



2023

Annual Report

samhall

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01.

Working for a society that includes many more people

There are almost 500 000 Swedes with a functional impairment that reduces their working capacity. 56% of them have no job. At the same time, there are 1.2 million companies in Sweden. Many of them have staff shortages, precisely for tasks that are ideally suited to our employees.

This annual report gives you the tangible results delivered by our workers: 1 044 superintendents, 571 industrial workers, 4 062 warehouse workers, 706 machinists, 3 321 assemblers, 248 forklift drivers and many, many more all throughout Sweden.

We are Sweden's largest company with 24 000 employees. Our assignment is to create meaningful work that develops the skills of people with functional impairment, while simultaneously offering other companies the right workforce. We cannot think of anything that is more important. **Sweden needs someone like us.**

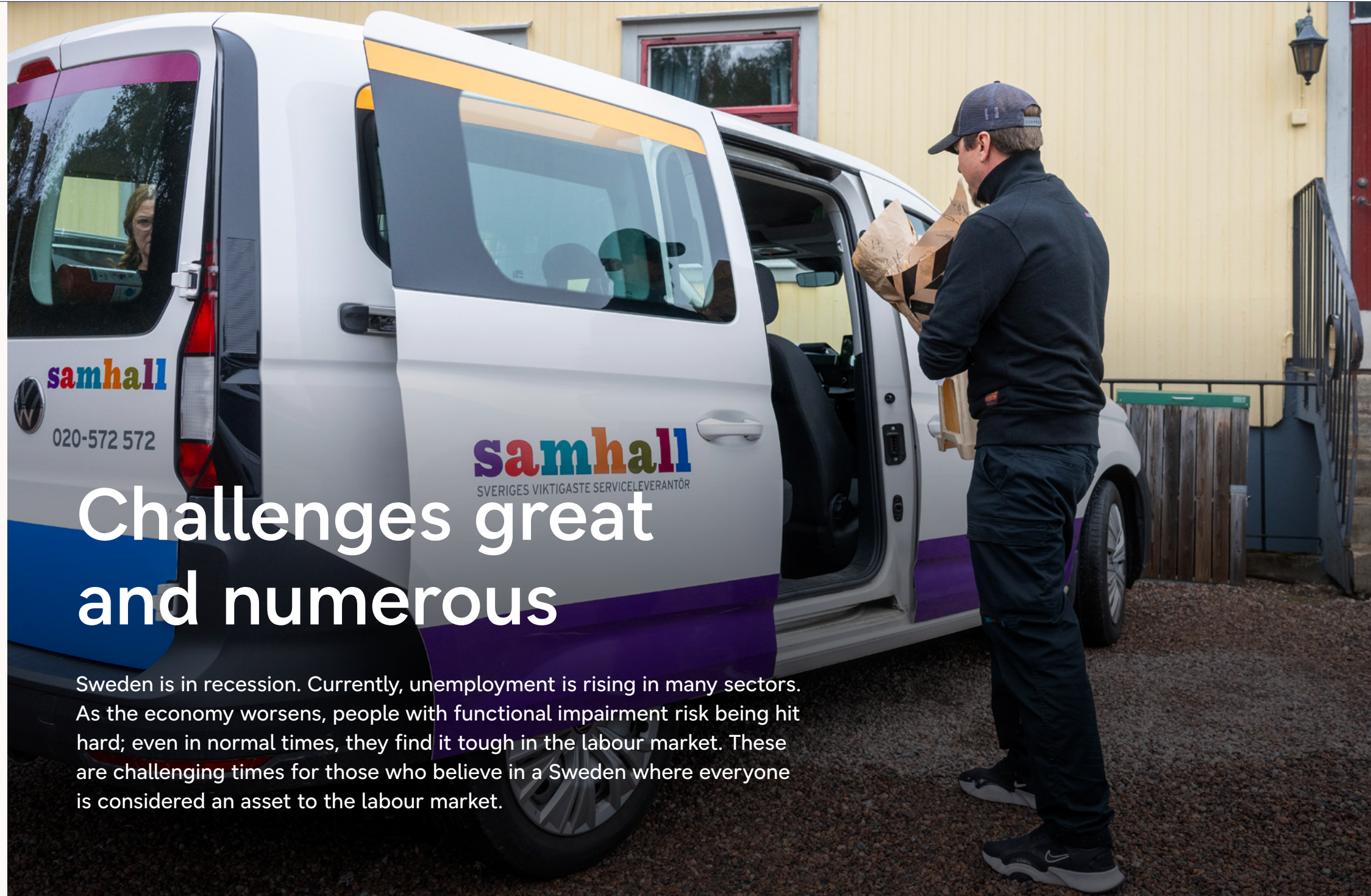
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Challenges great and numerous

Sweden is in recession. Currently, unemployment is rising in many sectors. As the economy worsens, people with functional impairment risk being hit hard; even in normal times, they find it tough in the labour market. These are challenging times for those who believe in a Sweden where everyone is considered an asset to the labour market.

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Several challenges:

500 000

About 500 000 Swedes have a functional impairment that reduces their working capacity. Over half of them have no job. Among those who can work, unemployment is 250% higher than other groups.

Higher prerequisites in the labour market

Sweden is a high-tech nation and the Swedish labour market leads the EU at having rationalised away unskilled work. Such jobs are only becoming fewer and fewer in the regular labour market.

Prejudice and lack of knowledge

Many Swedish companies have a prejudicial attitude towards functional impairment. It is one of many reasons why people with functional impairment and reduced working capacity find it tough in the labour market. And 37% of these have encountered discrimination in the labour market, according to Statistics Sweden.

Social exclusion has a domino effect

A person with functional impairment who is far removed from the labour market often has other problems as a consequence, such as economic stress and poor mental health. Further problems may arise when an individual does not feel needed or lacks a social platform to engage with others.

Turbulent current events

In an era of significant political and economic uncertainty, the level of long-term unemployment is expected to increase, which hits those furthest from the labour market very hard.

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Opportunities to make a difference have become better

The prerequisites for our assignment are never perfect, however in 2023 we saw some signs that they are improving. For Samhall right now, there are some great opportunities; circumstances for us to go in and make a real difference. Not only for our employees, but for all of Sweden. Our opportunities are greater and more exciting now than for many years.

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Several opportunities:

Many sectors cannot find staff

Even in a recession, many sectors have a shortage of labour. Eldercare, manufacturing and the hospitality sector are just some examples. This is where we at Samhall can fill the skills gap, giving the qualified staff more time, by doing tasks that suit us well. In such a way, people like cooks, nursing assistants and industrial workers can focus fully on their fields of expertise.

Knowledge that has a ripple effect

Our employees, given the right conditions, conduct their work very well, which assures a high quality of service. Furthermore, they contribute positively to the culture of the workplace.

A significant win for society

Research shows that getting people with functional impairment into the workforce is very profitable. Those rewards include a more efficient business sector, greater tax revenues and significantly lower social risks of all kinds. Everybody wins by our work.

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Samhall: as important as ever before

As we close the books on 2023, we look back over yet another year defined by insecurity, unrest and war. Crises and dramatic geopolitical events, high inflation, rising unemployment and economic downturn have had a significant influence on both Samhall and the Swedish labour market in general.

As we know from previous experience, weak labour markets hit the most vulnerable the hardest. People with functional impairment are often the first to go when companies make cuts and are at the back of the line when the economy picks up again. That makes Samhall, a major employer and facilitator in the labour market, as important as ever before. By securing employment for our 24 000 employees with functional impairment, we contribute to a more sustainable Sweden.

Our new direction

2023 was an intensive year for Samhall with a significant focus on review and follow-up of our operations. Both the Swedish National Audit Office's review and the Swedish Competition Authority's statement on pricing in the cleaning sector indicated areas that we had earlier identified as being in need of development and already have ongoing change processes in place. The new direction for Samhall, that I initiated some three years ago, is a central component in responding to these developmental needs. We work with genuine purpose to provide

our first-line managers with better conditions, so they can support our employees with functional impairment during their development journey. With a clear focus on our workplace environment and more common work processes, we can support our employees and follow-up our operations more effectively. An essential part of this is also to be both clearer and more transparent about how we conduct business. It is a long-term project, one with a specific focus on sustainability, where we will strengthen and develop processes within the organisation and our ways of working.

→ Meet our CEO

Sara Revell Ford

Age: 51. Lives: Nacka.

Previous positions: 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.



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Our labour market policy result

Fulfilment of Samhall's labour market policy targets continued to be high in 2023. Targets for the number of wage hours provided in sheltered work, prioritised recruitment and the company's three assignment targets regarding degree of utilisation, workplace environment and employee engagement, were all attained. However, the number of wage hours for the employees under development (WED) assignment was not reached, a consequence of the Swedish Public Employment Service not referring a sufficient number of workers to Samhall.

Neither, despite a strong focus, did we achieve the important target regarding how many employees leave us for a new job; what we call transitions. There are several reasons for this: a recession, when employers are less likely to hire workers, and that fewer workers were referred to the WED assignment, where the target group has different prerequisites and make more transitions. In addition, we see a long-term challenge in people referred by the Public Employment Service having increasingly longer development journeys before they can leave Samhall for a new job.

Our financial result

As we close the accounts for 2023, we can state an operating result of SEK -342 million. The negative result is a consequence of slowing growth in business segments, together with increasing assignment-related additional costs in combination with unchanged compensation from the state. Furthermore, measures to raise operational quality, which have improved our workplace environments, among other upgrades, also increased costs.

Prior to 2024, our owner increased the compensation for our societal assignment. This helps the company's short-term economic challenges and facilitates specific investments that will raise quality in line with the company's new direction. However, Samhall's construction and model of financing entail continual challenges, and the increased compensation will quickly be used to cover rising fixed costs, such as employee wages in the labour market policy assignment, while long-term needs remain deferred.



“Samhall's construction and model of financing entail continual challenges.”

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During the year, Samhall continued to grow in line with our strategy, with a focus on areas such as laundry and industry. We see continuing challenges in sector solutions, where the economy and uncertain markets have had a negative effect.

Among new client contracts, we won an assignment to launder and repair uniforms for the Swedish Armed Forces. This is a long-term contract, starting in 2025, involving many good jobs that develop skills throughout Sweden for Samhall.

Conditions under review

Looking to the future, we can state that 2024 may be a very formative year for Samhall. At the start of the year, the government decided to conduct a review of the company's assignment, operations and conditions. This is something we welcome and have advocated for a long time.

Samhall's present framework and assignments were set more than 30 years ago. Since then, the labour market, the business world and the target group of unemployed people with functional impairment have all changed dramatically.

Samhall has played an enormously crucial role in the labour market, and continues to do so today. But in so saying, it is also important to approach current challenges with an appropriate framework and prerequisites. We look forward to contributing, in the years to come, to changes that can create an even better Samhall.

And finally, I would like to thank our employees, clients, trade unions and other stakeholders for their fine collaboration during 2023. With a focus on strengthening and developing the support offered to employees, and with a strong willingness to change, we commence a new operational year, where together we lay the foundations for tomorrow's Samhall.

