



Shaping a Secure & Sustainable Future

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ABOUT THIS REPORT

CERTEGO Topco AB (559319-3468) presents its sustainability report for 2024. It covers our seven entities: CERTEGO Group, CERTEGO Sweden, CERTEGO and K2 in Finland, CERTEGO Norway and CERTEGO and Scanview in Denmark and reflects our performance in the period from January 1, 2024, to December 31, 2024. The report is our fourth 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 21, 2025.



For any questions on the report, you are welcome to contact Björn Persson, Head of Internal control and Sustainability or Caroline Liedgren, Marketing and communications Manager at CERTEGO Group.

E-mail: sustainability@certego.se

Words from Our CEO

At CERTEGO, we recognize the important responsibility that comes with being a leader in the security industry. We truly believe that by prioritizing Environmental, Social, and Governance (ESG) principles, we are not only reinforcing our foundation for sustainable growth but also fostering a culture that honors diversity, integrity, leadership and innovation.

Navigating a Changing World

The rapid development of technologies like AI, the ongoing impacts of climate change, and the evolving geopolitical landscape are reshaping our world and the environment we operate in. These megatrends present both challenges and opportunities for us and our business partners.

Our Responsibility for a Sustainable Future

As society is changing, we recognize that businesses, particularly in the security sector, have a critical role to play in contributing to a better world. Thus, we are dedicated to not only meeting the expectations set forth by directives such as the Corporate Sustainability Reporting Directive (CSRD) and ISO 27001, while leveraging these frameworks to enhance our operational excellence. Since we are convinced that “a rising tide lifts all boats”, we truly believe that our whole industry will benefit from this by taking on a larger collective responsibility for the security of our employees and customers.

Fostering Diversity and Inclusion

Sustainability at CERTEGO also resonates very well with our corporate values, urging us to attract and retain a talented, diverse workforce that reflects the vibrant communities we serve. For us, diversity is not simply an objective – it is a key driver of innovation and business success. By fostering an inclusive environment, we empower our employees to contribute with their unique perspectives and ideas, driving innovation and enhancing our customer service.

Diversity also allows us to better understand our clients' needs, ensuring that we can deliver tailored solutions that meet and exceed their expectations while creating a workplace where everyone feels valued and respected.

Building a CERTEGO to Be Proud Of

Our ambition is to cultivate CERTEGO into an organization our employees can truly be proud of, with a strong reputation as a responsible employer where moral leadership is at the forefront.

Becoming a CERTEGO to be proud of, is not only the key to our future success, but also something that is very important to me personally. This will be accomplished by integrating ESG into our strategy, to position ourselves as a forward-thinking leader in the industry, one that is well-equipped to face the challenges of the future. Implementing these principles will ultimately represent a competitive advantage, as many companies may find it challenging to keep pace with the evolving regulatory landscape.

Taking Action Across the Nordics

To drive this transformation, we have recruited Björn Persson as Head of Internal Control and Sustainability who works across all our teams in the Nordic countries. This role is new in CERTEGO and ensures that sustainability becomes a core element of how we operate.

I am very proud of the progress we have made this year. In this report, you will find numerous good examples of this such as the 100% renewable energy agreement in Finland, the CERTEGO Awards 2024, the workplace safety initiatives, as well as the improved routines for internal control that we have implemented in all countries.

A Shared Commitment to a Sustainable Future

In conclusion, our journey toward sustainability and excellence is not just a corporate initiative; it is a commitment to our employees, our partners, and our communities. As we strive to become a CERTEGO to be proud of, we invite everyone to join us in this endeavor.

Together, we can shape a secure, inclusive, and sustainable future, ensuring that CERTEGO remains a trusted partner in security for all our employees and business partners!



Jonas Granath
Jonas Granath
CEO CERTEGO Group

This is CERTEGO

The origins of CERTEGO trace back to the aftermath of the great fire in Uppsala, Sweden, in 1702. This pivotal moment in history sparked a demand for forges to aid in the city's reconstruction. Among the contributions from these forges were the locks crafted for Uppsala Cathedral—a symbol of our company's roots. Over the centuries, CERTEGO has transformed from its beginnings as a local forge into a leader in security solutions, guided by a legacy of resilience and adaptation.

In 2024, CERTEGO has taken significant strides to align with modern security needs while maintaining our heritage of craftsmanship and innovation. Building on a foundation of over 300 years, we have expanded beyond traditional mechanical locks to become a trailblazer in intelligent electronic and digital security systems. These advancements reflect the growing demand for integrated, technology-driven solutions that provide both safety and convenience.

A Commitment to Everyday Security and Sustainability

Our mission extends beyond delivering security; it is about creating safer and easier everyday lives for our customers. CERTEGO solutions secure homes, hospitals, schools, commercial properties, multi-residential

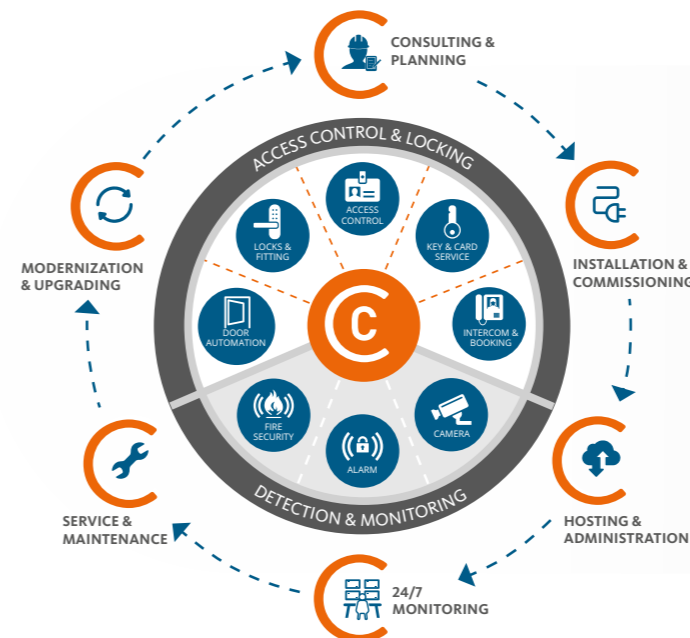
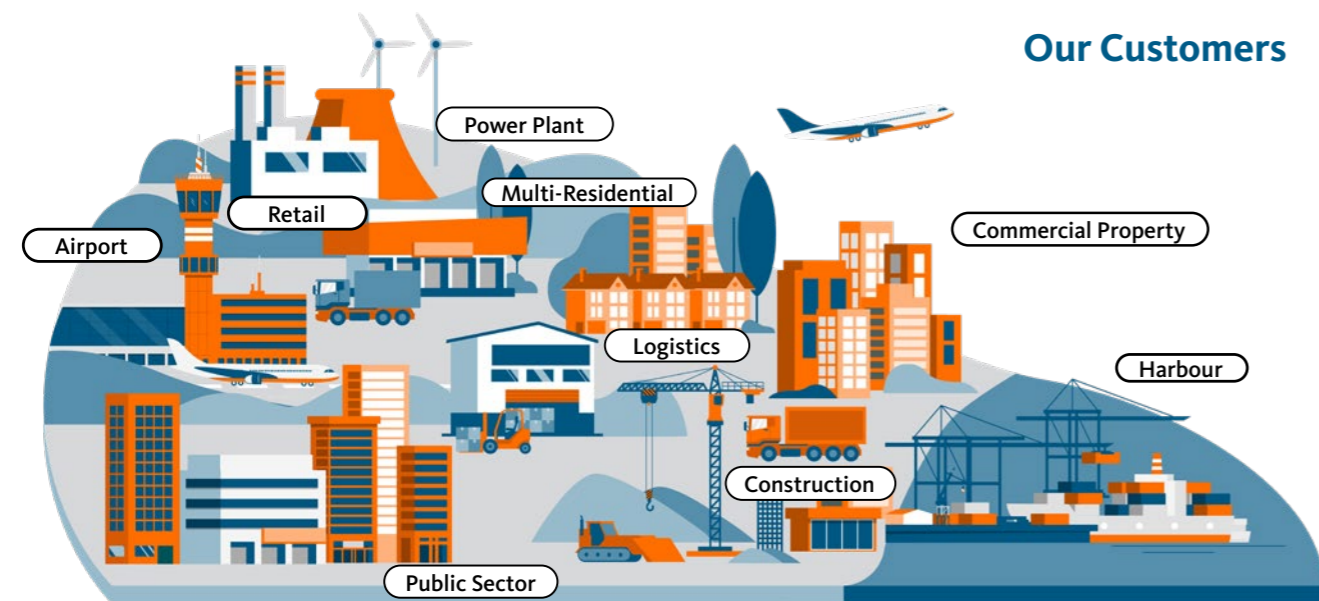
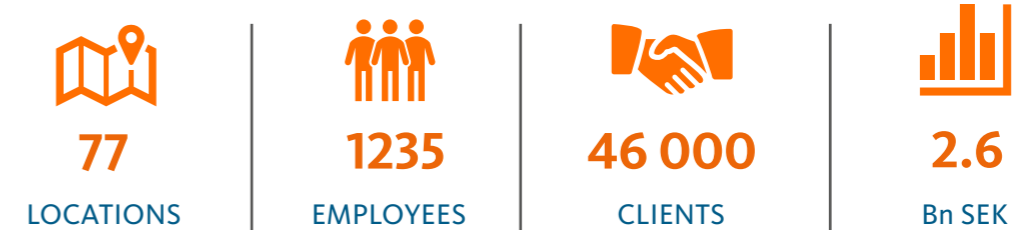
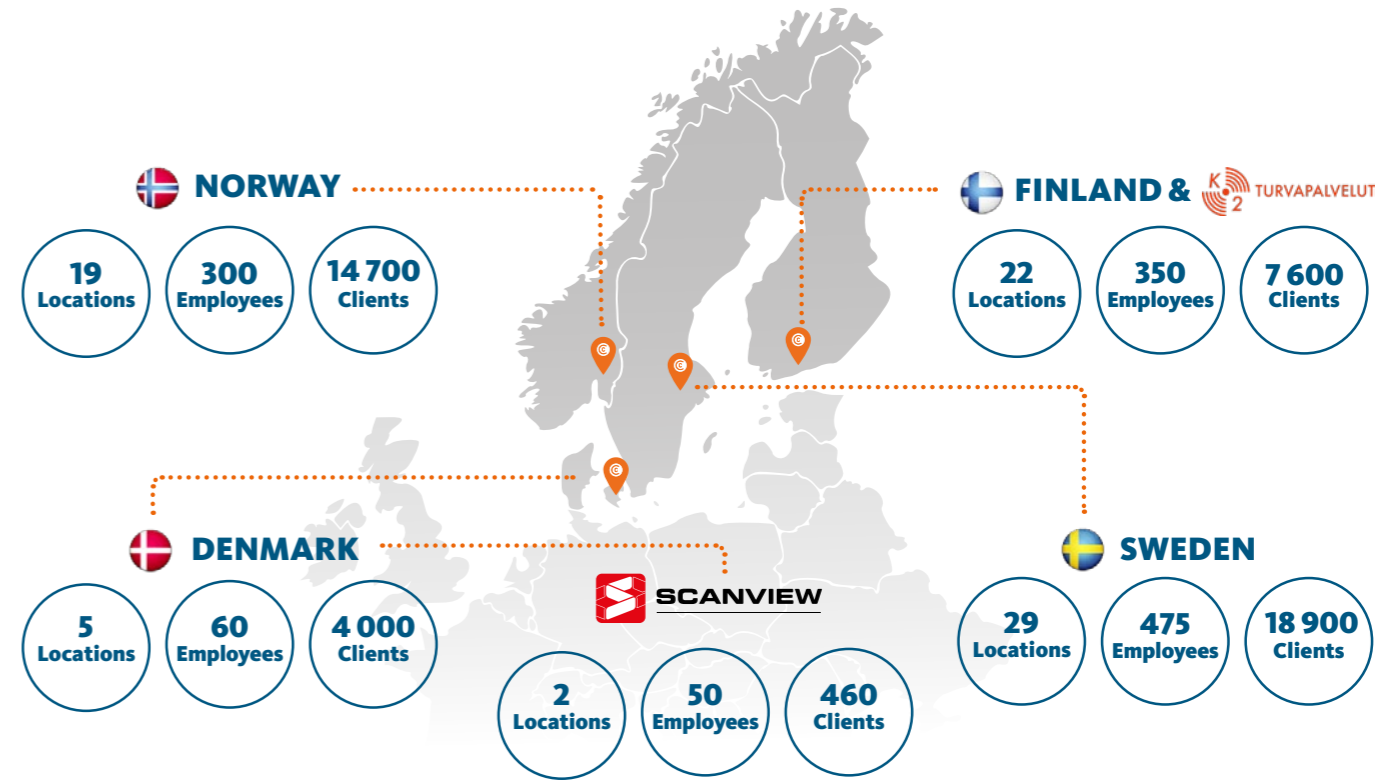
buildings, critical infrastructure, and construction projects. In 2024, we have deepened our commitment to sustainability by continuing to reduce our environmental footprint—introducing electric vehicles into our fleet and optimizing resource-efficient security technologies.

