



SUSTAINABILITY REPORT
2022

CONTENT

Words from Our CEO	3
This is CERTEGO	4
CERTEGO Highlights 2022	6
Vision and Core Values	8
Stakeholder Dialogues	10
Material Topics	12
Diversity and Inclusion	14
Safety	16
Health and Wellbeing	18
Competence Development	20
Greenhouse Gas Emissions	22
Transport	23
IT and Information Security	26
Sustainable Supply Chain	28
Packaging and Waste	32
UN Sustainable Development Goals	34
Corporate Social Responsibility (CSR)	38
Risk management	40
Policies, certifications and memberships	41
Governance Structure	42
GRI Content Index	44

ABOUT THIS REPORT

CERTEGO Group AB (559319-3450) presents its sustainability report for 2022. It covers our four entities: CERTEGO Sweden, CERTEGO Finland, CERTEGO Norway and CERTEGO Denmark and reflects our performance in the period from January 1, 2022, to December 31, 2022. The report is our second sustainability report and has been prepared in accordance with the Swedish Annual Accounts Act (ÅRL) and the GRI Standards, Foundation 2021. Our first sustainability report was published on April 21, 2021. The sustainability report is approved by the board.

Published on May 15, 2023.

For any questions on the report, you are welcome to contact Joakim Halfwordson, Sustainability Manager and Chief Commercial Officer at CERTEGO Group.

E-mail: sustainability@certego.se



Words from Our CEO



“I am responsible” is one of our core values in CERTEGO and it is also an integral part of all our work. Responsibility for us, is about how we follow up and govern our business, how we interact with each other, that we deliver on our promises to customers and that we act with high integrity and that we care for our environment.

As the Nordic expert in independent access control and monitoring solutions, our 1200 employees show high ambitions and a strong commitment to support our customers in a responsible way throughout the complete lifecycle of a building. All the way from the first installation towards ongoing service, modernization and upgrades of complete entrance systems.

Our journey

2022 was the first full year for CERTEGO Group as an independent group, after the exit from ASSA ABLOY. 2022 was also a year when we focused on building the structure and a solid foundation for further growth.

In February we established a new strategy for CERTEGO Group. A strategy that consists of two important elements:

- A five-year business plan with a clear focus on building the foundation the first year and then focusing on profitable growth, both through organic growth and acquisitions.

- CERTEGO Way: a toolbox with nine different tools that will guide management at CERTEGO in our culture and the way we operate our business for many years to come.

One important part of our strategy is our high ambition within sustainability; we shall be the most responsible company in our industry in 2026. We will reach this through our business plan with different ESG initiatives and by taking guidance from our toolbox, CERTEGO Way and especially the tool “Our responsibility”.

The year

When I look back at 2022, I realize it can be summarized as a challenging year. Not only for CERTEGO, but for the entire planet. During the first quarter we were still limited by Covid 19 and we, like many other companies, suffered from a high sick leave and limitations in performing our normal business. Besides the pandemic, there has been global supply chain challenges and we have witnessed a new war in Europe. But nevertheless, through all these challenges, our motivated employees have continuously delivered high quality in projects and service deliveries and I am proud that we managed to improve eNPS and reduce attrition during such circumstances.

CERTEGO is a people business, and our employees are truly our greatest asset. We are convinced that by building a strong culture and high employee engagement we will be the most successful company in our industry.

The future

Going forward, our focus within Our Responsibility will be on diversity and inclusion, transports, health & safety, IT & information security, competence development, supply chain management, packaging & waste, energy efficiency and digitalization and innovation to mention some important areas you can read more about in this report.

The world is heading towards a financial downturn, and we can already see cutbacks in the construction industry. At the same time, the unrest in the world increases the need for companies and organizations to protect their properties and their employees. This is where CERTEGO has its core competence, and even though we can see a general downturn we can see a strong demand in our services. I am looking forward to a bright 2023.

Together we can shape a secure a sustainable future!

Jonas Granath
CEO CERTEGO Group



This is CERTEGO

The story of CERTEGO started in the aftermaths of the great fire in Uppsala, Sweden in 1702 and the growing need for forges that could help rebuild the city. The Uppsala Cathedral locks were an early prestigious project for the newly opened forge that came to be CERTEGO.

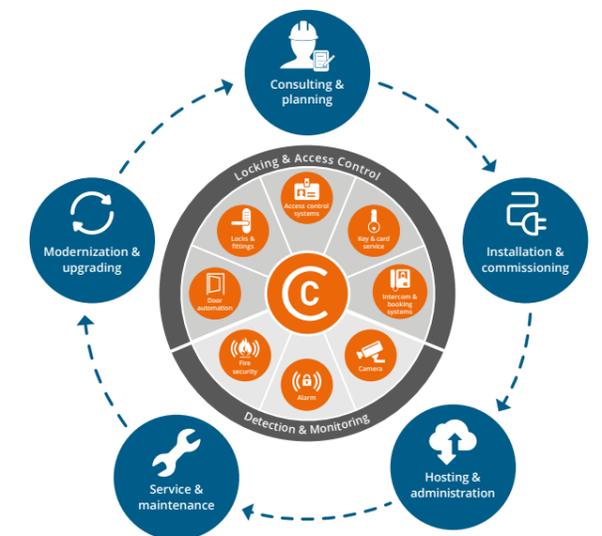
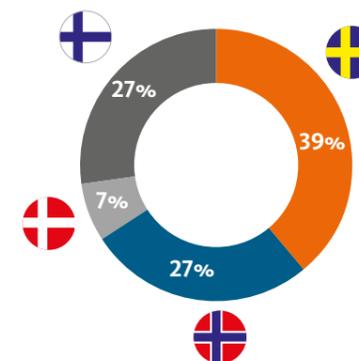
Over the years, we've developed together with our customers in the shift from mechanical locks to intelligent electronic and digital solutions. As security awareness increases, many customers today require integrated systems with access controls, camera, and alarm.

Today, you can meet us in any of our 71 locations in the four Nordic countries. Our 1,200 employees design, install, and manage complete security solutions, powered

by the latest technology. They help people open and close doors every day, in homes, hospitals, schools and in any other location you can think of. Our customers are in fact found in almost every industry, from the public sector, commercial property and multi-residential buildings to critical infrastructure and construction companies.

Our promise to our customers is to provide security solutions that make everyday life safer and easier. We aim for nothing less than being the Northern European expert for independent access and monitoring solutions. To get there, we support our customers throughout the life cycle of their security solutions, ensuring that they always have the best fit for their needs. Together with our customers, business partners, owners, and society, we strive to create a secure and sustainable future.

Revenue split by country



CERTEGO Highlights 2022



CERTEGO DAYS IN ALL COUNTRIES

CERTEGO Day, a recurring event for employees and suppliers, was arranged in all our four countries. In Sweden, the invitation was extended to include our customers, giving them the chance to engage directly with our suppliers and CERTEGO staff. The opportunity for more in depth discussions about future collaborations was widely appreciated and proved to be a valuable experience.

WHISTLEBLOWER FUNCTION, WhistleB

Our whistleblower service allows all employees and external stakeholders to report potential risks or wrongdoings that could harm people, our organization, society, or the environment. This service is made possible through an anonymous communication channel provided by our external partner, WhistleB Whistleblowing Center, which guarantees the confidentiality of whistleblowers. All employees have been informed in what to address and how to use the tool during 2022.



NEW 5-YEARS STRATEGIC PLAN FOR CERTEGO GROUP

CERTEGO developed a new strategy with a clear five-year plan. The strategy was approved by the Board of Directors on February 10th 2022 and will guide us on the journey towards our vision: to be the Northern European expert for independent access and monitoring solutions.



IMPLEMENTATION OF WINNINGTEMP

Winningtemp is a feedback tool, measuring employee engagement and enables us to gauge our strengths and areas for improvement. Through a brief and anonymous weekly survey, our employees can have their voices heard and play a role in shaping the growth of the company. Winningtemp was implemented in Sweden, Norway, and Denmark during 2022 and in Finland in April 2023.



