

## Sustainable Installations

**Instalco's sustainability programme, Sustainable Installations, aims to raise the bar even higher for the Group's sustainability work in order to be able to deliver world-class sustainable installations. We aim to, every single day, generate benefits to society via climate-smart, energy-efficient installations that lead to lower consumption of resources and thus a more sustainable planet.**

The Sustainable Installations programme is centred on the core issues that are closest to our heart, namely, offering a safe and modern work environment for all of our employees, sustainable installations that generate benefits to society and mature leadership that prioritises social responsibility. Within the scope of these three focus areas, we have established 8 goals that will be reported and followed up on each year. The Group's overriding goal is to show improvement in each of the sustainability areas every year.

**01****A safe and modern work environment**

- Vision of zero occupational injuries
- Happiness, health and safety
- Development opportunities

**02****Sustainable installations**

- Sustainable Instalco Project
- Customer satisfaction
- Benefits to society

**03****Mature leadership**

- Business ethics
- Social responsibility

## Focus area 1: A safe and modern work environment

Instalco shall provide a stimulating work environment that promotes skill development based on the needs of the organisation. Working at Instalco shall strengthen each employee's competence, which, in turn, makes us a more attractive employer.

Work environment issues shall be an integral part of operations and the Group shall actively, conscientiously and systematically strive to ensure that it offers a good physical and psychosocial work environment. The overall goal of the focus area is to offer a secure, safe and healthy workplace that helps our employees and the company thrive. Instalco fosters an environment where it is natural and easy for employees and managers alike to bring up and discuss any matters related to the work environment.

Instalco shall have a good work environment that encourages cooperation and counters both bullying and harassment. Furthermore, defining characteristics of the workplace should be respect for, and understanding of, each other and our differences. We shall cooperate, care about and help each other whenever problems or crises arise.

The Instalco Group's personnel policy shall be evaluated each year and updated to ensure that it is relevant and up-to-date, with the goal of supporting focus area 1 within the scope of the Group's sustainability work.

- **Vision of zero occupational injuries**

Instalco shall have a safe, secure workplace that is healthy, promotes good health and is drug-free. The work environment shall help prevent the risk of ill health or accidents. We work continuously with safety-related issues and to ensure that we have a safe, secure work environment, with the vision of zero occupational injuries.

- **Happiness, health and safety**

We care about the health and safety of our employees, striving to create a work environment where people thrive and team spirit flourishes. Instalco shall offer a stimulating work environment our employees. One important part of that is Instalco Club, which is an employee fund aimed at encouraging and sponsoring employee activities that promote social interaction and health/well-being.

- **Development opportunities**

By providing good development opportunities, we can offer our employees good career development at all companies and simultaneously ensure that we have the right level of specialist expertise and a strong customer offering. Working at Instalco should be stimulating, such that each employee can develop their skills and expertise. Employees should have assigned tasks and training that are challenging, stimulating and help them grow.

## Focus area 2: Sustainable installations

Instalco works with sustainability issues in all parts of the Group's operations, from the selection of products and suppliers, via purchasing and logistic flows to our final offering with installations, operations and service.

Instalco regards environmental work as an integral part of the business and we shall be an environmentally conscientious company, where all employees are responsible for considering the environmental aspects in conjunction with performing their daily tasks. Instalco's view is that environmental work and profitability go hand-in-hand. Thus, by pursuing environmental issues, we conduct better business at a lower cost. Our choice of products impacts the environment during production, transport, use and recycling. Our efforts are always focused on ensuring that the environmental impact is as low as possible. We strive to establish long-term relationships with suppliers and when a collaboration starts up, we ensure that the supplier meets the environmental requirements.

We shall minimize the environmental impact from our own operations, which includes our warehouses, offices and at installations. Furthermore, we require all of our employees to consider the environmental aspects in conjunction with performing their daily tasks.

At the same time, we shall strive to offer our customers sustainability agreements, which provide them with a service guarantee. We do this because we know that an optimised installation, in combination with regular service and maintenance, extends the life of a product, which thereby conserves resources and is beneficial to our planet.

- **Sustainable Instalco Project**

As part of our sustainability programme, we have set up a certification system, which is called Sustainable Instalco Project. The purpose is to be able to offer our customers a guarantee that we have considered the important sustainability issues in all parts of the project's implementation. The criteria for a project obtaining classification includes questions about work safety, transports and deliveries, climate benefit, waste sorting and recycling, service and maintenance and that the suppliers are expected to sign a Code of Conduct that covers certain values, like equality and anti-discrimination.

In order for a project to be classified in this way and become a Sustainable Instalco Project, it must meet all of the following six criteria:

1. **Review of the Safe Employee programme with employees**

Instalco shall have a safe and secure work environment where we care about each other. The work environment shall be healthy, health-promoting and drug-free. Safe Employee covers the social perspective and psychosocial workplace, thereby supplementing the rules and routines for avoiding physical injury and accidents in the workplace. The project manager must review the Safe Employee programme with employees at the start of each new project.

## **2. Suppliers are required to have signed Instalco's Code of Conduct for Suppliers**

An important part of our business involves purchasing of materials. With that in mind, we want to ensure that our suppliers meet our requirements that products are produced under sustainable and responsible conditions. All suppliers who have a central agreement with Instalco must therefore have signed our Code of Conduct for Suppliers.