Operating from approximately 80 locations across the Nordic region, our 1,200+ dedicated employees design, install, and manage advanced security solutions tailored to diverse environments and industries. This year, CERTEGO introduced cutting-edge offerings such as AI-enabled surveillance systems, cloud-based access controls, and enhanced customer training to ensure the effective use of our systems.

Looking Ahead: Co-Creating a Secure and Sustainable Future

CERTEGO's story is not just about preserving history but about shaping the future. By staying attuned to evolving security needs, collaborating with our customers, partners, and society, and integrating sustainability into every facet of our operations, we are driving innovation that ensures a safer and more sustainable world.

In 2025, we remain steadfast in our goal: to co-create a future where security is seamlessly integrated into everyday life — empowering individuals, businesses, and communities to thrive with confidence.



Our Solutions

CERTEGO provides tailored security solutions, including locking systems, access control, alarms, surveillance, and fire protection. From design to installation and maintenance, we ensure reliable, efficient, and sustainable security.

CERTEGO Highlights 2024



DRIVING SUSTAINABILITY

CERTEGO introduced its first electric technical service vehicles in Finland, Norway, and Sweden. In Sweden, the new ID Buzz vehicle was unveiled at the CERTEGO Day, where it was met with enthusiasm. Technicians had the opportunity to explore and familiarize themselves with the vehicle. Read more about how we are driving sustainability on page 40.



CERTEGO DAY: A FOCUS ON EMPLOYER BRANDING

CERTEGO Day, an annual tradition since 2005, brings employees together for training, networking, supplier fairs, and social events. In 2024, the event was held in Sweden, Finland, and Norway.

In Sweden, the event featured soft-skill training sessions, including first aid (ABS), effective work strategies, stress management, and suicide prevention ("Dare to Ask"). These sessions emphasized personal and professional growth while fostering a supportive workplace culture. Read more on page 48.

NEW CUSTOMER SURVEY SYSTEM

To enhance customer satisfaction, CERTEGO has implemented the Pulse Survey system in Sweden, Norway, and Denmark. This tool helps us gather feedback on our services and identify areas for improvement.

Customers receive a short survey via email or SMS upon completion of a project, consisting of three questions:

How satisfied were you with our services on a scale of 1–10? (to calculate our NPS)

What did you appreciate, and what could we do better?

What do you see as CERTEGO's greatest strengths?

The responses are analyzed to improve customer experiences, refine processes, and enhance our services and products.

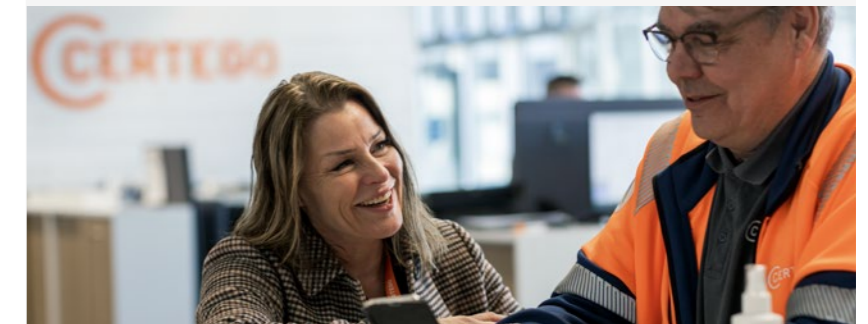
INTRODUCING "VI TILLSAMMANS"

Diversity and inclusion are central to CERTEGO's sustainability goals. We strive to be an inclusive employer with a workforce enriched by diverse backgrounds and experiences.

In 2023, CERTEGO launched the Ringer på Vannet project in Norway, providing employment opportunities for individuals who had been excluded from the workforce. Building on its success, the Vi Tillsammans project was introduced in Sweden during CERTEGO Day 2024.

A collaboration with the Swedish Public Employment Service (Arbetsförmedlingen), this initiative aims to enhance diversity, promote equality, and combat exclusion. CERTEGO provides mentorship and potential employment for individuals distant from the labor market, while Arbetsförmedlingen offers a one-year training program for security technicians. This national project strengthens CERTEGO's commitment to societal responsibility and workforce inclusivity.

Read more on page 22.



CERTEGO AND ACQUISITIONS

CERTEGO is committed to becoming a leading expert in access control and monitoring solutions. A key part of our strategy is acquiring companies to expand our value chain and enhance our service offerings. As part of CERTEGO's acquisition strategy, we focus on both market- and geographic advantages. By acquiring companies in strategic locations, we minimize the need for long-distance travel, thereby reducing emissions.

Recent acquisitions in Sweden include Lås & Maskin in Sundsvall and RW Larm & Säkerhet in Gällivare. In spring 2024, CERTEGO made a significant leap by acquiring two leading security firms: K2 Security Services in Finland and SCANVIEW in Denmark. Additionally, a strategic partnership with Germany's Dallmeier further cements CERTEGO's position as an innovative force in the security industry, enabling a broader and more proactive service portfolio.





Celebrating Everyday Heroes and Outstanding Achievements

For the second consecutive year, CERTEGO honors its everyday heroes through the CERTEGO Awards, held during the Management Days in Kytäjä, Finland. The event brought together management teams and employees from Sweden, Norway, Finland, and Denmark.

The CERTEGO Awards is an annual event dedicated to honoring employees across the CERTEGO group for their exceptional achievements and contributions. The awards are handed out in various categories that reflect the company's values, such as responsibility, continuous improvement, and collaboration, while also recognizing notable results. The purpose of the CERTEGO Awards is to celebrate team members whose efforts contribute to CERTEGO's success and to reinforce a positive workplace culture by showcasing inspiring examples.

All employees within CERTEGO are invited to nominate candidates for the awards tied to the company's values or for remarkable accomplishments. This way, everyone has a chance to highlight individuals they believe inspire in everyday life and make a difference in the organization. The awards related to results are determined based on measurable financial outcomes and insights from our employee survey tool, Winningtemp.



"I would love to be able to give CERTEGO Awards to many more of our people as so many deserve it. This year, we have increased the number of awards from four to eight to highlight even more individuals."

This, of course, still leaves many deserving employees without a prize, but they should know that their efforts are nonetheless appreciated and valued highly. It is together that we make CERTEGO a truly fantastic company."

*Jonas Granath,
CEO, CERTEGO Group*

CERTEGO AWARDS WINNERS 2024

I AM RESPONSIBLE: Pär Bohjort, Sweden

WE ARE EAGER TO IMPROVE: Lasse Bormeth, Denmark

TOGETHER WE MAKE IT EASY: Tryggve Fossdal, Norway

OUTSTANDING PERFORMANCE :

Hilde Johnsen, Norway

Tomi Matson, Finland

Johanna Wesström, Sweden

OUTSTANDING PERFORMANCE BRANCH: Södertälje, Sweden

BEST BRANCH IMPROVEMENT: Kristiansand, Norway

Awards Based on Our Values

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

I AM RESPONSIBLE – went to Pär Bohjort, Head of Business Development in Sweden. Pär is recognized for his strong work ethic, high ethical standards, and excellent communication skills. With deep industry experience and expertise in several key areas, Pär is dedicated to finding the best solutions for our customers and is always ready to support his colleagues. He is an appreciated colleague at all levels and contributes enormously to our development.

WE ARE EAGER TO IMPROVE – went to Lasse Bormeth from Denmark for his hard work and positive attitude. He excels in understanding our partners' products and serves as a great ambassador for CERTEGO, sharing our work methods and product knowledge with new employees.

TOGETHER WE MAKE IT EASY – went to Tryggve Fossdal from Norway for his exceptional commitment. During a challenging period when the administration in Kristiansand was on sick leave, Tryggve took on great responsibilities to ensure the business continued to operate smoothly. At the same time, he successfully organized a customer event in collaboration with our suppliers.

Outstanding Performance: A Tribute to Extraordinary Efforts

This year, the Outstanding Performance category was introduced, recognizing three extraordinary individuals:

Hilde Johnsen from Norway, who has demonstrated an

impressive ability to quickly learn and adapt to new systems and has had a proactive approach to customer follow-ups and service agreements. Hilde took on significant responsibility during the transition to our business system, Dynamics and continues to provide valuable support to multiple departments.

Tomi Matson from Finland, whose dedicated approach to sales has brought new customers to CERTEGO. Tomi's thoughtful way of working and communicating with customers sets a positive example and makes him a role model for his colleagues.

