

DURING THE PAST 40 YEARS,
200,000 PEOPLE HAVE GOTTEN A NEW
CHANCE THROUGH SAMHALL

40 YEARS 200,000 EMPLOYEES

ANNUAL AND SUSTAINABILITY REPORT 2020

samhall

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ABOUT THE REPORT

The audited annual report for Samhall AB (publ) 556448-1397 consists of the governance report and accompanying financial statements on pages 68-99. The summary reviewed sustainability report consists of pages 1-47. The annual and sustainability report is published in Swedish and an English summary. The Swedish version is the original.



Samhall: Sweden's most important company

Samhall's assignment is to create work that furthers the development of people with functional impairment. By matching the right person to the right task, in competitive client assignments, we create new work opportunities each year for thousands of people who formerly were far removed from the labour market. At the same time, we provide services to companies and organisations throughout the country. Samhall creates a unique combination of employee benefit, client benefit and society benefit. That is why we consider ourselves Sweden's most important company.



Samhall creates a unique combination of employee benefit, client benefit and society benefit.

40 persons are working at the laundry in Västberga, south of Stockholm.

VISION

Our vision is to contribute to a Sweden where everyone is considered an asset to the labour market.

This vision guides Samhall's long-term aims and targets. That means focusing on building competitiveness and working capacity in our employees, while clearly demonstrating to society the hidden power and ability of our employees. We do this by delivering sustainable, high-quality services. Everybody can work, given the right support.

MISSION

Our mission is to develop and demonstrate the employability of our workers with functional impairment. By providing work in client assignments, we can combat social exclusion and contribute to a sustainable Sweden.

Samhall offers a broad, high-quality range of services in personnel-intensive sectors such as cleaning, health-care, laundry, warehousing, logistics and manufacturing: all based on the needs of our clients. We see possibilities where others see hindrances. By providing our employees with real jobs and skills, we create competitiveness and employability.

26,493
EMPLOYEES

1,137
PEOPLE TO A NEW JOB

3.12

BILLION KRONOR IN REVENUE



**Only functional.
No impairment.**



At Malmö University, Samhall uses a form of ultra-pure water for cleaning, which diminishes the need for chemicals.

Samhall's assignment

Samhall is a state-owned company assigned to create meaningful work that furthers the development of people with functional impairment causing reduced working capacity.

THE SWEDISH STATE'S ownership directives establish, on an annual basis, the amount of work that Samhall is to provide for people with functional impairment, expressed as a minimum volume of wage hours. The Swedish Public Employment Service determines whether a person is assigned work at Samhall. The prerequisites for a position at Samhall are regulated by ordinance 2017:462 regarding specific initiatives for people with functional impairment causing reduced working capacity.

Employment for sheltered work at Samhall

Samhall provides two forms of employment within the framework of the labour market policy assignment. The majority of employees have a position for sheltered work at Samhall (in previous annual reports this was termed

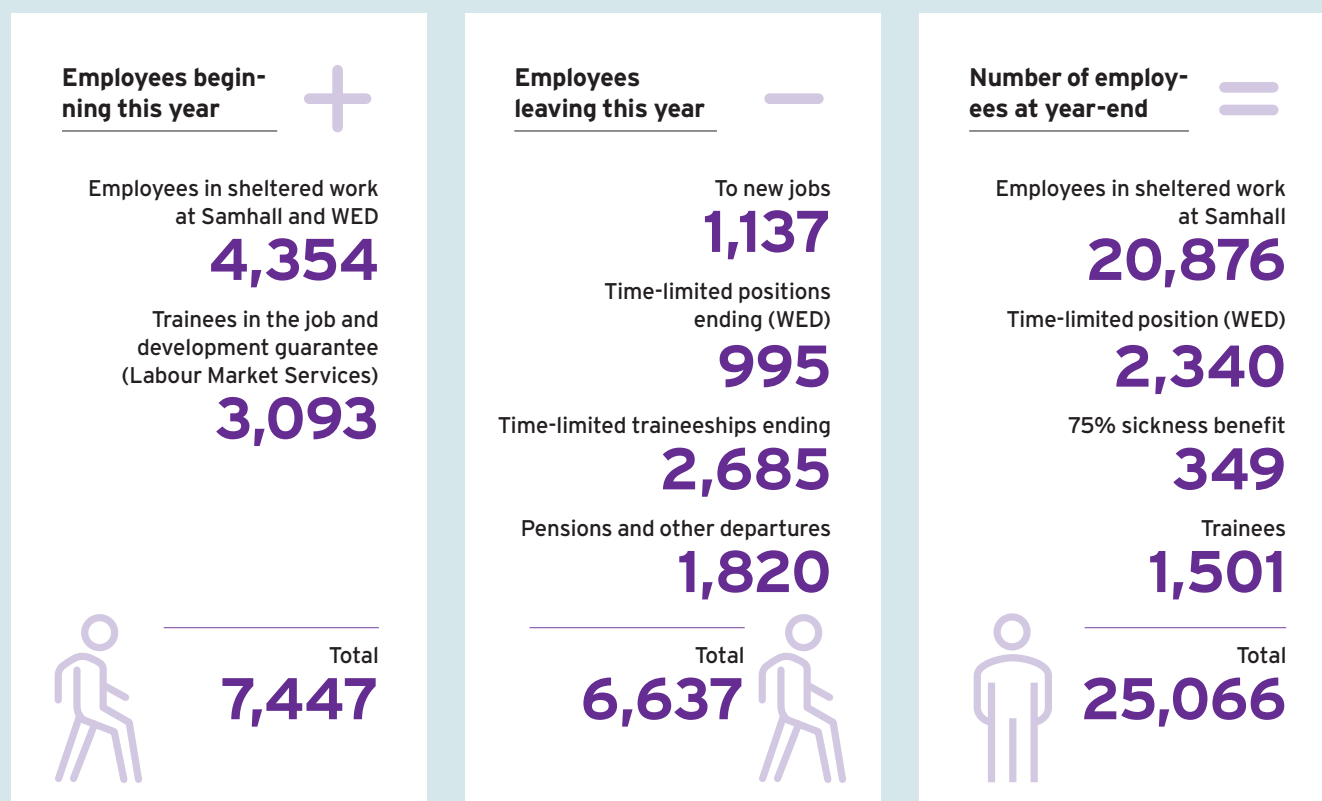
the core assignment). The target group is people whose working capacity is so reduced that the person cannot find any other work and whose needs cannot be met by other labour market policy initiatives.

For 2020, the assignment was to provide work for people with functional impairment of at least 32.7 million wage hours; the result for the year was 32.6 million wage hours. The result was affected by the pandemic, which included occasionally high absences due to illness, as well as fewer referrals of new workers over the year.

Wage subsidy for employees under development (WED)

Samhall provides time-limited positions with wage subsidy for employees under development (WED). These positions are offered to people with functional impairment

Employee turnover in the labour market policy assignment 2020



Five facts

Samhall is unique and the following five aspects are crucial to understanding us:

1.

The Public Employment Service decides who gets a job with us.

2.

We want our employees to find new jobs outside Samhall.

3.

Our number of employees drives our need for business, not the other way around.

4.

We cannot retrench employees due to a shortage of work.

5.

We are present in those areas where the need is greatest.

During the pandemic, employees who normally cleaned Arlanda airport made protective equipment instead.

who have been out of work for a long time. Young adults under 30 are prioritised. At least 25% of time at work must be spent on various development activities: e.g. introduction to working life, skills training at the Samhall school and/or traineeships with another employer.

The period of employment is normally one year and may not be longer than two years. For positions with wage subsidy for employees under development the target was 4.07 million hours; in 2020, the number of wage hours generated was 4.04 million.

Transitions to another employer

Samhall's assignment includes preparing at least 1 500 employees from the labour market policy assignment to leave Samhall for a new job in the regular labour market: this is called a transition. Transitions are important to diminish locked-in effects of the assignment and increase the throughput of employees. When someone leaves Samhall for a new job, Samhall has room to employ new people who are outside the labour market.

The number of transitions to employment outside Samhall was 1 137 (previous year 1 507) of which 537 (661) were people with wage subsidy for employees under develop-

ment. According to the owner's directives, Samhall is to encourage a higher proportion of women to leave the company for a new job. The proportion of women in all transitions was 29% (33%). The pandemic has had a negative effect on the labour market and dramatically worsened opportunities for transitions.

Permanent employees who make a transition are entitled to return to Samhall within one year; these are known as "returns". Positions for employees under development (WED) are time-limited appointments and have no right of return. Samhall must strive to reduce the number of persons returning to the company.

The number of returns was 389 (471). Most returns were due to the temporary employment position coming to an end.

Labour Market Services that combat social exclusion

Samhall offers the Public Employment Service positions for work training at many of our workplaces. Via the Public Employment Service, unemployed people with functional impairment can participate in reinforced work training programmes and receive in-depth assessment conducted by Samhall.

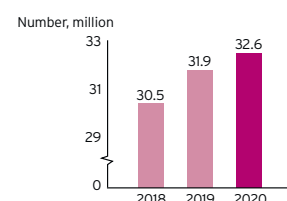


Scope and results of the assignment

32.7
million
wage hours

Wage hours for employees with sheltered work at Samhall

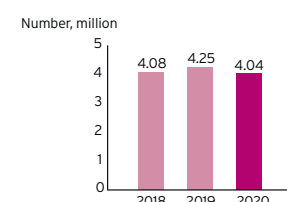
In 2020, Samhall was to provide positions with sheltered work of at least 32.7 million wage hours. The number achieved was 32.6 million wage hours. Between 2018 and 2020, the assignment was expanded by about 2 million wage hours.



4.07
million
wage hours

Wage hours for positions with wage subsidy for employees under development

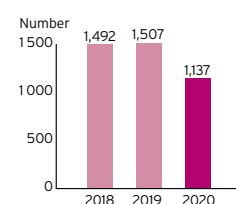
In 2020, Samhall was to provide positions with wage subsidy for employees under development of at least 4.07 million hours. Before 2019, the target was expressed as a number of employees. For 2020, the assignment is for 4.04 million wage hours.



1,500
people

Transitions

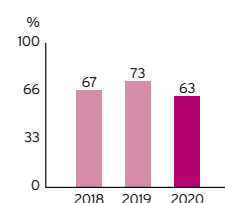
Samhall's assignment covers at least 1,500 people making transitions to work in the regular labour market. In addition, Samhall needs to increase the proportion of female employees leaving the company for a regular job, and decrease the proportion of people returning to the company having tried a job in the regular labour market. In 2020, there were 1,137 transitions. The decrease from the previous year is a direct consequence of the pandemic, which has limited job opportunities in the regular labour market.



>40%
from prioritised
groups

Prioritised groups

At least 40% of new recruits directed to Samhall for sheltered work from the Public Employment Service must come from a prioritised group. People in these prioritised groups have the greatest need of a position at Samhall, as described on page 8. The result for 2020 was 63%.