## **3. The project generates benefits to the climate as per Instalco's criteria**

Instalco is always striving to generate benefits to the climate by helping our customers reduce their environmental impact through lower resource consumption and higher environmental awareness. There are, for example, projects that improve energy efficiency, energy saving, energy recovery, automation, or projects powered by solar or wind power. The project must generate climate benefits in accordance with our established criteria.

## **4. There must be an established delivery plan with detailed transport and ordering procedures**

Transports typically have a negative environmental and climate impact. To reduce the number of transports, each project manager is required to complete a checklist and prepare a delivery plan for the project's transports and ordering routines aimed at making transports more efficient and lowering their number.

The purpose of the delivery plan is to, with each new project start, think about whether deliveries need to happen every day, or if they can be limited to, for example, three times per week. If we succeed in lowering the number of "day-after deliveries" it ought to impact our planning at the site, which would thus have a positive impact on the project's profitability.

Another aim is to optimize project time by shortening the transport times and consolidating orders (primarily EDI) in order to benefit from the knowledge and experience that the Group has gained over the years in conjunction with purchasing and logistics in large projects.

By clearly reviewing and specifying who has responsibility (office or assembler) for ordering which items, we can minimise the risk of misunderstanding and duplicate orders.

## **5. There must be adherence to the established routines for waste management and sorting at the source**

The choices we make each day make a difference for us, future generations and our planet. One important component of our work involves waste management and sorting at the source. One important component of our work involves waste management and sorting at the source.

Instalco encourages all employees to follow the routines and rules at each building site that apply for sorting waste at the source. If such rules and routines do not exist, the project manager at the site must establish them. We also encourage recycling and waste

sorting at our offices, to the extent possible and based on what each municipality offers to support recycling.

Depending on what is offered by each municipality, Instalco subsidiaries are required to, at a minimum, sort waste into these categories:

- Paper
- Food scraps
- Cardboard
- Hard plastics
- Combustible waste

**6. The customer shall be offered a sustainability contract/service contract upon completion of the project**

Optimised installation and regular service extends the useful life of an installation, which saves resources and is beneficial to the environment. To further strengthen our existing customer relations and derive benefits from the knowledge we have gained from prior projects, Instalco shall offer a service and maintenance agreement for all of the completed installations of the project in order for it to be certified as a Sustainable Instalco Project.

Our classification system, Sustainable Instalco Project, serves as a stamp of quality for the project, customer and Instalco. Sustainable Instalco Project applies to projects with a size corresponding to at least 1% of the subsidiaries' sales.

- **Benefits to society**

Instalco aims to, every single day, generate benefits to society via its climate-smart, energy-efficient installations that lead to lower consumption of resources. Our aim is to always strive to generate benefits to society by helping our customers reduce their environmental impact, lower their energy consumption and increase their awareness of product and material choices, transports, waste management and waste sorting.

The Group shall also strive to generate benefits to society through its own initiatives and collaboration with various organisations that have a mission of improving the environment and making our planet more sustainable.

- **Customer satisfaction**

Instalco runs its operations in close collaboration with customers during the design and installation of future-safe, energy efficient systems. Proposed technical solutions are reliable, energy efficient and environmentally friendly, with low life cycle costs, a high level of personal safety and high quality.

Instalco has established long relationships with many of its customers, many of whom are

repeat customers. Our goal is to always offer the best possible service to our customers. Satisfied customers are repeat customers and growth is generated from a high level of customer satisfaction.

## Focus area 3: Mature leadership

The foundation for Instalco's values are that all human beings have equal value. We actively strive to ensure that none of our employees or job applicants is discriminated against on the basis of gender, age, ethnicity, sexual orientation, functional variation, or any other factors. We do not tolerate any form of discrimination.

Instalco strives to recruit staff from a wide spectrum of society, where we offer each employee the support and training they need to develop. Our Group should have a climate of openness and acceptance, free of prejudices. Gender equality shall be given priority at all times, with a particular focus on it during recruitment efforts, skill development and setting salaries. At Instalco, we take all cases of an employee disrespecting the norms of honour and morality on how people should be treated very seriously.

Instalco only engages in fair business, which means that we oppose all forms of associations and cartels that aim to control price levels, wage levels or other factors that are normally regulated in an open market.

We counter all forms of bribery and corruption. We believe that dialogue, collaboration and transparency lead to good ethics and increased social responsibility. Instalco shall always support any employee who discovers and point out discrepancies in our fundamental policies on the environment and sustainability.

- **Business ethics**

One basic requirement is that every employee complies with the applicable laws and regulations. Instalco also takes responsibility for applying the highest ethical standards and business morale in all of our business dealings and activities.

Our Code of Conduct consists of a number of principles that describe the company's shared values. The aim of the Code of Conduct is to communicate ethical values and guidelines on professional behaviour to all employees, customers, suppliers, other business partners and owners, along with providing them with guidance for carrying out their daily tasks.

- **Social responsibility**

As a leader in the installation sector, Instalco has great social responsibility. We strive to recruit staff from a wide spectrum of society. At all levels, Instalco shall strive for openness and an accepting climate, free of prejudice. Instalco shall offer, regardless of gender and ethnicity, the same opportunities for career and skill development.

The apprenticeship programme is a way of taking responsibility in society and it is an important part of Instalco's existing operations. It is also a way of safeguarding the long-term supply of talent to the organisation.