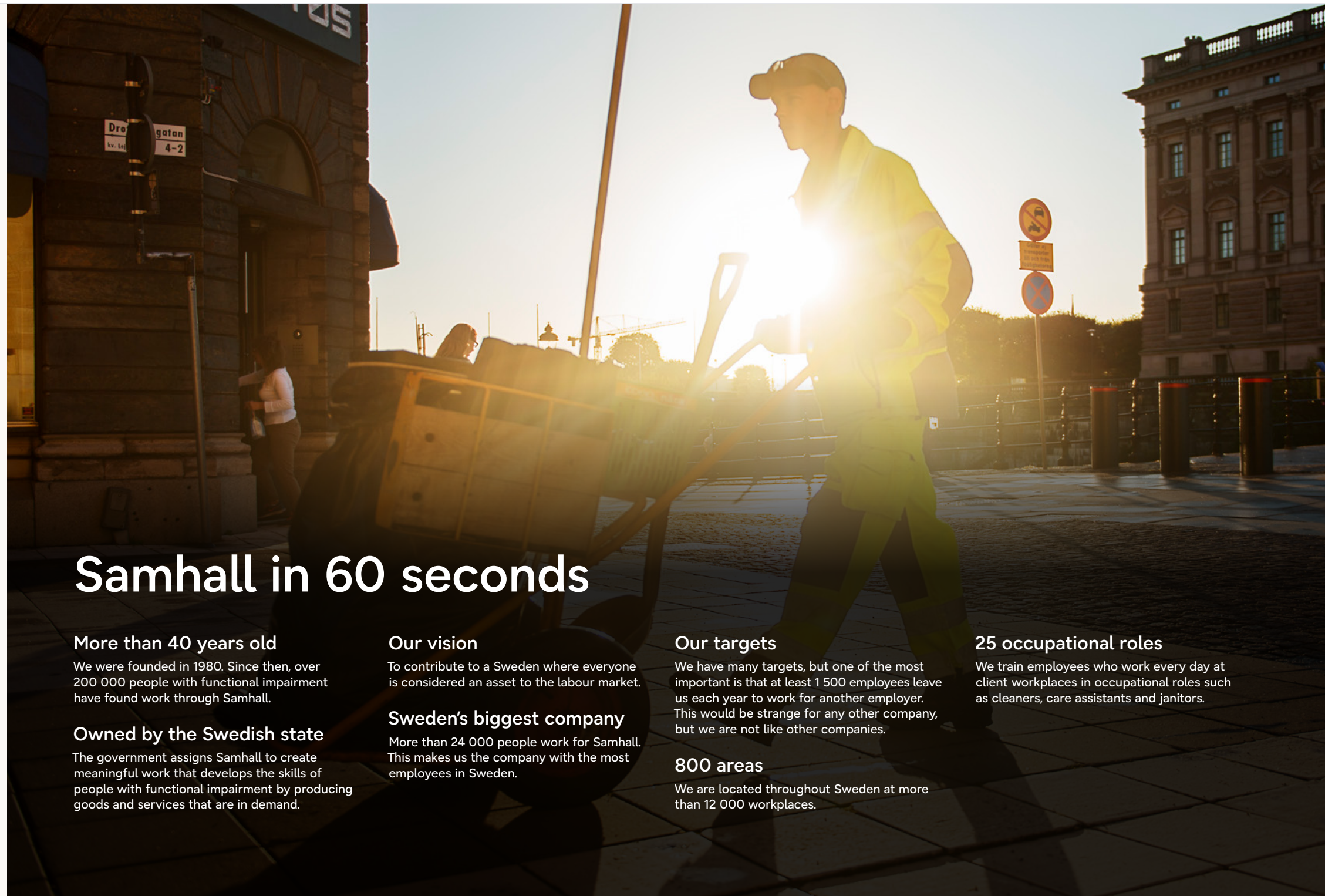
Sara Revell Ford
CEO

Stockholm, March 2024



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Samhall in 60 seconds

More than 40 years old

We were founded in 1980. Since then, over 200 000 people with functional impairment have found work through Samhall.

Owned by the Swedish state

The government assigns Samhall to create meaningful work that develops the skills of people with functional impairment by producing goods and services that are in demand.

Our vision

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

Sweden's biggest company

More than 24 000 people work for Samhall. This makes us the company with the most employees in Sweden.

Our targets

We have many targets, but one of the most important is that at least 1 500 employees leave us each year to work for another employer. This would be strange for any other company, but we are not like other companies.

800 areas

We are located throughout Sweden at more than 12 000 workplaces.

25 occupational roles

We train employees who work every day at client workplaces in occupational roles such as cleaners, care assistants and janitors.

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Swedish eldercare needs people like Andreas and Zabrine

In Sweden, seven of 10 municipalities have staff shortages in the eldercare sector. It causes millions of hours of overtime, lost holidays and understaffing. For the elderly, the cost is even higher. Almost six of 10 municipalities have cancelled or postponed aid to the elderly due to staff shortages.

That is why Sweden needs people like Andreas and Zabrine who, together with their professional colleagues, can be of assistance, by helping with the laundry and janitorial tasks, food handling and much more. Entrusting people with functional impairment not only frees up time for professional healthcare staff, but also creates a more egalitarian labour market.

What does it mean for you to work at Samhall?

Andreas: Quite a lot really. I get out and I am part of something. I leave my bubble and help out where it is genuinely needed.

Zabrine: Being part of a team and learning things. I get work experience. And I also get to meet people!

What's the best thing about your work?

Andreas: Helping others, that's the best of all. And it's impossible to get bored because there's a great variety of tasks.

Zabrine: I get to learn so many new things. I make a difference, spread joy and make clients happy.

How would you describe your development at Samhall?

Andreas: I have tried many things. Answering the phone, for one. I've also been a mentor for someone and helped others with various things. For me, it's great to offer support to a group.

Zabrine: I'm not as quiet as I was before. I feel that I can speak up now. I talk a lot more in the group!

What did you do before this?

Andreas: I ran an antiques and retro store. And then, like so many others, I've done odd jobs, even in Norway. But I was also unemployed for a long time too.

Zabrine: I've been to LärVux, had traineeships and worked in a shop.

→ Meet our employees

Andreas Bäcklund

Andreas works as a care assistant in Karlstad. He joined Samhall in 2019.

Zabrine Karlsson

Zabrine works as a care assistant in Karlstad. She joined Samhall in 2023.



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The assignment and Samhall's performance

Our assignment is to create meaningful work for people with functional impairment by producing goods and services that are in demand. Our task is neither small nor simple. The labour market policy assignment is guided by complicated targets and conditions. But Sweden needs someone who can achieve these goals, who provides its 24 000 employees with the opportunity to develop along their path to the regular workforce. Sweden needs someone like Samhall.

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Develop many more. That is our assignment.

We are fully owned by the Swedish state and our assignment is to offer meaningful work that develops the skills of people with functional impairment and reduced working capacity. Every year, we create thousands of jobs for people who were far removed from the labour market. In this way, we contribute to a more socially sustainable society.

They work for Samhall

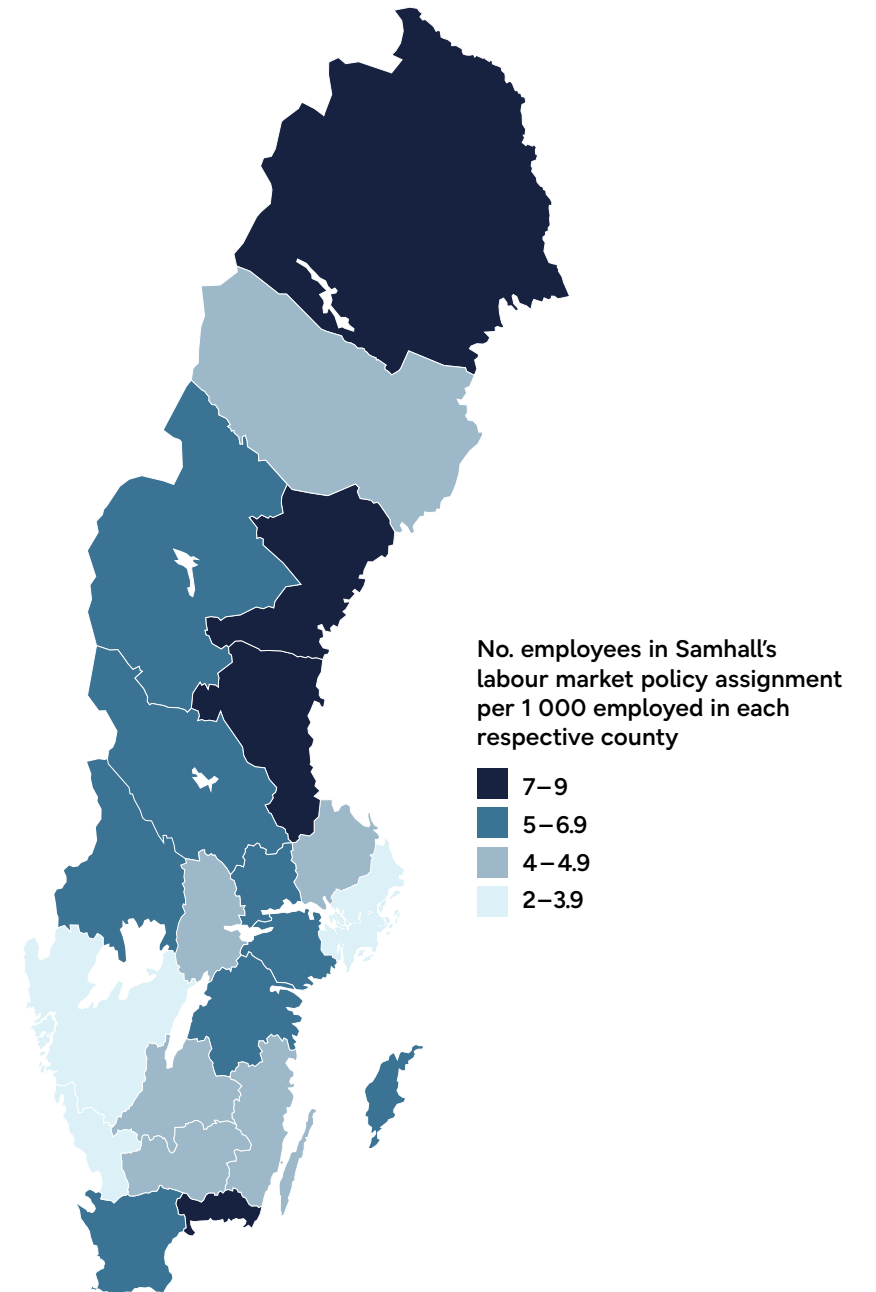
The Swedish Public Employment Service determines who gets a job at Samhall. A job with us comes as an opportunity, once everything else has been tried to get a person into the labour market. All our employees have some form of functional impairment and reduced working capacity, and our task is to train, prepare and match our employees to occupational roles.

Society's needs come first

We are present where the need exists: nationwide. The geographical allocation is decided annually together with the Public Employment Service. 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 referred to Samhall, it occurs in areas where the need is greatest. The most recent allocation of employees, as per 31 December 2023, is shown in the map opposite.

Five explanatory facts:

- We need to produce goods and services that are in demand, thus providing jobs throughout the entire country.
- The Public Employment Service decides who gets a job with us.
- The number of employees drives our need for business, not the other way around.
- We cannot retrench employees due to a shortage of work.
- An important objective is for our employees to find new jobs outside Samhall.



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Two types of employment

We have two forms of employment within our assignment: employment in sheltered work and wage subsidy for employees under development (WED). Each year, the state establishes the number of positions we need to offer in each respective form, expressed as a minimum volume of wage hours.

We are dependent on the Public Employment Service to refer people to us at the rate decided by the government. In recent years, the Public Employment Service has had great difficulty in filling the available positions at Samhall. That trend continued in 2023.

Employment in sheltered work

Most of our employees have what is formally termed employment in sheltered work. These are people whose working capacity is so reduced that their needs cannot be met by other labour market policy initiatives. Also included are people with 75% sickness benefit or activity subsidy.

WED employment

(wage subsidy for employees under development)
 These positions are offered to people with functional impairment who have been out of work for a long time. Young adults under 30 are prioritised. These are time-limited positions (1–2 years), where at least 25% of time at work must be spent on development activities, such as skills training, introduction to working life and traineeships.

We prioritise those with the greatest need

At least 50% of new recruits must come from prioritised groups whose functional impairment pose particularly great difficulties in the labour market.

These prioritised groups are:

- People with mental impairments and/or generally diminished learning abilities
- People with specific cognitive impairments in combination with impaired hearing, vision or mental impairments
- People with multiple impairments that together cause a comprehensive reduction in working capacity according to particular specifications

We also provide work training

Samhall also offers the Public Employment Service positions for work training. Via the Public Employment Service, unemployed people with functional impairment can participate in training programmes conducted by Samhall. In 2023, 2 875 persons took part in such work training.



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Our objective: that our employees leave us

A target of 1 500 employees should leave us each year for another employer; what we call transitions. For us, it is a crucial objective to see people grow and move on to another job they can call their own. For other companies that would sound strange, but we are not quite like other companies.

Fewer found jobs outside Samhall
 In 2023, the number of transitions decreased. 1 166 people got a new job outside Samhall. The number of transitions was negatively impacted by the current recession. At the same time, fewer workers were referred to the WED assignment, which tends to be a strong target group for transitions.

Change your mind – and try again
 When our employees try a new job at another employer, they always have the possibility to return to us within one year. We call these returns; a way of providing security for both employee and employer, where it sometimes

requires several efforts to find the right match. We work actively, with both our own processes and long-term recruitment collaborations, to make the right match from the start and thereby reduce the number of returns.



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Our strategy: the foundation of our new direction

Samhall's strategy is set until 2026. It is based on our vision: to contribute to a Sweden where everyone is considered an asset to the labour market.