Johanna Wesström from Sweden, who is a supportive cornerstone at the Uppsala branch. Her solution-oriented mindset and positive attitude have made her an invaluable part of the team, helping to create a supportive and productive environment contributing to the branch's success.

Branch Awards for Remarkable Accomplishments

Two branches were honored this year based on their results:

Outstanding Performance Branch was awarded to Södertälje in Sweden. The branch has delivered exceptional results, by demonstrating significant growth and achieving high employee satisfaction.

Best Branch Improvement was awarded to Kristiansand in Norway, in recognition of its impressive transformation journey. The branch achieved positive EBITDA alongside notable improvements in both employee satisfaction and leadership index.

Our Focus in Sustainability

Our tagline **"Shaping a secure and sustainable future,"** reflects our core belief that security and sustainability go hand in hand. We focus on protecting people and assets while making deliberate, informed decisions to minimize unnecessary harm to the environment and future generations.

By working closely with our partners and clients, we provide security solutions designed to address today's challenges, while integrating measures to reduce environmental impact and promote the planet's long-term resilience. This vision guides our commitment to act with integrity, striking a balance between protection and sustainability in everything we do.

At CERTEGO we want to make sustainability more than just a guiding principle – it needs to be the core aspect of how we operate daily. Our focus and ambitions in regards of sustainability are built around three interconnected areas: *Employer of choice, Climate Impact focus, Business partner accountability.*



EMPLOYER OF CHOICE



CLIMATE IMPACT FOCUS



BUSINESS PARTNER ACCOUNTABILITY



WE STRIVE TO BE THE EMPLOYER OF CHOICE

The wellbeing of every team member at CERTEGO are the cornerstone of our success. Ensuring their health and safety takes precedence in all our operations. We are convinced that companies with mixed backgrounds and experiences are more successful. We embrace every individual and idea with openness, regardless of background or beliefs.

UN SDG 3 (Good Health and Wellbeing), SDG 5 (Gender Equality), as well as SDG 8 (Good Jobs and Economic Growth)



WE CARE ABOUT OUR CLIMATE IMPACT

Since serving our customers is a fundamental aspect of our business, the primary source of our greenhouse gas emissions stems from our own vehicles.

Reducing the use of fossil fuels in our fleet constitutes our most significant contribution to mitigating climate change. Additionally, we take pride in collaborating closely with our suppliers to assess and provide our customers with the most sustainable and efficient products and components possible.

UN SDG 13 (Climate action)



WE TAKE RESPONSIBILITY FOR OUR BUSINESS PARTNERS

As a security company, our top priority is the safety and wellbeing of our customers. We continually enhance our business through close cooperation with our suppliers to offer the most durable and efficient products and components possible, while ensuring compliance with local laws and regulations.

UN SDG 12 (Responsible Consumption and Production)



Integrating Sustainability into our Business Strategy

At CERTEGO, we have taken a significant step forward in further incorporating sustainability into our business strategy. As part of these efforts, we appointed Björn Persson as Head of Internal Control and Sustainability for CERTEGO Group during the year. Björn's work focuses on improving internal processes and structures, with particular responsibility for enhancing and systematizing internal control and risk management.

CERTEGO's sustainability efforts focus on measurable areas: reducing carbon emissions, maintaining a safe, inclusive, and attractive workplace, and ensuring

business ethics and social responsibility throughout the entire value chain. These priorities are rooted in addressing tangible challenges and aligning with our operational and strategic objectives.

A significant step has been the introduction of quarterly reporting on Environment, Social, and Governance (ESG) key performance indicators (KPIs) by the management teams in each country. This reporting runs alongside financial KPIs to ensure that sustainability performance is tracked and evaluated with the same rigor. This approach will also elevate the importance of sustainability issues within the organization. By integrating clear sustainability ambitions and targets into our business processes, we aim to deliver meaningful, long-term business value – both for CERTEGO and our stakeholders.



“Integrating sustainability into our core business metrics ensures that ESG performance is tracked with the same rigor as financial results.”

*Björn Persson,
Head of Internal Control and Sustainability
CERTEGO Group*



Stakeholders

CERTEGO engages with a wide range of stakeholders, each bringing unique perspectives, interests, and levels of influence to our operations. Their contributions are invaluable in helping us assess which sustainability aspects are the most relevant to our business and its impact upstream and downstream in our value chain. These insights are particularly significant in the areas highlighted in our most recent materiality analysis.

We place great importance on maintaining an ongoing, transparent, and proactive dialogue with our stakeholders. A commitment that not only enables us to continuously understand their expectations, but also to leverage their expertise to strengthen our sustainability efforts.

This section outlines CERTEGO's key stakeholder groups, the ways we engage with them, and the specific sustainability areas where their inputs help shape our strategy and actions.

STAKEHOLDER	DEFINITION	DIALOGUE FORM	KEY AREAS FOR PROVIDING INSIGHT
Customers	Direct customers, distributors	Daily basis	<ul style="list-style-type: none"> 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, customer pulse survey	<ul style="list-style-type: none"> The need of solutions for safety and access and its user-friendliness How we transport products and components
Employees	Current and potential	Daily basis, employee pulse 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"> Trends and potential sustainability risks upstream 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, Ringer i Vannet and Arbetsförmedlingen

Our Value Chain

In January 2024, we initiated a comprehensive analysis of our value chain to better understand our key impacts, risks, and opportunities both upstream and downstream.

This aligns with our commitment to the Corporate Sustainability Reporting Directive (CSRD) and lays the groundwork for meaningful improvements across our operations.

Our goal goes beyond compliance—we strive to actively address our environmental and social impacts while identifying risks and opportunities. In 2025, we will refine our value chain insights, monitor existing risks, and proactively address emerging ones. By improving documentation, communication, and data analysis, we aim to minimize negative effects and maximize positive outcomes.

Transparency is central to our approach. We recognize that progress takes time and remain committed to continuous learning, adaptation, and accountability as we integrate sustainability into our business.

1. Suppliers

As a service and solutions provider, our most significant social and environmental impact occurs in our supply chain. We prioritize transparency while balancing supplier reduction and risk management. In 2024, we strengthened the engagement with our top five suppliers per country, focusing on environmental impact, ethics, and human rights. While we collaborate to improve within our sustainability work, we maintain a firm stance – suppliers that fail to meet our Code of Conduct or local regulations will not remain in our supply chain.

2. Inbound logistics

Our combination of standard and custom products requires flexible logistics with a focus on minimizing the climate impact. We continuously optimize deliveries and transport solutions, as sustainability must be a balance between climate impact and efficiency.

3. Our own operations

We design, sell, install, and manage security solutions with a focus on reducing our environmental impacts and adopting circular practices. Our priorities include:

- Supporting customers in making sustainable choices
- Developing innovative solutions
- Promoting health, safety, diversity, and competence development
- Advancing digitalization to enhance efficiency
- Ensuring effective planning and on-time delivery
- Managing information security risks

1.

2.

3.

5.

5. Customers

INSTALLATION | SERVICE | MAINTENANCE

While our main environmental impacts come from the manufacturing of purchased products, we actively work to reduce data center energy use by promoting renewable energy. We guide customers toward more sustainable choices and prioritize circularity despite procurement challenges. Employee wellbeing is at the core of our sustainability efforts, and we strive to foster a safe and supportive culture to reduce risks and stress.

4.

4. Transport to customers

Our technicians' travel is a key source of green house gas emissions. To address this, we optimize routes and are transitioning to electric vehicles, despite challenges in northern regions, where long distances and harsh winter conditions complicate this transition. We remain committed to finding solutions that can reduce our climate impact.

6.

6. Recycling or refurbishment of used products

We recycle packaging and promote circular practices by repairing and reusing products. This approach not only reduces greenhouse gas emissions but also lessens the demand for new materials, addressing the scarcity of valuable resources.

Double Materiality Analysis

CERTEGO conducted its first materiality analysis in alignment with the GRI Foundation 2021 in 2022, identifying eleven material topics, seven of which were deemed critical for our continued sustainability work. Based on this, we set targets and action plans for 2023 and 2025 to minimize negative impacts and enhance positive contributions.

In 2024, we updated to a double materiality analysis, incorporating financial materiality and risk perspectives. This update allowed us to reassess our material topics based on progress, stakeholder expectations, and key insights. One notable change was merging greenhouse gas emissions and transportation into a single focus area. Additionally, IT & Information Security emerged as our most critical issue, while social sustainability aspects remained among our top priorities. The four topics below the line were monitored carefully but did not receive any additional resources in 2024.

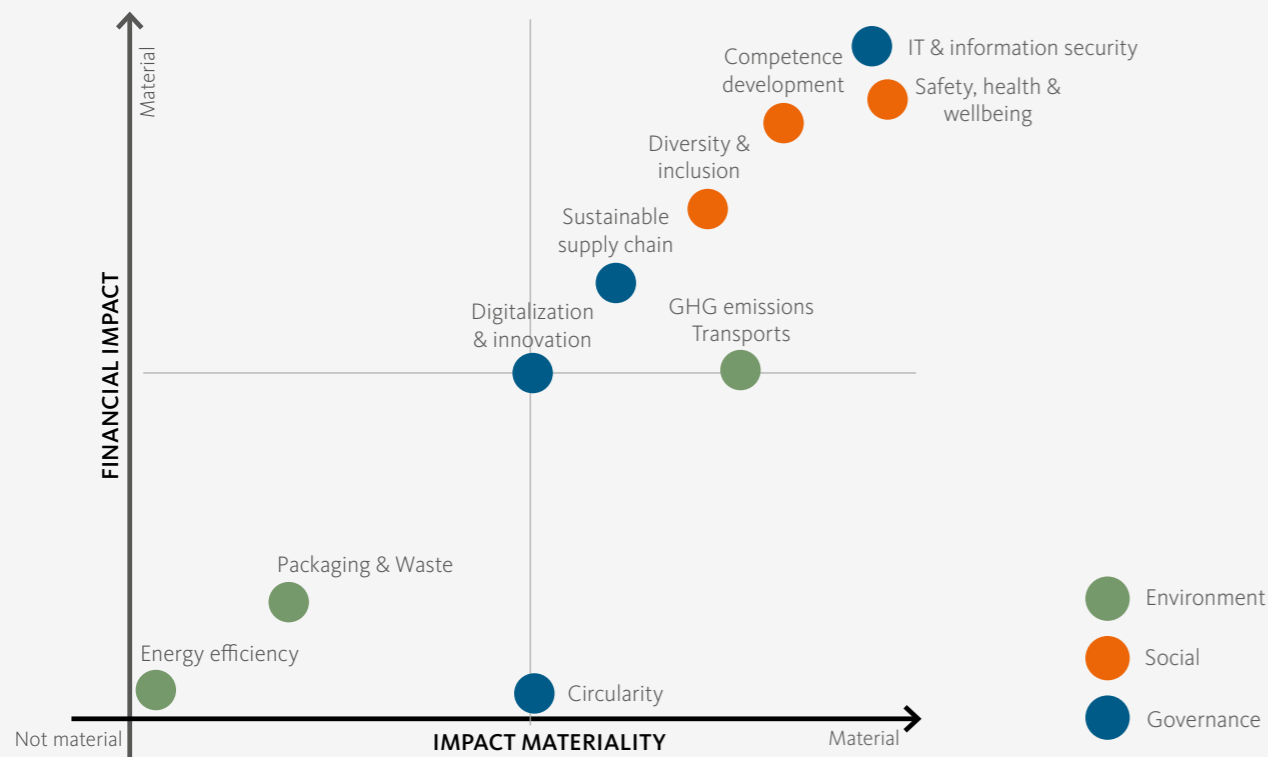
The introduction of the European Sustainability Reporting Standards (ESRS) marks a significant shift toward standardized reporting for large EU companies. As we publish our third sustainability report in accordance with Global Reporting Initiative (GRI) standards, we have conducted a GAP analysis between GRI and relevant ESRS requirements.