The year in numbers

| | 2020 | 2019 | 2018 |
|--|-------|--------------------|-------|
| Net sales (SEK M) | 3,119 | 3,050 | 2,952 |
| State compensation for additional cost (SEK M) | 6,293 | 6,080 ¹ | 4,975 |
| Operating margin, % | 9 | 1 | 3 |
| Equity ratio, % | 39 | 35 | 36 |
| Return on average equity, % | 16 | 6 | 8 |
| Profit for the year | 232 | 74 | 92 |

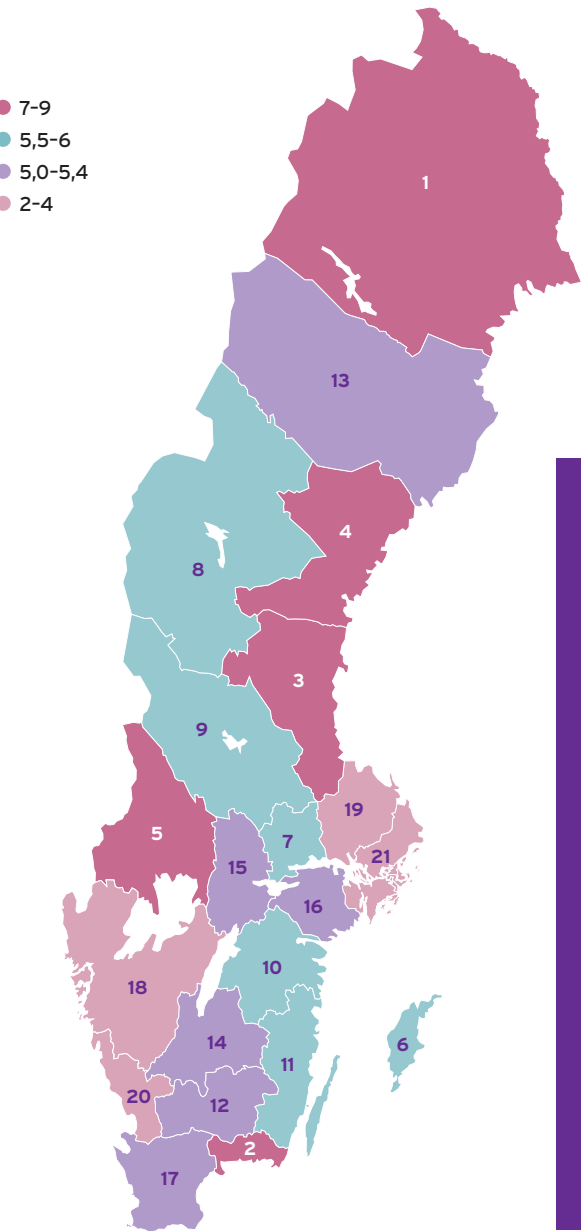
¹⁾ From 2019 inclusively, compensation for WED is included in the compensation for additional costs

Society's needs guide our operations

As a group, people with functional impairment and reduced working capacity face particular difficulties in the labour market.

Prioritised groups

According to ownership directives, at least 40% of those appointed sheltered work at Samhall must come from specially prioritised groups whose functional impairment creates particularly difficult problems in entering the labour market, and this definition is decided jointly by Samhall and the Public Employment Service. Prioritised groups cover people with mental impairments, people with generally diminished learning abilities, people with specific cognitive impairments in combination with impaired hearing or vision or mental impairments, as well as people with multiple impairments that together cause a comprehensive reduction in working capacity according to particular specifications.



The Public Employment Service assesses who belongs to these prioritised groups. The proportion of employees at year-end from prioritised groups was 63% (73%) of the number of new employees for sheltered work. The proportion from prioritised groups among women was 65% (74%).

The Public Employment Service assesses who belongs to these prioritised groups. The proportion of employees at year-end from prioritised groups was 63% (73%) of the number of new employees for sheltered work. The proportion from prioritised groups among women was 65% (74%).

We are where the need exists

Samhall is present nationwide and where the need exists. The geographical allocation is agreed annually by the Public Employment Service in consultation with Samhall. The county distribution of employees in Samhall's

Nationwide presence

Number of employees in Samhall's labour market policy assignment, across Sweden's 21 counties.

| | | | |
|-------------------|-----|---------------------|-----|
| 1. Norrbotten | 9,0 | 12. Kronoberg | 5,3 |
| 2. Blekinge | 8,6 | 13. Västerbotten | 5,2 |
| 3. Gävleborg | 7,5 | 14. Jönköping | 5,2 |
| 4. Västernorrland | 7,4 | 15. Örebro | 5,2 |
| 5. Värmland | 7,1 | 16. Södermanland | 5,1 |
| 6. Gotland | 6,4 | 17. Skåne | 5,1 |
| 7. Västmanland | 6,4 | 18. Västra Götaland | 4,3 |
| 8. Jämtland | 6,3 | 19. Uppsala | 3,6 |
| 9. Dalarna | 5,8 | 20. Halland | 3,2 |
| 10. Östergötland | 5,6 | 21. Stockholm | 2,7 |
| 11. Kalmar | 5,6 | Riket | 4,7 |

Per 1,000 persons in the workforce

labour market policy assignments on 31 December 2020 is shown in the following diagram. As Samhall must avoid retrenching employees in areas with vulnerable labour markets, the geographical distribution has been relatively stable over time, which partly reflects conditions in the labour market of the 1980s and 1990s. When vacancies arise and new employees are appointed to Samhall, it occurs in areas where the need is deemed the greatest.



State compensation

SAMHALL'S ASSIGNMENT means that we provide a service of general economic interest for which we receive state compensation. This compensation covers the additional costs that arise in carrying out the labour market policy assignments. Compensation for additional costs totalled SEK 6 293 million for 2020. From 2019 inclusively, compensation for WED is included in the compensation for additional costs. No wage subsidies or other state compensation occur in the labour market policy assignment.

The terms and conditions of the company's operations and compensation from the state is provided in ordinance (2018:1528) regarding state compensation to Samhall Aktiebolag for a service of general economic interest, as well as the owner's directives to Samhall. It includes a compensation and control mechanism to ensure no overcompensation occurs and that Samhall's assignment must be reviewed at least once every 10 years. In addition, special reporting requirements were introduced. Read more in note 6, page 83.

Competitively neutral pricing

Samhall's assignment and business model stipulate that we produce goods and services in competition with other companies in an open market. Our clients pay a market price for the actual work done, while the state's compensation for additional costs cannot be used to compete on price. Therefore, our pricing is carefully regulated through guidelines, calculation tools and the monitoring of market prices. In recent years, Samhall's pricing has been examined by both the EU Commission and the Swedish Competition Authority, who found no indications that Samhall distorts competition. In 2020, Samhall was reported to the Swedish Competition Authority on two occasions and these are currently under investigation.

Value creation

Samhall's value creation derives from our vital societal assignment. We are mandated to create work that develops the skills of people with functional impairment and reduced working capacity by producing goods and services that are in demand. To succeed, we need to develop the occupational

skills and working capacity of our employees, maintain and develop client relationships, meet market demand and manage operations in a sustainable manner. All in order to create the largest possible benefit for employees, clients and society; something we call the Samhall benefit.

Samhall's preconditions

Samhall's business logic is the opposite of most companies; we start with a set number of employees for whom we need to create meaningful jobs, while in other companies business volume determines the number of employees.

The labour market policy assignment also brings about costs that other companies do not have and these are covered by the state's compensation for additional costs.

We continually need to balance the requirements and preconditions associated with the assignment and from our stakeholders.



[Read more on pages 4-9.](#)

Our vital human capital

Samhall's most important asset is our employees.

Over the years, Samhall has established a method to develop and match employees' skills and competence with client assignments.



Samhall's most important asset is our employees.



[Read more on pages 24-26](#)

Strategies and offerings

Samhall's strategies point the way to fulfilling the assignment and increasing our value creation. Targets and indicators show whether we are on the right track.

To successfully fulfil the assignment, we need a broad mix of business that matches our employees' abilities, our geographical coverage and market demand.

SAMHALL'S OFFERING

Packing and assembly

Property services

Services

Warehousing and logistics

Recycling

Cleaning services

Industry and production

Laundry services

[Read more on pages 22-23, 32-36](#)

Employee benefit

Having meaningful work that develops occupational skills brings a person financial security, as well as colleagues, recognition, connection and pride in contributing to society.

7,447

people have been given a new path into the labour market through jobs or traineeships.

1,137

people got a new job in the regular labour market.

Client benefit

By developing and supplying sustainable offerings, we satisfy the clients' needs and strengthen their competitiveness. Our clients also see commercial benefits to increased diversity and a more inclusive society.

3.12 M

billion Samhall has delivered client offerings valued at SEK 3.12 billion.

4,399

To more than 4 399 clients throughout the country.

Society benefit

Through Samhall, more people are included in the labour market and people's skills put to good use. In turn, this profits society in the form of increased productivity, increased employment, lower costs, higher tax revenues and better quality of life for many more people. This is especially crucial in areas with a weak labour market.

36.6

million wage hours.

25,066

employees with functional impairment and reduced working capacity throughout the country.

**Samhall
benefit**

Samhall benefit is the sum value of the benefits that we generate for employees, clients and society.



A journey with many winners

Today's Samhall started in 1980 as the Foundation for Social Enterprises. Over these 40 years, the assignment has remained the same, but as the world changed so too Samhall went from being a manufacturer of fashionable suits, wooden clogs and batteries for mobile phones, to today's service jobs. Here are some milestones from Samhall's 40-year journey.



Own brands

Samhall Formel was the name of a series of products made by Samhall, primarily sports and leisure goods such as ski poles, bandy sticks and snowshoes. Samhall had an enormous breadth in the 1980s, with 375 industries producing everything from timber houses to children's bicycles. The products were sold through a comprehensive product catalogue.



Outdoor furniture

Samhall Garden was a series of outdoor furniture sold in Sweden and abroad. The most exclusive furniture was sold under the name Eden Collection.

Tailor-made

In 1993, Samhall bought the exclusive fashion label Tiger, as well as Brasson. It led to the production of the famous Tiger suits.



● 1980

● 1990



Wooden clogs for export

Trolls wooden clogs were introduced in the US. At the time, demand was so great that a clog stockroom was established in Manhattan, New York.



Collaboration with the whole world

In 1987, Samhall invited similar companies throughout the world to create an international network. This was the beginning that led to the foundation of Workability International. Today this organisation, which focuses on opportunities for work for people with functional impairment, has more than 40 member organisations around the world. Samhall holds the position of vice chairman.



Batteries for mobile phones

26 million mobile-phone batteries were produced by Samhall for Ericsson, and exported around the world. Ericsson was Samhall's largest client at the time.





An important part of Samhall's success has been the ability to adapt and continually evolve its business.

One of the biggest

Samhall has around 26,000 employees. That makes Samhall the company with the largest number of employees in Sweden

• 2010

Transition to services

Samhall is still a large supplier to IKEA. But today, it concerns cleaning and other forms of service at IKEA stores in Sweden.

• 2020

Reduced working capacity

Currently, more than 800,000 people in Sweden have some form of functional impairment. For 550 000 of these, this affects their ability to work.



• 2000

Furniture at IKEA

During the 1990s and 2000s, Samhall was IKEA's largest supplier. At its peak, the collaboration had a turnover of almost one billion kronor.



2.2 million babysitters

Over the years, Samhall employees have made 2.2 million babysitter bouncers for BabyBjörn, one of Samhall's oldest clients. Currently, almost 60 employees assemble and pack BabyBjörn's travel cots and babysitters.



200,000

employees have worked at Samhall since the beginning 40 years ago.

24

Samhall employees are trained in 24 occupational roles.

153

Samhall employees come from 153 of the world's 195 countries.

40,000

employees have found a new job outside Samhall.

Sara Revell Ford

Age: 48

Lives: Nacka, Stockholm

Previous positions: General Secretary for Mentor International and Mentor Sweden, National Chief for the Swedish Red Cross and General Secretary for the Swedish Outdoor Association. Sara also has experience in business development, sales and marketing with brands including The Absolut Company and Canon.

A year full of fantastic efforts

When we look back at 2020, we see developments that not only turned our everyday lives upside down, but will also affect us for a long time to come. That applies to Samhall and for us as people and our entire society.