Our strategic framework

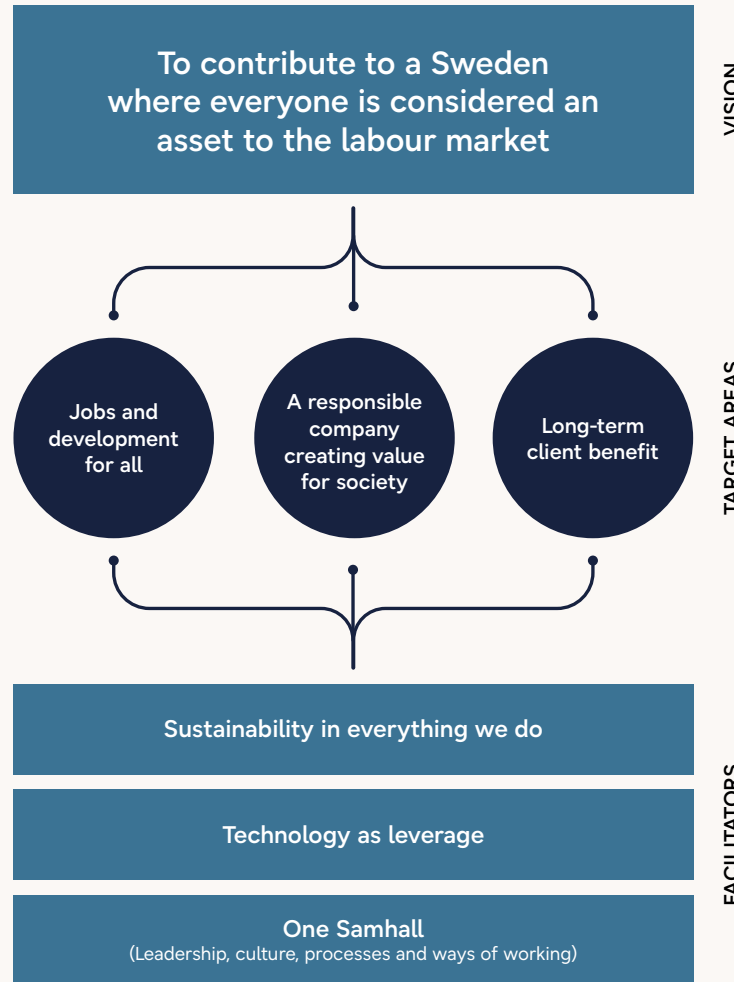
Our strategic framework gives direction and answers the questions we face about the future: why, what and how?

OUR VISION is our guiding star, something we always navigate by. Our vision lets us understand why we exist and what we are always striving to achieve. It motivates why we make certain decisions; why we do what we do.

Our **THREE TARGET AREAS** show what we need to do and how we need to act in order to create value for our employees, society and clients. All three target areas depend mutually on each other. They need to be attained together, so we can realise our vision and fulfil our assignment.

For each target area, there are new targets for sustainable value creation.

Our **THREE FACILITATORS** are necessary for us to have the right conditions today and in the future.



What do the target areas mean?

Jobs and development for all

Focus on each employee's ability to develop: from referral and matching to jobs and learning. Also ensure a good workplace environment and opportunities for a transition.

A responsible company creating value for society

Secure our contribution to society through our assignment and its social sustainability, as well as our environmental impact

Long-term client benefit

Focus on the client journey in Samhall and the value we create for our clients, how we build long-term client relationships and how we develop our offering in all current and new areas.

What do the facilitators mean?

Sustainability in everything we do

Sustainability focuses on the social and environmental aspects of our operations. We take responsibility for what we ourselves do and utilise our unique position and know-how to influence our clients and society.

Technology as leverage

Technology covers our digital interface, systems and platforms. We include automatisations of processes and work phases, as well as technologies in sustainability, for example, so we can perform our assignment more efficiently.

One Samhall

(Leadership, culture, processes and ways of working)

One Samhall covers how we work together and prepare our company in the best way to achieve our targets. This facilitator includes everything from learning and leadership to roles and responsibilities, processes and ways of working.

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Now we boost the development of our employees

During 2023, Samhall was reviewed by both the Swedish National Audit Office and the Swedish Competition Authority. Their examinations included how developmental the jobs at Samhall really are, as well as clarity around how we do business. The reviews underline the correctness of the new direction we started almost three years ago, in conjunction with our work to establish a new company strategy. This new direction covers many areas, but is mostly about maintaining focus on our employees and their development.

National Audit Office puts focus on developmental work

In its review, the National Audit Office highlighted that Samhall is to provide meaningful jobs and that the Swedish Public Employment Service chiefly refers people from the appropriate target groups. At the same time, the National Audit Office's report contains strong criticism, where they judged that Samhall fails to provide work that truly develops its employees. It also stated that Samhall must be given better prerequisites from its owner, the state, concerning governance.

Samhall welcomes the review, which largely states the need for changes that Samhall has already started in conjunction with its new direction launched almost three years ago; among other factors, the focus on employees and their development. At the same time, Samhall insists that basically having a job in itself is developmental. A job contributes to building routines, a sense of community, work skills and much more. In 2024, we continue the work to boost our employees' development in many ways.

Government to review Samhall

The government has decided to set up an inquiry to review Samhall's assignment. The aim is to improve governance and make necessary changes to operations and preconditions to ensure efforts help the right people in the right form. Samhall welcomes the government's decision, which can obviate current limitations and conflicting objectives within our assignment. Our prerequisites concerning financing and governance need to reflect how society looks today. A final report will be presented to the government no later than 24 March 2025.



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Our change processes put into practice

This year has seen comprehensive change processes implemented in many parts of the organisation. This includes a revision of processes, organisational structure and our culture. At the same time, we gathered and reinforced our collective knowledge, which we are very glad to share.

More time for employees

A pilot project at three locations in Sweden is now testing various ways to give first-line managers more time for employee development. New roles are being trialled that seek to improve conditions relating to our main assignment: to further the development of people with functional impairment through work. Our managers will receive better support to ensure that every employee has meaningful work that develops them, in a safe and secure workplace environment.

After examinations, interviews and preparations, the pilots' amended roles, responsibilities and work processes will be tested in the daily work. At the same time, responsibilities will be made clearer: workplace environment and scheduling issues will be the managers' responsibility.

In parallel with the day-to-day work, common learning, measurements and follow-up also take place. All participants can contribute their own ideas for improvements. The pilot programmes run until spring 2024, and the results, in the form of new work processes, are planned to be implemented in autumn 2024.

Gathering and sharing expert knowledge

We are currently creating a new centre for expert knowledge on a scientific basis. The priority is for important aspects that can improve both the meaning of work and the workplace environment: digital accessibility, equality and inclusion, as well as functionality rights, by which we mean the rights of people with functional impairment.

Strengthened union collaboration for the workplace environment

The new collective agreement between the employers' organisation Fremia (to which Samhall belongs) and the Swedish Trade Union Confederation contains a new regulation that strengthens the workplace environment. If an elected representative reports faults in the workplace environment, then within five days Samhall is to call for a meeting, and that meeting is to take place within 10 days. Any solution to the workplace problem is to be documented prior to measures being undertaken. This is the first time that Fremia has regulated the workplace environment in a collective agreement, and a concrete example of how we are moving forward in this area.

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Increased transparency and clarity in how we do business

As a major state-owned company, Samhall has an immense duty to behave in an exemplary manner. In 2023, the Swedish Competition Authority directed stark criticism against Samhall. Criticism that reinforced the need for Samhall's new direction.

Stronger routines and measures

In 2023, the Competition Authority concluded a case against Samhall regarding pricing. In conjunction with this case, the authority voiced strong criticism about Samhall's pricing of a number of cleaning assignments for grocery stores. Samhall has taken this criticism very seriously. In parallel with our ongoing programme to strengthen and develop our work processes, we have also, this year, taken additional measures towards increased transparency in how we do business, including:

- Assembling all experts responsible for calculations and offers into their own organisation.
- Inviting external advisors, initially, to review our calculation tools. Thereafter, external advisors will be placed in those forums determining major contracts.
- Replacing random checks with a more comprehensive and ongoing process of review over our contracts.
- Strengthening our compliance facility to ensure rules are followed.

Our pricing

Samhall operates in various sectors and offers prices at similar terms and conditions as our competitors. The difference between us and our competitors is the scope of our assignment. We must provide a variety of real jobs for people who are far removed from the labour market, and do so throughout Sweden. To cover adapted work schedules and tasks, as well as ensuring the appropriate work aids are available to employees to carry out their tasks, we receive what is termed compensation for additional costs from our owner, the state; compensation that covers those costs a "normal" company does not have.

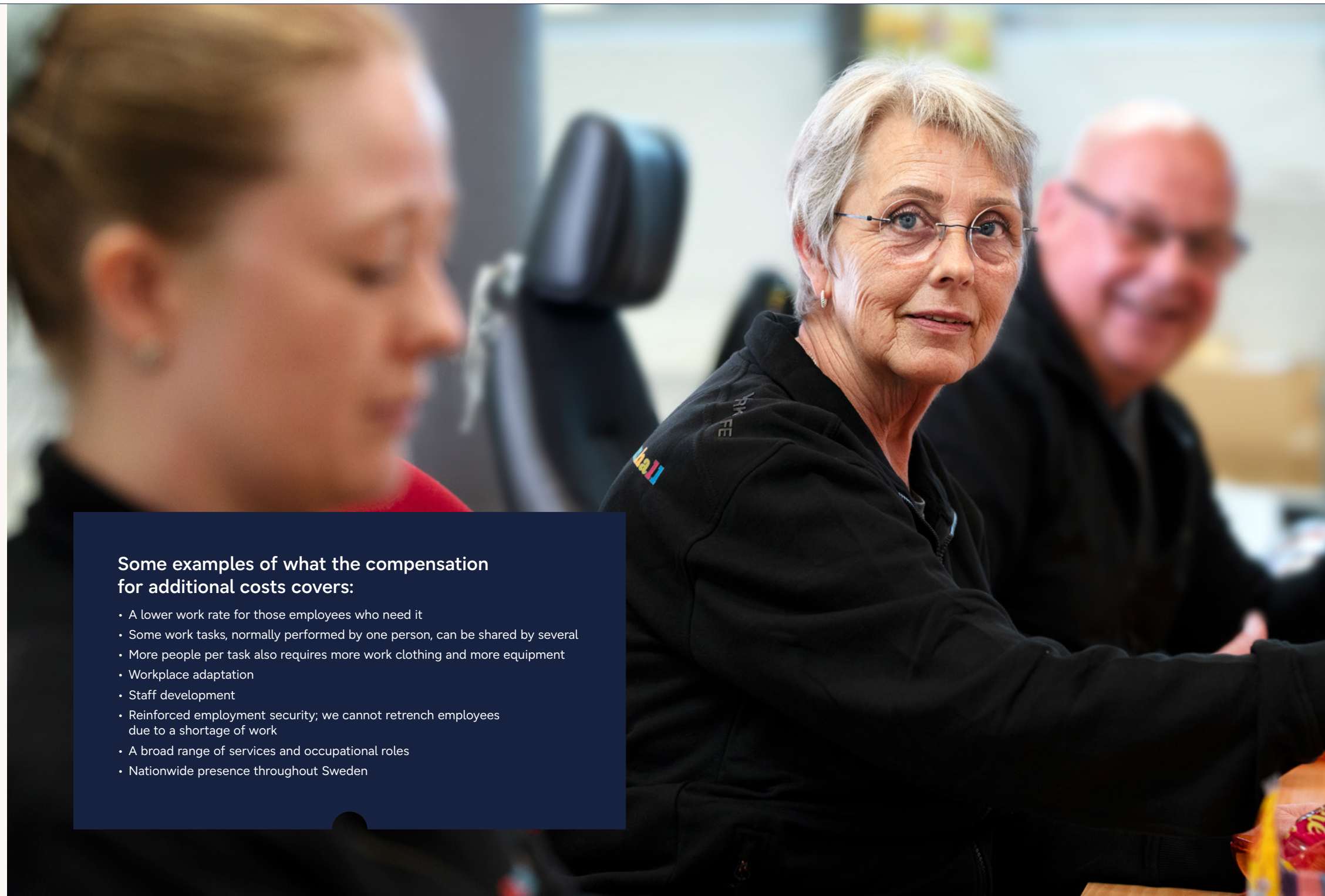
Compensation for additional costs, which in 2023 was SEK 6 598 million, cannot be used advantageously to compete on price. Our pricing, therefore, is carefully regulated by guidelines, calculation tools and monitoring market prices in order to follow competition law. The Legal, Financial and Administrative Services Agency also follows up the company's assignment-related additional costs on an annual basis to ensure Samhall is not overcompensated.



Our pricing is carefully regulated by guidelines, calculation tools and monitoring market prices in order to follow competition law.

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Some examples of what the compensation for additional costs covers:

- A lower work rate for those employees who need it
- Some work tasks, normally performed by one person, can be shared by several
- More people per task also requires more work clothing and more equipment
- Workplace adaptation
- Staff development
- Reinforced employment security; we cannot retrench employees due to a shortage of work
- A broad range of services and occupational roles
- Nationwide presence throughout Sweden

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Equality and inclusion: at the heart of Samhall

With us, you will always find a diversity of differences. Our contribution is to provide meaningful work that develops the skills of people with functional impairment. We create inclusive workplaces, and support a labour market where everyone is considered an asset. But it takes many more to help create a truly inclusive labour market. Therefore, we are glad to share our knowledge, in order to show the way for others.