PRIORITY LIST

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

This analysis confirmed that our existing GRI-based reporting provides a strong foundation for preparing our first Corporate Sustainability Reporting Directive (CSRD) report.

Looking ahead to 2025, our focus is to further refine our double materiality analysis, ensuring alignment with CSRD requirements. This approach will help us assess our value chain impact, potential risks and opportunities, and their financial implications. By integrating double materiality into our sustainability strategy, we can enhance risk management, maximize positive impact, and strengthen business resilience.



OUR PROCESS FOR THE DOUBLE MATERIALITY





Diversity & Inclusion

At CERTEGO, diversity and inclusion are central to our sustainability strategy and integral to our workplace culture. We strive to be an employer that values and respects individuals from diverse backgrounds, recognizing that a wide range of experiences and perspectives strengthens our company and enhances our ability to meet the needs of our clients and stakeholders.

Our employees are central to our business and our sustainability efforts. In line with this commitment, we are thrilled to welcome Tonje Heggem Helstad as our new Group HR Director and member of CERTEGO's executive leadership team. With people at the center of everything we do, from operational levels to the highest management, it is essential to approach HR matters from a group perspective of all our Nordic markets.

Over the past years, we have seen steady progress in our work within human resources. By streamlining processes and systems, we've built a solid foundation for the future. In the beginning of 2024, we initiated the work of outlining our employer branding principles resulting in four core areas: Leadership by coaching, Development, Team spirit and Flexible work environment. The ambition for early 2025 is to define this in concrete terms and into working practices. This work will be led by the HR group.

Moving forward, a key focus for our HR-teams will be leveraging synergies across countries and leveraging the knowledge and expertise from both HR and other departments. Priorities include workplace safety, leadership and employee development, and attracting top talent by promoting CERTEGO as an employer of choice.

Female leadership

While the security industry has traditionally been male dominated, we are proud of the strides we have made in increasing the number of women in leadership and support roles at CERTEGO. We have exceeded our target of 24 percent female leaders across CERTEGO Group, achieving a share of 28 percent. We believe this a positive effect of how we are presenting our industry and business in our marketing channels for instance, to include more female perspectives and examples. However, we recognize there is still significant work to be done in improving gender balance among our technical staff.

GENDER DISTRIBUTION	2022		2023		2024	
	M	F	M	F	M	F
Employees (%)	82.6	17.4	80.7	19.3	81.2	18.8
Top positions (%)	76.9	23.1	74.2	25.8	72.2	27.8
Board (%)	80	20	75	25	75	25

	2022	2023	2024
Total number of permanent employees	1,245	1,240	1,235

As we move into 2025, increasing the number of female technical staff is a key priority. We believe our strengthened female leadership will play a vital role in achieving this goal, but we must also make the profession more visible and appealing to women. By raising awareness – especially among students – and continuing to fostering an inclusive workplace, we are paving the way for greater gender diversity in security technology.

Plans for 2025

- Define and implement our employer branding principles
- Include training on discrimination as a dedicated part in the leadership development
- Actively work to attract more female technicians

Management approach

The Managing Director in each country is responsible for implementing and ensuring adherence to the Code of Conduct. Gender balance across all levels, including senior positions, is reviewed annually, reflecting our commitment to diversity and inclusion. Additionally, whistleblower reports are promptly addressed in accordance with the established whistleblower process, ensuring transparency and accountability.



As we move into 2025, increasing the number of female technical staff is a key priority. We believe our strengthened female leadership will play a vital role in achieving this goal, but we must also make the profession more visible and appealing to women.

*Tonje Heggem Helstad, HR Manager
CERTEGO Group*

“Vi tillsammans” – Opening doors to a more inclusive workforce

In 2023, Norway launched the Ringer i Vannet project to help individuals reenter the workforce. Building on this success, CERTEGO introduced “Vi tillsammans” in Sweden in 2024, a national initiative in collaboration with the Swedish Public Employment Service.

This program supports individuals facing employment barriers by offering mentorship and workplace opportunities at CERTEGO, while the Public Employment Service provides a one-year security technician training program.

Jesper Jakobsson, Managing Director CERTEGO Sweden, highlights the initiative’s impact:

“It expands our talent pool and supports our goal of recruiting more women, fostering a fair and diverse workplace. Increased diversity

strengthens our business and ensures a sustainable future.”

Marija Mihajlovska from the Public Employment Service commends CERTEGO’s leadership:

“CERTEGO is setting a strong example in the industry by proactively addressing social challenges. Their commitment to diversity and inclusion is truly inspiring.”

With 29 branches across Sweden, CERTEGO is committed to building an inclusive workforce that reflects the diversity of the communities it serves—aligning business success with social responsibility.





Safety

At CERTEGO, employee safety is our top priority—not just a requirement, but a fundamental part of how we operate. A safe and healthy workplace is essential for wellbeing, job satisfaction, and performance, and we are committed to continuously strengthening our safety culture.

We have built a robust safety framework, with comprehensive policies, clear procedures, and a structured system to track progress. Our safety organization is present in all main branches, ensuring that every employee has access to support and guidance. Safety is embedded from day one through a comprehensive onboarding program and reinforced with ongoing training for both managers and safety representatives.

Given the nature of our work—where employees operate in varied environments rather than a single facility—personal responsibility and a safety-first mindset is critical. We ensure that every employee is well-equipped with the knowledge, training, and tools needed to work safely. At CERTEGO, safety is not an option—it is a non-negotiable commitment that defines how we work, every single day.

Safety Week

As part of CERTEGO's ongoing dedication to fostering a supportive and safe work environment, the company's annual Safety Week serves as a cornerstone initiative focused on enhancing workplace conditions for all employees.

Safety Week is an annual event grounded in a common

CERTEGO foundation, with local adaptations to address specific regional needs and ensure relevance to each location. During Safety Week, mandatory meetings are held for every team and branch, offering a valuable opportunity for open dialogue about occupational safety and the exchange of ideas to further improve our work environment. These gatherings promote a shared culture of responsibility and awareness.

To strengthen collective efforts, all employees are encouraged to report any risk observations or incidents using the IA app (Information on Workplace Safety). This tool aids us in identifying and mitigating potential hazards.

Injuries during 2024

In 2024, three occupational injuries resulted in long term sick-leave: two of more than 150 days and one of more than 50 days, which explains the change in figures for lost workdays due to injuries compared to previous years. The injuries sustained were a broken leg, a broken finger and a fall from a ladder. Towards the end of 2024, we observed an increase in minor incidents. In response, we have decided to implement further safety efforts in regard to safety information and training during 2025.

OCCUPATIONAL SAFETY

	2022	2023	2024
Number of injuries with 1 full day of absence or more	10	14	16
Number of working days lost due to injuries (1 day of absence or more)	109	90	571
Number of days lost per injury	15,6	6,4	35,7
Injury lost day rate (lost days due to injuries per 200.000 worked hours)	5,1	7,6	51,8
Injury rate - LTIFR (per million worked hours)	3,0	5,9	7,3
Absentee rate (%)	4,6%	4,5%	4,5%
Fatalities	0	0	0

Another change in the figures relates to the Injury Lost Day Rate (LDR) due to a revision in the calculation method. Previously, we calculated it per million worked hours, whereas the 2024 figures now follow the standardized formula of per 200,000 worked hours. The figures from 2021 onwards have also been adjusted to align with this standardized formula.

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

How we report incidents

Each country reports the number of incidents monthly to the Management Team and quarterly to the safety committee, with consolidation at the CERTEGO Group level. Reports include injury types, incident dates, and lost workdays. To proactively prevent incidents, the safety committee analyzes frequent risks, while annual risk assessments are conducted for each department and integrated into all projects. In case of an incident, the local manager and safety representative lead the investigation.

The safety committee then evaluates whether new routines, additional training, or improved communication are needed to enhance awareness and mitigate risks.

Management approach

Data is reported locally, aggregated quarterly for safety committees, and reviewed by CERTEGO Group Management under unified definitions and principles. The governing policy is CERTEGO's Environment, Health, and Safety policy, which is reviewed annually. Head responsibility lies with the Country QHSE Manager.

Plans for 2025

Going forward, our Safety Week will be an annual event, whereas it was previously held every two years. This change reflects the significant positive outcomes of these gatherings and is an event we consider essential to highlight annually.

Another planned goal is to ensure that technicians adhere to Health, Environment, and Safety (HES) guidelines in all projects. As they encounter new situations daily and often need to make quick decisions on their own, we will focus on providing them with the right tools and support to handle these challenges safely and responsibly.



Health & Wellbeing

At CERTEGO, we are committed to fostering a workplace where mental health is openly acknowledged and prioritized. We believe no employee should feel unwell, and we actively challenge outdated stigmas surrounding mental health. While we have made great strides in creating a welcoming and supportive environment, we continuously strive to improve by valuing each individual's contributions and promoting a healthy work-life balance.

Our introduction of Winningtemp in 2023, replacing the traditional annual survey, allows us to monitor employee wellbeing in real-time. By integrating mental health into this platform, we are strengthening awareness, encouraging open dialogue, and ensuring that wellbeing remains at the core of our workplace culture.

During 2024, we have had a strong focus on wellbeing at the workplace and mental health in our surveys, as a result of the increase of mental health issues we see in society at large and as one of our prioritized topics as an organization.

We have also introduced access to anonymous psychological help for our employees, which is visible in our Code of Conduct. In Sweden, we held an educational session with the organization SuicideZero to raise awareness of mental health. Another initiative during the year was to ensure a part of the introduction of new employees is dedicated to mental health, to demonstrate how we work with this and to share information on the existing support we offer.

Wellbeing at Safety Week

The purpose of Safety Week is to reinforce a commitment to fostering a safe, inclusive, and health-conscious work

environment. During 2024, Safety Week emphasized not only the physical aspects of workplace safety but also the importance of psychological wellbeing. Employees are urged to engage in meaningful conversations, check in on each other, and offer support. This proactive approach not only aligns with the company's sustainability goals but also strengthens employee wellbeing, boosting overall productivity and satisfaction, something that is visible in our eNPS score development.

