

Cramo's Sustainability Journey

Commitment for a greener future

CRAMO

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Our vision

Shared resources simplified

For Cramo, sustainability is about building strong relationships and taking responsibility as a company. It encompasses our employees, customers, the environment, and the society in which we operate and live.

Together with our customers and other stakeholders, we work systematically on sustainability throughout the value chain.

A long-term sustainable rental industry requires a focus on clear and agreed-upon values regarding how the industry can improve. Our aspiration is to be at the forefront of promoting sustainability in the rental sector and meeting the demands set by our stakeholders and internationally recognized standards.



Our mission

Your rental partner of choice

To lead our markets by being the customers' rental partner of choice, offering the best quality equipment and the highest levels of service from our team of passionate people. We are focused on being the most climate and resource efficient rental solutions company.

We aspire to lead the way in advancing sustainability in the rental industry and mitigate our environmental impact throughout our value chain. We lead our company with high business ethics, and continuously improve risk management in all business aspects.



Sustainable development goals

A prioritisation of SDGs was carried out along with development of our sustainability policy and target setting

Positive impact in Cramo's core business



SDG 8: Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
Cramo's impact: We are offering increased opportunities for customers to use sustainable rental equipment. We reduce negative impact in the supply chain by prioritising the importance of human rights, equality and diversity.



SDG 12: Responsible consumption and production

Ensure sustainable consumption and production patterns.
Cramo' impact: We aspire to lead the way in advancing sustainability in the rental industry and mitigate our environmental impact throughout our value chain. We support our customers' endeavours to meet their sustainability goals.



SDG 17: Partnerships for the goals

Strengthen the means of implementation and revitalise the global partnership for sustainable development.
Cramo' impact: We lead our company with high business ethics, and continuously improve risk management in all business aspects. Active collaboration with our customers, suppliers and other stakeholders is the key to the further development of sustainable rental solutions.

Cramo's positive impact through resources



SDG 3: Good health and well-beeing

Ensure healthy lives and promote well-being for all at all ages.
Cramo' impact: Ensuring safe working environments and good working conditions in our operations and safety services (training, equipment) for customers.



SDG 5: Gender equality

Achieve gender equality and empower all women and girls.
Cramo' impact: We provide a diverse and inclusive working culture.



SDG 13: Climate action

Take urgent action to combat climate change and its impacts.
Cramo' impact: Our goal is to become the most climate and resource efficient rental solutions company.

CSR Initiatives and Reporting Standards

Progressing towards a sustainable future

In 2023, we undertook a comprehensive Double Materiality Assessment, which allowed us to align our four CSR focus areas with our corporate strategy and reporting regulations. This in-depth study examined the impacts, risks, and opportunities on people, the environment, and society at large, leading to a more integrated approach to our sustainability efforts. Key external stakeholders, including customers, suppliers, and service partners, were actively involved in this assessment. Their perspectives on our sustainability impact and potential risks were gathered through interviews and surveys.

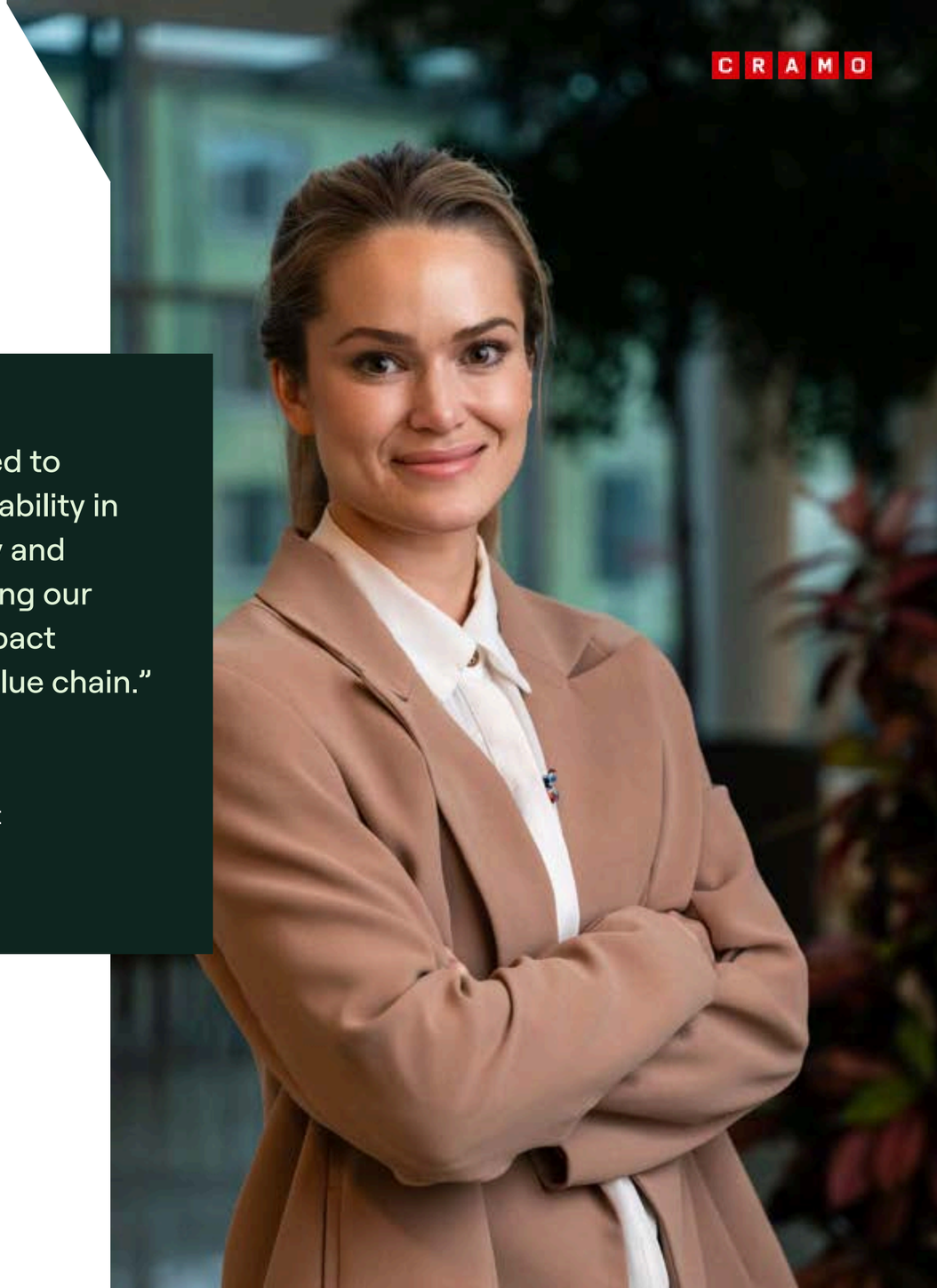
After ranking the sustainability topics based on their impact and financial materiality scores, a material topic shortlist was approved by the Sustainability Steering Committee.