Atan early stage, we witnessed how key clients were forced to reduce or halt operations, while at the same time many of our employees experienced great anxiety and, at times, we had high rates of absences due to illness. But we can also state that it was a year full of fantastic efforts and Samhall assumed great responsibility throughout the country.

During the ongoing pandemic, we have, in an impressive way, taken responsibility for the essential work that we perform, while simultaneously caring for each other and our clients. In close consultation and dialogue with union organisations, we have developed the workplace environment programme to help diminish the risk of infection.

Samhall has also shown a unique adaptability in 2020. In many areas where the crisis hit our operations hard, we redeployed and started producing protective materials or disinfectant. Throughout Sweden, Samhall endeavoured to secure that workers in the care sector, as well as other workers essential to society, could do their job in a safe manner.

THE PANDEMIC HAD a particular effect on Samhall's possibilities to conduct its labour market policy assignment in 2020. As a consequence of occasionally high absences due to illness, as well as fewer referrals of new workers from the Public Employment Service, we saw early challenges in fulfilling the owner's targets regarding wage hours. But after significant efforts in autumn, we could, by year-end, state that Samhall delivered 32.6 million wage hours in the assignment for sheltered work and therefore came almost the whole way to achieving the target of 32.7 million hours.

We also witnessed how an even greater proportion of people with functional impairment who got a job in 2020 did so via Samhall. Over the year, 7,447 people got a new job or traineeship at Samhall, which clearly shows our ability to deliver vital and developing work in uncertain times. Even the owner's target regarding recruitment from prioritised groups was emphatically surpassed.

A LARGE IMPACT from the pandemic was felt on Samhall's target for transitions to work with another employer. An uncertain labour market led to fewer employers needing new workers, and consequently the number of recruitments from Samhall fell from 1,507 in 2019 to 1,137 in 2020. Given the circumstances and rising unemployment in Sweden, 1,137 transitions can still be considered a good result.

Despite the crisis, we can say that Samhall handled the year well and managed to adapt and maintain business growth in 2020, which is very positive. Above all, we ha-

ve seen many new or extended contracts in the Services business area. Our clients have had great demand over the year for cleaning services to help prevent the spread of infection, which has resulted in new business opportunities for Samhall.

AT THE SAME TIME, the Sector Solutions business area was affected more negatively by the crisis, where enormous uncertainty among our clients led to a tougher situation. Samhall however is well equipped for the future and has a clear growth strategy with prioritised activities aiming to offer more employees work that develops their skills all day long.

As we close the books on 2020, we can state that Samhall achieved a good financial result and secured its operations. The pandemic has caused a number of major cost increases such as sick pay, protective material and conversion costs, as well as missed revenue. Simultaneously, cost consciousness, deferred development investments and state support for sick-pay costs have counteracted a negative financial result. As we enter 2021, the company has a strong equity ratio and a necessary reinforcement of Samhall's compensation for additional costs, which is much needed in a time that will test us.

AS THE NEW CEO for Samhall, I am both proud and impressed by the fantastic adaptability and responsibility that so many of our employees have shown. During the ongoing pandemic, it has also become even more evident that Samhall plays an extremely important role in the way the labour market functions and for individual people and families.

I consider it one of my most important tasks to manage that strength and expertise regarding employee development and matching that Samhall possesses; while at the same time, developing ways of working and building stronger relationships to Swedish businesses and our important stakeholders. The company also needs to take the next step in its sustainability programme, where through business development and diminished environmental impact we can discover new business opportunities and actively contribute to a long-term, sustainable society.

The learnings and experiences we have from years of creating new opportunities in the workforce for more than 200,000 people will be valuable in the shared work of facing the challenges and possibilities of the future.

I look forward, together with the company's employees, our clients, union organisations and our partners, to continue to develop and lead Sweden's most important company.

Sara Revell Ford
Mars 2021

Chairman's statement

A job at Samhall means very much for very many people. When a person gets a new chance in the labour market through Samhall, great value is created for that individual, as well as the world around him or her. The job even contributes to a stronger society with greater diversity where more people are participating and building our common welfare.

At a time of rising unemployment and growing social exclusion, Samhall's role is perhaps more vital than ever before in the company's 40-year history. We know how crises and recessions have extensive, long-term effects and those with the weakest position in the labour market are hit hardest of all. Therefore, I am extremely proud that Samhall continues to show responsibility at a difficult time and has delivered good results in terms of both business growth and employee development over the year. 2020 was when the abnormal became normal. We learned how to live in new ways and keeping one's distance became the same as showing consideration to someone. For Samhall, it was also a year where both daily operations and our long-term strategies were put to the test. So far, we have come through the pandemic in an impressive manner. As other labour market policy initiatives diminish in scope, and as fewer employers choose to hire, so Samhall stands tall and creates, every day, new opportunities for tens of thousands of people.

But 2020 was also a year of reflection and important decisions concerning Samhall's future. The board placed great emphasis on making the company recession-proof and identifying long-term growth opportunities. We also intensified the company's targets regarding sustainable enterprise and received new targets from our owner, the Swedish state, regarding employee engagement and degree of utilisation. These targets will contribute to a Samhall that makes better use of its resources and, at the same time,

takes greater responsibility for a sustainable future.

During the year, Samhall CEO, Monica Linge-gård, chose to move on and become CEO and President of SJ, Sweden's state-owned passenger train operator. Monica, who joined Samhall in 2011, developed the company in an impressive way and contributed to an appreciable higher number of employees developing their skills and increasing society benefit per invested tax krona. The second half of the year saw Paul Lidbom, Samhall CFO, become acting CEO. On behalf of the entire board, I want to thank them both for a job very well done.

Samhall's new CEO, since 1 January 2021, is Sara Revell Ford. Sara is a committed, communicative and values-driven leader, who will be a fantastic leader for Samhall. I look forward to following her journey with the company.

As we now enter 2021, we do so under new leadership and a strong focus on Samhall as a crucial societal player. Samhall is a central component in the building of Swedish society and it is important that decision makers, as well as the whole of Sweden, have great confidence in us. In the coming year, we will continue our work in strengthening the company's relationships and dialogue with our many stakeholders.

Based on the good work we achieved in 2020, and large measures of consideration and care for each other, I look forward to a new operational year with Sweden's most important company.

Cecilia Schelin Seidegård
March 2021



Assignment and targets

Samhall's targets are determined, in part, by the scope of the assignment, assignment targets and financial targets as decided at the annual general meeting, and by the company's targets for sustainable enterprise, determined by the board in April 2020. Some assignment targets are yet to be established, but will be determined after base measurements in 2021.

Scope of the assignment

The state's ownership directives to Samhall outline the scope of the assignment: how many wage hours the company needs to deliver through its two forms of employment, sheltered work and WED, the proportion of those recruited to sheltered work from prioritised groups and how many employees should leave Samhall for a new job, known as transitions. The assignment also includes efforts to raise the proportion of women leaving Samhall for a new job, as well as decreasing the number of people who return to the company after a transition.

- Wage hours: Sheltered work
- Wage hours: WED
- Prioritised groups
- Transitions

For results, see page 7

Assignment targets and financials

In 2019 and 2020, a project was conducted to determine several new assignment targets and financial targets for Samhall. These were introduced at the annual general meeting in April 2020. Targets for dedicated employees and degree of utilisation will be established once base measurements are made in 2021.

| | | |
|---|---|--|
| Equity ratio Target: An equity ratio of at least 30%. | Result 2020: 39% 2019: 35%, 2018: 36% | |
| Return Target: A return on shareholder capital must attain 5% over the long-term. | Result 2020: 16% 2019: 6%, 2018: 8% | Considered over a business cycle of five and 10 years respectively, the return has been 0% and 1%. |
| Dedicated employees Target: to be decided | The target for the engagement index will be decided after evaluation of the base measurements in 2021. | |
| Degree of utilisation Target: to be decided | The target for the degree of utilisation will be decided after evaluation of the base measurements in 2021. | |

Targets for sustainable enterprise

Development and inclusivity

We create development through work and show the way to an inclusive society.



Employees in work (E.I.W)

Target: 2.5 by 2024

Result 2020:

3.2

(2019: 3.3, 2018: 3.3)

This indicator measures our ability to provide employees with real work that develops their skills based on their own circumstances. The lower the E.I.W. score, the higher the degree of employee development.

Engagement index

Target: >71 over time

Result 2020:

80

(2019: 81, 2018: 77) comparable figures cover professional employees

This indicator is an index based on the annual employee survey. This year's survey only covered professional employees. The latest survey to cover all employees was in 2019, with a score of 71.

Occupational accidents

Target: -50% in number by 2023 compared to 2018

Result 2020:

-45%

(2019: -19%, 2018: -)

This indicator measures the number of occupational accidents, with a target aiming to halve the number of serious incidents by 2023 compared to 2018. Between 2019 and 2020, serious accidents decreased by 32%.

Recruitment collaboration

Target: at least 50% of transitions through recruitment collaborations by 2025

Result 2020:

24%

(2019: 15%, 2018: -)

This indicator means that at least 50% of transitions to new work occur through long-term recruitment collaborations by 2025.

Circular and fossil free

We manage our operations within planetary limitations.



Halve climate impact

Target: -50% CO2 emissions in 2025 compared to 2018

Result 2020:

-7%

(2019: -1%, 2018: -)

This indicator measures efforts to halve CO2 emissions produced by our own fleet of vehicles, electricity and district heating, as well as business travel.

Fossil-free fleet

Target: 100% fossil-free fleet by 2030

Result 2020:

27%

(2019: 25%, 2018: 20%)

This indicator measures the proportion of solely electrical and gas-driven vehicles in the company fleet. A major investment in charging stations will provide better opportunities for electrical vehicles in the near future.

Sustainable partnerships

We are a dependable business partner that takes responsibility for our value chain.



Satisfied clients

Target: 8.5 by 2025

Result 2020:

7.8

(2019: 7.7, 2018: 7.3)

This indicator measures a weighted average on a scale of 0-10 in the annual client survey, where a higher value indicates a more satisfied client.

Responsible supply chains

Target: 100% by 2023

Result 2020:

77%

(2019: 55%, 2018: -)

This indicator measures the proportion of Samhall's central suppliers analysed for sustainability over the past three years.

Samhall during the pandemic: more vital than ever

When the labour market shrinks, people with functional impairment are hit hard. Continuing to offer new pathways into the workforce will be even more important in the near future.

Major impact on the labour market

In 2020, Sweden experienced one of the most challenging situations in a long time. As pressure mounted on the authorities and central societal functions, it became clear that Samhall's role and assignment was perhaps more vital than ever.

Crises and recessions tend to strike hardest at those with the weakest position in the labour market. They are the first to be let go; they are also the last to be hired again when times improve. People with their whole working lives ahead of them risk permanent exclusion if not given access to the right initiatives. This was noticeable in the 1990s crisis; the same pattern is seen today in the current pandemic.

During the year, the position in the workforce of people with functional impairment has become much more difficult. Fewer people have received a job through the Public Employment Service and the government has had to revise the prognoses for the number of wage subsidies for employers who choose to employ a person with functional impairment. However, Samhall has, in this situation and in accordance with the company's clear manda-



A very large proportion of people with functional impairment who got a job in Sweden in 2020 did so with Samhall.

te, continued to hire new workers. Consequently, a very large proportion of people with functional impairment who got a job in Sweden in 2020 did so with Samhall. Therefore, Samhall has responded to the pandemic and provided vital work during a time when it was perhaps more important than ever before.

Rapid redeployment

Samhall has also contributed greatly to the pandemic response in other ways. When the need for protective material dramatically increased, Samhall displayed a unique talent for adaptability. In many areas where the crisis had hit the company hard, Samhall chose to adapt operations and produce protective material and disinfectant, instead of carrying on normal operations.