Occupational health care

CERTEGO prioritizes employee health by providing access to occupational health services across all countries. Employees can consult with doctors, behavioral scientists, nurses, and physiotherapists/ergonomists to address health concerns proactively.

Each country partners with leading healthcare providers - Arbeidsmiljøhuset in Norway, Terveystalo in Finland, Danica Pension in Denmark, and Avonova Hälsa AB in Sweden – ensuring professional support tailored to local needs. While systematic medical examinations are not mandatory, we go beyond basic requirements to foster a healthy, supportive, and positive workplace environment.

EMPLOYEE SURVEY	2022	2023	2024
Response rate (%)	87	74	76.4
eNPS in Winningtemp	16*	13	7.3
Leadership index** (Winningtemp, from 2022)	7.7	7.6	7.8

*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.

Management approach

At CERTEGO, employee wellbeing is actively monitored at both country and group levels. Each Managing Director has real-time access to employee wellbeing data, while the CEO and Group HR Manager oversee consolidated results across all departments.

Our HR policy, reviewed annually, serves as the guiding framework for these efforts. The overall responsibility for health, safety, and wellbeing rests with Group HR, ensuring a structured and proactive approach to fostering a supportive and healthy work environment.

Plans for 2025

The goals for 2025 include work on prevention of mental illness or injuries, increase the dialogues with and between employees on safety and wellbeing, and develop support for alternative work and processes after sick leave.

Our priority is to actively work with these topics to provide a supportive work environment for everyone at CERTEGO.



Cycling for Health and the Environment

For the third year in a row, CERTEGO Finland has participated in the “Kilometer Race.” Through a collective effort to improve health, wellbeing, and environmental impact, 16 people cycled a total of 7,436 kilometers, this compares to saving 520 liters of gasoline. The team clocked 284 cycling days, with an average distance per participant of 465 kilometers.

“By encouraging our colleagues to cycle to work, we promote an active lifestyle that strengthens the heart, muscles, and overall fitness. Regular cycling also helps reduce stress and boost wellbeing, leading to a healthier and more energized workforce,” says Mirva Viljakainen, Service Director at CERTEGO Finland.

In addition to the personal health benefits, cycling has reduced carbon emissions at an organizational level from employee commuting in our scope 3. Every kilometer cycled instead of driving reduces green house gas emissions and is contributing to our efforts to incorporate sustainability practices in all parts of the organization.

“By swapping the car for a bike, even just a few times a week, we can collectively lower the company’s carbon footprint and contribute to avoided carbon emissions. It’s not only a fun and engaging activity, but also a meaningful investment in both our employees’ health and the environment,” says Mirva.



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*Mirva Viljakainen, Service Director
CERTEGO Finland*

CERTEGO SUPPORTS ORANGE DAY: Standing Against Violence Towards Women

For the fourth year, CERTEGO proudly participates in Orange Day, a global UN initiative to combat violence against women. On November 25th, individuals wear orange, and landmarks are illuminated to symbolize hope for a violence-free future.

CERTEGO embraces the positive and hopeful message symbolized by the color orange. We are committed to fostering a world where violence has no place and, where women and men have equal opportunities to thrive.

The Reality of Violence Against Women

Globally, one in three women faces physical or sexual violence, a violation of human rights worsened by crises such as war, climate change, and economic insecurity. These challenges demand urgent action to break the cycle of violence, which hinders social and sustainable development.

Despite these challenges, there is hope. Growing global engagement is evident in increased investments, improved legislation, and enhanced preventative measures. In 2022, UN Women strengthened policy efforts

in 57 countries and provided support to nearly three million women. Their initiatives focus on empowering survivors, preventing violence, and transforming harmful societal norms through partnerships with organizations, municipalities, governments, and private actors. Through the UN Trust Fund (UNTF), UN Women directly supports grassroots organizations working tirelessly to combat violence.

CERTEGO's commitment

CERTEGO supports UN Women's work, including launching a fundraising initiative open to anyone who wishes to contribute. Internally, we spread awareness about Orange Day and educate employees on how to recognize signs of violence or vulnerability in their surroundings.

We encourage our team to embrace their responsibility as individuals, challenging harmful norms and behaviors both at work and in their personal lives. Through collective efforts, we can enhance safety, prevent violence, and demonstrate care for one another.





Competence Development

At CERTEGO, competence development is central to our long-term success and integral to our workplace culture. We strive to be an employer that fosters continuous learning and growth, recognizing that developing skills and leadership strengthens all aspects of our business.

During 2024, we continued working with Learning Zone as our learning management system. Using Learning Zone allows us to track training completion and assess understanding through testing, ensuring the information is understood and received as intended.

Examples of the training include how to properly handle tools, information on our Code of Conduct, and safe and healthy work environment such as how to support coworkers struggling with mental health as well as first aid. One of the plans for 2024 was to introduce group-wide learning modules for health and safety, this was achieved during Safety Week 2024.

CERTEGO Leadership Academy

CERTEGO Leadership Academy is our 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. In 2024, 21 additional participants graduated from the program.

Utilizing digital trainings for more reach

Multiple areas will be the focus of competence development in 2025. Our work with the Leadership Academy will continue this year in Learning Zone and will expand to include project leaders and supervisors, who manage the largest groups of employees. We see great potential in developing strong leaders to create a positive impact on both our employees and the business as a whole.

A dedicated part in the leadership development will be on raising awareness and training on discrimination, as diversity

and inclusion is central to our sustainability and workplace agenda. We also have plans to work with technical skill development and develop our apprenticeships with the ambition to attract more female coworkers.

Sustainability training

Building competence within sustainability has since 2023 been included in Learning Zone. During 2025, this will be taken further by hosting workshops for employees, a step to incorporate sustainability throughout the organization.

Management approach

CERTEGO Group oversees the Leadership Academy and the Learning Zone digital platform, with country-specific working groups providing support. Each country's HR department develops the CERTEGO Apprenticeship Program, fostering skill development and career growth. While responsibilities are distributed, all decisions are centralized within the Group Management Team, ensuring a unified and consistent approach to learning and development across the organization.

Plans for 2025

- Expand our Leadership Academy to project leaders and supervisors
- Expand the technical skill development and safety trainings
- Develop our apprenticeship program



CASE

Leadership that inspires and builds bridges in a changing organization

Hanne Kryger has stepped in as branch manager for CERTEGO Copenhagen with a mission and energy that has already begun to make its mark in the organization. With a strong belief in the power of communication, she has quickly become a leader who not only manages change but also drives it forward in an inspiring way.

She emphasizes the importance of not only sharing decisions that are made but also explaining why they are made. By doing so, she ensures that colleagues feel involved and understood. “Negative information is better than no information at all,” says Hanne.

Hanne’s leadership is characterized by being close to the business and her colleagues. Taking a hands-on approach in areas requiring support has been essential for gaining a deeper understanding of employees’ needs. “Learning by doing is important. I want to see what can be improved and how we can do better for each other.”

One of Hannes’ biggest challenges has been to help both colleagues and customers see CERTEGO as part of a larger whole. “We are no longer a small locksmith, but part of a

larger organization,” she explains. This growth brings a need for increased structure and more defined processes in daily operations—critical steps for a growing organization to establish an efficient business. Clear and open communication about the natural challenges of this transition is vital for fostering understanding and alignment.

The ongoing merger with sister company Scanview is an exciting and challenging process. For Hanne, this is an opportunity to optimize processes, improve collaboration and build a common corporate culture. “Scanview and CERTEGO have now started to get to know each other, and it feels motivating to see what we will be able to achieve together.”

As a result of her leadership and transparent communication, the company’s eNPS – a measure of employee engagement, has gone from negative to positive numbers. CERTEGO Copenhagen not only has a strong leader, but also a role model who sets a great example for how to lead with heart, structure and a genuine commitment to the people in the organization.



“Learning by doing is important. I want to see what can be improved and how we can do better for each other.”

*Hanne Kryger, Branch Manager
CERTEGO Denmark*

CERTEGO and Scanview: Education and Inclusion for a Stronger Future

The CERTEGO Group has always been characterized by a commitment to sustainability and social responsibility, and that vision continues through our new family member, Scanview. Together, we aim to create a corporate culture that not only values but is built on diversity, education, and inclusion. We believe these pillars are crucial for success for our people and our long-term goals.

“We firmly believe that companies embracing diverse backgrounds and experiences are the ones that succeed the most,” says Tonje Heggem Helstad, Group HR Director, CERTEGO Group. “Investing in the future workforce and including those who need extra support in the job market is not only part of our social responsibility but one of our most prioritized sustainability goals.”

Torsten Ussing, CEO of Scanview, reinforces this message: “We have always worked according to our values and with a strong focus on our employees. Our sense of responsibility is a key component in our sustainability efforts, in our impact on society and the people affected by our business.”

Scanview has created a robust apprenticeship program in security technology, covering everything from video surveillance and AI-driven analytics to access systems and intelligent

alarms. This training provides apprentices with a broad and specialized foundation that prepares them for a successful career in the security industry, with close support from mentors in the organization.

Scanview's mentorship is unique in that it offers tailored solutions for individual needs, whether related to dyslexia or other learning difficulties. Through customized tools and resources, we create an environment where everyone can reach their full potential.

Additionally, individuals who, for various reasons, cannot work full-time are offered flexible work solutions. This not only supports the individual but also strengthens the organization by building a diverse and engaged workforce, capable of adapting to various needs and future-proofing our business.

Combining education, mentorship, and flexible work practices is not just an investment in the individual – it is an investment in society and the future. Scanview and CERTEGO share the belief that a company that cares for the wellbeing and development of its employees also contributes positively to the wider community. With this commitment, we aim to continue being a reliable partner and a leader in the industry, with people at the heart of what we do.





Greenhouse Gas Emissions

In January 2024 we conducted a comprehensive analysis of our emissions in scope 3 to pinpoint the critical emission categories tied to our value chain and operations. A meaningful step toward measuring the emissions generated both upstream and downstream in our value chain and finding impactful ways for reducing these emissions.

SCOPE 1

Driving sustainability: CERTEGO's goal of expanding our electrical vehicle fleet

We have a large fleet of vehicles in our operations which represents our largest source of emissions in scope 1. Therefore, it is the area where we can drive the most significant change. CERTEGO's investment in transitioning its fleet to electric vehicles (EVs), is an initiative contributing to the company's broader climate commitments. CERTEGO Group, operating in four countries, set a goal to electrify 40% of its fleet by the end of 2024. We not only reached this target but exceeded it, achieving 45%. Looking ahead, we aim to reach 50% by 2026.

In Norway, CERTEGO Oslo serves as a leading example of this transition. With the latest delivery in November 2024, the Oslo service team now operates four EVs out of nine vehicles.