Furthermore, we are proud to announce that our 2023 annual report was prepared according to the Global Reporting Initiative (GRI) standards, reflecting our commitment to transparency and sustainable practices. Looking ahead, we aim to align our next year's annual report with the Corporate Sustainability Reporting Directive (CSRD) setup, further demonstrating our dedication to sustainability and corporate responsibility.

Read the 2023 Annual Group Report →

"We are committed to advancing sustainability in the rental industry and proactively reducing our environmental impact throughout our value chain."

Elisabeth Bonnier
Sustainable Specialist
Cramo Group



Material topics

International sustainability standards

For transparency, comparability, and credibility reasons, we report according to the GRI (Global Reporting Initiative) Standards and Disclosures. These standards allow us to report information in a way that covers all our most significant impacts on the economy, environment and people, and to focus on specific topics such as climate mitigation.

As confirmed by EFRAG (European Financial Reporting Advisory Group, founded with the aim to standardise European financial reporting standards), the ESRS are, as much as possible, fully aligned with the GRI Standards. This means that we are well prepared for the ESRS and can leverage existing reporting processes. By applying the GRI Standards and Disclosures we are therefore well on track in terms of these requirements.

Social
Secure employment
Working time
Adequate wages
Social dialogue
Work-life balance
Own workforce: health and safety
Training and skills development
Measures against violence and harassment in the workplace
Access to (quality) information
Consumers and end-users: Health and safety

Enviromental
Climate change mitigation
Energy
Resource inflows, including resource use
Resource outflows related to products and services

Governance
Corporate culture
Management of relationships with suppliers including payment practises
Corruption and bribery: Prevention and detection including training

CSR Framework: Four CSR focus areas

We have set up a CSR framework with four specific CSR focus areas that ensures we work with all aspects of Corporate Social Responsibility

1. Customer Care

We will always prioritise our customers' key concerns. Our goal is to contribute to our customers' sustainable productivity by enabling safe working environments at construction sites, providing digitalised solutions and high-quality rental equipment and services. We help our customers to minimise their climate impact by increasing circularity and offering resource efficient and fossil free alternatives. Our focus is to invest in the most modern, durable technologies. We aim to phase out or limit hazardous substances in our products and operations. We engage and set requirements in our procurement process to lead the way in advancing sustainability. We expect all suppliers and business partners to demonstrate the same high ethical standards as ours.

2. Employee Care

We offer safe and healthy workplaces for all our employees. Our ultimate goal is zero accidents in all our operations. We are committed to treating our employees in an open, honest and equal way. We promise a diverse and inclusive culture, where all employees of different ages, gender and backgrounds have the same opportunities for development. Our workforce should reflect the diversity of the communities in which we operate, so we are focused on an unbiased recruiting process, commitment to fair pay and opportunities for promotion. We value competency-based training and support career growth to encourage employees to achieve their full potential.

3. Enviromental Care

We continuously work to mitigate our climate impact by reducing energy consumption, increasing the use of renewable energy and increasing circularity of our products and in our operations. We are continuously improving the efficiency of logistics and transport. We reduce, reuse or recycle materials, reduce waste and handle hazardous waste properly. For our facilities, systems and vehicle fleet we invest in energy efficient products, services and designs for energy performance improvement.

4. Social Care

We respect human rights throughout the value chain. We support the ten Principles of the United Nations Global Compact. These principles are incorporated into our business and processes. We ensure compliance with laws and regulations within our organisation. Active collaboration with our customers, suppliers and other stakeholders is the key to the further development of sustainable rental solutions. Where possible, we endeavour to take an active role in the communities we operate in and encourage our employees to contribute to local charity projects.

Focus area 1

Customer care



Customer care

Progress 2023

- We maintained our EcoVadis Platinum status for Sweden. This was achieved through continuous efforts in maintaining and improving our sustainability practices and regular audits.
- We enhanced our customer value by integrating smart customer portals. This was accomplished by developing and implementing user-friendly digital platforms that provide customers with easy access to our services, thereby improving their experience and satisfaction.
- We established a methodology for measuring customer satisfaction. This was done by developing a comprehensive feedback system that includes surveys and direct communication channels, allowing us to better understand our customers' needs and expectations.
- We broadened our offerings to attract more customers to our safety trainings provided by the Cramo Training School. This was achieved by introducing new and relevant courses, conducting promotional activities, and ensuring the quality of our training programs.