NEW CORPORATE VALUES

In alignment with CERTEGO's updated strategy and vision, the company's core values have been revised. Our values serve as a compass for our actions and guide us in considering what is right or wrong, good, or bad. By relying on these values, the company can establish a clear direction for ethical decision-making, prioritize tasks, and maintain positive relationships among us and our stakeholders.

HALF WAY TO HARMONIZED ERP SYSTEMS

The transition to a new Enterprise Resource Planning (ERP) system is ongoing. Denmark and Norway successfully completed the implementation in 2022, including comprehensive training. The new system is scheduled to be implemented in Sweden and Finland in 2023.



MATERIALITY ANALYSIS

During 2022, we conducted our first materiality analysis to determine which sustainability topics we should focus on going forward. By engaging our stakeholders, including customers, employees, suppliers, owners, bank, and the planet, we have prioritized what sustainability areas to direct our efforts and resources on. Learn more on pages 12-13.



NEW GROUP CEO

In August, Jonas Granath became the new CEO of CERTEGO Group, taking over from Lars Nilsson. Granath, who previously served as a board member of CERTEGO, played a significant role in creating the company's new five-year strategic plan. He has a long background from decentralized service organizations, whereof seven years in the global damage control company, Polygon.

Vision and Core Values

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

Vision

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

Core Values

As we have developed into a unified Nordic organization with new challenges and opportunities, it is imperative that we share the same set of values. Hence, our core values have been updated during 2022. This process involved workshops, interviews, and input from many employees at all levels of the company. The outcome distilled into three core values.

OUR CORE VALUES

- I AM RESPONSIBLE

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

- WE ARE EAGER TO IMPROVE

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

- TOGETHER WE MAKE IT EASY

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



OUR VISION

The Northern European expert for independent access and monitoring solutions.

Stakeholder Dialogues

CERTEGO has an ongoing and proactive dialogue with our stakeholders to ensure that we understand their expectations. This is a description of our most important stakeholders, how we interact with them and their key topics of interest. They are chosen based on the level of their interest and potential influence over us as a company.

STAKEHOLDER	DEFINITION	DIALOGUE FORM	KEY TOPICS OF INTEREST
Customers	Direct customers, distributors	Daily basis	Competence, flexibility, cost efficiency, emissions to air, water and land
Employees	Current and potential	Daily basis, pulse employee survey	Health, safety and wellbeing, diversity and inclusion, competence development
Board	Board of CERTEGO Group	Board meetings, monthly and ongoing	Control and supervise the Sustainability work of the Executive Management. Assure maintenance of governing policies and procedures to control the conduct of the business
Owners	Nalka Group	Shareholders Meetings, Members of BoD	Develop long-term, stable, profitable and sustainable business
Suppliers	Direct suppliers	Daily basis	Clear expectations from CERTEGO on sustainability requirements
Planet	Environmental perspective	Science, research	Emissions to air, land and water, circularity, waste handling, energy efficiency
Local Society	Where we operate	Depending on location	That we offer jobs, competence development and follow laws and regulations, contribute to local organizations (sponsoring)



During 2022, we conducted a structured stakeholder dialogue as part of the materiality analysis. For this work, we identified five stakeholder groups that we evaluated could provide us with the most valuable answers: customers, employees, investors, suppliers, and the planet.

- Our employees were invited to answer a survey about what areas are most important to them and about how we as a company can contribute most.
- The planet perspective is covered by research, the IPCC* Sixth Assessment Report.
- Personal dialogues were conducted with customers, investors and suppliers.

*The Intergovernmental Panel on Climate Change (IPCC) is the United Nations body for assessing the science related to climate change.



To continue the **focus on health and wellbeing** for our employees, we are implementing a new software, **Winningtemp**; a platform that measures the engagement, well-being and development of individuals, teams, and organizations in real time.

Read more on pages 18-19

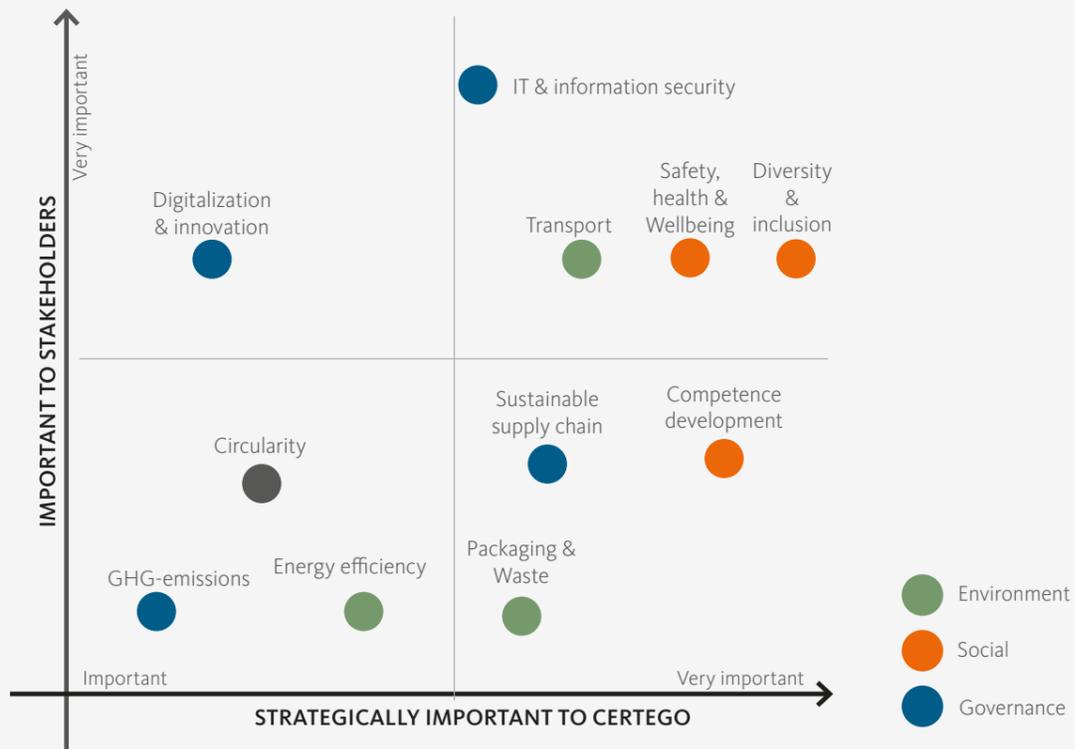
Material Topics

In 2022, CERTEGO performed a materiality analysis in line with the GRI Foundation 2021. The double materiality concept includes both our impact on the planet, people, and society, and how we as a company is financially affected by the world around us. Both parts aim at gathering as much useful information as possible on factors where we must seek to reduce our negative impact, as well as insights on how sustainability matters can impact our company's financial value.

Eleven topics were defined as material, seven of them critical for our sustainability work from now on. Targets and action plans will be developed, and progress will be communicated. Read more about each of them in the chapters ahead. The four topics below the line will continue to be monitored carefully but will not be allocated additional resources the coming year.

PRIORITY LIST

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



MATERIALITY ANALYSIS



This process is continual, and the results will be reviewed and updated regularly to ensure that the organization stays informed and aligned with the changing needs and priorities of our stakeholders and the environment around us.



Diversity and Inclusion

Diversity and inclusion was placed at the top of the priority list of material topics when the Management Team finalized the materiality analysis. This ranking was made as our future success completely depends on our ability to attract the best people, and we can only do that by utilizing the full pool of talents, regardless of age, gender, religion, or any other personal aspect.

Hence, the question of diversity, equality and inclusion is strategic. It requires us to ensure that all employees are treated fairly and equally, that they feel valued and can reach their full potential.

Our code of conduct states that all employees shall be treated fair and just, with no discrimination, harassment or victimization allowed. The code of conduct training helps our employees understand their rights and responsibilities.