Millions of protective visors and overalls were produced over the year, in more than 20 areas throughout the entire country. Thanks to Samhall, employees in healthcare and other essential areas could do their job safely during the pandemic.

20

million protective visors and overalls were produced during the year, in more than 20 areas throughout the entire country.

In spring, about 300 Samhall employees around Gothenburg helped in the production of protective visors.



Strategic direction

Samhall's five strategic areas are formulated in our operational plan for 2019-2022, which describes how we will succeed with our assignment and attain our targets.

For Samhall to continue the fulfilment of its assignment, operations need to keep evolving. Therefore, Samhall works with three transformation processes: growth, operational transformation and digitalisation. The growth strategy aims to secure that all employees have work all through the day that develops their skills.

The operational transformation covers strengthening and improving our processes and is closely connected to

the digital transformation that enables smarter ways of working and increased operational efficiency. Much of the digitalisation revolves around developing new support mechanisms, partly as an integrated component in our services and offerings, and partly in the communication with our clients and employees.

In 2020, Samhall replaced and implemented several new operational systems.

1 Culture and leadership

Samhall has an important, yet complex assignment. Everyone at Samhall needs to understand our assignment and balance our commitments to employees, clients and society. It characterises our culture and leadership ideals. Our principles are based on the equal value of all people, faith in every individual's ability and the value of work for individual and societal development. Our leaders see abilities and create the conditions for employees to develop through their work by taking responsibility, being present and building participation.

A good culture and leadership have seldom been as important as in 2020. During the year, Samhall really showed that we live up to our core values: dedicated, dependable and attentive.

2 More jobs

Being able to provide our employees with real work, across the entire country, all day long, is a prerequisite for our success. It is the client assignments that provide development for our employees. Historically, our success has been built on a unique ability to transform our business and constantly develop our employees in new sectors, occupational roles and tasks. Increasing demands for sustainability and digitalisation are two current factors that have the largest significance on our future competitiveness.

Opportunities to create more jobs in 2020 were strongly affected by the pandemic. Thanks to a unique ability to adapt to new situations and an increased demand for cleaning services, the company was still able to create new work for employees whose previous assignments had ceased due to the pandemic.

3 Clients at the centre

It is through work that we develop our employees: without our clients there is no employee development. Only by focusing on clients can we reduce the underemployment that has been one of Samhall's challenges for many years. Through good relationships and qualitative delivery, our clients stay with us for a long time. A satisfied client provides the best possible conditions for our employees to enjoy their work and achieve their full potential.

Many Samhall clients have been affected by the pandemic. In certain sectors, the need for our services decreased, while our employees in other sectors have been crucial in maintaining operations. By listening to our clients' needs, we have shown that we are a stable partner in good times and bad.

Nedde sees each employee's abilities. He is a team leader with around 20 employees who pack and label groceries for a food wholesaler.

4 Development through work

The basis of all Samhall operations is to develop employee working capacity and skills. We achieve this by our employees performing work that is in demand. For us, it is important that "everyone in the team gets to play" and that each employee has tasks to do all through the working day. Introduction, training at the Samhall school and practical work experience in our assignments are vital in our employees' preparation. Good matching between employee and client assignment is crucial.

During the year, a large part of training became digital and took on new forms. We also had to make major adaptations to comply with restrictions and find new routines to protect the health of employees.

5 Sustainable operations

A sustainable operation utilises all resources in a responsible manner for long-term sustainability. For us it is about both safeguarding our most important resource - our employees' skills - and running a business within the limits of planetary boundaries. It also means acting in a professional manner and ensuring the client gets the agreed quality at the right time.

Delivering sustainable services will be increasingly important and we therefore need to constantly develop our own operations and client offerings. In 2020, we continued to develop sustainable services with seven newly built laundries and invested heavily in electric vehicles.

Employees in focus

Samhall has 40 years accumulated experience of developing employees and matching them to real jobs.

THE METHOD OF DEVELOPING PEOPLE

Samhall's assignment is to further the development of employees through work. Our objective is that all employees develop their working capacity based on their individual considerations and abilities, and ultimately find work outside Samhall. This occurs through matching and development in clear occupation roles. The development journey is different for many employees, but the work process is the same.

1. Introduction and training in occupational roles

We offer 24 occupational roles. Each one has a number of training steps that develop skills and show the competencies we can provide clients, both as a supplier and recruitment partner.

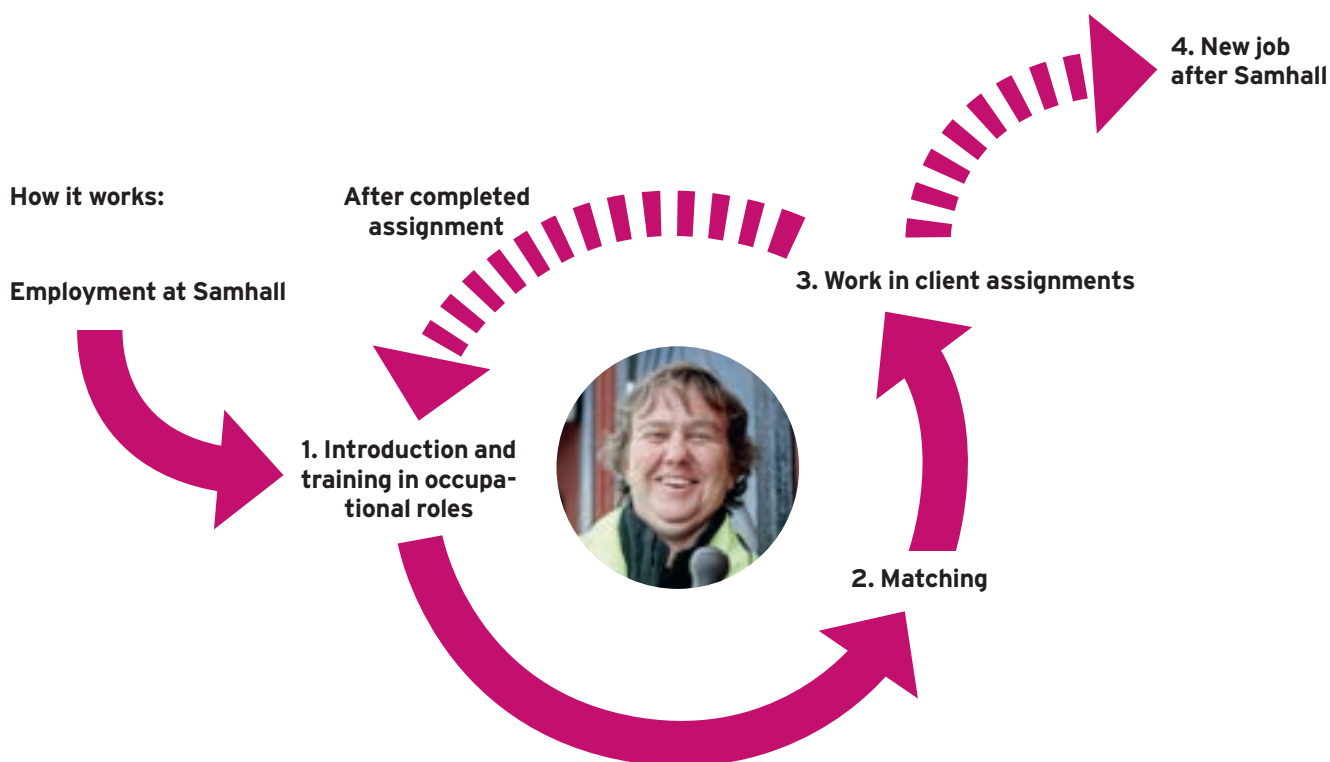
Employees can receive training in one or more occupational roles. Samhall has more than 7,500 trained cleaners, about 2,400 shop workers and 1,800 stockroom workers. During the year, the Samhall school conducted 4,474 courses with 28,761 attendees.

2. Matching

Samhall has developed a matching process that highlights each individual's strengths and abilities in order to match the right person to the right tasks, and build teams where employees complement each other. To increase the opportunity to develop their skills, Samhall's employees are offered individually customised tasks and work rates.

3. Work on client assignments

The daily work in Samhall's client assignments provides employees with opportunities to meet clients, perform tasks, collaborate with colleagues and receive support and feedback. Samhall's broad and varied range of services creates a variety of tasks and development opportunities for employees. Through Samhall, they make work contacts and get the opportunity to demonstrate their skills and eventually move to a position outside Samhall.



4. New job after Samhall

An essential part of Samhall's assignment is guiding employees towards new jobs outside Samhall. Therefore, we work with establishing recruitment collaborations with companies and organisations that need to recruit workers. Employees ready to move on to work outside Samhall can get assistance writing a CV, finding trainee positions and coaching before and during the recruitment process. We also help in contact with the Public Employment Service regarding a possible wage subsidy.

This year, 1,137 people got a new job outside Samhall. That is less than the previous year, a consequence of the pandemic on the labour market. Those with a weak position in the workforce are always hit the hardest when the labour market buckles, as it did in 2020. Many Samhall employees had previously gone to sectors that were hit hard by the pandemic, such as hotels and restaurants.

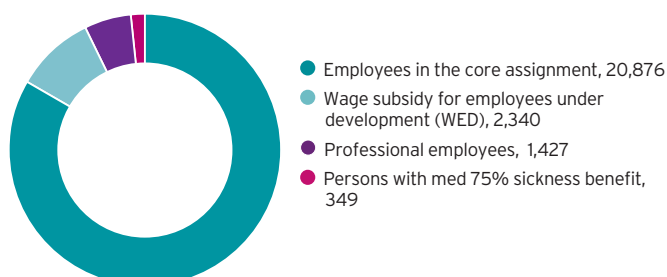
Therefore, we have invested in recruitment collaborations where the need has increased, for example in the care sector. An important part of our strategy is to highlight Samhall as a professional recruitment partner and make more employers aware of our employees' competence and then to employ people with functional impairment.

MORE WOMEN TO NEW JOBS

In 2020, particular emphasis was placed on giving more women the opportunity to get a new job. A new training course was conducted to raise awareness and highlight what more we can do to promote equality and diversity in our transition work. One of the activities we arranged to motivate more women to find a new job outside was recruitment drives especially for women.

Permanent employees who try a new job outside Samhall are entitled to return to Samhall within one year. Known as "returns", this entitlement is an important condition for many to try work outside Samhall and gives the employee security.

Employee categories at year-end



24 occupational roles

Administrator
 Assembler
 Attendant
 Care assistant
 Cleaner
 Customer-service clerk
 Driver
 Forester
 Garbage collector
 Instructor
 Internal teacher
 Janitor
 Laundry worker
 Machinist
 Property caretaker - indoor
 Property caretaker - outdoor
 Receptionist
 Service attendant
 Shop assistant
 Stockroom worker
 Superintendent
 Team leader
 Waiter/waitress
 Window cleaner

Workplace environment and health

It is crucial that Samhall has a safe workplace environment where employees can develop their skills, which is accessible and adapted to employees' prerequisites. Good workplace environment and health contribute to the attainment of operative targets and are prerequisites in creating as much employee benefit as possible.

Employee health and safety in focus

The corona pandemic has actualised the importance of our systematic workplace environment programme. Samhall co-ordinates the workplace environment programme through the central Human Resources facility, which takes responsibility for the process. Many people are involved: from the individual worker to managers and health and safety representatives, to trade union parties and senior management. Samhall conducts annual follow-up of the workplace environment programme, where results are handled company-wide and at scheduled improvement days, as well as in local workplace environment committees. Suggestions for improvement and action plans are based on the situation in the local organisation.