Increased focus 2023: and onwards

In order for Samhall's multitude of experience and backgrounds to really be put to good use, we strive for an inclusive workplace environment. That means making places where differences can meet, valuing our various skills and competencies and creating safe teams that allow differences to meet fairly and respectfully.

In 2023, the organisational and social workplace environment was a theme in Samhall's workplaces throughout the country. How we treat each other and provide security during an inclusive workday. The programme was based on Samhall's clear policy of zero tolerance concerning discrimination and harassment, in accordance with the company's diversity and equality plan.

To further strengthen this work, a specialist in equality and inclusion was recruited to the central facility. In parallel, we have also focused on digital accessibility, with a specialist in the field leading the work. The roles cover working internally with these issues, as well as sharing this knowledge with others.

Vårt strukturerade arbete

Samhall has emphasised four objectives in recent years:

- We must reflect society in general
- We must be an attractive employer for all
- We must increase the proportion of women making transitions
- No unfair pay gaps

Within this framework, careful analysis is given to the annual employee survey, as well as the gender breakdown between women and men making transitions, absences due to illness and occupational roles. Based on this analysis, annual activities take place including training, special recruitment drives and health activities. In addition, an annual wage survey takes place to uncover any eventual pay gaps between genders.

More women to new jobs

Encouraging more women to take the next step to a new job is an important part of the equality work and one of our targets. Women made 30% of transitions in 2023. Through our collaboration with the Public Employment Service, we want to secure a more equal inflow of employees to us. In parallel, regular initiatives are conducted with the aim of helping more women to find a new job outside Samhall.



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Our targets are important and many

Samhall has a number of targets established by the owner, the state, as well as several set internally. Together with our strategy, they give us a clear direction.



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Scope of assignment

Focus on wage hours

The owner's targets covering the scope of the assignment are clearly defined. How many get a position with us each year, and thereafter how many must leave us, in the form of a transition, and go to the regular labour market. What we are now increasingly focused on is: what happens in-between? Critical measurements are the degree of utilisation, employee engagement and a safe workplace.

The number of wage hours for WED employees fell this year to 2.84 (2.97) million. The decrease is a consequence of fewer workers being directed to us through the Public Employment Service.

Number of transitions

A target with high priority is the number of transitions, in other words how many employees leave us each year for another employer. In 2023, the number of transitions decreased to 1 166. You can read more about the challenges facing transitions on page 15.

Prioritised groups

Target: At least 50% of new recruits directed to Samhall for sheltered work must come from prioritised groups. This target was changed from 40% on 29 November 2023.

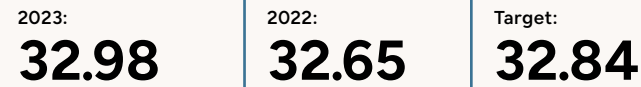
Result: 57% of new recruits came from prioritised groups (see page 14).



Wage hours, sheltered work

Target: Samhall must provide positions for sheltered work of at least 32.84 million wage hours.

Result: This year's result was 32.98 million wage hours.



Transitions, women

Target: The proportion of transitions made by women must rise.

Result: 30% of transitions were made by women.



Wage hours, WED

Target: Samhall must provide positions with wage subsidy for employees under development of at least 2.99 million wage hours. This target was changed from 3.26 million on 29 November 2023.

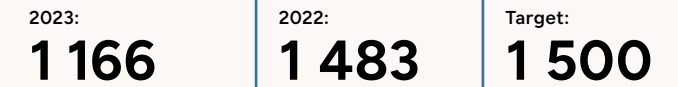
Result: This year's result was 2.84 million wage hours.



Transitions

Target: Samhall must ensure that at least 1 500 people make transitions to work in the regular labour market.

Result: 1 166 people got a new job.



Returns

Target: The proportion of returns must decrease.

Result: The proportion of returns was 60%.



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Degree of utilisation

Our employees need to develop through work. One of our targets is that employees should be utilised for work at least 95% of their working time, in the form of client assignments or development activities such as traineeships and education.

Engagement and workplace environment indexes

Our annual employee survey provides the basis for several of our key indicators. Questions regarding the engagement index include, for example, how the employee feels at work, how their nearest manager supports them and how they are progressing towards their own and common goals. Questions used for the workplace environment index focus, for example, on whether the employee feels safe and secure in the workplace and if they are taught the skills required to do their work.

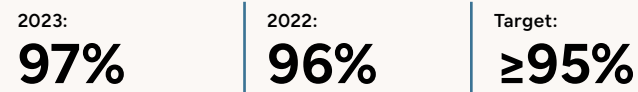
The responses connected to the respective indexes are rated on a scale of 0–100, where 100 means all employees who responded experience all parts to be working well.

Assignment targets

Degree of utilisation

Target: The degree of utilisation should attain at least 95% over time. Included in the degree of utilisation is work on client assignments or development activities such as traineeships and education.

Result: The degree of utilisation was 96.8%.



Engagerade medarbetare

Target: The engagement index must show a positive development and, in the long term, attain a score of at least 70.

Result: This year's engagement index was 68 on a scale of 1–100.



Safe and secure workplace

Target: The workplace environment index must show a positive development and, in the long term, attain a score of at least 80.

Result: The workplace environment index was 77 on a scale of 1–100.



Financial targets

Return on own equity

Target: Return on own equity must attain 5% over the long-term.

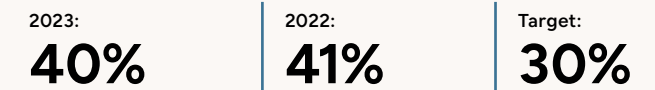
Result: Return on own equity attained 4% over a 12-month period, 7% over a 5-year period and 2% over a 10-year period.



Equity ratio

Target: An equity ratio of at least 30%.

Result: The equity ratio was 40%.



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The board's strategic targets for sustainable value creation

Employee development

We have established an index to measure the skills development of our employees, which takes into consideration basic training, occupational know-how and work experience since joining Samhall. Work has begun to develop a report before 2024 to reinforce follow-up at various levels.

Index for employee development

Target: The index for employee development must rise to 65 by 2026.
Result: 38% of employees fulfilled the criteria for employee development. That index score is expected to rise dramatically once reporting routines are fully implemented.



Society benefit

Calculating society benefit is one way of demonstrating the value that Samhall creates for society. When a client collaborates with us, it creates new work opportunities for a number of people and strengthens our common welfare. We show how every kroner received by Samhall from the state budget has an effect upon society, through decreased expenses and increased revenues in society.

Society benefit

Target: The society benefit target will begin in 2024 with a representative base measurement.

Reputation

In 2023, we started implementing a measurement regarding how the general public sees Samhall, as an indicator of trust in the company. We measure reputation through various dimensions: overall repute, personal impression, trust, quality of services/products and success.

Reputation

Target: Our reputation with the general public must rise from 29 to 35 by 2026.

Result: The reputation index for 2023 was 29 on a scale of -65 to 135. This was the first measurement taken and therefore lacks comparison.



CO2 emissions

Diminishing our CO2 emissions is one of many ways to take responsibility for the environment. You can read more about our initiatives in the sustainability report, pages 49–53.

CO₂ emissions

Target: Halve climate emissions in 2025 compared to 2018, covering scope 1, own energy and heating contracts and business travel and transport.
Result: This year's result was 3 272 tonnes CO₂e, a reduction of emissions by 45% since 2018.



Satisfied clients

Target: Samhall aims for a Net Promoter Score (NPS) of 30 by 2026.
Result: In 2023, the NPS score for client satisfaction was 26, compared to 21 the previous year.



Satisfied clients

At Samhall, we use the measurement tool "Net Promoter Score" to record our clients' willingness to recommend us to others, which is an indicator of how satisfied they are with our services.

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How Samhall accomplishes its assignment

03.

We exist in order to help our employees in the labour market policy assignment. We ensure that they develop in a systematic way, which is suitable to them under safe conditions.

Helping us are our clients. Companies and organisations that open up their workplaces throughout society, where employees can grow into their occupational roles. For us, a client is much more than just a client.

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Our employees need to develop through work

The development of our employees is crucial to our assignment. The work must develop their skills and be suited to their abilities.

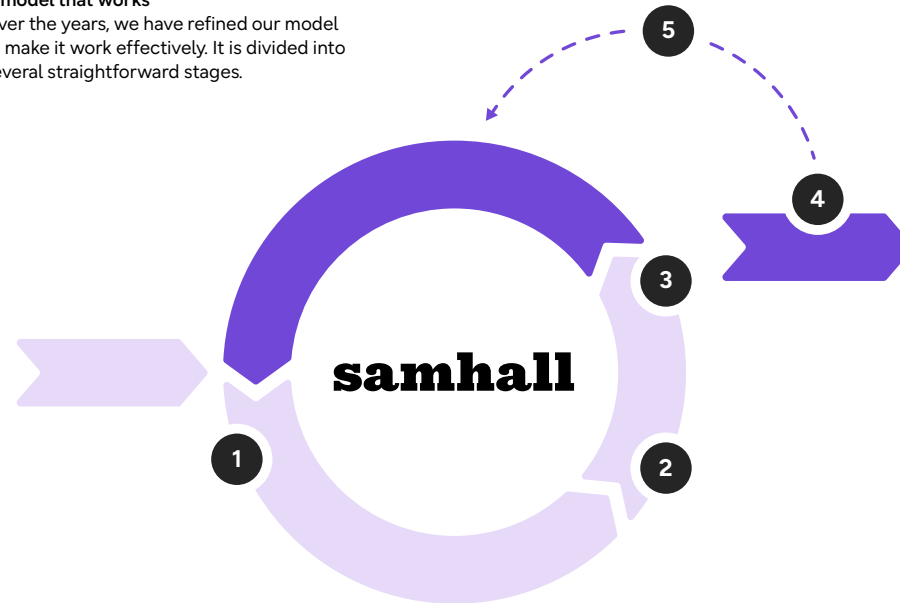
Employee journey

For more than 40 years, our assignment has been to help people develop through work. At Samhall, all employees are given the opportunity to strengthen their skills in work based on their individual considerations. Good matching and development in specific occupational roles is

crucial. Each journey is unique, but no matter where one finds oneself, a position at Samhall always means the opportunity to develop. To prepare, plan and support this individual journey is our task.

A model that works

Over the years, we have refined our model to make it work effectively. It is divided into several straightforward stages.



How it works:

The Public Employment Service refers people with functional impairment and reduced working capacity to Samhall.

1 Introduction and training

We work with 25 occupational roles, which are closely connected to our range of services. Each role has a number of training steps; bit by bit, the employee's work skills grow. Different competency levels suit a variety of clients and recruitment partners. For the employee, there is a clear plan for their ongoing development. Training takes place in the Samhall school; 4 605 courses were conducted with 31 694 participants in 2023. The range of courses supports employees during their entire journey with Samhall: from introduction and occupational training to preparing for a transition.

2 Professional matching

Our matching process is unique and highlights each individual's strengths and abilities. Both for the individual's development and also to match the right person to the right tasks and build teams where employees complement each other. To further increase the opportunity to develop their skills, our employees are offered individually adapted tasks and work rates. Adaption is an important part of the work in matching the right person to the right task.

3 Jobs that clients need

To meet real clients, perform tasks, collaborate with colleagues and receive support and feedback is a vital part of the daily development. Our broad and varied range of services creates all sorts of tasks to do. It provides work contacts and offers opportunities to demonstrate skills, and eventually move on to a position outside Samhall.

4 New job outside Samhall

Thanks to training and work experience from client assignments, the employee is now ready for the labour market outside Samhall. Therefore, we collaborate with employers that need to recruit workers, and help our employees before and during the recruitment process. For example, with coaching, writing a CV and finding a trainee position. We also help in contact with the Public Employment Service and the process of a possible wage subsidy. In 2023, 1 166 people got a new job outside Samhall.

5 Possibility to come back

Those who get a new job outside Samhall are entitled to return to Samhall within one year. We call these returns and this entitlement applies to our employees with sheltered work. It is an important condition in getting people to try work outside Samhall and gives the employee security. In 2023, 449 people chose to return. We work actively for more enduring transitions, for example through long-term recruitment collaborations. The goal is for fewer people to enact their right to return.

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Swedish e-retail needs people like Vesa

Swedish e-retailers handle a great amount of returns. One survey indicated that 24% of e-retail companies have a poor returns process. Add to that new producer liability laws taking effect in 2025, which mean those selling textiles are also responsible for recycling and resource recovery.

That is just a few reasons to get to know Vesa and his colleagues. Samhall employees have vast experience in helping e-retailers become efficient in handling returns, and in washing, removing stains and repairing clothes, and saving garments that would otherwise be discarded. By discovering Samhall's strengths, you won't just create better e-retail, you also help create a more inclusive country.

What does it mean for you to work at Samhall?

It's huge. I got this opportunity at inkClub having been sick for a long while. It's fantastic, I can work here according to my own ability.

What's the best thing about your work?