We are convinced that a constant dialogue is what creates change. Hence, we strive to always identify new arenas where diversity and inclusion is discussed. One example is the focus on Orange Day the 25:th of every month in Sweden where employees are encouraged to dress in orange color and discuss topics on equality (see page 38). This is a way of raising awareness of the gender imbalance and create space for dialogue and exchange of experience.

GENDER DISTRIBUTION	2021		2022	
	M	F	M	F
Employees (%)	81.5	18.5	82.6	17.4
Top positions (%)	74.5	25.5	76.9	23.1
Board (%)			93.3	16.7

Discrimination legislation training

The Management Team in Sweden has conducted a half-day training with an external party. The ambition was that the team should have basic knowledge of the legislation, but also understand the mechanisms that cause discrimination and gain awareness of challenges in our own company.

The training also included discussions and exercises from a norm-critical perspective. All Swedish managers were thereafter offered a 90-minute digital training. A discrimination policy will be developed in 2023.

Period-proofed toilets at our branches in Sweden

Having access to period friendly toilets at all times makes menstruation a less stressful experience. During

2022, we therefore period-proofed all our office toilets in Sweden, meaning that there is always a box with menstrual protection easily accessible, along with sink, soap, and a trash can.

Target 2023

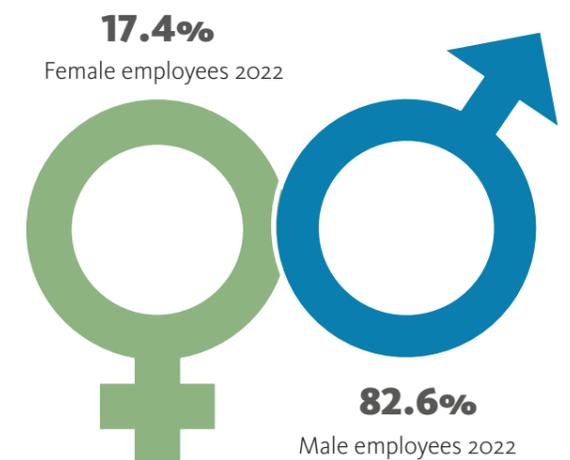
- Create a network for female security technicians in Sweden.
- At least one woman among the final candidates when recruiting new leaders.

Target 2025

- 25% of all employees are women.
- 30% of leading positions are held by women.

Management approach

The Managing Director in each country is responsible for the implementation and adherence to the Code of Conduct. Gender balance for the total workforce and for senior positions is followed up yearly, while whistleblower reports are handled promptly according to the whistleblower process (read more on page 29).



	2019	2020	2021	2022
Total number of permanent employees	1,248	1,253	1,215	1,245



Safety

A safe and healthy workplace will always lead to improved employee satisfaction and performance. Hence, working with safety, health, and wellbeing is crucial for the success of our company. Our ranking of safety, health and wellbeing in the materiality analysis indicates that even though most policies and procedures are in place to manage and follow up our progress in this area, it's truly critical that we continue to focus, measure, follow up and mitigate any deviations.

We have a strong safety organization within CERTEGO with safety representatives in all main branches. To promote safety, health, and wellbeing in the workplace, we have an extensive training program that starts in the onboarding phase. Continuous training of managers and safety representatives are conducted, along with safety awareness information on the intranet and other channels.

During 2022, we have focused on eyes, fingers, proper use of protective equipment and reporting. In order to improve the safety situation for our security technicians, we started to use backpacks for tools in Norway during the year. This allows the technicians to always work with both hands. We also conducted an internal training program to increase awareness on the proper usage of potentially dangerous tools.

Our safety week, performed in all countries, is an important awareness initiative. It is a fun and informative opportunity for employees at all levels to engage in a variety of safety, health and wellbeing topics. This is held every two years.

Injuries during 2022

The major injuries that occurred during the year were:

- Traffic incidents
- Finger and joint injuries
- Electrical shock
- Fall from ladder or equivalent
- Small items from drilling in the eyes
- Warehouse incidents

To prevent the same injuries to happen again, we review the equipment annually, check ladders and approval of ladders on a yearly basis and encourage each other to always use the correct protective equipment. We have also implemented safety checklists to go through before the work starts.

The number of injuries with one or more full day of absence decreases slightly every year. However, the number of lost working days doubled in 2022 compared to 2021, due to two injuries in Denmark that resulted in 84 days lost. This affected the number of days lost per injury by 122% while the injury-lost-day-rate doubled. The lost time injury

OCCUPATIONAL SAFETY

	2019	2020	2021	2022
Number of injuries with 1 full day of absence or more	13	12	11	10
Number of working days lost due to injuries (1 day of absence or more)	67	68	54	109
Number of days lost per injury	5.2	5.7	4.9	10.9
Injury lost day rate (lost days due to injuries per million worked hours)	30	32	25	51
Injury rate - LTIFR (per million worked hours)	5.9	5.7	5.2	4.3
Absentee rate (%)	5.1%	5.7%	5.7%	4.6%
Fatalities	0	0	0	0

frequency rate (LTIFR) was however reduced by 17% in 2022 compared to 2021.

The first Danish injury happened at the workplace but not in connection with performing work duties. The employee suffered a concussion and was on full-time sick leave for a month and a half and then worked part-time for a period before they were fully recovered. No mitigation action was identified.

The other long sick leave (almost three months) stemmed from a severe cut in a finger where a small part of the finger was cut off. When this happened, the QHSE Manager promptly informed all technicians about the accident and reminded them about the importance to always use proper safety gear and how to work with power tools on ladders. In addition, information campaigns were run on the Intranet and was also sent to all employees. The injury was also reported to the Danish Labor Inspectorate, who accepted our actions.

After the accident, the QHSE Manager implemented a new working environment handbook, with a supplemental catalogue regarding safety and health, according to Danish rules and laws. The handbook was directed to technicians but is available on the intranet for all employees in Denmark.

How we report incidents

Each country documents number of incidents to the

Management Team monthly and quarterly to the safety committee, yearly to CERTEGO Group. The documentation contains information about the injury type, date of the incident and days lost. If an incident is recategorized from a lost time injury (LTI) to absence, information is provided about the reason to the change.

To avoid incidents, the safety committee analyze the most frequent risks. A yearly risk assessment is conducted in each department and all projects conduct risk assessments. In the investigation of occurred incidents, the local manager and local safety representative takes the lead. After the first assessment, the safety committee is invited to evaluate if new routines, more training or more information are required to raise awareness and reduce risk.

Target for injury rate (LTIFR):

- 2023: <5.0
- 2025: <4.5

Management strategy for safety

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



Occupational health services in Finland are provided by Terveystalo, a private health care company, while the Swedish branches use Avonova Hälsa AB.

The objective with these partnerships is to promote well-being and a good working environment at our workplaces by, for example:

- identify and mitigate work environment risks
- support during rehabilitation
- investigation and assessment of work ability
- support in security patrols and workplace design
- work environment mapping, noise, air etc.
- health strategy work
- training, CPR, stress management, etc.

Target 2023:

- Engagement index (eNPS): 26
- Leadership index: 7.9

Target 2025:

- Engagement index (eNPS): 26
- Leadership index: 8

Management strategy for health, and wellbeing

The Managing Director of each country can monitor the employees' well-being in real time. For CERTEGO Group, the CEO and HR Manager have real-time access to the consolidated results for the entire group, throughout all departments. The governing document is the HR-policy, which is reviewed annually. Head responsibility for the area of health, safety and wellbeing lies with Group HR.

Health and Wellbeing

To continue the focus on health and wellbeing for our employees, we are implementing a new software, Winningtemp; a platform that measures the engagement, well-being and development of individuals, teams, and organizations in real time. The purpose is to provide a tool where all employees can make their voice heard, completely anonymously. It was introduced in Sweden in March, and in Denmark and Norway in November. Finland has been using a similar tool, PULSSI, but has switched to Winningtemp in April 2023.