In 2024, our emissions in scope 1 increased by 47%, primarily due to a rise in kilometers driven by fossil-based vehicles. This increase is also influenced by the acquisition of Scanview and K2, making comparisons with previous years inaccurate. Scope 1 data for K2 was unavailable due to data limitations but will be included for 2025.

SCOPE 1	2022	2023	2024
Scope 1 (tonne CO ₂ e)	2068	2897	4272

SCOPE 2

Moving toward 100% renewable energy: A key sustainability goal

As part of CERTEGO's sustainability goals in climate change mitigation, reducing energy consumption and transitioning to renewable energy are two important activities. A milestone in this journey was achieved during 2024 as Finland now uses 100% renewable energy for all local units across CERTEGO Finland, where we have the opportunity to choose a supplier according to the contract. With both Finland and Norway using 100% renewable energy, CERTEGO aims to expand similar initiatives across the other countries, aligning our operations with our sustainability goal of achieving 100% renewable energy use across the organization.

All our branches in Sweden, where we manage the energy agreements, are powered by renewable energy. In Denmark the energy is included in the rent, limiting our ability to choose type of energy contract. However, as the number of branches decreased from seven to five in 2024, CERTEGO Denmark reached 100% renewable energy before the ending of the year. For 2024, the total energy consumption increased in Denmark and Finland, mainly due to the inclusion of Scanview in Denmark. However, the energy consumption for K2 in Finland is not yet included due to data limitations.

The increase in energy consumption and greenhouse gas emissions is due to a greater use of actual data instead of assumptions. Additionally, the installation of charging stations at many branches has increased direct energy use. This year's acquisitions of K2 and Scanview also contribute. In Norway, however, total energy consumption has slightly decreased despite similar charging station installations.

ENERGY USE AND SOURCE	2022*	2023	2024
Energy consumption (MWh)	1,932	2,498	3,100
Scope 2 – location-based method** (tonne CO ₂ e)	120	113	262
Scope 2 – market-based method*** (tonne CO ₂ e)	186	242	626
Renewable energy****	74%	72%	53%

*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.

****Corresponds to the share of branches with renewable energy in relation to the total number of branches. The percentage for 2022 and 2023 has been adjusted according to the new calculation method.

SCOPE 3

In 2024, CERTEGO defined scope 3 emissions to be prioritized and established a baseline plan to collect comprehensive data. An initial step in this work was selecting our focus areas within scope 3 to outline a realistic and effective approach to measuring scope 3 emissions.

- We focus on the production and transportation practices of our five largest suppliers in the Nordic region, as these are significant contributors to emissions associated with our security solutions.
- We focus on emissions from production and transportation of the fuel combusted and electricity used in our vehicles in scope 1. By adding this scope 3 category, we measure the total climate impact from our use of fossil fuels and electricity in our vehicles.
- We focus on emissions from employee commuting as we have over 1,200 employees. Emissions from employee commuting vary depending on mode of transportation. During 2024 we sent out a survey as the first step in mapping the emissions from commuting. We collected 695 answers in total from all countries, indicating that we need to place bigger emphasis on this for 2025 to collect more data for better coverage of these emissions. The results from the survey conducted in 2024 clearly showed that most employees commute by car (with a mix of fossil fuel, hybrid and electric cars), which also reinforces our assumption of this being an important scope 3 category for us to include in our greenhouse gas accounting.
- We focus on emissions from our business travel as operating in multiple locations in the Nordic region requires some travel, particularly for the Management Team, despite increased digital meetings. By measuring this we can get a better overview of the associated emissions to see where and when reductions can be made.

- We focus on emissions from leased assets as CERTEGO annually leases new vehicles, and emissions from their production are tracked through our LeasePlan system.
- We will also focus on emissions related to waste management. While some waste streams are challenging to track, estimating these emissions provides a more comprehensive view of our total emissions in scope 3. This also strengthens our commitment to reducing waste generation and improving sustainability efforts across our operations.

By beginning with selected focus areas, we believe we can build a solid foundation for collecting quality data. During 2025, our biggest challenge, and biggest effort in terms of scope 3 emission, is the data-collection from suppliers. Here, we need to set standardized routines and collaborations to both access the data and ensure the quality of the data.

By systematically measuring and addressing these areas, CERTEGO aims to reduce its overall environmental impact.

Management approach

While we do not have specific targets directly for greenhouse gas emissions, we have set targets that contribute to their reduction. These include initiatives such as the electrification of our vehicle fleet. Targets and activities are established both at the Group Management Team level and by respective country management teams.

The Head of Sustainability and Internal Control is responsible for monitoring performance against these targets, ensuring progress is tracked and aligned with our broader sustainability strategy. Through these efforts, we aim to continuously reduce our climate impact and drive long-term improvements in our operations.

Transitioning to an electric fleet

During 2024, CERTEGO has continued its work to phase out fossil fuel cars and made notable strides in achieving 45 percent electrification, ahead of the group's 2024 goal of 40 percent. While challenges like extended delivery times—sometimes up to six months—have slowed the process, the team has shown resilience and determination to meet sustainability targets.

Technicians have responded positively to the change. “The vehicles are comfortable to drive, well-organized for storage, and visually appealing,” says Trond Borstad, in CERTEGO Norway, who has been driving an EV since February 2024. With a range of 480 kilometers in summer and 380 kilometers in winter, the vehicles are proving effective for most tasks. While the 650 kg load capacity poses a minor limitation, it hasn't hindered daily operations significantly.

A strategic priority

Electrification is a key part of CERTEGO's sustainability strategy, helping to reduce the organizational green house gas emissions and boost employee commitment to sustainable efforts. “Our technicians care about climate issues and are excited to be test pilots for trying new vehicles to have an active part in the shift toward more sustainable transport solutions”.

This shift has also become a competitive advantage. Many customers now require suppliers to maintain a certain percentage of electric vehicles, and CERTEGO's proactive adoption of EVs strengthens its position as a preferred partner.

Across all four countries where CERTEGO operates, the group is committed to replacing vehicles with electric alternatives whenever they meet operational requirements. The operational requirements are outlined in internal policy to inform when using 100% electric vehicle is practically feasible. For instance, some geographical locations lack the possibility to charge EVs, where in such cases a hybrid car is an option instead. By taking this approach, CERTEGO ensures its efforts are both sustainable and practical.

CERTEGO's transition to electric vehicles is a demonstration of its commitment to climate change mitigation and reducing our environmental impact. We can see a significant impact in switching from conventional fuel vehicles and are proud to manifest our sustainability effort in our daily operations.

CERTEGO is proving that changes made for reduced environmental impact are practically feasible today and not only a vision for the future.



Number of company vehicles

886

Percentage of electric, hybrid or biofuel vehicles

45.1%

COMPANY VEHICLES	2022	2023	2024
Number of company vehicles	889	904	886
Percentage of electric, hybrid or biofuel vehicles in our fleet	22.7%	34.7%	45.1%



CASE

Small Acts for the Environment

“How can people be so indifferent?” I wondered, looking at the plastic waste thrown in a Finnish nature park. It reminded me of the documentaries I’d watched about the global environmental crisis, where thousands of square kilometers of plastic waste float in our oceans. I decided to do something about it,” says Mikko Kohonen, Warehouse Manager at CERTEGO Finland.

Last spring, an issue that Mikko could easily influence in his own work rose to the top of his agenda: packaging materials at CERTEGO’s central warehouse.

“I had insightful discussions with our material supplier resulting in us replacing plastic films and packing tapes with thinner, yet equally durable plastic alternatives. This significantly reduced the amount of plastic used per meter of product. The same roll of tape now packs 33% more goods, which also reduces the relative transport costs per meter of tape.”

New Packaging as CERTEGO’s Calling Card

At CERTEGO’s central warehouse in Finland, around 95% of incoming cartons and pallets are reused for internal material deliveries.

However, we also handle material shipments directly to end-consumers and for this, we use new, presentable cartons. Mikko learned about a new ‘grass box’ partially made from grass fibers, with the same or even better properties than traditional cardboard but using less energy and water in its production. “Today, we almost exclusively send grass boxes to end-customers.”

Our packaging acts as a business card to the end-customer. Environmental impact is becoming increasingly important for our customers, and it is rewarding to show them that we are trying to improve toward more sustainable options through our packaging.

Mikko acknowledges that CERTEGO’s volumes and the changes he has made with packaging materials won’t make a huge impact on the environment.

“But the most important thing is to focus on what you can influence. I hope everyone reflects on how they can make a difference for our environment – whether it’s a big or small change. Together, we can make a difference.” says Mikko.



[...] the most important thing is to focus on what you can influence. I hope everyone reflects on how they can make a difference for our environment – whether it’s a big or small change. Together, we can make a difference.”

*Mikko Kohonen, Warehouse Manager
CERTEGO Finland*

The Importance of IT and Information Security for CERTEGO

As the world becomes increasingly digitalized, our reliance on technology for both daily and business activities continues to grow. From communication and entertainment to financial transactions and sensitive data management, much of modern life now takes place online. This shift, however, introduces new risks, making cybersecurity essential. At CERTEGO, cybersecurity is a cornerstone of protecting critical business information and ensuring the integrity of customer data.

Cyber threats are constantly evolving, with cybercrimes such as data breaches, phishing, and ransomware posing risks that can result in significant financial losses, severely disrupt operations and undermine trust. We address these challenges by implementing effective cybersecurity measures and ensuring that our employees are equipped with the necessary knowledge and tools to mitigate risks. By investing in robust security solutions and ongoing training, we not only mitigate risks but also create a safer work environment for our employees.

By maintaining a clear focus on cybersecurity, CERTEGO aims to reduce vulnerabilities and strengthen our operational reliability. This approach reflects our commitment to responsible practices and the sustained trust of those we serve.

In 2024, we introduced IT security training and dedicated an IT security week, modeled after our Safety Week initiative. This effort aimed to increase the knowledge and awareness about the critical importance of IT security across our organization.

Management approach

Information security is instilled in the daily operations of every individual at CERTEGO throughout the entire year, with management proactively fostering IT and information security awareness as a core aspect of the company's culture.

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 closely monitors progress across all four countries and reports directly to the CERTEGO Group Management Team.



STRENGTHENING SECURITY AND TRUST:

CERTEGO's Path to ISO 27001 Certification

As one of the largest security companies in the Nordics, we have extensive experience in meeting security needs and delivering comprehensive solutions. We are now advancing our commitment by becoming ISO 27001 certified.

ISO 27001 is an international standard for safeguarding data and information systems. This certification means we are implementing robust processes for information security, ensuring the protection of sensitive data both internally and for our clients.