76%

Customer Satisfaction Index (CSI)

Cramo Group 2023



Customer care

We help our customers minimize their climate impact

EcoVadis

EcoVadis is a globally recognised assessment platform that rates businesses' sustainability based on four key categories: environmental impact, labour and human rights standards, ethics, and procurement practices. In 2023, EcoVadis ratings were tested on over 125,000+ companies across 200+ industries and 180+ countries. We are proud that it received the EcoVadis Platinum label, the highest level of recognition from EcoVadis, in Sweden for the third consecutive year. Only 1% of the 125,000+ companies assessed are awarded this platinum label.

Contributing to customers' sustainable productivity

Our goal is to contribute to our customers' sustainable productivity by enabling a safe working environment at construction sites, providing digitalised solutions and high-quality rental equipment and services. Additionally, we are a frontrunner in meeting customer demand for energy efficiency and sustainable (fossil free) construction sites.

"Cramo is the only Swedish rental company with EcoVadis Platinum certification and is well positioned to benefit from the Swedish green industrial revolution."

Samuel Alteborg
Managing Director Sweden



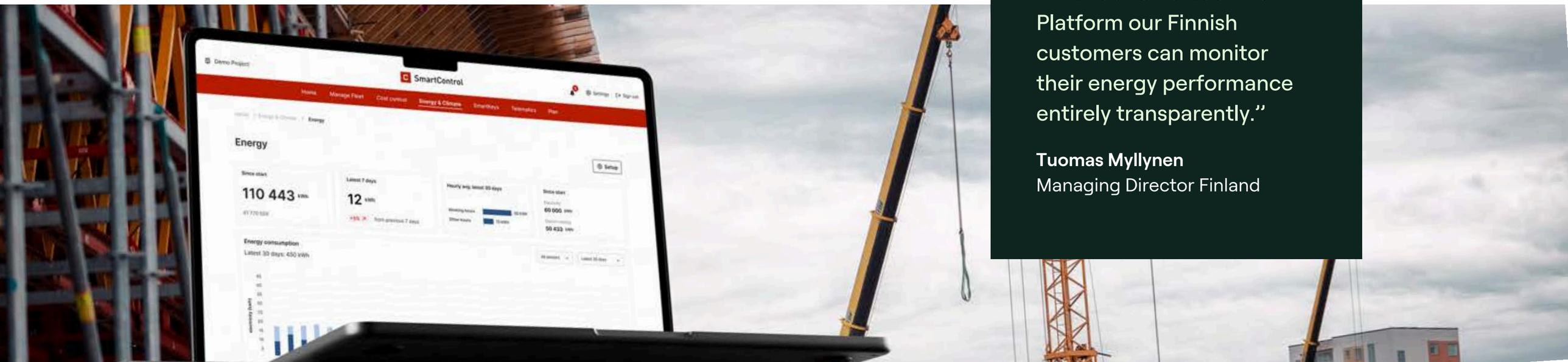
Customer care

Customer Portal Developments

SmartControl platform

Seventy percent of Cramo's fleet in the Nordics is connected to a special SmartControl Platform, a digital service platform that offers comprehensive solutions for efficiency, safety and sustainability. Beyond tracking emissions, customers can use dedicated portals to monitor equipment availability, costs, rental status, usage, fuel consumption, and related CO2 emissions in detail. This enables compliance with emission reduction legislation.

The platform also facilitates proactive measures, from optimising temperatures to supporting decision making in replacing combustion engine machines with electric ones. With actionable insights, comparative analysis, and a focus on green practices, the platform transforms projects into greener, more cost-efficient ventures.



"With our SmartControl Platform our Finnish customers can monitor their energy performance entirely transparently."

Tuomas Myllynen
Managing Director Finland

Customer care

Fleet, eco label and investments in electric fleet equipment

Cramo is committed to continuous investment in top-tier equipment. Our state-of-the-art fleet complies with the strictest environmental and safety performance standards. For strategic optimization, we categorize our equipment into various subgroups. This allows us to analyze and determine the most effective deployment strategies, ensuring optimal utilization for our customers. Our approach aims to minimize downtime, maximize economies of scale, and deliver superior sustainability performance.

Due to our fleet investment strategy, our eco equipment ratio is relatively high and growing, thus meeting increasing market demand for electric, hybrid or battery-powered equipment and the highest sustainability standards. Machines with an Eco label, also referred to as Eco Choice, present an ecological alternative to the commonly available fossil fuel-powered machines. They can be electric/battery driven or offer strongly reduced fuel consumption and emissions. Cramo has set the goal of being a leader in sustainable fleet investments in order to enable customers to complete their projects with the minimum possible emissions.