The ambition is to help all CERTEGO teams to improve their work culture, foster better teamwork, and increase employee satisfaction. It also helps managers to better understand how employees are feeling and what can be done to improve their experience at work continuously. Winningtemp has replaced the annual employee survey.

To improve our performance, continuous internal communication is key. We will also start to implement CERTEGO Way, our strategy engine, in all countries during 2023, along with CERTEGO Academy. In 2023, focus will

EMPLOYEE SURVEY	2019	2020	2021	2022
Response rate (%)	83	87	84	87
eNPS in Winningtemp*	N/A	N/A	N/A	16
Leadership index** (Winningtemp, from 2022)	7.4	7.5	7.4	7.7

** 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.*

be to develop a digital learning platform (LMS) and an extended leadership program, CERTEGO Leadership Academy

Occupational health services

CERTEGO Norway has an agreement with Arbeidsmiljøhuset. The purpose of occupational health services in Norway is to work preventative. The agreement is a minimum solution, and we use their services when we are not able to solve issues internally. Systematic medical examinations are not required as we don't have risk related operations or work tasks.

WINNINGTEMP

Winningtemp has partnered with Leif Denti, Fil.Dr. in Innovation Leadership and Management at Gothenburg University to revolutionize employee engagement. The research project enables Winningtemp to gain a deeper understanding of the critical details that impact employee experience and thereby recommend intelligent action plans to improve well-being, reduce stress and absenteeism, and decrease staff turnover.

Winningtemp constantly collects and analyze data from the survey and presents the result as a temperature score in nine different categories. The insights-function highlights key trends and deviations from the past three months to guide leaders in making informed decisions. The result is shown for a three-month period, but leaders can easily choose shorter or longer intervals for analysis. The idea is to monitor trends and absorb insights for a longer time, rather than act on a single data point.

Competence Development

In the security industry, along with many other industries, there is a quest for attracting qualified employees. Attracting and retaining staff is truly important, and we strongly believe that both career opportunities and development are critical pieces of that puzzle. This material topic embraces everything from employer branding and safety and health awareness to a deeper understanding of all sustainability perspectives, their impact on the planet and society, and how we can work to mitigate impact and contribute to a more sustainable world.

CERTEGO Academy

CERTEGO Academy is our training platform and includes four modules:

Trainee program

CERTEGO is at the forefront of the industry with a vocational training model that we launched in 2018. By mixing classroom teaching with practice, our trainees get a good introduction and a quick start to get into their new position. In 2022, we conducted two trainee periods, with eleven new technicians ready to start working. This way of working has proven very successful.

Leadership program

All managers at CERTEGO are invited to follow a leadership program that provides guidance in becoming a true leader, understand the expectations and get basic understanding of what applies within the Work Environment and Labor Law.

Project Management program

One-year training where our project managers get to learn more about leadership, coaching and project finance. In addition, our project managers can complement with an internal, more practical training: working methods, processes, and systems. Contract law is another available complement.

Supervisor programs

All supervisors are trained to feel secure in their role and to have the best conditions for supervising new employees and trainees. The training includes the company's expectations of a supervisor, techniques in feedback, coaching conversations, different personalities and communication, clarity, situational adaptation, commitment, motivation, and customer service.

Targets: Targets will be set in 2023.

Management approach

CERTEGO Group Sustainability Manager is responsible for defining the material topic, initiate activities, collect information from the countries and report progress to the CERTEGO Management Team. Furthermore, the Group Chief Commercial Officer (CCO) is responsible for internal communication and awareness of ongoing activities.



In 2022, CERTEGO was awarded the prestigious prize Karriärföretag in Sweden.

The award honors companies that offer the best career and development opportunities for young professionals and students.



To me, CERTEGO is like a warm family; positive atmosphere and most people share the same goal. I worked at CERTEGO a few months before enrolling in the program, and now, everything that seemed unclear before the start is now very clear. It's been a great program!

Regina, Trainee 2022



Everyone at CERTEGO have been truly welcoming. I have a strong feeling that you believe in me and that you've invested in me to make my stay valuable. Every Sunday, I look forward to the coming week; it's so much fun!

Kristina, Trainee 2022



Greenhouse Gas Emissions

The threat of climate change is substantial, and it is imperative that we all take decisive action to reduce our impact. Our major emissions derive from transport, why we have focused on monitoring greenhouse gas emissions in scope 1 and 2 according to the Greenhouse Gas Protocol (GHG-protocol). We will start measuring emissions in scope 3 during 2023.

Accounting principles:

- Data are reported in accordance with the market-based method (GHG Protocol).
- Data are reported at the local level and aggregated annually at Group level using common definitions and principles.
- The respective scope is defined as follows:
 - o Scope 1 are defined as direct emissions from CERTEGO's operations and include vehicles under country-signed lease agreements. Figures include both service vehicles and company cars. The emissions calculations are based on fuel consumption and correlated emission factors.
 - o Scope 2 is defined as indirect emissions from

purchased electricity, heat and cold consumed by CERTEGO in office buildings. Emissions are calculated using specific data from suppliers. All Danish rented offices and premises, 17 in Sweden (out of 28), 11 in Norway (out of 18) and no offices and premises in Finland are covered by such agreements. The other premises in Sweden, Norway and all in Finland are not covered by centrally signed agreements with electricity companies and data are not available. Premises and offices with electricity included are not included, as it is difficult to retrieve qualitative data.

Electricity in Sweden and Norway is 100% renewable certificated, while the national energy mix is used as emission factor for Denmark.

Scope	Emissions (ton)
Scope 1	2 068
Scope 2	73

Transport

Our largest source of emission is transport, which is part of our scope 1 emissions. This area was identified as a priority area in the materiality analysis.

Our commitment to delivering timely security solutions to our customers often involves significant transportation, particularly in the areas of installation and service. To mitigate the impact of these emissions, we have implemented three primary initiatives:

- Removing fossil fuel alternatives from the list of company cars.
- Promoting optimized logistics planning to reduce the amount of transportation.
- New car policy
- Introduced electric company vans with long range and good load capacity.

Target 2023: 30% electric, hybrid, or biofuel vehicles in our fleet

Target 2025: 50% electric, vehicles in our fleet

Management approach

CERTEGO has an appointed fleet manager who is responsible for the monitoring of greenhouse gas emissions within the company. Transportation is a KPI that is updated yearly on a local level. The numbers are consolidated yearly and communicated to the CERTEGO Group Management Team (GMT) by the Sustainability Manager who is also represented in GMT. The employees also receive updates on progress on a yearly basis.

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

Number of company vehicles

889

Percentage of electric, hybrid or biofuel vehicles

22.7%



Energy Consumption

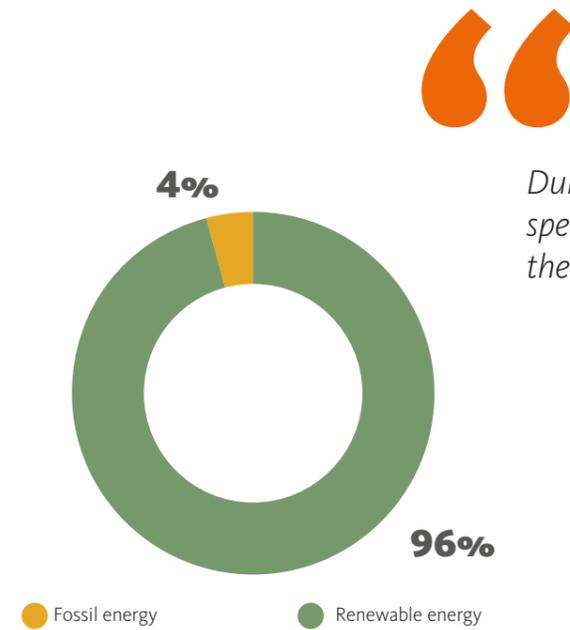
From 2022, our energy consumption data refers only to energy purchased through centrally signed contracts with electricity companies. This decision was made to ensure that we report specific data rather than proxy data. The change in the reporting method provides us with greater transparency when it comes to share of renewable energy. In the reported offices and premises, we can now see that 96% of our own contracts include renewable energy.