SCANVIEW – a newly acquired company that represents half of CERTEGO's operations in Denmark – is already certified. We are leveraging their expertise and experience to ensure an efficient and well-informed implementation across all markets. CERTEGO in Sweden has made significant progress, having the initial approval and a system operational in December 2024. To receive the certification, the system needs to be in place for 5-6 months first. Hence, we aim to achieve the certification no later than June 2025. Finland will be the second country to implement the system, while Norway has recently started its own journey

towards the ISO 27001 certification, managing the process independently until the Group can fully support the project.

In today's digital landscape, data security is essential for maintaining trust. Our customers depend on us to safeguard their information. By becoming ISO 27001 certified, we demonstrate our commitment to security. An achievement that not only strengthens our reputation as a trusted partner but also fulfills our clients' expectations for professional and secure information management. Much like our existing ISO certifications for quality and environmental management, this certification represents a commitment to high standards and reinforces CERTEGO's position as a responsible and reliable market leader.

As part of the certification process, new procedures will be introduced for all employees to follow. They will be shared through our intranet, internal meetings, and training sessions available in Learning Zone. In 2024, we held an IT Security week focusing on the new procedures related to the ISO 27001 certification, fostering awareness and readiness across the organization.

Sustainable Supply Chain

Working with sustainable supply chains is essential not only due to evolving regulations but also due to our responsibility to minimize environmental impact and uphold human rights. In response to the regulatory landscape under the European Green Deal by the introduction of CSRD and CSDDD, and existing national legislation in Norway, Åpenhetsloven, we embrace the strengthened efforts to promote global sustainability and responsibility.

The Transparency Act (Åpenhetsloven)

Åpenhetsloven is a Norwegian legislation designed to promote transparency and accountability in business operations throughout the supply chain in regard to human rights. It requires companies to conduct due diligence on suppliers and disclose how they address risks related to fundamental human rights and decent working conditions. It also serves to ensure that the public has information on how companies manage negative impacts in supply chains. Increased customer demand for transparency and data on supply chain activities highlights the growing importance of Åpenhetsloven for CERTEGO Norway.

Each year, we source materials, components, and products from around 500 direct suppliers, primarily in the Nordics and Europe. Åpenhetsloven helps us drive sustainability not only within our immediate supply chain but also further upstream, extending our commitment to responsible practices across our suppliers' networks.

For CERTEGO Norway, working with Åpenhetsloven is an annual reporting in which we develop and improve each year. The main focus is to continue establishing structured and efficient routines for our due diligence process. Given our large number of suppliers, we conducted a mapping of our supplier segments based on risk assessments. This resulted in the transport sector as a focus for us, primarily outbound logistics. By beginning with our downstream transportation, where we have a sense of control and access to information, we can build a foundation for how to conduct our due diligence process and then apply it in other areas where we see risks.

Working with human rights due diligence is complex both due to the inherent nature of large supply chains but also in access to quality information. The information needed for the due diligence process is often extensive and detailed. A challenge we faced during the year was the lack of a standardized process in general for information gathering. Working with large questionnaires is one approach, but not the most

efficient or qualitative way of working. A lesson learnt and key finding during the year is that dialogue with our suppliers is the preferred way of collecting the information. The questions can be made more tailored to that specific supplier and the meetings build stronger relationships, which is essential since this is a topic we will be working on annually.

Our experience from the past year is that the topic overall, and the legislation, require more competence building both for us internally and for those we request information from. Thus, our second key insight from 2024 has primarily been one of increased knowledge. We have participated in seminars and held individual meetings with companies that are further along in their processes for human rights' due diligence and can function as guiding examples. These insights have been really valuable for us in how to engage in supplier monitoring such as assessing and follow up on provided information. We have also had dialogues with Forbruketilsynet, the supervising authority of Åpenhetsloven, and Confederation of Norwegian Enterprise (NHO), Norway's largest business organization, to further expand our internal knowledge of the regulation and its practical implementation.

Corporate Sustainability Due Diligence Directive (CSDDD)

The CSDDD is an EU regulation on due diligence, requiring companies to identify, prevent, and mitigate negative human rights and environmental impacts in their supply chains. It strengthens corporate accountability and aligns with existing frameworks to promote sustainable and responsible business practices. On July 25, 2024, the CSDDD entered into force. EU member states have until 2027 to incorporate the Directive into national legislation, after which the largest companies must begin reporting in compliance with CSDDD.

CERTEGO embraces a proactive approach to CSDDD, where we see a great benefit of already reporting in accordance with Åpenhetsloven in Norway. This aids us in developing structures and implementation of the due diligence process. During 2024, an initial double materiality assessment was conducted with a cross-functional team comprising HSEQ managers and procurement, as preparations for the upcoming regulation Corporate Sustainability Reporting Directive (CSRD).

The double materiality assessment under CSRD is closely linked to the CSDDD, as both frameworks emphasize identifying and managing sustainability impacts. By assessing both financial and impact materiality, companies gain a comprehensive understanding of their environmental and human rights risks. This process helps establish robust due diligence practices, making it an essential foundation for meeting the requirements of CSDDD.

CODE OF CONDUCT FOR BUSINESS PARTNERS (BP)	2022	2023	2024
Signed BP Code of Conducts (%)	8* **	60	82
Signed BP Code of Conducts/spend (%)	83*	87	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.

Code of Conduct for Business Partners

CERTEGO's Code of Conduct for Business Partners mandates all new direct material suppliers with invoicing over 200,000 Euros to sign and commit to its principles. By doing so, they also agree to uphold these standards throughout their supply chain, including sub-suppliers.

During 2024, we focused on further increasing the number of signed Code of Conduct for Business Partners agreements, reinforcing our commitment to ethical and sustainable supplier relationships. There have been discussions with several of our suppliers regarding the signing of the Code of Conduct for Business Partners. Suppliers with a comparable Code of Conduct to ours are required to submit it to us.

Whistleblower function

Our whistleblower function allows employees and external stakeholders to confidentially report unethical activities affecting people, the organization, society, or the environment —with full protection against retaliation.

The whistleblower function covers violations such as fraud, corruption, conflicts of interest, environmental non-compliance, health and safety risks, labor rights violations, harassment, and diversity concerns. Reports are handled via an encrypted channel through our external partner, WhistleB, ensuring anonymity. Each reporter receives a personal ID and password to track the case, with a response provided within seven working days.

This proactive approach strengthens our commitment to integrity, accountability, and a safe workplace for all.

Two reports were filed throughout 2024: whereof both in Sweden. Both were internal, and none were classified as a whistleblower report.

Legal measures

In 2024, CERTEGO remained fully compliant with legal requirements, facing no fines, sanctions, or legal actions related to anti-competitive behavior, cartels, or monopolies. Additionally, no incidents of customer privacy breaches were reported, reflecting our strong commitment to ethical business practices and data security.

Management approach

The CERTEGO Management Team is responsible for integrating sustainability into our strategy, risk management and operations. The objective is to minimize our negative impacts while maximizing our positive contributions and ensuring long-term business viability. In 2024, no incidents related to corruption, anti-competitive behavior, anti-trust, or monopoly practices were identified. Our commitment to ethical business conduct is guided by the Code of Conduct for Business Partners and supported by our Whistleblowing function, accessible on our website, and Group Anti-Corruption Policy.

To reinforce these principles, all employees receive training on relevant policies and laws through Learning Zone, ensuring awareness and compliance across all countries.

WHISTLEBLOWING GRIEVANCES	2022	2023	2024
Number of grievances reported	0	3	2
Of which were categorized as whistle blower grievances	0	0	0

CERTEGO DAY

Since its inception in 2005, CERTEGO DAY has been a cornerstone of our company culture – an opportunity for all employees to come together for conferences, training, supplier fairs, networking and social activities.

In 2024, CERTEGO Day was celebrated across Sweden, Finland and Norway. In Sweden, CERTEGO DAY included a mix of practical and soft skills training, ensuring a holistic approach to personal and professional development. Workshops covered essential topics such as ABS First Aid, effective time management, stress management, and Våga Fråga (Dare to Ask) - a suicide prevention course designed to save lives.

New Formats and Exciting Announcements

This year, CERTEGO DAY in Sweden introduced a new format featuring a dynamic talk show. Internal and external guests shared updates, insights, and ongoing initiatives at CERTEGO in an engaging and interactive way. This upgrade brought fresh energy to the event, combining valuable information with playful elements.

A Record-Breaking Supplier Exhibition

The supplier exhibition remains a core part of CERTEGO DAY, and the event in Sweden during 2024 saw a record number of exhibitors.

Suppliers like Bosch, AddSecure, and Pacom delivered well-received seminars on topics such as AI-powered cameras, the phase-out of 2G and 3G networks, and Pacom's systems for managing security solutions. The exhibitors raised the bar with creative booths, enthusiastic representatives, and interactive activities that engaged attendees.

CERTEGO's latest step toward sustainability

During the fair, the latest addition to CERTEGO's vehicle fleet was also displayed: Volkswagen ID. Buzz Cargo. This electric van, with its spacious cargo capacity and technician-informed design, represents a significant milestone in our journey toward a fossil-free vehicle fleet. The van's innovative interior, developed in collaboration with our security technicians, drew considerable attention from employees eager to see the future of CERTEGO's operations.

A Memorable Conclusion


CERTEGO DAY concluded with mingling, dinner, and festivities, giving employees the opportunity to strengthen bonds and celebrate our collective achievements. This recurring event not only provides a platform for learning and innovation but also reinforces the sense of community and shared purpose that drives CERTEGO forward.



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 2024
	TRANSPORTS	Group / Country	Percentage of our car fleet electrified/hybrid	45%
	PACKAGING AND WASTE	Branch Manager	Percentage of branches have implemented appropriate waste management (Paper, Plastic, Metal, Electrical, Residual)	90%
	SAFETY, HEALTH AND WELLBEING	Country (HR Manager, EHS Manager)	<ul style="list-style-type: none"> Lost Time Injury Frequency Rate eNPS Attrition (voluntary turnover) Sick leave rate <ul style="list-style-type: none"> Total Short-term 	7.3 7.3 10.2% 4.5% 2.3%
				
	DIVERSITY AND INCLUSION	Country (HR Manager)	<ul style="list-style-type: none"> Employee Management 	19% 28%
	BUSINESS ETHICS	Group	Percentage of employees trained in: <ul style="list-style-type: none"> our Code of Conduct sustainability 	63% 73%
	IT AND INFORMATION SECURITY	Group	Certifications according to ISO27001 and NIS 2 compliant Percentage our employees have been trained in our Information security	ONGOING 61%
	SUSTAINABLE SUPPLY CHAIN	Country (Purchasing Manager)	NPS Percentage of significant suppliers that have signed the new CERTEGO Code of Conduct for Business Partner	35 82%



3 GOOD HEALTH AND WELL-BEING

ENSURE HEALTHY LIVES AND PROMOTE WELLBEING 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 wellbeing 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.

5 GENDER EQUALITY

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.

8 DECENT WORK AND ECONOMIC GROWTH

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.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

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 in 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.