"90% of Norway's rental fleet is emission free"

Thomas Astrup
Managing Director Norway





85% share of units powered by electricity within the energy powered fleet

Cramo Group 2023



76% Customer Satisfaction Index (CSI)

Cramo Group 2023

Focus area 2

Employee care

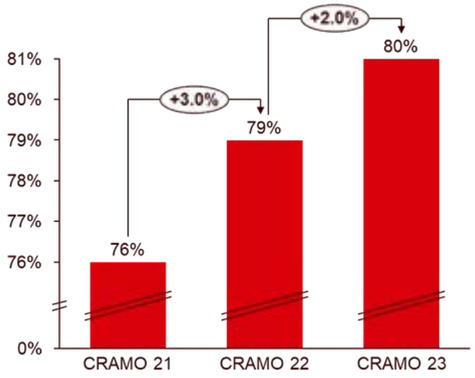


Employee care

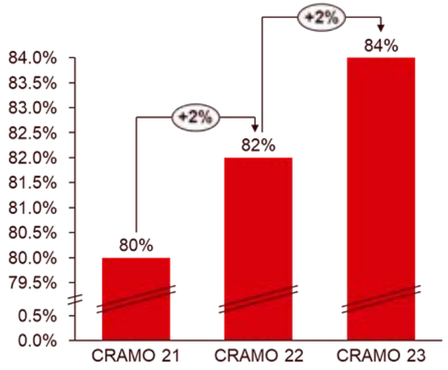
Progress 2023

- During Sweden's Diversity Day, we fostered diversity and inclusion through workshops, educational sessions, and open discussions, aiming to create an inclusive community.
- Through our commitment to safety, we've achieved a reduction in the Long-Term Injury Rate (LTIR), from 9.4 in 2021, to 6.7 in 2022, and now down to 5.8 in 2023.
- We rolled out an operational leadership development training for 1,200 employees.
- The Cramo well-being score has experienced a significant increase, moving from 76% in 2021 to 80% in 2023.
- The satisfaction score of our employees increased from 80% in 2021 to 84% in 2023.

Well-beeing and diversity score



Employee satisfaction index





Employee care

Safety at the very heart of our operations

We put health and safety first to enhance performance and wellbeing. It is our duty to ensure that every employee and all our suppliers get home safe to their family after work. Our ultimate goal is zero accidents in all our operations. Safety is embedded in everything we do, how we do it, where we do it and for whom we do it. Every employee is made aware of the risks in their workplace and our safety rules through regular training, policies and awareness campaigns and off course we can always learn and improve. Our dedication to safety has led to a significant decrease in the Long-Term Injury Rate (LTIR). It has dropped from 12.3 in 2021, to 7.7 in 2022, and further down to 5.8 in 2023.

5,8% **Long-Term Injury Rate (LTIR)**

Cramo Group 2023

Safety push events in Sweden

Since 2021, Cramo has organised special safety push events to raise safety awareness. Based on several safety themes, various cases were discussed. In 2023, two special safety push events were organised throughout the whole organisation with a strong focus on the importance of a healthy workload, conflict management and the impact of a professional culture and safety norms.

Health & Safety week in Norway

The Norwegian Health & Safety week is all about keeping a clean sheet, preventing that no one gets hurt in a work-related accident. The focus areas is different from year to year, and the 2023 week is about HSE competences and mental health. A unique Health & Safety competence training portal was launched with 30+ different trainings, webinars and videos. During the week, there were also trainings in ADR goods (the European Agreement concerning the International Carriage of Dangerous Goods by Road), safe job analyses and lessons learned exercises. The mental health training focused on having a great (meaning safe) day at work.



Satu Soitula - Care Manager Finland

Employee care

Intensifying Diversity & Inclusion activities

We are committed to treating our employees in an open, honest and equal way. We promise a diverse and inclusive culture, where all employees of different ages, gender and backgrounds have the same opportunities for development. In 2023, we reinforced our Diversity & Inclusion (D&I) policies by drawing up Key Performance Indicators and action plans. D&I initiatives offer numerous advantages, including enhanced creativity and innovation and improved decision-making and problem-solving processes. Employees are more likely to feel valued, supported, respected and included in an environment that embraces diversity, and more likely to excel, resulting in higher levels of engagement, satisfaction and loyalty.

Inclusion and diversity day for all employees in Sweden

In 2023, Cramo organised an Inclusion Day for all staff members. The goal was to enlighten employees about the impact of unconscious bias on workplace inclusivity. By encouraging employees to embrace and leverage each other's unique differences, we can cultivate a more inclusive workplace.

Most Active Workplace certificate in Finland

Cramo has once again received the Most Active Workplace in Finland certificate. We support our staff with sports and cultural benefits that enable a range of exercises at work and during leisure time. For example, employees were invited to activate bicycle employee benefit and to join physical exercise groups during coffee breaks. This increases teamwork skills, increases mental and physical health and energises staff throughout their working day.



Employee care

Lithuania

We are proud to have a new tradition in Lithuania, when colleagues who have worked in the company for 15 years are invited to the "Oak club". As soon as an anniversary is celebrated in the company, colleagues are invited to plant their Cramo oak in the common grove. A metal plate with the employee's name is attached near to the tree, and a QR code allows others to hear a voice message recorded by that specific employee about the benefits of working at Cramo. This spreads a positive attitude about Cramo as a strong employee brand in the market. The first tree-planting colleagues planted more than one tree each, in result more than 250 trees were planted.



Each year in Lithuania, an orientation event with cars **"Women's rally"** is organized. This competition, open to women from all corners of Lithuania, also welcomes representatives from various companies. In an effort to challenge societal stereotypes, Cramo assembled a team primarily composed of women. The participation in the rally not only demonstrated Cramo's commitment to diversity but also contributed to a broader and more inclusive representation in society.