All Danish rented offices and premises, 17 in Sweden (out of 28), 11 in Norway (out of 18) and no offices and premises in Finland are covered by such agreements.

Due to the change of reporting method, comparison with previous years is not relevant.

During 2023, the ambition is to find ways of claiming specific data from landlords where energy is included in the rent as well, without compromising on data quality.

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



During 2023, our ambition is to find ways of claiming specific data from landlords where energy is included in the rent as well, without compromising on data quality.





IT and Information Security

In the digital era we live in, all companies keep a vast amount of confidential information such as financial records, customer data, and other business data. Meanwhile, the threat of cyberattacks and data breaches continues to increase. Our materiality analysis highlighted the importance of reducing the risk of unauthorized access, theft, or loss, which is deemed a high priority by both stakeholders and within the organization.

To guarantee the protection of sensitive information, adherence to regulations, preservation of business operations, and mitigation of cyber risks, the CERTEGO Group Chief Information Officer (CIO) joined the Management Team on June 1st, 2022. Throughout the year, we completed the transition from the Assa Abloy IT environment and started to implement Microsoft Dynamics enterprise resource planning (ERP).

We are currently working on a Cybersecurity Strategy for all four countries. The next step is the implementation

of the ISO 27001 Information Security Management standard, the ISO 27002 information security standard, and the National Institute of Standards and Technology (NIST) cybersecurity framework.

To reduce the risk of cyber threats like malware, phishing, and ransomware, we have started conducting internal training to raise awareness and promote preparedness. This training will be rolled out to all employees and be conducted continuously.

Target 2025:

Fully ISO and NIST compliant in all four countries. 100% of all employees are trained in information security.

Management approach

The Group CIO is responsible for our IT and information security. This responsibility includes managing our ISO- and NIST initiatives, establishing routines, trainings, and internal communication. The CIO follows up progress from the four countries and reports to the CERTEGO Group Management Team.

CASE Recycling of used IT equipment

80% of CO₂ emissions in the life cycle of electronic equipment occur in production. That's why Norwegian IT-recycling company d|rig cheers everyone who ensures that as much of their ICT equipment as possible is reused before the rest is recycled.

CERTEGO Norway runs an extensive collaboration with d|rig for used IT equipment. In their processes, they ensure that as much of our returned IT as possible is reused and secondly recycled for use in other applications.

"In 2022, CERTEGO delivered a total of 120 units of which 74 units was repurposed. This corresponds to a share of 62%. The remainder, about 56 kg, was recycled," says Heidi Hammer, Customer Success Manager at d|rig. "CERTEGO is among the leading companies in the reuse and recycling of ICT equipment and contributes in highest degree to d|rig's vision to accelerate the shift from a use-and-throw mentality in the IT industry to a more sustainable development. Together we help stop the enormous environmental challenges we have burdened our planet with."

The money CERTEGO receives for used IT-equipment is donated to WWF.



Sustainable Supply Chain

Several sustainability initiatives are underway globally, but the pace of progress varies across countries, with some advancing more rapidly than others. Norway, for example, has already implemented the Åpenhetsloven, or Openness Act, which took effect on July 1st, 2022. This new law requires companies to assess and disclose risks related to human rights and environment in their supply chains. Meanwhile, the EU Sustainability Due Diligence Directive is still in the process of being enacted.

Åpenhetsloven support us in staying at the forefront of regulatory developments, which is very positive. It has already started to affect us as our customers ask for transparency and data regarding material in our products.

Every year, CERTEGO purchases material, components, and products from approximately 500 direct suppliers, mainly in Nordics and Europe, and the new directives provide guidance on ensuring sustainability not only at our own suppliers, but also further back in their supply chains.

When conducting the value chain assessment in August 2022, we focused on the social, environmental, and

economic impacts of our value chain as follows:

- **Environmental impacts**, including sourcing of raw material, greenhouse gas emissions, energy consumption and efficiency, transportation, waste management, and biodiversity.
- **Social impacts** on employees, communities, customers, suppliers, and sub suppliers with regards of human rights, working conditions, and labor standards.
- **Governance and economic viability**, including business models and ethics, including the management of the value chain and regulatory compliance.

Code of Conduct for Business Partners

CERTEGO's Code of Conduct for Business Partners was implemented in 2022, which is why there is no comparable data for 2021. In 2021, the Assa Abloy Code of Conduct was used, as we were part of the Assa Abloy Group until 16 September 2021. All new direct material suppliers with more than 200 000 Euro in invoicing are required to sign the Code. The process of getting all existing suppliers on board is still ongoing. When signing the code, our suppliers also commit to ensuring the same standards for their suppliers and sub suppliers.

CODE OF CONDUCT FOR BUSINESS PARTNERS (BP)	2021	2022
Signed BP Code of Conducts (%)	68	8* **
Signed BP Code of Conducts/ spend (%)	89	83*
% of BP audited	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 BPs that have signed CERTEGO's new code of conduct, approved in June 2022 and translated in September to all Nordic languages. It is therefore not comparable to previous year when the ASSA ABLOY Code of Conduct was used.

Whistleblower function

We strive for a responsible and transparent business climate with a high level of business ethics. With our whistleblower service, all employees and external stakeholders can confidentially report any unethical activities, or activities that may affect people, our organization, society, or the environment without fear of retaliation.

The whistleblower function handles any perceived violations of laws and regulations, such as fraud and corruption, conflicts of interest, non-compliance with environmental laws, health and safety issues, violations of human and labor rights, harassment and diversity issues. This helps us identify and address concerns, while maintaining a culture of integrity and honesty.

The report is sent through an encrypted channel to our external partner, WhistleB to ensure anonymity. The reporter receives a personal ID and password to be able to follow the case. A response on how the report will be handled will be received within seven working days.

	2021	2022
Number of grievances reported	0	3
Of which were categorized as whistleblower grievances	0	0

The whistleblower function was launched in 2021. Internal information to all employees was distributed during 2022. Three reports were filed throughout the year: one in Sweden and two in Finland, all three were internal.

- The Swedish report was classified as a workload issue, and therefore not classified as a whistleblower report. The concerned managers were however notified, and the reporter was asked to proceed to

closest manager.

- The two Finnish reports referred to harassments from the same manager in both cases. The manager is dismissed, and thorough discussions have been performed together with the team.

Legal measures

During 2022, the company faced no fines or sanctions for breaking the law and was not subject to any legal action regarding anti-competitive behavior, cartels, or monopolies. Additionally, there were no reported incidents of customer privacy breaches.

Target 2023:

100% new or renewed Business Partner contracts with signed Code of Conduct.