It's certainly varied. I work with a range of things here in the warehouse and no day is the same. It's full on; e-retail is doing well!

How would you describe your development at Samhall?

I've developed enormously. Among other things, I've learnt the importance of collaborating with others, and I'm feeling much better these days.

What did you do before this?

Previously, I worked in the steel industry, and I've also fitted windows. Now it just feels great to make myself useful here at inkClub.



→ Meet our employees

Vesa Pettersson

Vesa works in the warehouse at inkClub in Uppsala. He joined Samhall in 2015.

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25 occupational roles that develop Sweden

Training to improve work skills and commitment is an essential factor, so many more people can develop in real jobs. Our employees are prepared through training programmes in our occupational roles and have the opportunity to receive a traineeship in order to get the right conditions for a transition to another employer.

Everything from forklift driver to machinist

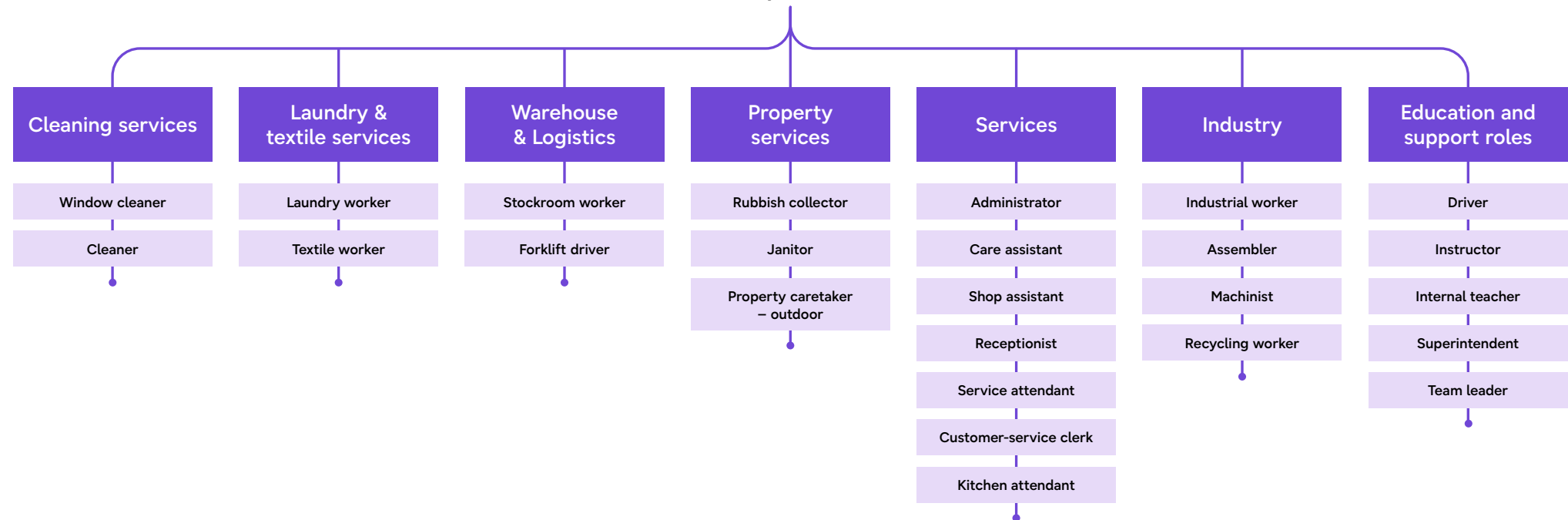
At present, we offer jobs in 25 occupational roles, as shown in the following diagram. We continually evolve our occupational roles to best meet the needs of our clients. Some of our new roles, such as textile worker and recycling worker, are connected to our investments in sustainable services and the circular economy.

We are 24 000

Samhall has 24 000 employees. That includes 1 044 superintendents, 571 industrial workers, 4 062 warehouse workers, 706 machinists, 3 321 assemblers, 248 forklift drivers and many, many more all throughout Sweden.

248 706 1 044
 forklift drivers machinists superintendents

Our occupational roles



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A client offering that constantly evolves

Samhall traditionally provides a wide range of services in cleaning, recycling, logistics and manufacturing throughout Sweden. Cleaning services is still our largest segment, but trends now point to growth in care-related services and manufacturing, just two sectors, for example, facing large staff shortages.

Focus on sectors with staff shortages

The eldercare sector is experiencing a chronic shortage of staff, where our employees can ease the burden on trained staff by, for example, making beds and taking patients for a walk. Likewise, we can help with staff shortages in the manufacturing industry, where we can run various phases of production. With greater breadth to our client assignments comes an opportunity to match our employees to tasks and occupational roles that suit them really well.

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Cleaning services



Cleaning is our largest service area and our share of the cleaning market is approx. 5%. We provide cleaning services throughout Sweden, and besides standard cleaning, our expertise also extends to floor care, housecleaning and window cleaning. Our cleaners are among the best trained in Sweden, thanks to the Samhall school's foundational and supplementary courses.

As we integrate sustainability into everything we do, staff are also educated in the importance of the Nordic Swan Ecolabel and we follow up this compliance. To guarantee good quality, we use the INSTA 800 standard or Samhall's own quality assurance model to follow up; a model we see more and more clients starting to use as well.

Laundry and textile services



More and more companies are choosing us for their laundry and textile services. We operate over 20 laundries around the country and are one of few companies to provide nationwide coverage. Our laundries clean for both the private and public sectors: from offices and municipalities to the care sector and industry.

Because all our laundry employees have occupational training from the Samhall school, clients are assured that we always use the best methods, materials and equipment. We also provide mending and other sewing services.

Samhall's laundry in Malmö has been certified by the Nordic Swan Ecolabel. This is a first for a Samhall laundry and we aim for many more laundries to follow after. The Nordic Swan Ecolabel is the sector's toughest certification with high demands regarding climate emissions and the use of water and energy.

Property services



Property Services is a product area that has great potential, and we are glad to lend a helping hand with everything from regular maintenance to creating a welcoming environment for employees and visitors.

We have our own trained property caretakers with experience in most jobs in the sector, for example we can take care of 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.

Services in offices, shops and the care sector



We perform a broad range of services in a variety of sectors.

- In shops, we cover everything from order fulfilment to managing shopping baskets and inventory. We can also look after the surroundings outside, for example by managing shopping trolleys.
- In offices and conference centres, we can staff reception desks and provide floor hosts.
- In the care sector, we do the cleaning, laundry, purchasing, help in the kitchen and look after clothing. It means the professional staff can focus fully on what they are trained to do.

Warehousing and logistics



E-retailers and third-party logistics warehouses hire us for personnel-intensive phases such as pick and pack, returns and processing services. These tasks suit our employees well, as many have an ability to provide this service with exceptional accuracy.

Besides the practical warehousing work, we also have strategic competencies in third-party logistics, e-retail, retail logistics, recycling logistics and consumer packing, meaning we can help improve and develop the client's operations.

Industry



We have vast experience in manufacturing and assembly operations, both in our own premises and at the client's. We can be of assistance across the entire scale: from simple staffing to complete functional responsibility. Assignments cover everything from basic industries to high-tech manufacturing, in practically all sectors, including the automotive, workshops, electronics and medtech.

We have invested in a new industrial facility in Gävle, and also see an increase in demand from companies moving their production home to Sweden away from low-wage countries.

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Services that keep up with the times

A crucial factor in Samhall's success is the ability to create new offerings. One example is how we have developed services, together with clients and partners, which contribute to the circular economy, where the transition to a more resource-efficient society with lower carbon emissions will increase demands on manufacturers.

Award for cleaning reusable tableware

To reduce single-use packaging, all eateries need to offer food and beverages in reusable mugs and boxes, from 1 January 2024. Samhall is participating in a project where we develop, test and evaluate a complete rotation system of reusable tableware for food and beverages. During 2023, there were three full-scale pilot schemes to test and evaluate the system. Samhall's role has been to wash the tableware and manage the logistics. This project won a special award at the 2023 Recycling Gala in Sweden.

Smarter e-retail returns

One of every three garments bought online gets returned. To keep costs down, some companies send their returns abroad to be checked, processed and repackaged, before returning to Sweden and sold once again. Reports also indicate that a large proportion of returns are discarded. Samhall has developed an efficient process for managing returns that can save a great deal of money for e-retailers. The process even saves garments and textiles that would otherwise be discarded. Another possibility, in addition to the existing business, is to establish sustainable business models such as second hand or rental and subscription services, for example with clothes and shoes.

Sweden's first system of reusable packaging

Samhall is participating in Gordon Delivery's pilot project to develop a solution to minimise the use of paper and cardboard packaging for home deliveries of food. These are replaced by a circular solution where the packaging is returned, washed and made ready for a new delivery.

Saving textiles

Ever more clients in the cleaning and textile sectors want solutions that both reduce resource use and increase recycling of discarded textiles. Samhall's textile offering includes services such as repair. During the year, we also helped clients to manage discarded work clothing so they got a new lease of life.



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25% of respondents think social sustainability strengthens their competitiveness.

Social sustainability = business benefit

In 2023, Samhall conducted a survey regarding social sustainability, where more than 200 Swedish companies responded. One question we wanted answered was how highly the issue of social sustainability is prioritised? What are the main reasons for companies to work with social sustainability? What are the greatest challenges? Do they consider social sustainability an advantage in the company's competitiveness?

66% of responding companies do prioritise social sustainability highly. They work with social sustainability to increase engagement among their own employees and decrease staff turnover. Another important aspect is improved health and safety and 25% of respondents think social sustainability strengthens their competitiveness.

34% of responding companies do not prioritise social sustainability highly. This is largely due to the company not knowing how to develop its operations and lacking the right competencies. They also consider it complicated and thereby have difficulty seeing the value in it.

One conclusion we can draw from the survey is that many companies have inadequate knowledge and, as a result, hesitate to collaborate with us. These gaps in their understanding also apply to their perception of people with functional impairment.

2021's Novus survey "Corporate views on recruiting people with functional impairment" shows there is a fear and a lack of understanding about employing people with functional impairment. This applies to both organisations

and companies. Many companies feel both a shortcoming in the right circumstances and difficulties in finding appropriate workplace environments with suitable work tasks. This survey has been commissioned by Samhall since 2012. The next version will take place in 2024.

When companies hire us, social sustainability comes with the deal

We at Samhall can play a crucial role in raising understanding and awareness, as well as demonstrating that it does not have to be difficult or complicated to employ a person with functional impairment. There are enormous opportunities for both employee and employer in matching skills to work demands, and thereby creating a good job. When companies hire us, social sustainability comes with the deal and in such a way we help our clients to reduce inequalities in society and ensure no one is left behind. It is also important that we at Samhall clearly highlight how we support the companies who work with us, in order to lower the threshold.

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We support and educate our clients

Many companies have prejudices and lack the knowledge about employing people with functional impairment. Supporting our company clients at each step and educating them about the opportunities and challenges that come from taking in a person with functional impairment is an important part of our operations. We share our accumulated knowledge on functionality rights and inclusion. We also speak up on these issues in the everyday debate in society.

Improved client support

Samhall has a comprehensive support system for our company clients. Some work requires very careful planning and adaptation of work tasks, working times and possibly special equipment. Furthermore, we support those company clients who choose to employ one of our employees, what we call a transition. It should be done smoothly, clearly and without stress for both individual and company. Supporting company clients every way we can is one approach to raising awareness about functional impairment. It is one step to make more companies see the possibilities instead of the difficulties and see functionality instead of impairment.

We help with work adaptation

Various functional variations demand different types of work adaptation. Through accessible and adapted workplaces and work processes, we create better conditions for our employees to grow and develop their skills. We are happy to share how we work, so more companies can open up the labour market for everybody.

Some examples of work adaptation:

- Clear instructions
- Switch tasks during the working day
- Introduce micro-breaks in the work
- Adapt equipment and furniture
- Adapt lighting and sound environment
- Minimise heavy manual labour using lifting aids
- Instruct about ergonomics
- Remove tasks that aren't working
- Limit the number of tasks
- Enable one task at a time
- Customise scheduling



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Swedish industry needs people like Helena and Pierre

More and more Swedish companies are bringing their production home from low-wage countries. Naturally, this has many advantages, for example shorter supply chains, better production oversight and increased flexibility. But there are also challenges. One of them is finding enough staff to perform the various phases of production.

And this is where industrial workers Helena and Pierre enter the picture. Samhall has a long history in the manufacturing sector and offers trained forklift drivers, assemblers, stockroom workers and much more. Together, we are building more than just a stronger industrial sector. We are building a Sweden where people with functional impairment are an asset to the labour market.

What does it mean for you to work at Samhall?

Helena: It means a lot to me. I have to stay on time and can help others too.

Pierre: Personally, it means a lot, I definitely have better self-confidence. That's due to many things, but also I have learnt to take responsibility and the importance of keeping to a schedule and much more.

What's the best thing about your work?