84%

Employee satisfaction index

Cramo Group 2023

Focus area 3

Enviromental care

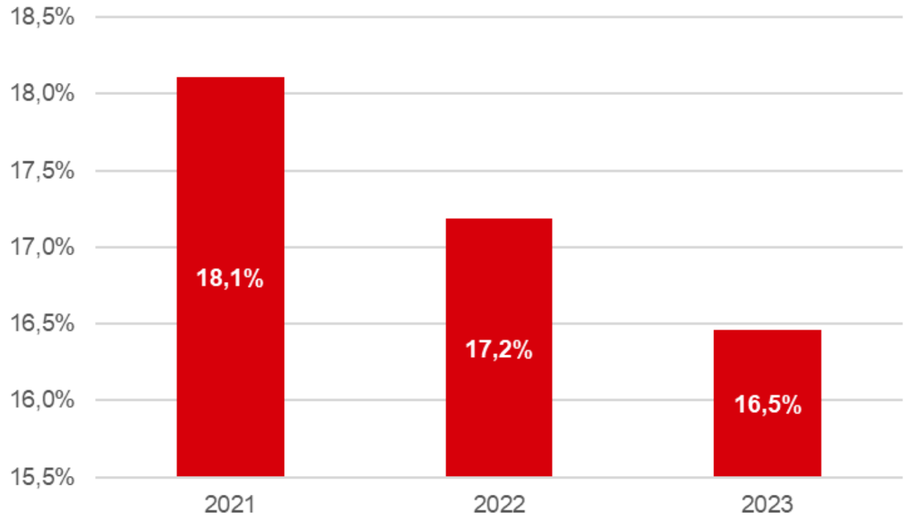


Enviromental care

Progress 2023

- We made an investment in LED technology, which resulted in a notable increase in our energy efficiency and a reduction in emissions.
- We increased our purchase of renewable energy compared to the previous year. This was accomplished by entering into agreements with renewable energy providers and installing renewable energy systems at our facilities.
- We placed a strong emphasis on internal communication regarding energy-saving measures. We did this by conducting regular workshops and training sessions for our employees, sharing best practices for energy conservation, and encouraging everyone to contribute their ideas for energy efficiency.
- In terms of waste management, there has been a successful reduction in hazardous waste from 18.1% in 2021 to 16.5% in 2023.

Share of hazardous waste





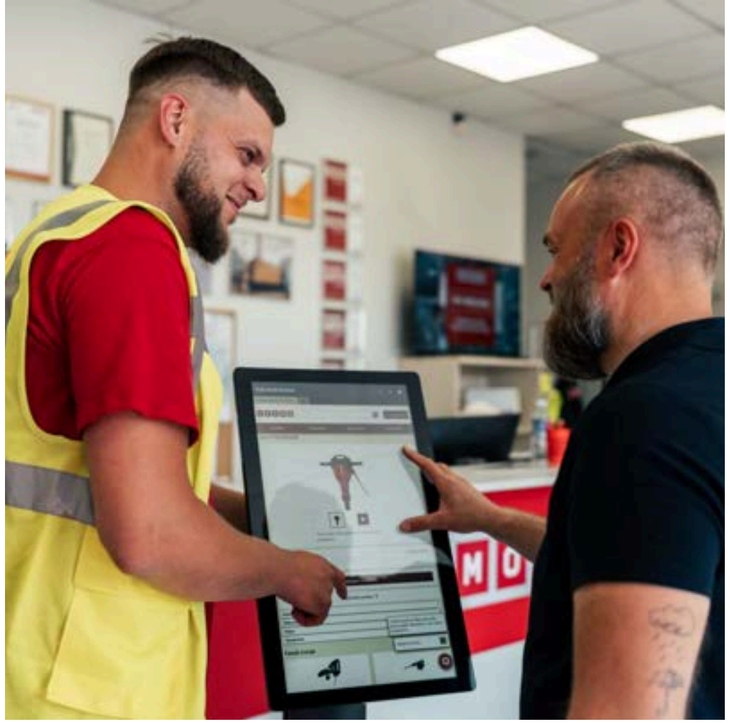
Enviromental care

Advancing Circularity in Operations

We are constantly striving to lessen our climate impact through reducing energy consumption, amplifying the use of renewable energy sources, and enhancing the circularity of our products and operations.

We are also making strides in improving the efficiency of our logistics and transportation systems. Our approach to materials management is guided by the principles of reduce, reuse, and recycle. We are committed to minimizing waste and ensuring the proper handling of hazardous waste.

In terms of infrastructure, we are investing in energy-efficient products, services, and designs for our facilities, systems, and vehicle fleet. This is part of our ongoing effort to improve energy performance across all aspects of our operations.









Enviromental care

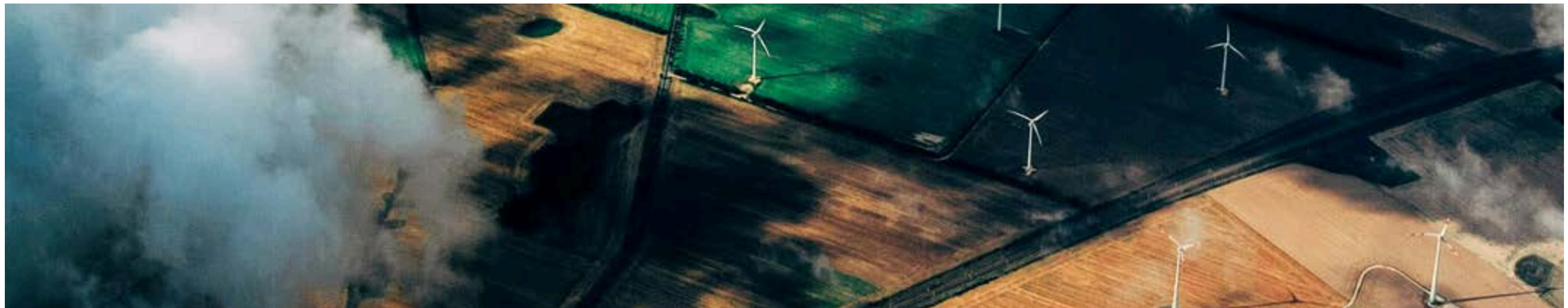
Elevating Renewable Energy Usage

To reduce CO2 emissions, additional targets are set to increase the share of renewable electricity. Renewable energy is available through supplier contracts or through purchase of Green Certificates. In 2023, we increased the share of renewable electricity (covered by Gurantees of Origin) from 86,7% in 2022 to 90% of total usage. In 2024, a further increase of renewable energy will be realised to achieve our target.

