman of the Board maintains a regular communication with the CEO and leads and facilitates the effective functioning of the Board of Directors. The Chairman is independent with regards to the company's major shareholders. The CEO, along with the Executive Management Team, manages the implementation of the strategic plan on a day-to-day basis. The Board evaluates the performance of the CEO. The company operates with a decentralized approach, granting each country the authority to manage their business through established goals and strategies, monitored in monthly business assessments.

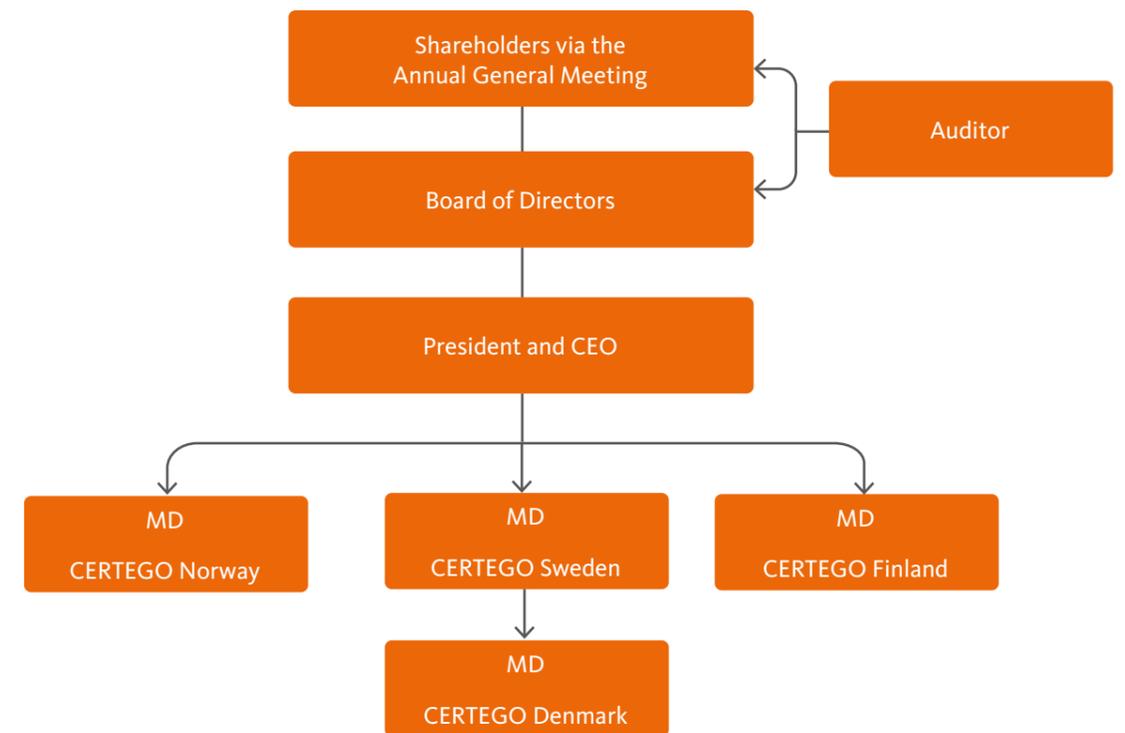
The Board has assigned operational working orders for the CEO of the company. These working orders outline responsibilities and duties, linked to the company's

authorization policy. The country Managing Directors have reviewed and confirmed their compliance with the CEO's operational working orders.