Helena: It is being able to develop further using the skills I've already learned.

Pierre: Certainly, it's in learning so many different phases of production and the feeling of doing something useful. At the moment, the tape machine is my favourite, it's stimulating to work with it!

How would you describe your development at Samhall?

Helena: I'm ready to take on much more, and have my say about this or that.

Pierre: There's so much, I don't know where to begin. My self-esteem is completely different. One example is that previously I was quite afraid to speak in front of a group. Now, I'm fine doing that. You grow.

What did you do before this?

Helena: I worked in dementia wards and as a cook at various places.

Pierre: I worked in parks for the municipality. That was a different kind of job. Here at my current job, I have learnt many new things and really developed as a person.



→ Meet our employees

Helena Skalberg

Helena works as an industrial worker in Gävle. She joined Samhall in 2022.

Pierre Berglund

Pierre works as an industrial worker in Gävle. He joined Samhall in 1988.

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Samhall prepares for the future

A sustainable society is one in which everybody has the opportunity to participate and no one is left behind. For more than 40 years, Samhall has contributed to stronger social cohesion and a better use of resources within society. More than 200 000 people with functional impairment have found work with Samhall and thereby their lives were fundamentally changed.

We are proud of that. But it also entails a responsibility, both for those of us who work for the company and our owner. A company with a societal duty to meet a collective challenge must be given adequate prerequisites to fulfil its task; but this mission must also evolve to keep up with changes in the challenges faced.

In order for Samhall to provide long-term sustainable effective operations, several fundamental factors and cornerstones of the company's assignment and construction need to be reassessed. This covers both financial forms and the state's framework, as well as expectations about how the business is run. As chairman, I and the board have, for a long time, requested better long-term conditions to run the company in a more effective and efficient way.

Therefore, I am glad that the government has now launched a comprehensive review of Samhall. Our company's tasks and role in the labour market are too important to simply let time pass without reference to reality. We have the full confidence of our owner regarding our ability to evolve the company and will contribute to the review process with full force and all our collective competencies.

Taking active responsibility

While these major issues about the company's main role are under discussion, Samhall, in 2023, took further steps in our long-term work towards value creation. We have developed our sustainability platform and reinforced our follow-up and control procedures. We try, at all stages, to take an active responsibility for our operations and work to minimise negative effects on our surrounding world. Our resources are used wisely and efficiently, whether it is people, energy or money.

→ Meet our chairman

Cecilia Schelin Seidegård

Age: 69. Lives: Visby.

Many chairman and board appointments including: Stiftelsen Aptitum, Tofta intressenter AB, Gustav V Jubileumsfond, Stockholm Science Center, Stiftelsen Gotlands sjukhem, Stiftelsen Lagersberg and Stiftelsen Körsbärsgården.



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Within this framework, the board has been particularly focused this past year on strengthening efforts on Samhall's workplace environments, as well as securing clear and appropriate routines and controls in the company's processes.

The positive development in recent years concerning our efficient use of resources and decreasing climate impact of our operations has continued this year, and we are well on the way to reaching our targets for 2025. I am also proud that we have now raised our ambitions further with new long-term targets that cover the entire value chain, and we have joined the Science Based Targets Initiative.

We also made crucial steps regarding vital client relationships. All development in Samhall is based on our client assignments which provide employees with an opportunity to develop their skills and possibilities. Therefore, I am pleased that Samhall in 2023 continued its positive trend regarding client satisfaction and loyalty. This year's survey showed a positive change in all sectors and geographies. It creates crucial conditions for long-term collaboration and growth.

Together with senior management, employees and our partners, we are entering one of the most important years this company has faced in a long while. I look forward to further developing Samhall as a strong voice for inclusion and a facilitator in the Swedish labour market.

Cecilia Schelin Seidegård
Chairman

Stockholm, March 2024

“All development in Samhall is based on our client assignments which provide employees with an opportunity to develop their skills and possibilities.”



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Sustainability report

04.

The sustainability report contains information about Samhall's impact, risks and opportunities regarding the environment, social sustainability and governance. The report is compiled in accordance with the GRI Standards and encompasses the statutory sustainability report.

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A society that needs everyone is a better society

Our vision is to contribute to a society where everyone is considered an asset to the labour market. Unfortunately, that is not currently the case. People with functional impairment and reduced working capacity face significant difficulties in getting and keeping a job. This is a great waste of resources, for both individuals and society. This is something we wish to change and, through our work, we demonstrate that it is possible.

Every year, we create real jobs for approx. 24 000 people who the Public Employment Service deemed in need of the support and security that a position at Samhall provides. When a person goes from unemployment to a job, great value is created for the employee, for clients and for society in general. This is our most important contribution to sustainable development. However, sustainability is not only about our assignment and what we can achieve, but also how we will secure our operations for the future, raise our competitiveness and increase value for our stakeholders. Work on our strategic sustainability issues, which are compiled in our sustainability platform, enables our crucial societal assignment and takes us closer to our vision of a society where everyone is considered an asset to the labour market.



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Strategic direction

Samhall has no separate sustainability strategy, but a company strategy where the most essential sustainability topics are integrated into the strategy's three target areas, and sustainability is a facilitator that helps us fulfil our societal assignment. For us, our most important sustainability issue is to contribute to a Sweden where everyone is considered an asset to the labour market.



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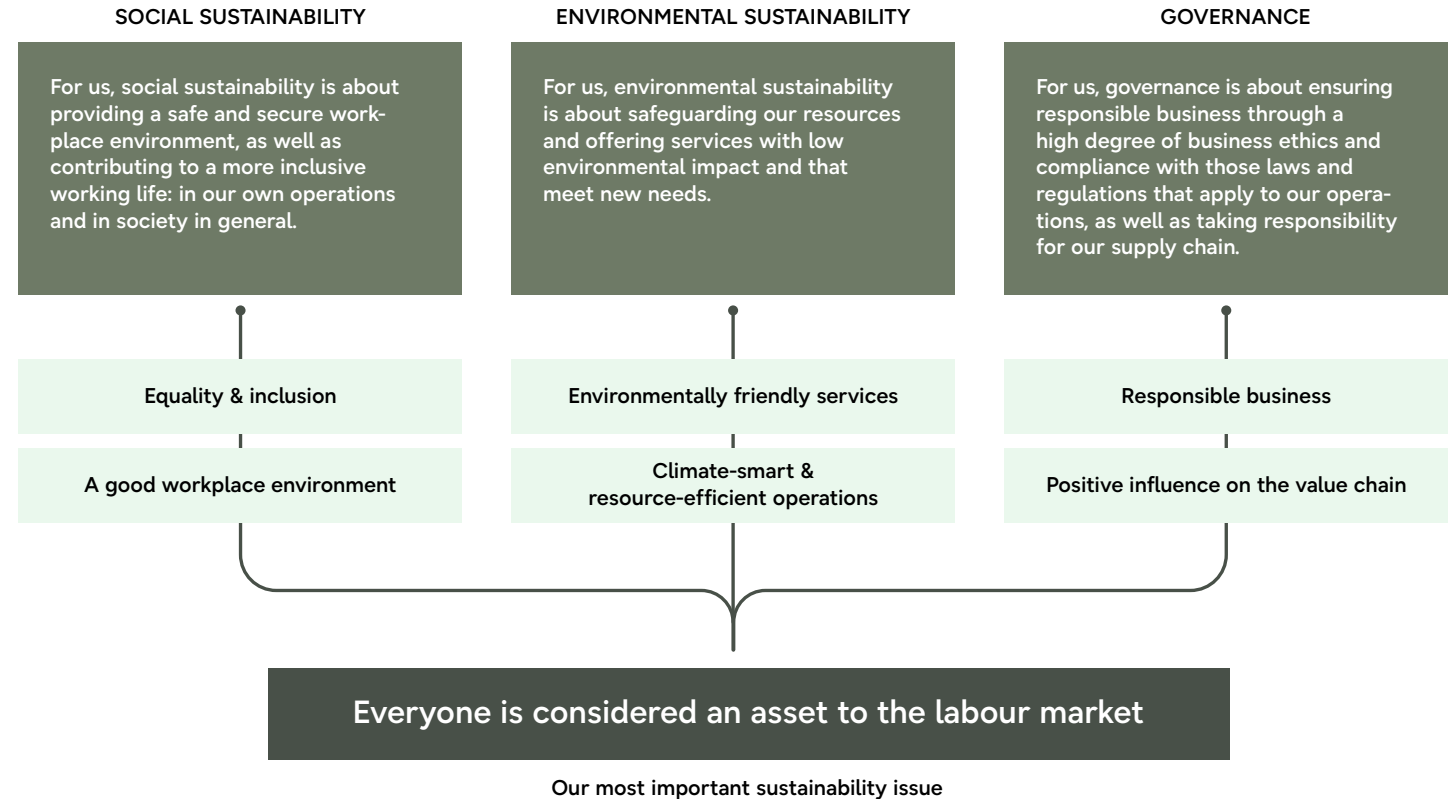
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Sustainable in everything we do

Sustainability is part of everything we do: from our assignment and vision to daily operations. Our focus is on those areas where we have the greatest impact, risks and opportunities.

Sustainability platform

In 2023, Samhall created a sustainability platform that gathers together the company's strategic sustainability issues. The sustainability platform covers all three dimensions of sustainability and shows how the various parts are critical to the fulfilment of the assignment and realising our vision. Insights regarding Samhall's influence on sustainable development and how Samhall is affected by sustainability issues in our surrounding world have been an important part of the current affairs analysis that is the foundation for company strategy and the sustainability platform.



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Samhall's contribution to Agenda 2030 and global sustainability targets

To successfully fulfil our assignment and contribute to a society where everyone is considered an asset to the labour market are Samhall's most vital contributions to sustainable development. Thereby, Samhall's operations contribute mainly to numbers 4, 8 and 10 of the global targets.



Target 4-4: Increase the number of people who have relevant skills for economic security

Samhall contributes to the target with our extensive programme to educate and train employees in various occupational roles, as well as providing work training for people with functional impairment.



Target 8-5: Full employment and decent working conditions with equal pay for all

Samhall contributes to the target by creating work for people with functional impairment who otherwise would not have jobs and by developing the skills of employees so they can find employment in the regular labour market.



Target 10-2: Promote social, economic and political inclusion

Samhall contributes to the target by putting to good use the skills of its employees and showing the way forward for a more inclusive workforce and society, as well as sharing knowledge about these issues nationally and internationally.



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Governance model

The board decides Samhall's strategy, targets for sustainable value creation and associated policies. It is the board's responsibility to integrate sustainable enterprise into the company's business strategies and business development, as well as setting strategic targets for a sustainable enterprise in line with state ownership policy. The work with sustainable enterprise covers decisions about policy at board level and processes to identify, manage and follow up relevant areas. Based on the sector and markets the company is in, the board identifies and handles risks and business opportunities within the area of sustainable enterprise. The board is also responsible for the company following international

guidelines regarding the environment, human rights, work conditions, anti-corruption and business ethics. The board delegates to the CEO the running of the company in a way that promotes sustainable development, in financial, social and environmental terms and reports back to the board and owner. In senior management, the Director for Strategy & Development is responsible for the overall strategic sustainability programme. The Sustainability Manager is responsible for maintaining and developing further the company's sustainability work. The company reports its sustainability work on a quarterly basis to the board and various sustainability issues are discussed at the board meetings.

Samhall's sustainability policy, employee policy and workplace environment policy, as approved by the board, are the overall governing documents on how Samhall is to work with sustainability. Samhall's policies apply to all employees, business activities and business relationships. Samhall's code of conduct for suppliers outlines the basis for Samhall's prerequisites and expectations throughout the supply chain.