13 CLIMATE ACTION

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:

- identify and categorize risks,
- assess and analyze scope, likelihood and potential consequences,
- agree on actions that eliminate, limit or accept the identified risk,
- 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:

- Employee Code of Conduct
- Supplier Code of Conduct
- Anti-Corruption Policy
- Personal Data Protection Policy
- Health & Safety & Workplace (local policy)
- Equality and Diversity 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 procedures 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 danish security industry association*)

Sweden: Member of Svenska Låssmedsföreningen (SLR) (*Sweden's national association of locksmiths*)

Norway: Member of Foreningen Norske Låsesmeder (NL) (*Norway's national association of locksmiths*), 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, certego.dk, scanview.dk and k2turvapalvelut.fi

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

CERTEGO's highest governing body is the Annual General Meeting (AGM), where the Board of Directors and auditors are elected. The Board consists of four members, including one woman, and holds ultimate responsibility for company strategy, working alongside the Group Executive Management Team to define and implement sustainability initiatives.

The CEO oversees sustainability efforts at the Group level, with each country's Managing Director responsible for execution within their respective markets.

The Chairman of the Board, independent of major shareholders, ensures effective board operations and maintains regular communication with the CEO. The Board evaluates CEO performance, reviews corporate policies, and approves materiality analysis results, sustainability strategies,

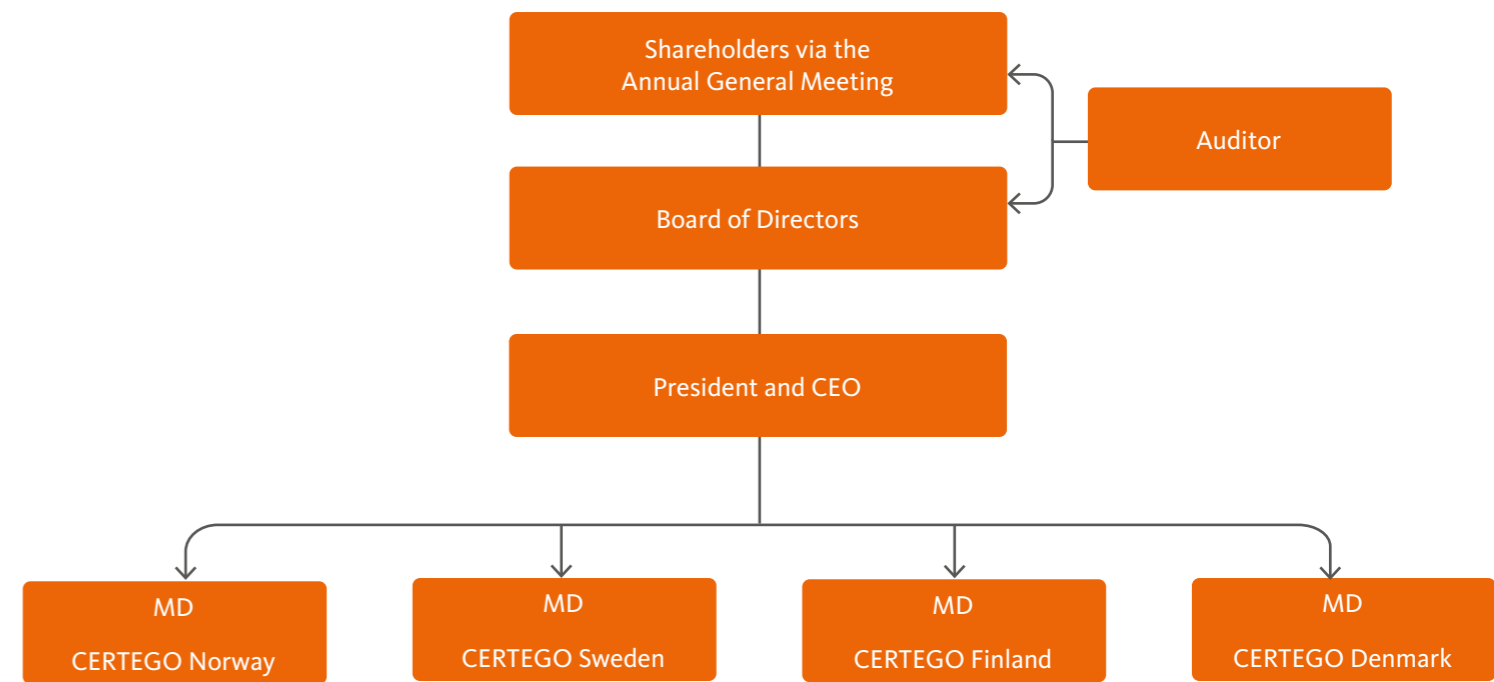
and annual sustainability reports. Additionally, they engage with key stakeholders, including banks and owners, to align business and sustainability goals.

The CEO and Executive Management Team handle the day-to-day implementation of strategic plans, with monthly business assessments monitoring progress in each country. Country Managing Directors confirm compliance with these directives, ensuring alignment across operations.

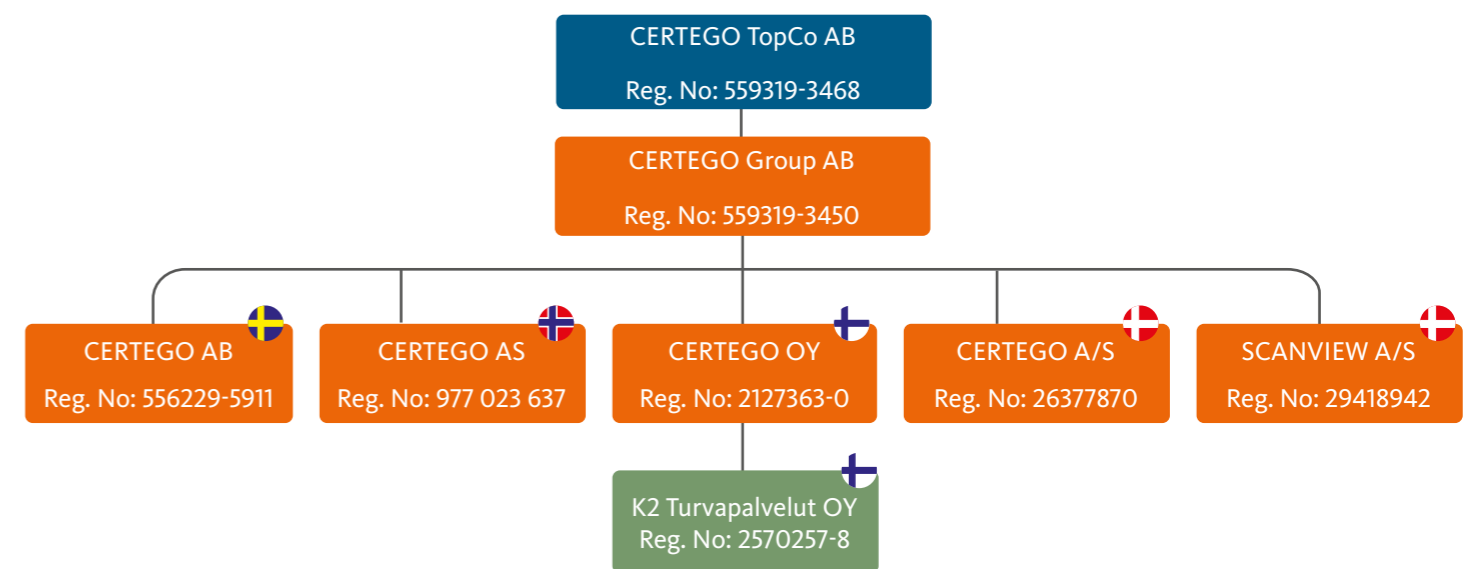
CERTEGO's owner, Nalka, is committed to building a sustainable investment portfolio, collecting ESG data from all holdings to track progress. In 2024, CERTEGO continued to deepen the collaboration with Nalka and actively share best practices with other companies in Nalka's portfolio.

As part of our strategic growth, CERTEGO successfully acquired Scanview (Denmark) and K2 (Finland) in 2024, further strengthening our market position and operational capabilities.

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 2024.
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	25, 38-39			
	2-5 External assurance	2			
	2-6 Activities, value chain and other business relationships	4-5, 16-17			
	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	56-57			
	2-10 Nomination and selection of the highest governance body	56-57			
	2-11 Chair of the highest governance body	56			
	2-12 Role of the highest governance body in overseeing the management of impacts	56			
	2-13 Delegation of responsibility for managing impacts	56			
	2-14 Role of the highest governance body in sustainability reporting	2, 56			
	2-15 Conflicts of interest	46-47			
	2-16 Communication of critical concerns	46-47			
	2-17 Collective knowledge of the highest governance body	56			
	2-18 Evaluation of the performance of the highest governance body	56			
	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	18-19			
	2-23 Policy commitments	55			
	2-24 Embedding policy commitments	55			
	2-25 Processes to remediate negative impacts	18-19			
	2-26 Mechanisms for seeking advice and raising concerns	47			
	2-27 Compliance with laws and regulations	47, 55			
	2-28 Membership associations	55			
	2-29 Approach to stakeholder engagement	14-15			
	2-30 Collective bargaining agreements	55			

Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	14-19			
	3-2 List of material topics	18			
Governance topics					
GRI 3: Material topics 2021	3-3 Management of material topics	46-47			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	46-47			
	308-2 Negative environmental impacts in the supply chain and actions taken	46-47			
GRI 3: Material topics 2021	3-3 Management of material topics	46-47			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	46-47			
	414-2 Negative social impacts in the supply chain and actions taken	46-47			
GRI 3: Material topics 2021	3-3 Management of material topics	45			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	47			
Environmental sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	39			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	38			
	305-2 Energy indirect (Scope 2) GHG emissions	39			
	305-3 Other indirect (Scope 3) GHG emissions	Information unavailable	No scope 3 data disclosed	Not available	Data collection for scope 3 emissions was initiated but not completed 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 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
Social sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	25-27			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	55			
	403-2 Hazard identification, risk assessment, and incident investigation	24-25, 54-55			
	403-3 Occupational health services	26-27			
	403-4 Worker participation, consultation, and communication on occupational health and safety	26			
	403-5 Worker training on occupational health and safety	24-27			
	403-6 Promotion of worker health	26-27			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	24-27			
	403-8 Workers covered by an occupational health and safety management system	55			
	403-9 Work-related injuries	24-25			
	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	33			
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 2025
	404-2 Programs for upgrading employee skills and transition assistance programs	32-36			
	404-3 Percentage of employees receiving regular performance and career development reviews	Information unavailable	Targets and measures will be implemented in 2025	Information unavailable	Targets and measures will be implemented in 2025
GRI 3: Material topics 2021	3-3 Management of material topics	21			
GRI 405: Diversity & inclusion	405-1 Diversity of governance bodies and employees	20-21			
	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.