During the pandemic, Samhall has continually worked with risk assessment and information about working with the accompanying safety equipment. Great efforts were made to secure safety equipment for employees. Clear guidelines and routines regarding limiting the risk of infection have been updated regularly during this period. Samhall has based all decisions on the guidelines and recommendation of the Swedish authorities.

Samhall's target is to halve by 2023, compared to 2018 levels, the number of serious incidents that require reporting to the Swedish Work Environment Authority. During 2020, the number of serious incidents continued to decrease, from 108 to 73, a drop of 32%; since 2018, serious incidents have fallen by 45%. See also page 43.

Major effect on absences over the year

That 2020 was no ordinary year is reflected in the absences due to illness. During spring and autumn pandemic peaks, absences were significantly higher than usual in many districts.

Absences due to illness this year increased for both women and men, totalling 16.3% (14.3%). Absences were higher among women than men. Absences are measured as a percentage of time according to the employment contract.

Reinforced co-operation with unions

All Samhall employees are covered by collective bargaining agreements and dialogue with employee organisations is important to the company. During the pandemic, Samhall has reinforced co-operation with unions and implemented more advisory consultations with unions than usual.



Equality and diversity

153 nationalities work at Samhall. We take pride in our diversity and consider it a competitive advantage. By being a leader and working with diversity, we show the way forward for other companies.

Samhall has a clear policy of zero tolerance concerning discrimination and harassment, and works in accordance with our diversity and equality plan. The work is divided into four areas of priority: skills-based recruitment process, work conditions that promote equality and

diversity, the same conditions, as well as no difference in wages based on gender.

Within this framework, particular analysis is given to the annual employee survey, as well as transitions, absences and occupational roles, by gender. Based on this analysis, annual activities take place including training, special recruitment drives, health activities and so on. In addition, an annual wage survey takes place. In 2020, no unjustified wage differences were noted.

CASE: A NEW JOB

Employee number 40,000

During 40 years of Samhall's operations, 40,000 employees have found a new job with another employer. Carin Jörgensen, 24 years old, is the 40,000th.

Carin Jörgensen, 24, is the 40,000th Samhall employee to get a new job with another employer and she is happy to have ended up in the right place.

"Now I work at Grönt och Fint i Eksjö, a company that does everything from cleaning windows to gardening to move-out cleaning. I mostly work with cleaning: a mix of staircases, industries, homes and offices. I like it because it varies. It suits me, I have to think and then I don't get bored."

"First, I worked through Samhall, but since a month ago I have a provisional employment position. I've never had one before, so that feels great."

"I was unemployed for a long time and found it difficult to get into the workforce because my hands shake. Work that needs delicate motor skills is not for me. Many people think the shaking comes from stress, but it doesn't; I was born with it. I'm told to relax and not stress, but that only makes me stressed."

"Colleagues at my present job say they don't even notice it and that's great. They don't consider my shaking a hindrance, they just accept it."



Carin Jörgensen likes her new job.



I was unemployed a long time and found it difficult to get into the workforce, because my hands shake.

A labour market where many more find a place

People with functional impairment causing reduced working capacity constitute a large proportion of the unemployed in Sweden. But under the right conditions, most of them are able to work. In highlighting the competencies and possibilities of people with functional impairment, Samhall plays a vital role.

IN TOTAL, THERE ARE more than 550,000 people in the age range 16-64 with functional impairment causing reduced working capacity in Sweden. Between 2018 and 2019, the proportion of employed people with functional impairment and reduced working capacity has risen by almost five percentage points.

Even so, unemployment is much higher for people with functional impairment than the rest of the population. Among those with functional impairment who have a job, it is more common for it to be a time-limited or part-time position than the rest of the population.

The need for adapted working conditions

Among employed people with functional impairment and reduced working capacity, 80% require adaption or support to be able to work. The most common form of

adaption is a customised work tempo. Among unemployed people with functional impairment and reduced working capacity, 57.5% state they could perform a job if they received one or more types of adaption or support. Samhall's labour market policy assignment gives people who need a customised tempo and workplace environments the opportunity to work based on their own conditions.

One of many measures

Samhall constitutes a major part of state labour market policy. Of the total number of people at the end of 2020 who took part in specific initiatives for people with functional impairment and reduced working capacity, 27% were employed in Samhall's assignment with sheltered work or wage subsidy for employees under development

550,000

In total, there are approx. 550,000 people aged 16-64 with functional impairment causing reduced working capacity in Sweden.

Sheltered work at Samhall

In sheltered work at Samhall, the employee is employed on a permanent basis. The Public Employment Service decides who is employed.

Employment with wage subsidy

The employer can get a wage subsidy for recruiting an employee with functional impairment. The position must be on the same terms as others in the workplace.

Public sheltered work

The employer in the public sector can get a wage subsidy for recruiting an employee with functional impairment. The position must be on the same terms as others in the workplace.

Employment with wage subsidy for security in employment

A position that enables wage support for an employer who employs people with a particular need for a secure workplace.

Positions with wage subsidy for employees under development

A development position facilitates work combined with other developmental activities simultaneously, such as training and instruction. Samhall is mandated to offer time-limited development positions.



27% of those who took part in specific initiatives for people with functional impairment and reduced working capacity in 2020 were employed at Samhall.

at Samhall. This is an increase of three percentage points compared to the previous year. However, as a proportion of the total number of people with support, Samhall's assignment has decreased its share since the 1990s. During this time, many other initiatives have been established for the same target group.

Everyone wins in a society that provides more people with the opportunity to participate and where fewer are excluded. Thus, Samhall actively works to disseminate knowledge and showcase good examples where people with functional impairment are given the opportunity to contribute in the labour market. An important part of this work is to recognise and highlight other employers and individuals who set good examples in the labour market. The Pathfinder Prize, awarded by Samhall since 2008, acknowledges employers and passionate individu-

als throughout the country who have made particularly outstanding contributions to a more inclusive labour market. In 2020, six regional winners were awarded.

Samhall conducts active and extensive efforts to influence negative attitudes and prejudices about people with functional impairment. Samhall is present in the public debate on these issues and organises seminars and events to highlight the positive aspects of greater diversity in the workforce. Samhall also examines, through surveys, the attitudes of business to employing people with functional impairment. Based on the responses, Samhall acts to highlight the benefits and opportunities of a more inclusive labour market.

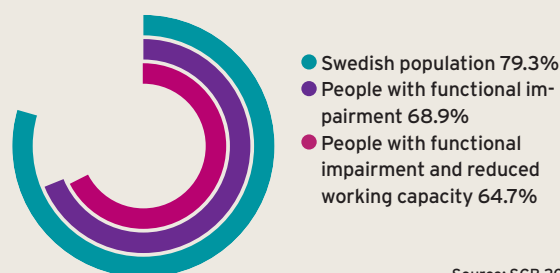
Labour market policy initiatives

Labour market policy programmes with employment for people with functional impairment



Employment 2019

The proportion of people with functional impairment with a job is vastly different from the rest of the population (16-64 years of age).



World leader at creating development

Interest in Samhall's work stretches far beyond Sweden's borders and the company is viewed by many as a world leader at creating work that develops people with functional impairment.

An international role model

In the past five years alone, representatives from governments, companies and organisations from 65 countries have visited Samhall to learn about our way of working.

Under the prevailing pandemic, interest has grown even further and companies, organisations and states are standing in line to learn from Samhall. Many want to know Samhall's methods to better utilise their resources and identify abilities and talents among people with functional impairment. In Finland, for example, the government has recently decided to examine the possibility of starting an organisation based on Samhall's successes and lessons.

Samhall actively participates in international forums for organisations that provide work for persons with

functional impairment. In the global association for organisations that offer work to persons with functional impairment, Workability International, a representative from Samhall holds the post of vice chairman.

Samhall is an active participant in the international research project "European Observatory for Inclusive Employment and Sustainable Development Goals", which aims to find the factors of success regarding the inclusion of people with functional impairment in the labour market. The project is led by a group that includes Samhall and organisations in Spain, France, the Netherlands, Belgium and Slovenia. The UN agency, International Labour Organisation, and the European Disability Forum participate in the project as observers.



Lillemor is a fully fledged animal and nature photographer who on weekdays works at Arlanda.

Samhall's contribution to Agenda 2030

For Samhall, long-term sustainable development means contributing to the fulfilment of the UN's global sustainability goals, running a company within planetary boundaries and reducing our climate impact in accordance with the Paris Agreement. Agenda 2030 emphasises that no one be excluded and perhaps Samhall's most important task is to ensure that everyone is included.

One of the challenges in implementing Agenda 2030 in Sweden is that disparities between various groups in society are not decreasing and certain groups face a larger risk of social exclusion and consequently worse quality of life. Statistics Sweden's current analysis of the implementation of Agenda 2030 in Sweden shows that people with functional impairment are particularly vulnerable in the labour market and face a higher risk of economic uncertainty. Young people who are neither in work nor studying, in general, have worse conditions



than others to enter the workforce, and risk long-term exclusion. The current state of the labour market, caused by the pandemic, means those who already had a weak position are in an even worse situation in terms of competing for jobs.

The exclusion of people means not only wasted human and productive potential, as well as an increased risk of ill health, but can also shake confidence in society itself.

Therefore, Samhall fulfils a vital function in Sweden's effort to attain the targets in Agenda 2030: every day, all year, throughout the entire country.

Selected objectives

Samhall's contribution



4.4 Raise the number of people with relevant skills who can attain financial security

Samhall contributes to fulfilling the objectives through our comprehensive work in educating and training our employees in various occupational roles, as well as providing work training for people with functional impairment.



8.5 Full employment and decent work for all women and men, with equal pay

Samhall contributes to fulfilling the objectives through creating productive work for people with functional impairment who otherwise would not have found a job and by developing an employee's ability so he or she can find work in the regular labour market. Since Samhall was established, more than 200,000 people with functional impairment have gotten a job at Samhall and 40,000 went on to get a job in the regular labour market.




10.2 Promote the social, economic and political inclusion of all

Samhall contributes to fulfilling the objectives by utilising the competencies of Samhall's employees and by highlighting persons and companies that show the way for an inclusive labour market and society, as well as sharing knowledge about these issues nationally and internationally.

Source: Statistics Sweden, Lämna ingen utanför, Statistisk lägesbild av genomförandet av Agenda 2030 i Sverige, oktober 2020
(No One Excluded: Current statistical analysis of the implementation of Agenda 2030 in Sweden, October 2020)

Our client offering

Samhall's success is based on our continual development of attractive client offerings in order to create real jobs for our employees.

A man with glasses and a beard, wearing a dark blue Samhall uniform, is working in a warehouse. He is holding a piece of string and appears to be packing or unpacking items. The background shows shelves filled with various goods.

During the pandemic, e-shopping of groceries increased. Employees from Samhall pack bags of groceries for a number of companies in the food and grocery trade.

SAMHALL SPECIALISES in personnel-intensive services and goods production. We have a broad mix of business in order to fulfil our mandate and offer a variety of tasks throughout the country and to counteract cyclical fluctuations in the economy. We cover everything from cleaning, laundry and services for retail and the care sector, to facility management, logistics and manufacturing, and we are proud of our broad range. Just like other companies, Samhall needs to have a great focus on the needs and expectations of its clients.

Assignments are conducted as services or sector solutions at the client's or through industrial operations and packing/assembly in-house.

An informed choice

Many of our clients choose to collaborate with us because they share our values and see the business benefits of a more inclusive society. But the basis for working with Samhall is always that we satisfy the client's concrete needs and contribute to improving their competitiveness, whether it is hiring or recruiting our personnel. Our clients view our employees' competence exactly as we do. Many of our clients also witness our employees' dedication and how they contribute to a positive culture in the workplace, which in turn strengthens the brand and builds pride among the staff.