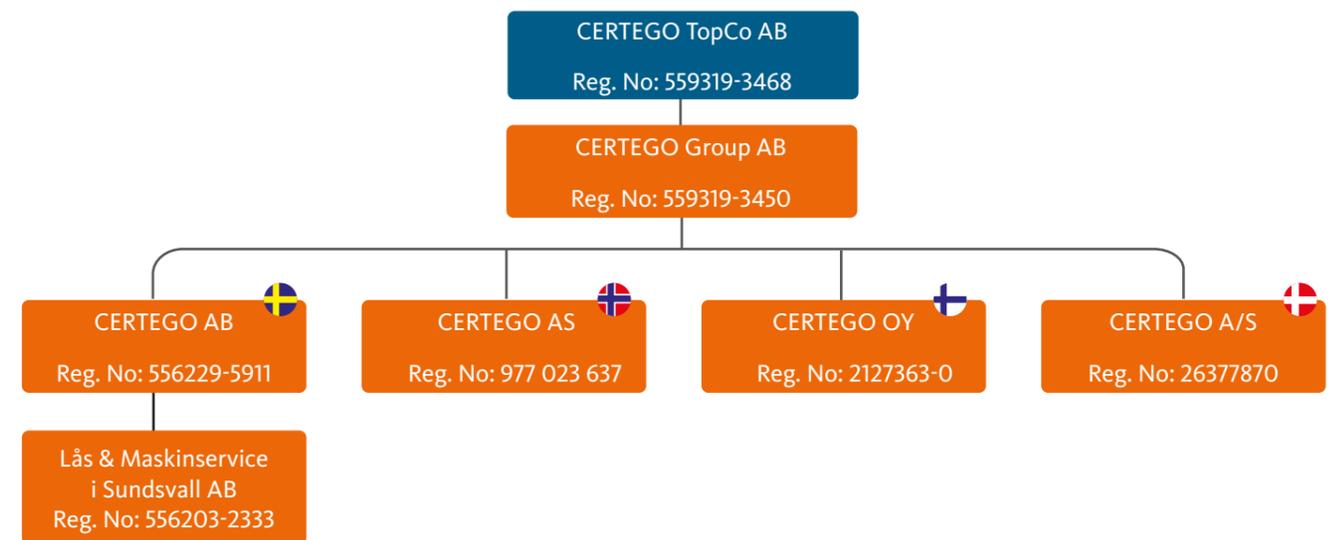
The Board of Directors oversees the organization's processes to identify and manage our impacts on the economy, environment, and people by reviewing and approving the corporate policies. They also approve the materiality analysis results, follow up on implementation of strategies, plans and targets. Furthermore, the Board of Directors review and approve the yearly sustainability report, and regularly engage with stakeholders, such as banks and owners.

Our owner, Nalka, is committed to build a portfolio of sustainable holdings. To track progress, establish processes and identify areas for improvement, they collect environmental, social and governance (ESG) data from all their holdings. In 2023, CERTEGO extended the collaboration with Nalka to strengthen the overall sustainability work, with a focus on the reporting of greenhouse gas emissions in scope 3. Additionally, CERTEGO actively engages in sharing best practice with other companies within Nalka's portfolio. Furthermore, as part of our strategic growth, we successfully acquired two Swedish companies in 2023 – RW Larm in Gällivare, now merged into CERTEGO AB, and Lås & Maskin in Sundsvall.

GOVERNANCE STRUCTURE



LEGAL STRUCTURE



GRI Content Index

Statement of use	CERTEGO Topco AB (559319-3468) has reported in accordance with the GRI Standards for the reporting period 1 January–31 December 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector standard	No GRI sector standard for our industry available.

GRI-standard	Disclosure	Page	Omission		
			Requirement omitted	Reason	Explanation
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	4			
	2-2 Entities included in the organization's sustainability reporting	2			
	2-3 Reporting period, frequency and contact point	2			
	2-4 Restatements of information	26-27, 32-33, 38-39			
	2-5 External assurance	2			
	2-6 Activities, value chain and other business relationships	4-5, 14-15			
	2-7 Employees	4-5			
	2-8 Workers who are not employees	Information unavailable / incomplete	Data on workers who are not employees	Data unavailable	Not reported
	2-9 Governance structure and composition	46-47			
	2-10 Nomination and selection of the highest governance body	46-47			
	2-11 Chair of the highest governance body	46			
	2-12 Role of the highest governance body in overseeing the management of impacts	46			
	2-13 Delegation of responsibility for managing impacts	46			
	2-14 Role of the highest governance body in sustainability reporting	2, 46			
	2-15 Conflicts of interest	36-37			
	2-16 Communication of critical concerns	36-37			
	2-17 Collective knowledge of the highest governance body	46			
	2-18 Evaluation of the performance of the highest governance body	46			
	2-19 Remuneration policies	Information unavailable / incomplete	Remuneration policy	No remuneration policy available	No remuneration policy available
	2-20 Process to determine remuneration	Information unavailable / incomplete	Remuneration process	Not available	Not available
	2-21 Annual total compensation ratio	Information unavailable / incomplete	Annual total compensation ratio	Not available	Not available
	2-22 Statement on sustainable development strategy	16-17			
	2-23 Policy commitments	45			
	2-24 Embedding policy commitments	45			
	2-25 Processes to remediate negative impacts	16-17			
	2-26 Mechanisms for seeking advice and raising concerns	29			
	2-27 Compliance with laws and regulations	37, 45			
	2-28 Membership associations	45			
	2-29 Approach to stakeholder engagement	12-13			
	2-30 Collective bargaining agreements	45			