Through these focused activities, significant investments and responsible behaviour by our employees, our energy consumption relative to sales has decreased by 4% (from 90,5 to 86,5 MWh/€ m). Our energy data collection and estimation process has been improved significantly over the years.

Sweden: Cramo Sweden is participating in a three-year industrial energy measurement project called 'Lågan', which is developed for twelve construction sites, in three of which Cramo is participating. The goal is to increase knowledge about the factors affecting energy use for various items on construction sites and phases in the process. The project aims to establish key indicators that can be used for procurement documents, climate declarations and future energy management.

Latvia: In Latvia all plastic cups and glasses are replaced to the paper material, ordinary lightbulbs to LED and installed sensor lights, started to print materials on both paper sides, as well as reduces the quantity of printed materials, i.e. signed in documents using electronic sign and keeping the documents electronically.





90%

share of renewable electricity

Cramo Group 2023

Focus area 4

Social care



Social care

Progress 2023

- We have revised our Employee Code of Conduct to reflect our commitment to social sustainability. This updated code, which will be rolled out in 2024, was developed through consultation with our employees and stakeholders. It includes clear guidelines on ethical behavior, respect for diversity, and workplace safety. We will also establish a comprehensive training program to ensure all employees understand and adhere to the new code.

- We have enhanced our Supplier Code of Conduct to ensure our suppliers align with our social sustainability values. The implementation phase has already started and will continue throughout 2024.

- We have actively participated in charity initiatives as part of our commitment to giving back to the community. We've achieved this by partnering with local and international charities, and encouraging employee volunteering. These initiatives have allowed us to make a positive impact on the communities we operate in. More consistent actions are related to local Cramo initiatives, for instance volunteering day, donating blood, checking customers' health etc.

We respect human rights throughout the value chain. We support the Ten Principles of the United Nations Global Compact. These principles are incorporated into our business and processes. We ensure compliance with laws and regulations. An active collaboration with our customers, suppliers and other stakeholders is the key to the further development of sustainable rental solutions. Where possible, we endeavour to take an active role in the communities we operate in and encourage our employees to contribute to local charity projects.



Enviromental care

Updated Code of Conduct and Community Engagement



Update of Supplier Code of Conduct

In fall 2023, an updated version of the Code of Conduct for suppliers was rolled out. This Code establishes clear ethical standards that suppliers are expected to adhere to, ensuring that their business practices align with our values and principles. It helps ensure compliance with laws, regulations, and industry standards, reducing the risk of legal issues or reputational damage associated with non-compliance and helps to mitigate risks related to supply chain disruptions, labour disputes, or environmental controversies. At the same time, customers are increasingly concerned about the ethical sourcing of products, and a robust Code demonstrates our commitment to responsible business practices.

Overall, clear guidelines and expectations foster better relationships with our suppliers, and underpins partnerships based on trust, transparency and mutual respect, fosters positive relationships and enhances reputations. This aligns us with evolving societal expectations regarding CSR and sustainability.

Volunteering with the Salvation Army

Sagene in Norway is a drug-free, come-and-contribute activity centre run by the Salvation Army. It is designed to care for people who lack a social community network due to various challenges like addiction, psychiatric problems, loneliness, etc. The aim is to strengthen these people in their everyday life through cohesion, activation, participation and education. We took responsibility for cooking, cleaning, washing, and also chatted to many of the visitors to make them feel friendship and kindness.



88%

Ratio of employees trained in the Code of Conduct

Cramo Group 2023

Environmental Care

Our dedicated CramoCare team

The CramoCare team consists of dedicated representatives, one from each CramoMarket. Their primary responsibility is to promote sustainability within their respective countries. These team members play a crucial role in keeping sustainability at the forefront, ensuring that it remains a top priority across all operations.

Internally, they implement action plans aimed to minimize our environmental impact, promoting ethical business practices, and enhancing occupational health and safety. Their efforts align with our company's non-financial KPIs, emphasizing our commitment to responsible business practices.

Through their collective work, the CramoCare team contributes to a more sustainable future for both our organization and the communities we serve. If you want to learn more about the sustainability initiatives within each market, feel free to reach out to them directly!



From the left: Madeleine Rinne (CramoCare Sweden), Inge Schlössels (Management Trainee) and Sandra Benetiene (CramoCare Lithuania).