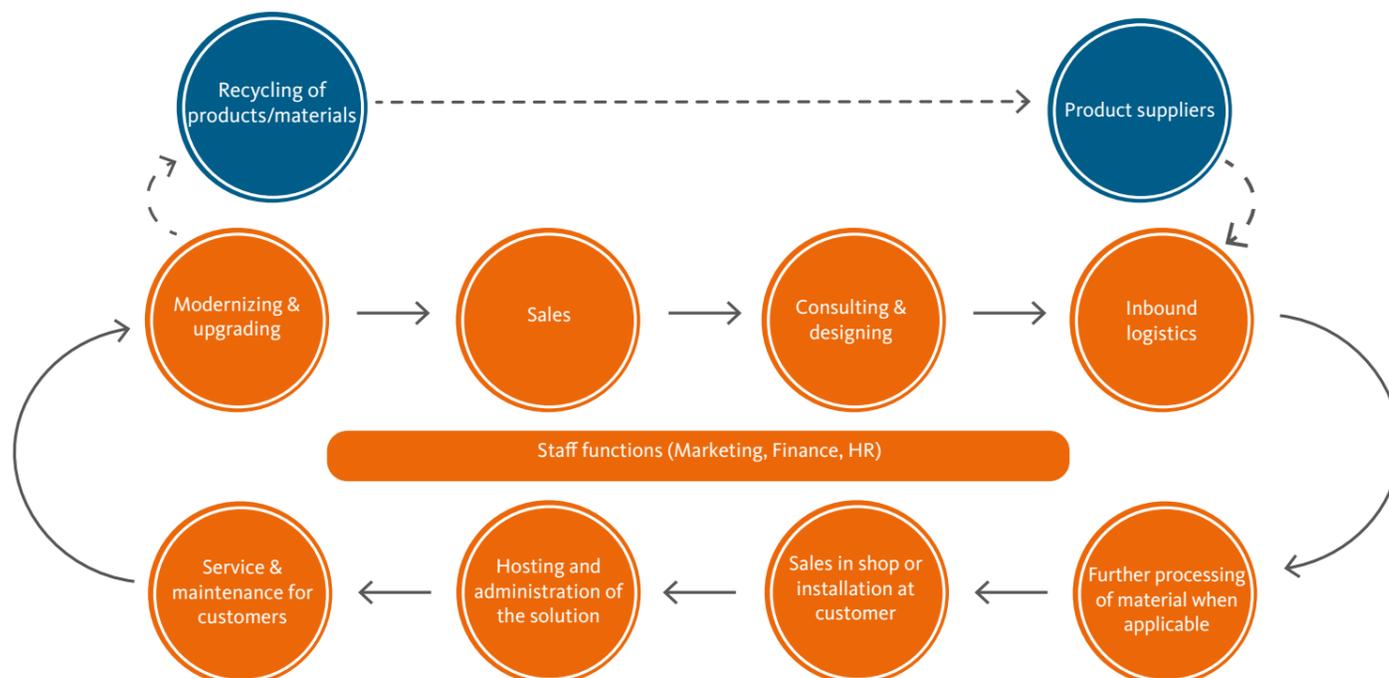
Target 2025:

100% signed Business Partner Code of Conducts

Management approach

The CERTEGO Management Team is responsible for integrating sustainability considerations into our strategy, risk management and operations. The objective is to minimize our negative impacts and maximize our positive contributions, while ensuring the long-term viability of the business. During 2022, no incidents or legal actions of corruptions anti-competitive behavior, anti-trust, or monopoly practices were identified.

The Code of Conduct for Business Partners is our guiding policy in this work, along with the Whistleblowing function, available on the website. Training of the Group Anti-Corruption Policy also supports this area. The policy is available on the intranet and training performed through the eLearning Platform. The policy applies to all CERTEGO employees; each country provides appropriate training of the code, and on applicable laws.



CASE

From mines in China to the University in Stavanger



Picture: Kjersti Larsen, QHSE Manager CERTEGO Norge and Trond Wiker, Country Manager Norway ILOQ

The University of Stavanger in Norway is a customer that sets high requirements on their partners, especially when it comes to sustainability. We greatly appreciate the collaboration, as their sustainability focus helps us to develop, learn and improve how we work with these issues.

In January 2022, the University asked us to analyse the total supply chain for some of the products that are covered in our service agreement. Thanks to input from our partner, ILOQ, we managed to provide a thorough analysis which they were very satisfied with. For the University, the analysis was a dealbreaker for continuing the agreement with CERTEGO.

The story of a lock cylinder

One of the products chosen was a lock cylinder produced by our supplier, ILOQ. ILOQ provided us with extensive information about the supply chain for this cylinder - from their headquarter in Oulu (Finland) to the factory in Mukachevo (Ukraine), to component suppliers in China, Spain, Turkey, Greece, Germany and Poland.

Risk assessment

Based on international acknowledged standards we performed a risk assessment of the countries involved on two levels:

- 1) country/sector level
- 2) product/component/raw material level

The analysis on country/sector level provided important insight into the general risk of violations of basic labor rights where goods, components and raw materials are manufactured. On a product/component/raw material level, on the other hand, provided us with valuable insights on specific products' supply chains.

The Transparency Act

Due to legal requirements in Norway from 2022 (The Transparency Act) and in EU from 2024, the transparency in supply chains will be much more in focus over the coming years. Our Code of conduct for Business partners sets clear requirements for our suppliers. We require all our suppliers to comply with this Code and we will prepare an annual report on risk in our supply chain in accordance with the requirements of the Transparency Act.



Illustration: Supply chain of a S5 lock cylinder from ILOQ.



Packaging and Waste

Waste management and the use of packaging are both critical aspects of sustainability, as it affects both the environment and our bottom line. The materiality analysis also confirms that this topic is strategically important for us.

We have a well-developed way of working with recycling waste, residual products and replacing security solutions during new installations. But we also know that the most effective way to manage waste is to reduce the amount generated in the first place. This can be achieved through reuse of packaging material but also by reusing housings, bolts, springs, and other parts of customer solutions when replacing a broken part – to repair instead of simply replacing the whole solution.

CERTEGO Finland has a centrally signed agreement with a waste management partner who monitor all waste fractions. This partner provides us with data for all operations and offices, which is very useful. For Sweden, data is available for 20 out of 28 branches, while Norway has reported data for 11 out of 19 branches. Denmark does not have a waste management partner and all branches convey they recyclable, electronic and hazardous waste directly to recycling areas.

An important activity for 2023 is to ensure that close to 75% CERTEGO branches have a proper waste management system in place including recycling (food waste, paper, metal, and plastic packaging), electrical and electronic waste, hazardous waste, residual waste and combustible waste.

Target 2023: 75% of all CERTEGO branches have installed easily accessible waste bins for paper, plastic, metal, electrical and residual waste.

Target 2025: All CERTEGO branches have installed easily accessible waste bins for paper, plastic, metal, electrical and residual waste.

Management approach

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

WASTE HANDLING	2020	2021	2022
Waste generated (tons)	222.2	254.8	269.7
Landfill	N/A	0%	1%
Energy recovery	N/A	45%	35%
Recycled	N/A	55%	64%
Electronic waste	N/A	7%	10%
Other hazardous waste	N/A	1%	1%

The table shows that the total weight has increased slightly, and that we have increased the amount of electronic waste. This is due to shift from mechanical locks only to electronic and digital solutions. The proportion of recycled waste increased during 2022, which is positive.



CERTEGO is among the leading companies in the reuse and recycling of ICT equipment and contributes in highest degree to d|rig's vision to accelerate the shift from a use-and-throw mentality in the IT industry to a more sustainable development.

Read more about CERTEGO Norway's collaboration with d|rig for used IT equipment on page 27.



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 2022
E		TRANSPORTS	Group / Country	Percentage of our car fleet electrified/hybrid	22.7 %
		PACKAGING AND WASTE	Branch Manager	Percentage of branches have implemented appropriate waste management (Paper, Plastic, Metal, Electrical, Residual)	53%
S		SAFETY, HEALTH AND WELLBEING	Country (HR Manager, EHS Manager)	• Lost Time Injury Frequency Rate	4.3
				• eNPS	16
		DIVERSITY AND INCLUSION	Country (HR Manager)	• Attrition (voluntary turnover)	15.2%
				• Sick leave rate	4.6%
				• Total	2%
				• Short-term	
				Gender balance	
				• Employee	17.4%
				• Management	23.1%
G		BUSINESS ETHICS	Group	Percentage of employees trained in our Code of Conduct and Sustainability	51,9%
		IT AND INFORMATION SECURITY	Group	Certifications according to ISO 27001, 27002 and NIST	N/A
				Percentage our employees have been trained in our Information security	N/A
		SUSTAINABLE SUPPLY CHAIN	Country (Purchasing Manager)	Percentage of significant suppliers that have signed the new CERTEGO Code of Conduct for Business Partner	8%



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

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

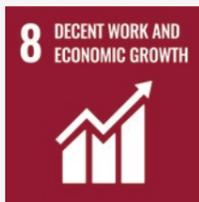
- **DIVERSITY AND INCLUSION:** promoting health and well-being for all individuals, regardless of their gender, age, race, ethnicity, or any other aspect of their identity, is a critical aspect of health and wellbeing.
- **SAFETY, HEALTH AND WELLBEING:** by promoting health and safety measures in the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



ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS

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

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



DECENT WORK AND ECONOMIC GROWTH

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

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



ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

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

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



CLIMATE ACTION

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

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

Corporate Social Responsibility (CSR)

CSR activities are our way of contributing to social and environmental challenges beyond what we can do in our value chain. It's also a way of raising awareness and internal engagement. This is a selection of what we have engaged in during 2022.