GRI-Standard	Disclosure	Page number(s)	Requirement omitted	Reason for omission	Explanation for omission
Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	12-13			
	3-2 List of material topics	12			
Governance topics					
GRI 3: Material topics 2021	3-3 Management of material topics	37			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	36-37			
	308-2 Negative environmental impacts in the supply chain and actions taken	36-37			
GRI 3: Material topics 2021	3-3 Management of material topics	37			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	36-37			
	414-2 Negative social impacts in the supply chain and actions taken	36-37			
GRI 3: Material topics 2021	3-3 Management of material topics	34			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	37			
Environmental sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	26-27			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	26-27			
	305-2 Energy indirect (Scope 2) GHG emissions	26-27			
	305-3 Other indirect (Scope 3) GHG emissions	Information unavailable	No scope 3 data disclosed	Not available	A screening of scope 3 has been conducted. Data will be collected during 2024
	305-4 GHG emissions intensity	Information unavailable	GHG-emission intensity	Not calculated	Not yet available
	305-5 Reduction of GHG emissions	Information unavailable	Reduction of GHG-emissions	Data is not fully comparable with base year 2022	Changes in method of calculations and reporting
	305-6 Emissions of ozone-depleting substances (ODS)	N/A	No data enclosed	Not available	No ozone-depleting substances emitted
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A	No data enclosed	Not available	No NOx, SOx or other air emissions emitted
GRI 3: Material topics 2021	3-3 Management of material topics	38			
GRI 307: Waste 2020	306-1 Waste generation and significant waste-related impacts	38-39			
	306-2 Management of significant waste-related impacts	38-39			
	306-3 Waste generated	38-39			
	306-4 Waste diverted from disposal	Information unavailable	Waste diverted from disposal	No information available	No mode of measurement available
	306-5 Waste directed to disposal	38-39			

GRI-Standard	Disclosure	Page number(s)	Requirement omitted	Reason for omission	Explanation for omission
Social sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	21, 23			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	45			
	403-2 Hazard identification, risk assessment, and incident investigation	20-21, 44-45			
	403-3 Occupational health services	22-23			
	403-4 Worker participation, consultation, and communication on occupational health and safety	22			
	403-5 Worker training on occupational health and safety	20-21, 22-23			
	403-6 Promotion of worker health	22-23			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	20-21, 22-23			
	403-8 Workers covered by an occupational health and safety management system	45			
	403-9 Work-related injuries	20-21			
	403-10 Work-related ill health	Information unavailable	Work-related ill health	No information available	Data not consolidated on Group level
GRI 3: Material topics 2021	3-3 Management of material topics	25			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Information unavailable	Average hours of training per year per employee	Information unavailable	Measures will be implemented in 2024
	404-2 Programs for upgrading employee skills and transition assistance programs	24-25			
	404-3 Percentage of employees receiving regular performance and career development reviews	Information unavailable	Targets and measures will be implemented in 2023	Information unavailable	Targets and measures will be implemented in 2024
GRI 3: Material topics 2021	3-3 Management of material topics	19			
GRI 405: Diversity & inclusion	405-1 Diversity of governance bodies and employees	18-19			
	405-2 Ratio of basic salary and remuneration of women to men	Information unavailable	Ratio of basic salary and remuneration of women to men	Information unavailable	Not available

CERTEGO is a Nordic expert in access and monitoring solutions. Our committed employees design, install and manage sustainable and smart solutions including locks, access control, cameras and alarms - complete security solutions throughout the lifecycle of a property. CERTEGO has a presence in more than 70 locations in the Nordic region, over 1,200 employees and sales of over 2.6 bn SEK.