Appendix

Market specific data

Cramo Group

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	86%	85%	85%
	Nr of individuals participating in external safety training	6 026	7 183	7 850
	Customer Satisfaction Index (CSI)	75	76	76
Employees	Number of employees covered by collective bargaining agreements	73%	74%	70%
	LTIR	9,4	6,7	5,8
	Number of recordable work-related injuries	109	114	101
	Number of high-consequence work-related injuries	1	0	0
	Number of close calls	241	262	373
	Absentee rate	4,5%	4,7%	4,3%
	Turnover rate	14,7%	15,4%	15,1%
	Share of women within the operational organisation at end of period	14,0%	16,0%	13,4%
	Share of female managers	18,0%	17,0%	19,4%
	Employee satisfaction index	80%	82%	84%
	Well-being and diversity score	76%	79%	80%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	4 515	4 541	4 679
	Total Scope 2 emissions (market-based) (tCO2e)	1 467	1 606	1 425
	Scope 3 (air travel) emissions (tCO2e)	70	248	376
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	12,1	10,9	10,6
	Total energy consumption (scope 1 & 2) (MWh)	51 890	51 193	49 630
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	104,4	90,5	86,5
	Total renewable energy (market-based) (MWh)	23 384	23 031	23 556
	Share of renewable electricity	88%	87%	90%
	Total weight of non-hazardous waste (kg)	3 542 059	2 903 005	3 621 634
	Total weight of hazardous waste (kg)	783 363	552 623	713 672
	Total weight of waste recovered (handling method is "recycled") (kg)	216 000	1 286 128	1 921 562
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	93%	85%	88%

The Cramo Group includes several subsidiaries, such as Cramo Sweden, Cramo Services, Cramo Finland, Cramo Plc, Cramo Norway, Cramo Estonia, Cramo Latvia and Cramo Lithuania.

Sweden

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	87,0%	87,1%	86,2%
	Nr of individuals participating in external safety training	5 533	6148	7850
	Customer Satisfaction Index (CSI)	73	74	75
Employees	Number of employees covered by collective bargaining agreements	100%	100%	100%
	LTIR	18,6	6,7	8,5
	Number of recordable work-related injuries	83	86	80
	Number of high-consequence work-related injuries	0	0	0
	Number of close calls	116	109	189
	Absentee rate	*	6,6%	4,1%
	Turnover rate	*	18,6%	13,5%
	Share of women within the operational organisation at end of period	19,7%	19%	19%
	Share of female managers	18%	21%	22%
	Employee satisfaction index	*	85%	85%
	Well-being and diversity score	*	82%	84%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	1640	1620	1653
	Total Scope 2 emissions (market-based) (tCO2e)	403,6	483	427,7
	Scope 3 (air travel) emissions (tCO2e)	22	124	101,4
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	7,00	6,55	6,73
	Total energy consumption (scope 1 & 2) (MWh)	26 250	26 309	25 915
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	89,96	81,93	83,78
	Total renewable energy (market-based) (MWh)	13 829	13 794	14 097
	Share of renewable electricity	90%	88%	92%
	Total weight of non-hazardous waste (kg)	1 825 415	1 818 127	1 732 819
	Total weight of hazardous waste (kg)	612 501	542 293	575 921
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	670 390	640 142	632 200
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	99%	88%	80%

Finland

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	89,1%	89,0%	88,2%
	Nr of individuals participating in external safety training	330	706	2070
	Customer Satisfaction Index (CSI)	74	76	74
Employees	Number of employees covered by collective bargaining agreements	99%	99%	99%
	LTIR	3,56	3,66	2,48
	Number of recordable work-related injuries	15	18	14
	Number of high-consequence work-related injuries	0	0	0
	Number of close calls	11	13	31
	Absentee rate	4,1%	4,9%	4,1%
	Turnover rate	13,5%	15,6%	15,1%
	Share of women within the operational organisation at end of period	11,2%	9,5%	9,3%
	Share of female managers	11,5%	10,7%	10,3%
	Employee satisfaction index	74%	76%	74%
	Well-being and diversity score	69%	73%	70%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	421,1	401,1	417,0
	Total Scope 2 emissions (market-based) (tCO2e)	496,3	461,4	319,7
	Scope 3 (air travel) emissions (tCO2e)	11,9	45,8	58,9
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	9,32	7,75	6,75
	Total energy consumption (scope 1 & 2) (MWh)	9 361	8 127	6 662
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	95,13	73,02	61,01
	Total renewable energy (market-based) (MWh)	5107,1	4348,4	3822
	Share of renewable electricity	100%	100%	100%
	Total weight of non-hazardous waste (kg)	945 969	851 708	1 041 423
	Total weight of hazardous waste (kg)	54 597	58 343	21 323
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	796 575	391 964	920 473
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	89%	96%	97%

Norway

		2021	2022	2023*
Customers	Share of units powered by electricity within the energy powered fleet	81,7%	84,4%	86,5%
	Nr of individuals participating in external safety training	150	358	417
	Customer Satisfaction Index (CSI)	80	80	74
Employees	Number of employees covered by collective bargaining agreements	13%	13%	19%
	LTIR	2,90	5,80	4,10
	Number of recordable work-related injuries	7	8	4
	Number of high-consequence work-related injuries	1	0	0
	Number of close calls	114	139	153
	Absentee rate	6,5%	12,3%	7,4%
	Turnover rate	16,0%	11,8%	15,4%
	Share of women within the operational organisation at end of period	13,1%	16,5%	11,5%
	Share of female managers	19%	18%	20%
	Employee satisfaction index	82%	80%	86%
	Well-being and diversity score	76%	80%	79%

		2021	2022	2023*
Enviromental	Total Scope 1 emissions (tCO2e)	266,1	232,6	455,2
	Total Scope 2 emissions (market-based) (tCO2e)	3,3	6	4,7
	Scope 3 (air travel) emissions (tCO2e)	18,2	54,2	93,8
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	4,34	3,29	5,24
	Total energy consumption (scope 1 & 2) (MWh)	5 412	5 552	6 905
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	87,16	76,48	78,64
	Total renewable energy (market-based) (MWh)	4134	4468	5143
	Share of renewable electricity	100%	100%	100%
	Total weight of non-hazardous waste (kg)	513 501	333 105	600 680
	Total weight of hazardous waste (kg)	89 818	68 602	88 036
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	212 581	64 382	221 020
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	100%	100%	**