CASE: HYBER

Hyber's circular business concept makes work a pleasure

Hyber's collaboration with Samhall began April 2020 and currently employs a team of 10 people. Jimmy Nelsing, 31, is one of them. He has gone from long-term unemployment and depression to being a team leader, in just a year and a half.

Jimmy says that Samhall was quick to see his potential and sent him on several training programmes. Now he manages the day-to-day work, creates routines and sees they are followed.

"The most challenging thing about my job is finding the right tasks for us employees, because we are quite different from each other. For example, some have hearing or visual im-

pairments, while others have difficulty walking. It's about getting the planning right, so everyone's day works and feels meaningful."

Sitting at the garment-checking table is Ann Wennergren, 59, examining a blue-green child's jacket. She carefully checks all the seams, twists and turns it inside out and makes sure it is in good condition. Then she folds the jacket neatly and places it in a large plastic crate. A pair of black shell pants gets the same treatment. Ann has worked as a seamstress for 15 years and is now a team leader at the laundry.



It's about getting the planning right, so everyone's day works and feels meaningful.

10

The assignment currently employs a team of 10 people.



Ann has worked as a seamstress for 15 years.

A broad mix of business

Samhall offers a large range of services in cleaning, laundry, care, property maintenance, recycling, logistics and manufacturing throughout Sweden.

Cleaning services

We provide cleaning services throughout Sweden. Besides standard cleaning, our expertise also extends to floor care, housecleaning and window cleaning. During the past year, sanitation and cleaning have become more important than ever for society to function, and more and more clients appreciate a cleaning service of high quality. We work in most environments: from offices, shopping centres and schools, to care homes, stairwells and hotels. Our cleaners are among the best trained in Sweden, thanks to the Samhall school and many supplementary courses.

Samhall's cleaning services and floor care are Nordic Ecolabel approved, meaning they have low environmental impact. We use Nordic Ecolabel's approved chemicals, measure doses properly and strive to reduce the use of plastic bags. We continually work to develop our cleaning services and see how sustainability and digitalisation are important areas for our clients. To guarantee good quality, we use the INSTA 800 standard or Samhall's own quality assurance model to follow up. Samhall's share of the cleaning market is approx. 5%.



During the year, Samhall employees have conducted many vital assignments, above all in retail, including tasks that diminish the spread of infection: for example, disinfecting shopping trolleys.

Laundry and textile services

Samhall has some 20 laundries nationwide. We manage everything from the household laundry of the municipal care sector to work clothes for various companies and provide other textile services. Samhall is a member of the Swedish Laundry Association. This means our laundries comply with the association's requirements on professional skills, good enterprise and efficient resource use. We carefully monitor our consumption of water and energy and primarily choose ecolabel deter-

gents. All new laundries are designed to comply with the Nordic Ecolabel standards. Our laundries have employees with occupational training from the Samhall school. We also provide mending and other sewing services in conjunction with the laundries. By extending the life of our clients' clothes, we reduce the environmental impact involved in textile production.

To meet rising demand and create even more jobs that develop our employees, Samhall has established seven new environmentally friendly laundries around the country in 2020.

Property services

Regular maintenance is the key to a well-run property, decreasing the necessity of expensive repairs and creating a welcoming environment for employees and visitors. We have our own trained property caretakers with experience in most jobs in the sector. Among many other tasks, we can help to look after gardens, keep things tidy in the car park and pathways, and assist with the recycling and simple kinds of repair work. We also have broad experience with various kinds of inspections, for example checking the lighting and fire safety.

Samhall has signed a new contract with Fastighets-snabben AB. The assignment covers keeping the outdoor areas clean for Fastighets-snabben's clients at 49 properties between Sveq and Tranemo.

Services in offices and shops

Samhall performs a broad range of services in a variety of sectors throughout Sweden. The common denominator is the added value we create for our clients by helping them solve their everyday challenges.

Our services for shops cover everything from order fulfilment to managing shopping baskets and inventory. We can also look after the surroundings outside by managing shopping trolleys, for example. In office and



Samhall can help develop the clients' business.

Samhall employees have a unique ability to deliver services with great accuracy, which matches well with warehousing and logistics, as well as packing and assembly.

conference services, we have many appreciated employees who are used to greeting visitors in the reception or as floor hosts.

After Cancerfonden's headquarters was remodelled, there arose a new need for office service. Today, Samhall's office hosts are a prerequisite for a smooth-running head office.

Services in the care sector

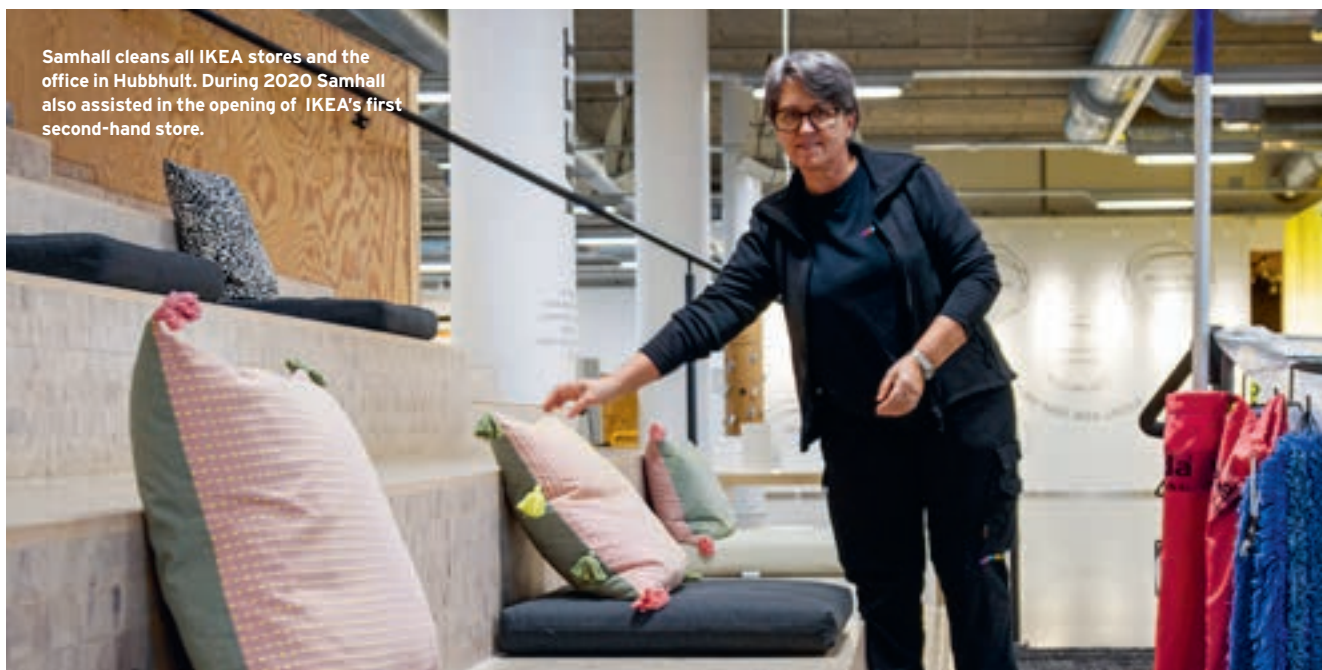
When Samhall provides services to care homes, the professional staff can focus fully on what they are trained to do, while we help with the cleaning, laundry, purchasing and delivering food and other goods, helping in the kitchen or ironing and mending clothes. It has many positive effects, both for the staff and those in the home.

In Filipstad municipality, nursing assistants can focus on providing care, while Samhall looks after the cleaning, laundry and other service tasks.

Sector solutions in warehousing and logistics

Samhall currently works with a large range of e-retailers and third-party logistics warehouses. Many clients hire us for good results in personnel-intensive phases such as pick and pack, returns and processing services. Many of our employees have a unique ability to provide this service with exceptional accuracy, making it a good match between employee and client assignment. Due to the trend of automatisisation within the sector, new tasks are emerging that suit our employees. Besides the practical warehousing work, Samhall has also developed more strategic competencies in third-party logistics, e-retail, retail logistics, recycling logistics and consumer packing, meaning we can improve clients' operations.

In 2020, Samhall and Postnord TPL signed a declaration of intent to establish a centre to handle returns for the e-retail sector.



Sector solutions in recycling

Samhall presently collaborates with a number of recycling companies and sees great potential for more jobs in the ongoing shift to material recycling and reuse. In addition to traditional recycling companies, there is a growing number of companies that repair, disassemble or otherwise reclaim resources. Such work has many manual processes and it is here that Samhall has an opportunity to contribute to a circular economy.

Since November, Samhall employees repair and put in good shape old IKEA furniture for IKEA's first second-hand store in Eskilstuna.

Sector solutions in the manufacturing industry

Samhall is a supplier of sector solutions to Swedish industry. Our breadth of competencies in manufacturing means Samhall can satisfy client needs in many areas. Assignments cover everything from basic industries to high-tech manufacturing. We often work within our client's support processes in pre- and sub-assembly, cementing, package handling, as well as quality control. Prior to major collaborations, our production technicians review the best way to set up the work and decide the workflow, layout and equipment. We evaluate any investments needed and present a cost proposal, measures required, key performance indicators and safety.

Regarding our own industrial production, we constantly work to develop productivity and quality. We have our own certificate programme to certify our assignments at clients' production facilities.

During the pandemic, Samhall rapidly redeployed to produce protective clothing, visors and pack disinfectant for companies around the country. In just two weeks, one million visors were produced and in spring more than 2.5 million plastic overalls were produced.

Industry and packing/assembly

Samhall has vast experience in manufacturing, packing and assembly operations in our own premises or at the client's. Examples of work at industrial units include the assembly of cables, packing medical products and assembly work for Swedish industrial companies. Over the past 15 years, industry and packing/assembly have decreased and make up a minor part of Samhall's operations.

In 2020, the industrial unit in Söderhamn expanded to meet rising demand from the automotive sector.

CASE MAX BURGERS

Tasty collaboration

MAX and Samhall have been collaborating for about 20 years and since then have created new pathways into the labour market for thousands of people with functional impairment. The collaboration has evolved over time to cover all MAX restaurants in Sweden and a range of services. Currently about 900 Samhall employees work with cleaning, property maintenance or other associated services in MAX restaurants.

Alongside these services, the new contract includes a common strategy that will enable even more Samhall workers to gain employment with MAX Burgers.

The collaboration not only offers the opportunity to employ fantastic workers, but promotes improvement and sustainable development, for example in cleaning processes. By utilising

people's potential, we find new solutions and create an environment where everybody feels welcome, both as a worker or a guest.

20_{YEARS}

For about 20 years, MAX and Samhall have been collaborating and since then have created new pathways into the labour market for thousands of people with functional impairment.



Within the planet's limits

Samhall's overriding ambition, as a company, is to operate well within the boundaries of the planet's limits. Therefore, Samhall aims to halve its climate emissions by 2025 and have a fossil-free fleet of vehicles by 2030.

In late 2018, we analysed Samhall's ecological footprint, which provided the foundation for our environmental programme that consists of three parts.

1

Reduce our environmental impact

In 2019, Samhall adopted new, more ambitious environmental targets. The overall targets are that Samhall halves CO₂ emissions by 2025 and has a fossil-free fleet by 2030. These targets are in line with the Paris Agreement and in keeping with the "carbon law" meaning that emissions need to halve each decade.

To attain these targets, a mixture of measures is undertaken. The company's own fleet of vehicles accounts for about two-thirds of emissions; therefore, great focus is put on electrifying the fleet and increasing the use of biofuel, primarily biogas. Other important initiatives are route optimisation and an increase in the use of digital meetings. Already, more than one in four vehicles at Samhall is fossil-free and we only purchase electricity from renewable sources.