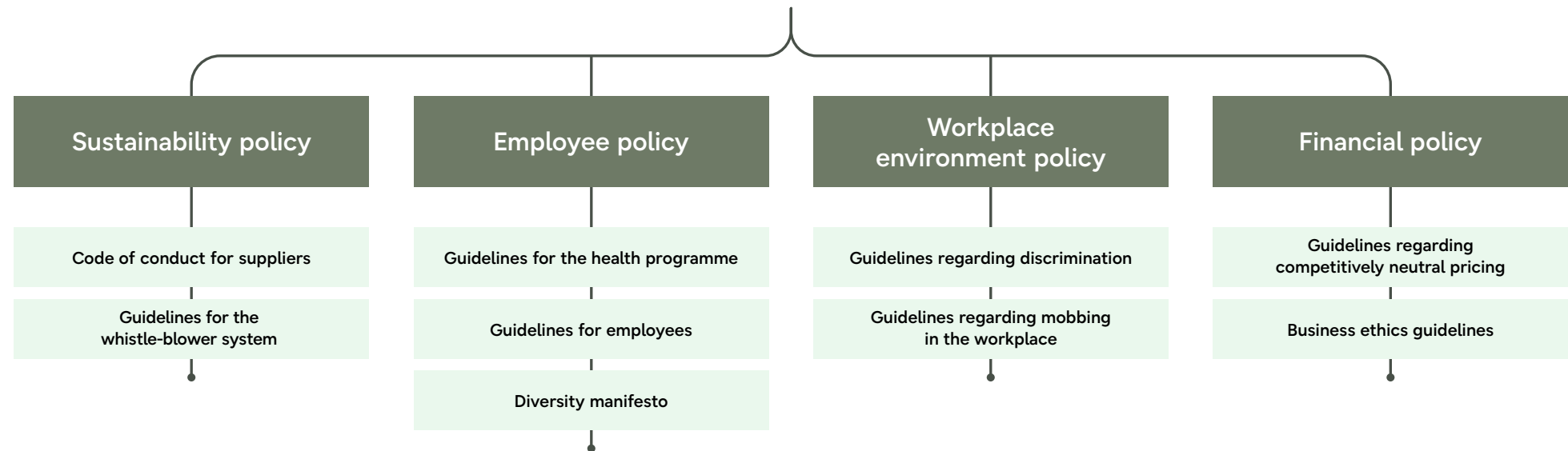
Samhall respects internationally recognised human rights and supports the 10 principles of the UN's Global Compact, the UN's guiding principles for businesses and human rights, the OECD's guidelines for multinational companies, ILO's core conventions and Agenda 2030.

Knowledge & competence

The board and senior management have persons with experience of various sustainability areas. Sustainability is a regular topic at Samhall's management conferences and is part of company introduction, as well as occupational training. Specialised competencies have also been introduced in certain functions, for example procurement. To further increase knowledge about equality, functionality rights and accessibility, Samhall established a special skills centre this year.

There are no incentive programmes for Samhall's senior management.

Policies and guidelines governing the sustainability programme



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Sustainability risks & due diligence

Evaluating Samhall's impact on people and the environment is part of Samhall's risk process and managed by Samhall's risk committee. The most material risks are referred to the board. The audit committee has a specific responsibility to monitor the effectiveness of the company's internal control procedures, internal audits and risk management. Points of view coming from stakeholders are part of the evaluation of Samhall's impact and the formulation of measures.

This year, Samhall invited an external party to evaluate Samhall's risk process to ensure, amongst other things, that sustainability risks are handled with due diligence. A project has begun to develop further the risk management programme in 2024. Sustainability risks in Samhall's supply chain are managed within the framework of the respective category's purchasing process.

Our work process for managing risk and negative impact



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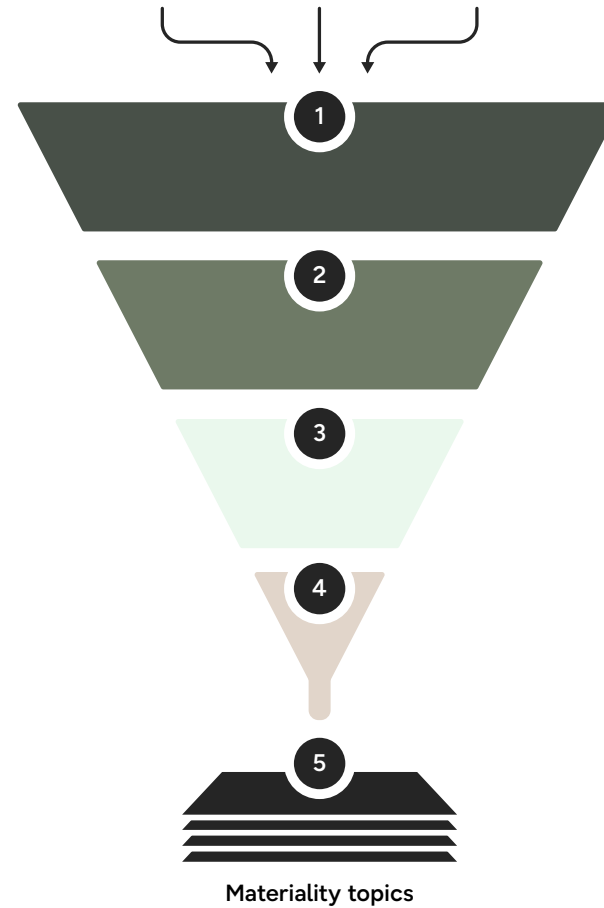
Materiality analysis

In 2023, Samhall updated its materiality analysis, assisted by an external, independent party. The process of identifying actual and potential, negative and positive, impacts based on the organisation's context, is built on five steps that result in Samhall's most material topics based upon their impact, risk and possibilities.

Several sources are used to create an exhaustive list of topics that are then prioritised through the five steps to give the most material topics that can impact the company. The evaluation has been made by degree, scope and the difficulty of remediating any such impact. These have been categorised as actual or potential impacts; and for potential impacts a degree of probability has been assigned. In 2023, an initial evaluation of risks and possibilities with financial impacts was conducted, based on the company's risk analysis, current affairs analysis, strategic background, external reviews and then validated through interviews or workshops with experts internally. Next year, this methodology will be refined further to comply with pending legal requirements.

Process for double materiality analysis

The process for double materiality analysis is described in detail within the framework and provides the basis for determining the reporting requirements. In brief, the process has five steps.



Step 1

The first step establishes the **context** of the organisation, covering Samhall's assignment, operations, partners, framework and stakeholders.

Step 2

The next step creates a **long-list** of relevant sustainability topics based on the sustainability issues defined in the Corporate Sustainability Reporting Directive (CSRD), identified by natural resources and social resources, previous sustainability reporting and interviews.

Step 3

Evaluation of the **actual and potential impacts** on the environment, people, by degree, scope and the difficulty of remediation, including a degree of probability. This is based on environment data, employee data, incident reporting, supplier information, external review and scientific evidence on various sustainability aspects, as well as the perspective of stakeholders, such as employees' own evaluations on aspects of concern to them.

Step 4

Thereafter, **evaluation of risks and possibilities**, which are related to the various sustainability topics and Samhall's dependence based on probabilities and financial impact. This is based on risk analysis, current affairs analysis in the strategic work, external reviews, interviews and workshops.

Step 5

The final step prioritises Samhall's most material topics and maps out the relevant reporting indicators. Topics with an average value of 3 or more (1–5) from a financial or impact perspective are judged as essential and require reported.

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Material topics

The materiality analysis resulted in the following material topics.

Environment	Climate change	Samhall has a relatively high climate impact seen across the entire value chain. More than 95% of emissions are categorised as scope 3. From a financial perspective, climate change primarily implies the risk of greater client requirements and regulation, which consequently leads to increased conversion costs.
	Environmental impact of services – water use in laundries	Clients demand ever greater environmental performance from services. One area of particular importance is the water use of our laundries.
	Circular economy as an opportunity	The circular economy primarily offers opportunities, from a product and business-development perspective, in the medium and long term. Forthcoming producer liability laws, higher awareness and client requirements all entail an opportunity to create new offerings and will be a prerequisite for competitiveness in the future.
Social sustainability	Our own employees – conditions of employment, health and safety	Samhall has a major impact on all areas concerning its employees' conditions of employment and workplace environment. This includes both the occurrence of occupational accidents and problems in the workplace environment, as well as positive effects in the form of secure employment, collectively bargained wages and union collaboration. The area also has major financial effects, as personnel costs are Samhall's largest expense, in addition to Samhall's target group requiring specific adaptations.
	Our own employees – equal treatment and equal opportunity for all	From a sustainability perspective, the area of equal treatment and equal opportunity is where Samhall makes the largest impact. This includes areas such as employment and social inclusion for people with functional impairment, basically Samhall's entire assignment. Samhall's impact is assessed both by the impact the company makes for its own employees and the impact Samhall has on society in general. This area also has major financial repercussions as it is the foundation of the societal assignment and state financing.
	Workers in the value chain	Samhall is chiefly a services company, but certain purchasing categories have known risks bearing negative impact on workers in the supply chain. For example, supply chains for machine manufacturing, electronics, clothes.
Governance	Business ethics	Samhall is a state-owned company financed with public means. This implies very high obligations that Samhall acts in an exemplary manner. Infringements would have very negative effects on the Samhall brand.
	Competitive neutrality	The compensation for additional costs, paid by the state, necessitates specific requirements regarding transparency and that pricing follows the relevant rules. Infringements and suspicions of underpricing negatively impact the Samhall brand and trust.

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Stakeholder engagement

Samhall has a complex assignment and the work requires balanced trade-offs, with the variety of stakeholders placing different values on the results and activities. To survey and analyse our stakeholders' expectations is a prerequisite for achieving the company's 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 Public Employment Service, suppliers and societal organisations. In general, stakeholder groups have not changed in recent years, but the various significance of sub-groups within the main groups is monitored regularly in order to facilitate relevant dialogue. The expectations of stakeholders are duly noted through stakeholder dialogue that takes place continually, both in formal and informal forums and in surveys of employees and clients. The following table lists our stakeholders, the topics they have in focus and the forums and tools used for the dialogue. Our sustainability policy targets those areas where we have the largest influence regarding sustainable development from a social, environmental and economic perspective. Here we also take into consideration the input received from our stakeholders.

The CEO is responsible for the company's stakeholder engagement and reports regularly to the board on the relevant topics and dialogue. For certain issues, the board, via the chairman, is also directly involved in stakeholder dialogue, such as in dialogue with the owner.

Stakeholders		
Stakeholder category	Important topics	Input and response
Employees	<ul style="list-style-type: none"> • Samhall as an attractive employer. • A safe, secure and adapted workplace environment for employees. • Opportunities for personal development. 	<p>In order to develop our operations and ways of working, an annual employee survey is conducted and regular workplace meetings. All employees have individual target and development dialogues. Within the framework of various development initiatives and strategic work, dialogue with the relevant personnel groups occurs to obtain their perspective.</p>
Union organisations	<ul style="list-style-type: none"> • Employees' working conditions. • A safe, secure and adapted workplace environment. • Samhall's role in the labour market. 	<p>Samhall meets regularly with union organisations, has central and local advisory councils and negotiations, as well as regular central and local workplace environment committees.</p>
Clients	<ul style="list-style-type: none"> • The quality of service to clients. • Contribute to reduce social exclusion for people far removed from the labour market. • Environmentally friendly services. 	<p>In order to develop our client offering and meet the needs of clients in the future, we conduct an annual client survey and regular, quality follow-up. We maintain ongoing dialogue regarding our delivery of services and sustainability policy, as well as analysing requirements in procurement contracts.</p>
The Swedish state as owner	<ul style="list-style-type: none"> • Financing, fiduciary risk, pricing and competitive neutrality, Samhall's role in the labour market and future operations. 	<p>Samhall has a continual dialogue with the owner, and networks regularly to fulfil the owner's expectations and requirements. Areas discussed this year include: the societal assignment, Samhall's targets and economic conditions.</p>
Parliamentary parties and elected officials	<ul style="list-style-type: none"> • How well Samhall fulfils the societal assignment and Samhall's role in the labour market, competitive tendering and financing. 	<p>Samhall regularly meets party representatives and the parliamentary committee on the labour market for dialogue about Samhall's assignments and operations, on a national and local basis.</p>
The Public Employment Service	<ul style="list-style-type: none"> • The collaboration between Samhall and the Public Employment Service and each organisation's respective role. • Samhall's role in the labour market and the target groups for Samhall initiatives and the geographic allocation. 	<p>Samhall regularly meets the Public Employment Service through central, regional and local collaboration.</p>
Stakeholder organisations	<ul style="list-style-type: none"> • How well Samhall fulfils the societal assignment. • Samhall's role in the labour market and the target groups for Samhall initiatives. 	<p>Samhall regularly meets representatives of various functionality rights organisations and others working with people with functional impairment, as well as participating in councils for occupational rehabilitation, Workability International and D-WISE Network.</p> <p>Samhall also participates in seminars and networks for sustainable development and trade organisations: the Swedish Textile Service Association, International Facility Management Association and Stådbranschen Sverige.</p>
Business partners	<ul style="list-style-type: none"> • Delivery quality to Samhall, risks in the supply chain. 	<p>Samhall conducts regular follow-up and dialogue with our suppliers.</p>

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Environment

Taking responsibility for our environmental impact and managing operations in line with the Paris Agreement is an important part of our strategic area: responsible company creating value for society. Our environmental programme is ISO 14001 certified and focused on two areas: environmentally friendly services and climate-smart & resource-efficient operations. Offering environmentally friendly services is also a commercial opportunity to satisfy client demands and needs that stem from the green transition.



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Climate

Our direction and governance

Taking responsibility for our environmental impact and managing operations in line with the Paris Agreement is an important part of being a responsible company that creates value for society. This area is also crucial in combating climate change through the entire value chain and fulfilling the expectations and demands placed on us by stakeholders.