*During 2023, BAS Maskinutleie was acquired
**Waiting on training connected to the updated Code of Conduct

Estonia

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	70,4%	71,8%	72,5%
	Nr of individuals participating in external safety training	13	71	0
	Customer Satisfaction Index (CSI)	85	83	83
Employees	Number of employees covered by collective bargaining agreements	0%	0%	0%
	LTIR	8,7	2,7	5,2
	Number of recordable work-related injuries	3	0	2
	Number of high-consequence work-related injuries	0	0	0
	Number of close calls	0	1	0
	Absentee rate	3,7%	4,1%	2,6%
	Turnover rate	6,5%	9,7%	9,9%
	Share of women within the operational organisation at end of period	4,3%	5,3%	4,5%
	Share of female managers	14,3%	14,7%	13,9%
	Employee satisfaction index	86%	88%	89%
	Well-being and diversity score	79%	79%	78%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	1893,3	1982,4	1701,8
	Total Scope 2 emissions (market-based) (tCO2e)	424,3	390,1	469,4
	Scope 3 (air travel) emissions (tCO2e)	0,6	2,7	10
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	90,89	73,00	64,24
	Total energy consumption (scope 1 & 2) (MWh)	8 935	9 193	7 916
	Energy intensity (Energy use (scope 1 & 2) relative to sales“ (MWh/MEUR)	350,38	282,87	234,20
	Total renewable energy (market-based) (MWh)	315,2	421,2	483,6
	Share of renewable electricity	30%	42%	45%
	Total weight of non-hazardous waste (kg)	125 171	233 170	113 357
	Total weight of hazardous waste (kg)	18 974	10 330	4 921
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	81 354	167 300	76 569
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	100%	100%	100%

Latvia

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	68,4%	73,5%	73,6%
	Nr of individuals participating in external safety training	n/a	n/a	0%
	Customer Satisfaction Index (CSI)	n/a	n/a	n/a
Employees	Number of employees covered by collective bargaining agreements	n/a	n/a	0%
	LTIR	n/a	n/a	0
	Number of recordable work-related injuries	n/a	n/a	0
	Number of high-consequence work-related injuries	n/a	n/a	0
	Number of close calls	n/a	n/a	0
	Absentee rate	n/a	n/a	5,7%
	Turnover rate	n/a	n/a	54,5%
	Share of women within the operational organisation at end of period	n/a	n/a	13%
	Share of female managers	n/a	n/a	13%
	Employee satisfaction index	n/a	n/a	92%
	Well-being and diversity score	n/a	n/a	89%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	n/a	n/a	67,6
	Total Scope 2 emissions (market-based) (tCO2e)	n/a	n/a	16,9
	Scope 3 (air travel) emissions (tCO2e)	n/a	n/a	0
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	n/a	n/a	24,85
	Total energy consumption (scope 1 & 2) (MWh)	n/a	n/a	331,3
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	n/a	n/a	97,44
	Total renewable energy (market-based) (MWh)	n/a	n/a	10
	Share of renewable electricity	n/a	n/a	0%
	Total weight of non-hazardous waste (kg)	n/a	n/a	15000
	Total weight of hazardous waste (kg)	n/a	n/a	3000
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	n/a	n/a	0
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	n/a	n/a	90%

Lithuania

		2021	2022	2023
Customers	Share of units powered by electricity within the energy powered fleet	70,5%	71,6%	70,0%
	Nr of individuals participating in external safety training	0	0	0
	Customer Satisfaction Index (CSI)	81	79	81
Employees	Number of employees covered by collective bargaining agreements	0%	0%	0%
	LTIR	2,90	8,82	3,86
	Number of recordable work-related injuries	1	2	1
	Number of high-consequence work-related injuries	0	0	0
	Number of close calls	0	0	0
	Absentee rate	2,0%	3,1%	3,4%
	Turnover rate	12,3%	13,4%	20,8%
	Share of women within the operational organisation at end of period	2,2%	3,9%	4,1%
	Share of female managers	23,1%	3,6%	11,8%
	Employee satisfaction index	86%	84%	92%
	Well-being and diversity score	81%	79%	89%

		2021	2022	2023
Enviromental	Total Scope 1 emissions (tCO2e)	294,1	304,4	384,5
	Total Scope 2 emissions (market-based) (tCO2e)	239,6	265,4	186,1
	Scope 3 (air travel) emissions (tCO2e)	0	6,1	11,1
	Emissions (Scope 1 and 2) relative to sales (tCO2e/MEUR)	27,94	22,00	19,08
	Total energy consumption (scope 1 & 2) (MWh)	1 931	2 011	1 902
	Energy intensity (Energy use (scope 1 & 2) relative to sales" (MWh/MEUR)	101,11	77,63	63,61
	Total renewable energy (market-based) (MWh)	n/a	n/a	n/a
	Share of renewable electricity	0%	0%	0%
	Total weight of non-hazardous waste (kg)	132 003	66 614	118 355
	Total weight of hazardous waste (kg)	7 473	5 686	20 471
	Total weight of waste recovered (supplier handling method is "recycled") (kg)	22 570	22 340	71 300
Social	Number of legal proceedings	0	0	0
	Ratio of employees trained in the Code of Conduct	100%	100%	100%

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