2

Decrease environmental impact in the value chain

Much environmental impact arises from the production of goods used in Samhall's service offerings, including plastic, chemicals, electronics and work clothes.

In 2020, Samhall commenced a project to develop a completely new collection of work clothes, including the practice of how to create and handle work clothes in a manner that is good for people and the environment. The new design and innovative choice of materials aims to provide a long lifespan, decrease environmental impact and enable reuse as much as possible. Thanks to the skills of Samhall employees in laundry and sewing, the need for new clothing is diminished.

3

Environmentally sustainable services

Samhall's strategy is to integrate environmental concepts into the company's client offerings and is an important part of the company's growth strategy. Our services need to suit a circular and environmentally sustainable society, meaning that our services must have low environmental impact and that we create new offerings that contribute to the establishment of a circular economy. Environmental training is included in various occupational roles, for example environmentally friendly cleaning and the correct use of chemical products.



Our services need to suit a circular and environmentally sustainable society.

2025

Samhall aims to halve climate emissions by 2025

Sustainability information in detail

STAKEHOLDER AND MATERIALITY ANALYSIS

Stakeholder dialogue

Our aim is to continually evolve in order to optimise the Samhall benefit, i.e. create benefit for employees, clients and society as a whole. Samhall has a complex assignment and the work of maximising the Samhall benefit requires balanced trade-offs, as our stakeholders value various results and activities differently. To survey and analyse our stakeholders' expectations is a prerequisite for achieving our objectives and creating the greatest

possible benefit. Stakeholder groups have been identified and defined: partly based on the various components of the state's assignment, partly from general conditions applicable to a service company. Samhall's most important stakeholders are employees, clients, the state as owner and financier, the Swedish Public Employment Service, suppliers and societal organisations.

In general, the stakeholder groups have not changed in recent years, but the various significance of sub-groups within the main groups is monitored regularly in order

| Stakeholder group | Topics in focus | Dialogue and follow-up |
|---|--|---|
| Employees and union organisations | <ul style="list-style-type: none"> • Pandemic's effect on employees • Workplace environment, health and safety • Working conditions and adaptation • Leadership • Employee development and increased employability • Combat social exclusion in the labour market | <ul style="list-style-type: none"> • Annual employee surveys • Individual target and development dialogues • Workplace meetings • Meetings with the main unions • Local and central workplace environment committees |
| Clients | <ul style="list-style-type: none"> • Samhall's handling of the pandemic • Combat social exclusion in the labour market • Workplace environment, health and safety • Environmentally friendly services • Business ethics and competitive neutrality • Delivery quality | <ul style="list-style-type: none"> • Annual client surveys • Client and sales meetings • Quality follow-up • Requirements in purchasing negotiations • Participation in seminars and events |
| Owner and financier: the Swedish state through the Ministry of Enterprise and Innovation and the Ministry of Employment | <ul style="list-style-type: none"> • Pandemic's effect on Samhall • Formulation and implementation of the societal assignment • Combat social exclusion in the labour market • Business ethics and competitive neutrality • Diversity and equality • Employees' workplace environment, health and safety • Transparency | <ul style="list-style-type: none"> • Dialogues with the owner, meetings with representatives from the ministries • Annual general meeting • Target project and sustainability analysis • State ownership policy and guidelines |
| The Public Employment Service and other authorities | <ul style="list-style-type: none"> • Pandemic's effect on Samhall and the labour market • Formulation and implementation of the societal assignment • Combat social exclusion in the labour market | <ul style="list-style-type: none"> • Quarterly co-ordination with the central Public Employment Service • Regional and local co-ordination with the Public Employment Service • Participation in the Council for Work-Oriented Rehabilitation |
| Societal organisations | <ul style="list-style-type: none"> • Formulation and implementation of the societal assignment • Combat social exclusion in the labour market • Competitive neutrality • Transparency | <ul style="list-style-type: none"> • Meetings with political representatives at various levels, as well as the parliamentary committee on the labour market • Meetings with organisations protecting the rights of the functionally impaired • Participation in seminars |
| Suppliers | <ul style="list-style-type: none"> • Responsible supply chains • Environment and quality • Delivery reliability during the pandemic | <ul style="list-style-type: none"> • Evaluation in conjunction with purchasing negotiations • Supplier dialogues and follow-up |



to facilitate relevant dialogue. The expectations of stakeholders are captured through stakeholder dialogue that takes place continually, both in formal and informal forums and in surveys of employees, clients and brand metrics.

The following table lists our stakeholders, the topics they have in focus and the forums and tools used for the dialogue.

Materiality analysis

Samhall's priorities and reporting are based on a materiality analysis conducted in 2015. This included a survey of around 100 stakeholders, along with complementary information provided by internal representatives. Sustainability issues were ranked from one to five, where issues with a score above four were judged as material. In 2018, a supplementary survey was conducted of around 60 Samhall clients. Over the course of the year, Samhall has had detailed discussions with the owner, major

clients, suppliers and internal forums, which laid the foundation for a more qualitative analysis. Much of this year's dialogue with stakeholders concerned the pandemic and Samhall's handling of it.

Previously identified sustainability aspects have been sorted, evaluated and validated to reflect GRI Standard's viewpoint of materiality. On the one hand, Samhall must consider its impact on sustainable development from a social, environmental and economic perspective; on the other hand, it must weigh the relative importance of these issues to our stakeholders. Samhall's three most important strategic areas are: Development and Inclusivity, Circular and Fossil Free, and Sustainable Partnerships. Each area has associated aims and targets to maximise our positive influence and minimise the risk of negative influence so we can create as much benefit as possible for employees, clients and society. Each area has at least one specific key performance indicator and GRI indicator. In total, 12 GRI indicators have been judged material enough to be reported.

SIGNIFICANT TOPICS

| | GRI aspects | Indicators | Company-specific indicators |
|-----------------------------|---|---|--|
| Development and inclusivity | Workplace environment Training and employee development Diversity | 401-1 403-9 404-1 404-3 405-1 | Employees in work Dedicated employees Absences |
| Circular and fossil free | Energy consumption CO2 emissions | 302-1 305-1 305-2 305-3 | Proportion of fossil-free vehicles in the fleet |
| Sustainable partnerships | Financial results Anti-corruption Competitive neutrality | 201-4 205-3 206-1 | Satisfied clients Responsible supply chain |



DEVELOPMENT AND INCLUSIVITY

All stakeholders incontrovertibly confirm that Samhall's most essential contribution to sustainable development is connected to the execution of the labour market policy assignment and the opportunity of creating pathways to employment for people with functional impairment. Therefore, of great relevance to stakeholders are those factors that influence employee development such as occupational skills and increased employability, workplace environment and health, as well as employee throughput that means even more people can be recruited and develop their skills for the labour market and therefore combat social exclusion. During the year, there was great focus on the impact of the pandemic on Samhall's employees. Read more about Samhall's initiatives on pages 24-26.

EMPLOYEES AND DIVERSITY PER 31 DEC 2020

| | Total number | Women | Men | Age under 30 | Age 30-50 | Age over 50 |
|----------------------------------|---------------|-------|-----|--------------|-----------|-------------|
| Management | | | | | | |
| Board | 8 | 62% | 38% | 0% | 12% | 88% |
| Senior management | 11 | 55% | 45% | 0% | 45% | 55% |
| Employees | | | | | | |
| Sheltered work | 20,876 | 44% | 56% | 6% | 39% | 55% |
| WED | 2,340 | 32% | 68% | 67% | 32% | 1% |
| 75% sickness benefit | 349 | 71% | 29% | 2% | 31% | 67% |
| Professional employees | 1,427 | 53% | 47% | 4% | 54% | 42% |
| Total number of employees | 24,992 | | | | | |
| LMS | 1,501 | 43% | 57% | | | |
| Total number of workers | 26,493 | | | | | |

Training and Employee Development

A crucial part of Samhall's employee process is the target and development dialogue between employee and manager, which sets concrete goals for the position. Together, the employee and manager agree on the activities and follow-up required during the year for this development to proceed in the right direction. Our employees prepare for employment through training programmes in our occupational roles and have the opportunity of a traineeship to help get the right conditions to make a transition to another employer. For positions with wage subsidy for employees under development at least 25% of working time should be allocated to various development activities.

PERFORMANCE INDICATORS FOR EMPLOYEE DEVELOPMENT AND TRAINING

| | Women | Men | Total |
|---|-------|------|--------|
| Target and development dialogue | 73% | 72% | |
| Training, sheltered work (hours/employee) | | | 10.2 |
| Training, WED (hours/employee) | | | 171.3 |
| Transition traineeship, sheltered work (hours/employee) | 4.2 | 7.9 | 6.3 |
| Transition traineeship, WED (hours/employee) | 54.0 | 69.4 | 64.2 |
| Transitions, sheltered work | 178 | 422 | 600 |
| Transitions, WED | 153 | 384 | 537 |
| Number of training courses | | | 4,474 |
| Number of training places | | | 28,761 |

Scope, measurement and calculation

The report uses the term employees, which includes all those employed, as well as trainees participating in work training or positions with Labour Market Services as of 31 December 2020. The term "professional employees" applies to all employees not part of the labour market policy assignments. Not included are employees covered by

specific collective agreements for professional employees in Samhall's labour market policy assignment. Reporting covers employees from all assignments from the state, except those categories with fewer than 500 people.

Training for professional employees is not reported, as it is considered less relevant in this context.

Workplace environment and absences due to illness

Samhall's policy regarding workplace environment and health is described on page 26. Both the total number of workplace accidents and proportion in relation to hours worked has decreased this year. Absences due to illness have been impacted negatively as a result of the pandemic, showing increases in all categories.

ACCIDENT AT WORK AND ABSENCES

| MSEK | 2020 | 2019 | 2018 |
|--|-------|-------|-------|
| Total number of accidents at work | 1,233 | 1,370 | 1,123 |
| causing absence | 405 | 446 | 405 |
| serious incidents reported to the Work Environment Authority | 73 | 108 | 134 |
| Total accidents causing absence per 1 000 workers | 15 | 17 | 16 |
| Fatal accidents | 0 | 0 | 0 |
| Work-related injuries (per 1 million hours) | 28.9 | 32.5 | - |
| Absences (total for all) % of contracted time | | | |
| Women | 18.1 | 16.5 | 17.2 |
| Men | 14.9 | 12.7 | 12.8 |
| Absences per employee group | | | |
| Core assignment | 17.0 | 14.9 | 15.3 |
| WED | 17.7 | 15.7 | 15.7 |
| Professional employees | 4.1 | 4.0 | 3.8 |

Scope, measurement and calculation

Reporting is based on the number of wage hours in the core assignment and WED, and for professional employees on hours worked. For trainees, a flat rate per day has been used. Reporting does not include occupational diseases or travel accidents to and from work. Regarding serious workplace accidents, the GRI indicator is not used; instead the Swedish Work Environment Authority's definition of serious incidents is applied, which is significantly broader in scope. Reporting includes all employees, i.e. even trainees at Labour Market Services.

CIRCULAR AND FOSSIL FREE

In recent years, society has become more aware of environmental and climate issues. These issues are raised by an increasing number of Samhall's stakeholders who expect Samhall to deliver environmentally friendly services. The materiality analysis also considers scientific evidence showing the need for all companies to decrease

their impact on the environment and transition towards a circular economy.