RACE TO THE RESCUE

In the afternoon on March 11th, just as the team in Västberga, Sweden, started planning the Friday dinner, one of our customers, the Stockholm City Social Administration called and asked for help. A number of Ukrainian refugees were on the way, and they needed housing. The 70 doors in the planned house couldn't be used as they all lacked locks. It was urgent, and the team jointly decided to postpone

their Friday dinners and ensured immediate material delivery. At 18:30, they started unpacking material and got to work; our subcontractor, Kena, had also raced to the rescue. The work continued throughout the weekend, and by Monday, the Stockholm City Social Administration could welcome the refugees to a functional and safe accommodation.



From left: branch manager Kushtrim Bytyci, supervisor Jörgen Uppgren, security technicians Christer Kungsman and Ingemar Johansson.

ORANGE DAY

Orange Day is a UN Women's campaign to raise awareness and mobilize action on ending violence against women and girls. It takes place on the 25th of every month with an extra emphasis on the 25th of November - the International Day for the Elimination of Violence Against Women.

The color orange is used to symbolize a bright future, free from violence and the hope that it can be achieved.

CERTEGO Sweden supports the campaign by encouraging all employees to wear orange clothes and to discuss the topic together on Orange Day every month.

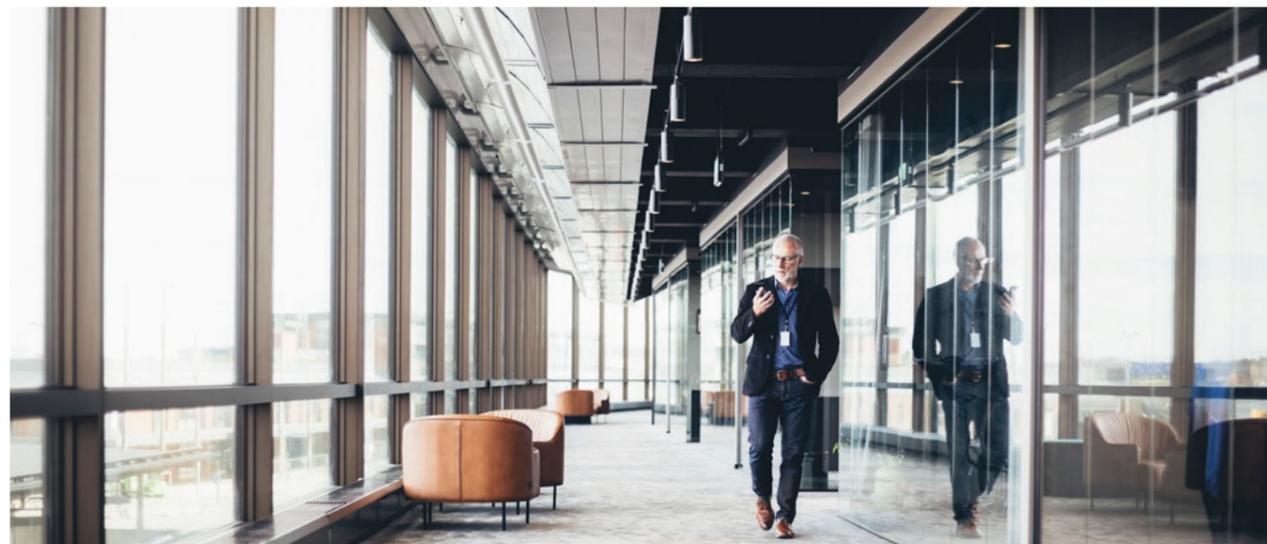
On November 25th everyone gathers at their local branch for an "orange fika" and a battery of questions are provided by CERTEGO to discuss and reflect over. The campaign is also highlighted in CERTEGOs official social media channels to raise awareness.



BUILDING A CITY, TOGETHER

The war in Ukraine affects so many people and CERTEGO wants to support in any possible way. We have no operations, customers, or suppliers in Russia, so donating money to UNICEF in their work to help the most vulnerable was our start. Then, in May 2022, CERTEGO Denmark was contacted by a real estate company, Jeudan Project and Services.

They planned to build a city with 32 small apartments in the heart of Copenhagen to help Ukrainian refugees to quickly get settled when they arrived in Denmark. They needed sponsors for some parts of the project. With a week's notice, CERTEGO Denmark provided the project with cylinders, keys, and installation for the whole project.



Risk management

Risk management is monitored through CERTEGO's management system, ISO 9001. Our model and process for identifying and evaluating the Group's risks encompasses operational, sustainability, financial and market risks and is handled as follows:

1. Identify and categorize risks
2. Assess and analyze scope, likelihood and potential consequences
3. Agree on actions that eliminate, limit or accept the identified risk
4. Evaluate the effectiveness of the measures through internal control plan

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, change management and complex projects are examples.

Sustainability risks

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

Market risks

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

Financial risks

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

Policies, certifications and memberships

Group-wide policies

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

- Internal Code of Conduct
- Code of Conduct for Business Partners
- Anti-Corruption Policy
- Personal Data Protection Policy
- Health and Safety policy
- Equal rights and opportunities policy
- Alcohol and drugs policy
- Travel policy

Each policy has a designated owner who is responsible for yearly reviews, updates and training. The policies are available on the intranet and training is performed both as part of the onboarding process and periodically through our eLearning platform. In addition to the group-wide policies, each country has its own sets of country specific policies and guidelines.

All CERTEGO employees are covered by collective bargaining agreements.

Certifications

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

Memberships

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

Denmark: Member of Sikkerhedsbranchen (the Security Industry Association)

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

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

See more

In addition, there are several country specific certifications, licenses and memberships. These can be seen on our respective websites: certego.se, certego.no, certego.fi, certego.dk

These certificates guarantee that the CERTEGO team follows established quality and environmental management systems.

OUR INTERNAL CODE OF CONDUCT

Some examples:

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



Governance Structure

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

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

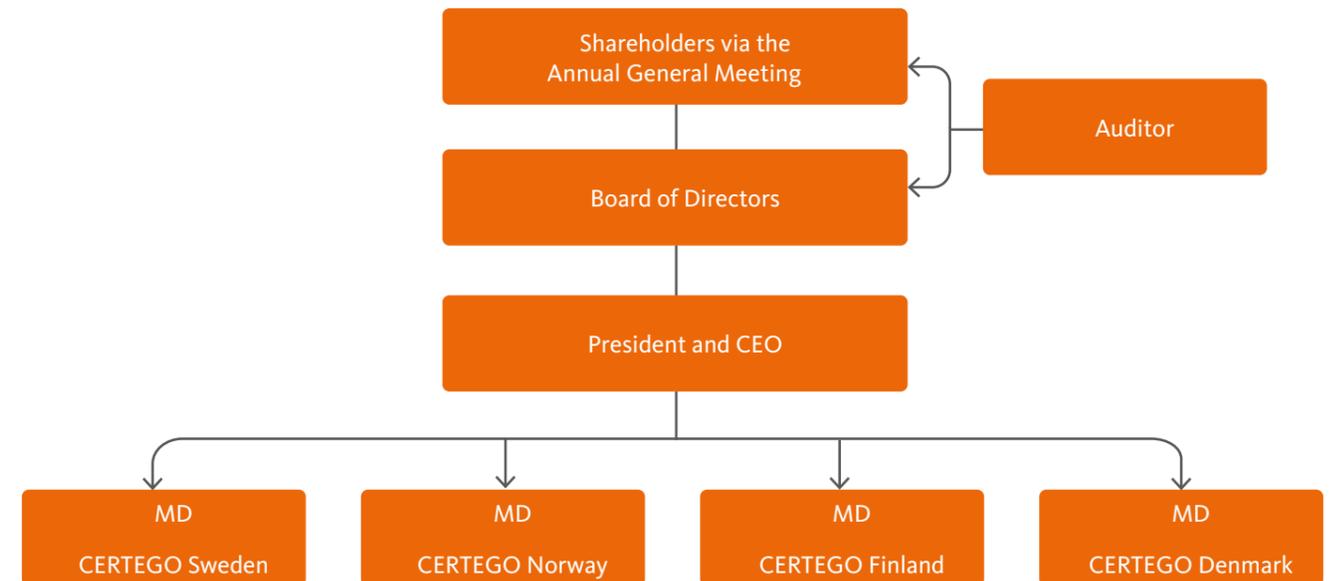
monitored in monthly business assessments.