Samhall's environmental programme

Samhall's environmental programme is described on pages 40-41. It is ISO 14001 certified and environmental impact is monitored regularly and targets set. Samhall applies the precautionary principle. The overall environmental objective takes aim at Samhall's greatest impact on the environment, namely CO₂ emissions, and is broken down to district level with action plans and quarterly follow-up. Additionally, there are projects dealing with other environmental aspects, for example decreasing the use of plastic, and chemical-free cleaning.

Samhall's energy consumption mainly derives from transportation. The number of own properties has steadily decreased in recent years. Almost all operations are conducted in rented premises or at the client's workplace. To reduce CO₂ emissions from own properties and premises, Samhall only purchases certified environmental electricity and works with energy-efficiency measures based on frequent energy monitoring. Over the past year, seven new laundries have been established, which will raise energy consumption. The laundries have been designed to be energy efficient.

CLIMATE IMPACT AND ENERGY

| | 2020 | 2019 | 2018 |
|---|---------------|---------------|---------------|
| Energy consumption in the organisation (MWh) | | | |
| Renewable fuel | 7,214 | 7,113 | 6,137 |
| Fossil fuel | 11,563 | 11,438 | 12,031 |
| Own properties, electricity and heating total | 7,030 | 8,608 | 9,235 |
| Renewable energy electricity | 4,394 | 4,969 | 5,050 |
| Renewable energy, district heating | 2,586 | 3102 | 3,465 |
| Non-renewable energy, district heating | 50 | 70 | 78 |
| Rented premises, renewable energy | 21,989 | 21,112 | 20,746 |
| Total | 47,796 | 47,804 | 47,488 |

| CO ₂ emissions (tonnes) | 2020 | 2019 | 2018 |
|--|--------------|--------------|---|
| Scope 1 - Own energy production and vehicles | 3,012 | 3,114 | 3,147 |
| Scope 2 - Electricity and district heating | 52 | 102 | 100 |
| Scope 3 - Business travel and transportation | 891 | 1,059 | 1,061 |
| Total fossil emissions | 3,955 | 4,275 | 4,308 |
| Decrease of CO ₂ emissions | - 7% | - 1% | Target: 50% decrease by 2025 compared to 2018 |
| Proportion fossil-free vehicles | 27% | 25% | 20% |

Scope, measurement and calculation

Scope 1 covers the company's own energy production, own fleet of production vehicles and company cars. Scope 2 covers emissions from purchased electricity and district heating, calculated on a market-based approach. Scope 3 covers business travel by air, rental car, private vehicles in service, taxis and freight. Reporting does not include employees' travel to and from work. Property-related data cover own properties and electricity and district heating for which Samhall has a direct contract. Conversion values for calculating emissions come from the Swedish Environmental Protection Agency, Swedish District Heating Association and Samhall's fuel and power suppliers. Energy for rented premises is calculated with standard values based on own premises. Information for calculating energy and emissions from travel and transportation come from internal data systems and suppliers' statistics. Calculations are primarily based on fuel bought and secondly the mileage.

SUSTAINABLE PARTNERSHIPS

As Samhall is partly financed by the state, stakeholders greatly expect us to be a dependable business partner that takes responsibility for the entire value chain. Transparency about compensation for additional costs and competitively neutral pricing are particularly important and described on page 9.

Responsible supply chains

We work to create as much benefit as possible throughout the entire range of operations. That means minimising the negative impact and maximising the positive impact of the whole value chain. Samhall is chiefly a company that produces services with purchasing and leasing from wholesalers and retailers active in Sweden. The 2018 environmental analysis of Samhall clearly demonstrated that much of its environmental impact came from the production of goods used in our services. In the same way, it is well known that supply chains, for example in IT equipment and textiles, are associated with the risk of violations in human rights and substandard working conditions. Therefore, the primary sustainability risks are judged to be upstream in the supply chain where production takes place. Sustainable purchasing is part of the work conducted by the central purchasing department and guided by the sustainability policy and purchasing guidelines.

Our work is based on the UN's guiding principles for businesses and human rights. By accepting Samhall's code of conduct for suppliers, our suppliers commit to these requirements and refer them through the supply chain. Samhall requires compliance to labour laws, in accordance with the state's ownership policy. For subcon-

tractors, there is always the prerequisite that collective bargaining agreements are followed, in accordance with Samhall's code of conduct. 2019 saw the introduction of a new analysis process to monitor compliance to sustainability by suppliers. The system involves self-assessment questionnaires, a country-based rating, audit support, follow up and action plans. All central suppliers will be evaluated prior to signing a contract and there will be regular follow-up, with prioritisation based on risk analysis and contact volume.

| | Result 2020 | Prognosis 2021 | Target 2023 |
|---|----------------|-------------------|----------------|
| Proportion of central suppliers analysed regarding sustainability | 77% | 90% | 100% |

Business ethics

Samhall has an absolute zero tolerance of bribes and corruption. Samhall's sustainability policy states that operations must be characterised by a high degree of ethical business behaviour. The policy is complemented by specific anti-corruption guidelines based on the Business Code by the Swedish Anti-Corruption Institute. As we are financed by the state, there are restrictions regarding all types of gifts, representation and entertainment.

Both company introduction and leadership training cover our core values and rules on business ethics and anti-corruption measures. Even though Samhall does not operate in sectors generally prone to major risks, it is still important to strive for a transparent culture where ethical dilemmas are regularly discussed.

Whistle-blower system

Samhall has an external whistle-blower system. Through this channel, employees, as well as external parties, for example suppliers, can anonymously report persons in management positions or key posts at Samhall suspected of having committed serious irregularities.

According to current routines, all incoming notifications are categorised and those not applicable to the whistle-blower system are referred back to ordinary reporting channels. The remaining notifications are examined under the leadership of a group consisting of Samhall's internal auditor, the sustainability and legal manager and the company's chief negotiator. The internal auditor informs the CEO about incoming notifications and reports to the audit committee. During the year, 76 notifications were received, of which five were categorised for examination. For cases not examined by the whistle-blower procedure, ordinary reporting channels apply, along with opportunities to contact support functions, as well as human resources or the sustainability and legal department.



ABOUT SAMHALL'S SUSTAINABILITY REPORTING

The GRI index lists page references for the relevant information in the annual report. The compilation of the report is in accordance with GRI principles, meaning it gives a complete picture of the company, with content determined by the issues most significant to Samhall's operations and the company's stakeholders. The materiality analysis, described on pages 40-41, provides the basis for selecting GRI indicators, where every material topic has been matched to at least one GRI indicator and this is presented in the GRI index on pages 46-47. We continue to report non-financial indicators that reflect key monitoring of operations and only apply GRI indicators that add value to our sustainability management. Exceptions or deviations from GRI Standards are described in the reporting of the respective GRI indicator. All historical values have been recalculated using the same methods as 2020 to allow for comparison over time, unless stated otherwise.

Data collection

Data appearing in the report are collected through various internal systems depending on the type of task. Financial data are based on Samhall's financial reporting. Personnel-related data come from Samhall's HR system and business system. The compilation and quality assurance of the sustainability report's company-specific key performance indicators and GRI indicators are made by Samhall's controllers and Samhall's Sustainability Manager. Target numbers and comparable figures are

reported where applicable. When figures from previous years' reports have been changed for comparison, a note is made on the actual indicator.

Independent review and attestation

Samhall has commissioned Deloitte to conduct a summary review and attestation of the sustainability report. The independent examination focuses on the most material sustainability aspects, but also includes assurance that the report complies with the reporting criteria of GRI Standards: see page 48.

Statutory sustainability report

Samhall complies to statutory sustainability reporting in accordance with the requirements of the Annual Accounts Act. The statutory sustainability report is an integral part of Samhall's Annual and Sustainability Report and covers reporting requirements on the environment, social responsibility, employees, human rights and anti-corruption: see the following sections.

- Targets and results, pages 7, 18-19
- Employees, pages 24-26, 42-43
- Business model and value creation, pages 10-11
- Risk management, pages 56-57
- Internal governance, pages 48-55
- Anti-corruption, page 44
- Responsible purchasing, page 44
- Environment, pages 38-39, 43-44

GRI-index

The sustainability report has been prepared in accordance with the Global Reporting Initiative (GRI) standards: core. Historical GRI data commence from 2016, as the initial year of publication, unless stated otherwise.

| STANDARD INDICATORS | PAGE | COMMENTS |
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| 102-2 Activities, brands, products and services | 4-9, 34-36 | |
| 102-3 Location of headquarters | 50 | |
| 102-4 Location of operations | 54 | |
| 102-5 Ownership and legal form | 50 | |
| 102-6 Markets served | 34-36, note 3 | |
| 102-7 Scale of the organisation | 7, 71-72, note 3 | |
| 102-8 Information on employees and other workers | 7, 42, note 10 | |
| 102-9 Supply chain | 44 | |
| 102-10 Significant changes to the organisation and its supply chain | | No significant changes |
| 102-11 Precautionary principle or approach | 43 | |
| 102-12 External initiatives | | No endorsements to any such declarations |
| 102-13 Membership in associations | | Workability International |
| Strategy | | |
| 102-14 Statement from senior decision-maker | 14-16 | |
| Ethics and integrity | | |
| 102-16 Values, principles, standards and norms of behaviour | 22, 44 | |
| 102-17 Whistle-blower function | 44 | |
| Governance | | |
| 102-18 Governance structure | 50-57 | |
| Stakeholder engagement | | |
| 102-40 List of stakeholder groups | 40 | |
| 102-41 Collective bargaining agreements | 26 | |
| 102-42 Identifying and selecting stakeholders | 40 | |
| 102-43 Approach to stakeholder engagement | 40 | |
| 102-44 Key topics and concerns raised | 40 | |
| Reporting practice | | |
| 102-45 Entities included in the financial statements | | Samhall Aktiebolag |
| 102-46 Defining report content and topic boundaries | 41 | |
| 102-47 List of material topics | 41 | |
| 102-48 Restatements of information | 45 | |
| 102-49 Changes in reporting | 45 | |
| 102-50 Reporting period | 99 | |
| 102-51 Date of most recent report | 99 | |
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| 102-53 Contact point for questions regarding the report | 99 | |
| 102-54 Claims of reporting in accordance with GRI standards | 99 | |
| 102-55 GRI index | 46-47 | |
| 102-56 External assurance | 48 | |

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| Financial assistance received from government | | |
| 103-1-3 Sustainability governance | 9, 40-41 | |
| 201-4 Financial assistance received from government | Note 6 | |
| Anti-corruption | | |
| 103-1-3 Sustainability governance | 40-41, 44 | |
| 205-3 Confirmed incidents of corruption and actions taken | 44 | |
| Anti-competitive behaviour | | |
| 103-1-3 Sustainability governance | 9, 40-41 | |
| 206-1 Anti-competitive behaviour | 9 | |
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| 302-1 Energy consumption within the organisation | 43 | |
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| 103-1-3 Sustainability governance | 40-41, 43 | |
| 305-1 Direct GHG emissions (scope 1) | 43 | |
| 305-2 Energy indirect GHG emissions (scope 2) | 43 | |
| 305-3 Other indirect GHG emissions (scope 3) | 43 | |
| Employees and new hires | | |
| 103-1-3 Sustainability governance | 40-41 | |
| 401-1 New employee hires and employee turnover | 42 | |
| Health and safety of employees | | |
| 103-1-3 Sustainability governance | 26, 40-41 | |
| 403-9 (2018) Work-related injuries | 43 | |
| Training and career development | | |
| 103-1-3 Sustainability governance | 40-42 | |
| 404-1 Average hours of training per year per employee | 42 | |
| 404-3 Percentage of employees receiving regular performance and career development reviews | 42 | |
| Diversity | | |
| 103-1-3 Sustainability governance | 40-42 | |
| 405-1 Diversity of governance bodies and employees | 42 | |