The Board has assigned operational working orders for the CEO of the company. These working orders outline responsibilities and duties, linked to the company's authorization policy. The country Managing Directors have reviewed and confirmed their compliance with the CEO's operational working orders.

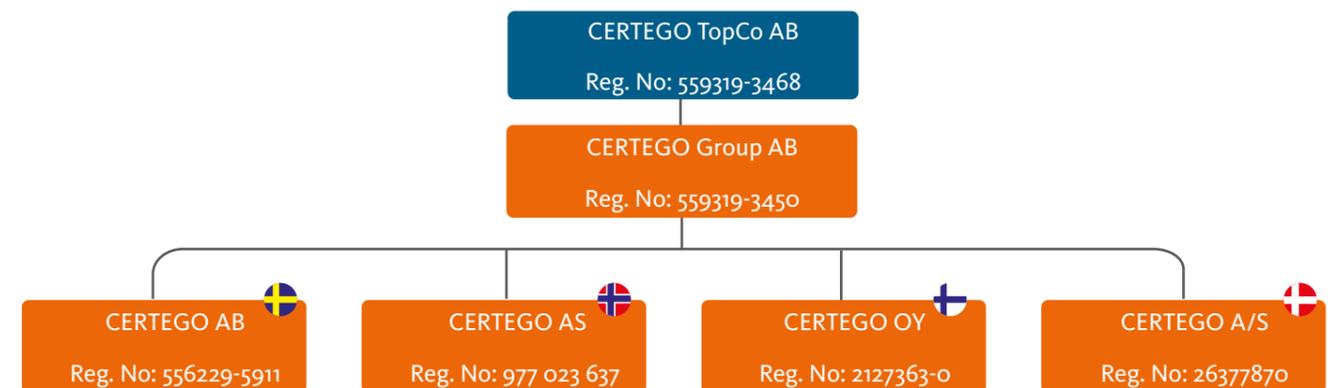
The Board of Directors oversees the organization's processes to identify and manage our impacts on the economy, environment, and people by reviewing and approving the corporate policies. They also approve the materiality analysis results, follow up on implementation of strategies, plans and targets.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

Our owner, Nalka, is committed to build a portfolio of sustainable holdings. To track progress, establish processes and identify areas for improvement, they collect environmental, social and governance (ESG) data from all their holdings.

GOVERNANCE STRUCTURE



LEGAL STRUCTURE



GRI Content Index

Statement of use	CERTEGO Group (559319-3450) has reported in accordance with the GRI Standards for the reporting period 1 January–31 December 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector standard	No GRI sector standard for our industry available.

GRI-Standard	Disclosure	Page number(s)	Requirement omitted	Reason for omission	Explanation for omission
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	24			
	2-5 External assurance	2			
	2-6 Activities, value chain and other business relationships	4–5, 28–29			
	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	42–43			
	2-10 Nomination and selection of the highest governance body	42–43			
	2-11 Chair of the highest governance body	42			
	2-12 Role of the highest governance body in overseeing the management of impacts	42			
	2-13 Delegation of responsibility for managing impacts	42			
	2-14 Role of the highest governance body in sustainability reporting	2, 42			
	2-15 Conflicts of interest	28-29			
	2-16 Communication of critical concerns	28-29			
	2-17 Collective knowledge of the highest governance body	42			
	2-18 Evaluation of the performance of the highest governance body	42			
	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	12–13			
	2-23 Policy commitments	41			
	2-24 Embedding policy commitments	41			
	2-25 Processes to remediate negative impacts	12–13			
	2-26 Mechanisms for seeking advice and raising concerns	35			
	2-27 Compliance with laws and regulations	35			
	2-28 Membership associations	41			
	2-29 Approach to stakeholder engagement	10–11			
	2-30 Collective bargaining agreements	41			

GRI-Standard	Disclosure	Page number(s)	Requirement omitted	Reason for omission	Explanation for omission
Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	12-13			
	3-2 List of material topics	12			
Governance topics					
GRI 3: Material topics 2021	3-3 Management of material topics	29			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	28-29			
	308-2 Negative environmental impacts in the supply chain and actions taken	28-29			
GRI 3: Material topics 2021	3-3 Management of material topics	29			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	28-29			
	414-2 Negative social impacts in the supply chain and actions taken	28-29			
GRI 3: Material topics 2021	3-3 Management of material topics	26			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	29			
Environmental sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	23			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	22-23			
	305-2 Energy indirect (Scope 2) GHG emissions	24			
	305-3 Other indirect (Scope 3) GHG emissions	N/A	No scope 3 data disclosed	Not available	Focus on scope 1 & 2
	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	First year of measuring and reporting	2022 is our base year
	305-6 Emissions of ozone-depleting substances (ODS)	N/A	No data enclosed	Not available	No ozone-depleting substances emitted
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A	No data enclosed	Not available	No NOx, SOx or other air emissions emitted
GRI 3: Material topics 2021	3-3 Management of material topics	32			
GRI 307: Waste 2020	306-1 Waste generation and significant waste-related impacts	32-33			
	306-2 Management of significant waste-related impacts	32-33			
	306-3 Waste generated	32-33			
	306-4 Waste diverted from disposal	Information unavailable	Diverted waste	No information available	No mode of measurement available
	306-5 Waste directed to disposal	32-33			

GRI-Standard	Disclosure	Page number(s)	Requirement omitted	Reason for omission	Explanation for omission
Social sustainability					
GRI 3: Material topics 2021	3-3 Management of material topics	17, 19			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	41			
	403-2 Hazard identification, risk assessment, and incident investigation	16-17, 40-41			
	403-3 Occupational health services	18-19			
	403-4 Worker participation, consultation, and communication on occupational health and safety	18			
	403-5 Worker training on occupational health and safety	16-19			
	403-6 Promotion of worker health	18-19			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	16-19			
	403-8 Workers covered by an occupational health and safety management system	41			
	403-9 Work-related injuries	16-17			
	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	20			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	45 hours/ year in Sweden.	Information unavailable in Norway, Finland and Denmark	Information unavailable	Measures will be implemented in 2023.
	404-2 Programs for upgrading employee skills and transition assistance programs	20			
	404-3 Percentage of employees receiving regular performance and career development reviews	Information unavailable	Targets and measures will be implemented in 2023	Information unavailable	Targets and measures will be implemented in 2023
GRI 3: Material topics 2021	3-3 Management of material topics	15			
GRI 405: Diversity & inclusion	405-1 Diversity of governance bodies and employees	14-15			
	405-2 Ratio of basic salary and remuneration of women to men	90,9 in Sweden	Data missing in Denmark, Norway and Finland	Information unavailable	Data missing for parts of the company

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 EUR 240 million.