In 2023, we established new long-term climate targets that cover the entire value chain, joined the Science Based Targets Initiative, and sent in an application to get our targets approved. In recent years, our work has focused on decreasing our emissions, those we can influence directly, including the electrification of our fleet of vehicles. In 2023, we started work on reducing indirect emissions and also encourage our suppliers to set scientific climate targets.

The climate programme is based on Samhall's sustainability policy that establishes the company's fundamental principles for environmental sustainability, including the diminishment of impact on the climate, the use of renewable energy and energy efficiency. The sustainability policy also specifies various guidelines for business travel and production vehicles.

The central sustainability facility has overall responsibility for governance and follow-up of the climate and environmental programme.

Climate-related risks

Overall, Samhall has analysed potential climate-related risks and opportunities based on two scenarios: Net Zero 2050 and Current Policies. The analysis shows that the risk of Samhall's operations being directly impacted by climate-related physical events is relatively small in the short term. On the other hand, Samhall's suppliers and material supply could be affected by extreme weather, for example. In the Current Policies scenario, the frequency and intensity of extreme weather events increases, including floods, especially along coastal regions. This implies an increased risk for physical disruption in the supply chain. Such risk is expected to only increase in coming years, in pace with the accelerating rate of climate change. The cost of carbon emissions is expected to rise dramatically in the Net Zero 2050 scenario, leading to a rise in costs. Even if the direct effects are limited, the indirect impact upstream in the value chain is more significant, if we assume that emissions remain the same and the costs are transferred to Samhall. It is generally expected that rising awareness about climate change means that clients will make new demands on services supplied, as well as stakeholders also increasing their expectations concerning Samhall as an environmentally sustainable company.

Scenarios used in the analysis:

Net Zero 2050

- Ambitious limitation measures to be introduced very soon
- Global net zero emissions of greenhouse gases by around 2050
- 50% chance of limiting global warming to under 1.5°C by the end of the century
- Relatively low physical risks, but high impact from the transition

Current Policies

- Limitation measures restricted to those already taken or communicated
- Emissions increase until 2080
- Global warming of about 3°C at the end of the century
- High physical risks, but less impact from the transition



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Targets to reduce climate impact

Samhall has existing targets to halve carbon emissions in our own operations by 2025, compared to 2018, and have a fossil-free fleet of vehicles by 2030. In 2023, Samhall made a

complete assessment of its climate impact, including the calculation of indirect emissions from purchased goods and services (scope 3). In conjunction, Samhall developed several new

climate targets, based on 2021 as a benchmark year, in accordance with the methodology of scientific-based climate targets.

	Target	Result 2023	Status
The board's targets for sustainable value creation	Halve emissions from our own operations in scope 1, electricity & heating contracts, as well as business travel and transport in scope 3 by 2025 compared to 2018.	-45%	Emissions have continued to fall in line with the target. The largest decrease has occurred in scope 1.
	Decrease emissions from our own operations by 80% CO ₂ e (scope 1 & 2) by 2035 compared to 2021, with a sub-target to decrease emissions by 70% by 2028.	New target	In scope 1, emissions decreased by 41%, due to a major transition of the fleet of vehicles. In scope 2, emissions increased by 23%. The rise comes from hired premises where Samhall does not determine the electricity contract and is due to the emission factor for the Nordic residual mix rising in recent years.
	85% of Samhall's purchased goods and services, as well as capital goods, must come from suppliers with climate targets in line with the science, and other indirect emissions ¹⁾ must decrease by 20% by 2028 compared to 2021 (Scope 3).	New target	About 5% of Samhall's suppliers have scientifically approved climate targets. Other emissions in Scope 3 have increased somewhat since 2021, mostly due to the investments' value having risen.
Operational target set by the company	Fossil-free fleet of vehicles by 2030. ²⁾	38% (34%)	Proportion of fossil-free vehicles continues to rise in line with increasing electrification.

¹⁾ Commuting to/from work not included
²⁾ Fossil-free fleet of vehicles covers production vehicles run on gas or electricity. Electric hybrids not included.

Samhall has joined the Science Based Targets Initiative and applied for approval regarding the sub-targets in scope 1 and 2, as well as the target for scope 3 by 2028.

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Initiatives to attain the targets and limit climate impact

Samhall has previously worked mainly to reduce emissions from vehicles, its own energy use and heating, business travel, as well as transportation. Since 2018, emissions from these categories have fallen by around 45%, due mostly to the transition to electric vehicles, the switch to HVO100 fuel and phasing out oil-burning heating. Each district has previously had their own action plan to modernise their fleet of vehicles. In 2023, the sustainability facility has led the work to develop an action plan addressing new long-term climate targets, together with the relevant units in the company. The focus areas of the action plans are Vehicles, Properties, Purchasing and Investments.

Samhall continues to transition its fleet to electric vehicles. Of the company's 1 307 vehicles, 38% (34%) are electric or gas driven. In certain geographical areas, as well as specific types of vehicles, there are limited possibilities to convert to electrical only. For these, biofuel is the primary alternative, at least until technological progress has come further. Ongoing work to optimise the use of vehicles will also be critical, from both an environmental and financial perspective.

To reduce carbon emissions from our own properties and premises where Samhall determines the electricity contract, we prioritise the

purchase of environmentally certified electricity. However, in some rental agreements, it is the property owner who chooses the contract. In 2023, work commenced on charting which type of electricity contract is used, in order to make fossil-free energy a prerequisite demand in future. Samhall also works with energy efficiency measures based on the regular monitoring of energy consumption. A priority in coming years will be to make our laundries energy efficient, as we also strive to meet Swedish ecolabel criteria for cleaning and textile services.

In 2023, work began to decrease emissions originating from purchased goods and services. Looking ahead, the collaboration with suppliers will be prioritised, aiming to encourage them to set their own emission targets in line with the Paris Agreement's 1.5°C target. Suppliers who have established scientific targets or who commit to do so will be preferred in procurement matters. To reduce emissions from business travel, Samhall has adopted travel guidelines that prioritise digital meetings and travel by train and public transport.

Samhall currently has no plans to utilise climate compensation measures or technologies for carbon capture and does not use internal systems for carbon pricing.

Energy consumption and mix

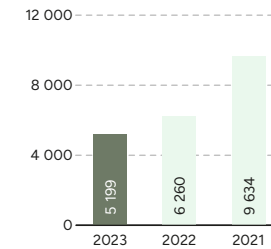
Samhall's energy consumption mainly derives from the use of vehicles, as well as electricity and the heating of premises. The number of own properties has steadily decreased in recent years and almost all operations are run in rented

spaces or at the client's workplace. Laundries are the most energy-intensive operating segment. Laundry and textile services are expected to grow in coming years, which will only increase energy consumption. At the same time, initiatives are planned to make the laundries more efficient.

Total energy consumption (MWh)	2023	2022	2021
Non-renewable fuels	5 199	6 260	9 634
Renewable fuels	10 995	10 429	8 110
Electricity & heating	17 994	17 587	17 892
Total	34 137	34 276	35 636

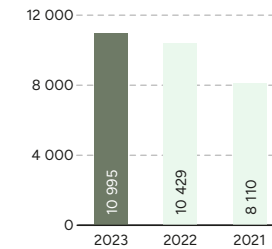
Non-renewable fuels

Total energy consumption MWh



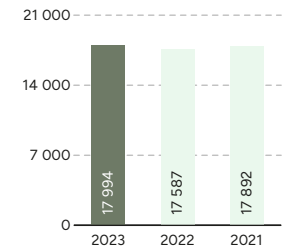
Renewable fuels

Total energy consumption MWh



Electricity & heating

Total energy consumption MWh



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Emissions of greenhouse gases

Emissions of greenhouse gases coming from our operations continued to decrease. This is mostly due to the increased use of HVO100 fuel and the transition to electric vehicles. 38% (34%) of our fleet of vehicles are electric or gas driven and the proportion of fossil-free refuelling by production vehicles was 69% (63%). In scope 2, emissions are mostly from energy where Samhall does not decide the contract or the source of energy is unknown and part of the rent. The standard energy source is assumed to be the Nordic residual mix with a high emission factor. The focus is currently to secure who determines the electricity contract in rented premises and strengthen the collaboration with suppliers.

38%

of our fleet of vehicles are electric or gas powered

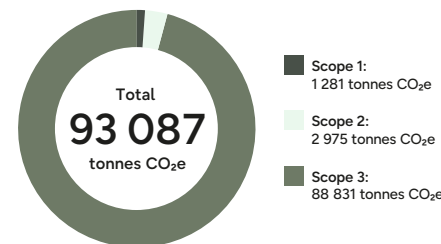
Proportion of fossil-free refuelling reached

69%

	2021 (Benchmark year)	2022	2023	Increase/ Decrease %	Year (sub-targets and target)		
					2026	2028	2035
Scope 1							
Total scope 1, tonnes CO ₂ e	2 155	1 443	1 281	-41%	-60%	-70%	-80%
Scope 2							
Location-based, scope 2, tonnes CO ₂ e	1 435	1 429	1 534	7%	-	-	-
Market-based, scope 2, tonnes CO ₂ e	2 428	2 426	2 975	23%	-60%	-70%	-80%
Scope 3							
Total indirect emissions, scope 3, tonnes CO ₂ e	81 700	82 912	88 831	9%	-	-	-
Purchased goods and services	40 790	44 264	47 870	17%	-	85% ¹⁾	-
Capital goods	4 765	2 552	2 952	-38%	-	85% ¹⁾	-
Fuel and energy-related emissions	1 388	1 150	1 104	-20%	-	-20%	-
Upstream transportation	370	346	333	-10%	-	-20%	-
Waste	25	25	25	1%	-	-20%	-
Business travel	788	784	809	3%	-	-20%	-
Commuting	19 672	19 887	20 080	2%	-	-	-
Investments	13 901	13 904	15 659	13%	-	-20%	-
Total emissions, tonnes CO₂e market-based	86 282	86 782	93 087	8%	-	-	-
Total emissions, location-based, scope 2, tonnes CO₂e	85 289	85 784	91 646	7%	-	-	-

¹⁾ 85% of Samhall's purchasing and capital goods must come from suppliers with climate targets in line with scientific principles.

Proportion of emissions per scope



GHG intensity per net income

	2023	2022	Increase/ Decrease %
Greenhouse gas intensity per net income			
Total emissions, location-based per net income	9.08	8.49	7%
Total emissions, market-based per net income	9.22	8.59	7%

Suppliers with climate targets in line with scientific principles

	Total	Share of total spend
2023	10	5%

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Methodology and reporting principles for climate calculations

Samhall reports emissions according to the Greenhouse Gas protocol, scope 1–3, with 2021 as a benchmark year and operational control as the basis for consolidation.

Samhall works to the following guidelines:

- **Completeness** – All emission-generating activities within the defined scope must be calculated. Samhall always strives to make scope 3 as complete and inclusive as possible.

- **Relevance** – No activity should be omitted once it is judged to be relevant. If emissions cannot be reported, it must be clearly noted.

- **Exactitude** – Calculations with the aid of company and product-specific data must be used as much as possible. Standard and economic data should be avoided.

- **Transparency** – Limitations, exceptions, methodology and data sources must be documented clearly.

- **Comparability** – Consistent methodology over time is used to enable possible comparisons across time. Exceptions must be clearly noted.

Scope 1: The calculation methods used for all emission activities in scope 1 are exact calculations and fuel-based methods

Scope 2: Reporting covers both market- and location-based calculation methods. For market-based emissions, supplier-specific calculation methods are used where own contracts exist. Other emissions are standardised, based on the area of the premises and using the emission factor for the Nordic residual mix. Location-based emissions are calculated based on Sweden’s average emission factors.

Scope 3: Emissions in the categories Purchased goods and services and Capital goods are based on spend. Fuel and energy-related activities are

based on data from scope 1 and 2. Emissions in the categories Upstream transportation and Waste are calculated from supplier data and spend. Business travel is based on data reported by travel agencies and travel expenses. Emissions in the Commuting category are estimates based on the number of employees, as well as assumptions regarding travel habits and remote working. Investments are calculated on the value of holdings at year-end. Emissions in the remaining scope 3 categories have been considered immaterial and therefore have not been reported. Estimates of scope 3 emissions are associated with inherent uncertainty due to limited access to, or imprecision of, primary data, and therefore the reported figures cannot be regarded as exact measurements.

Calculation basis for climate reporting 2023	Methodology	Source for emission factors
Scope 1		
Burning fuel oil	Exact calculation. Amount of refuelling and type of oil as reported by property owners.	Energy companies
Own vehicles in service	Fuel-based method. Data from accounting systems regarding no. litres refuelled per year and vehicle.	Swedish Energy Agency, Swedish Transport Administration
Leakage of refrigerant	Exact calculation. Amount of refilling and type of refrigerant used, as reported through periodic leak detection.	Svenska Kyl & Värmepumpföreningen
Scope 2		
Electricity	Supplier-specific calculation where own contracts exist. Other premises use standardised calculations.	Vattenfall, Swedish Energy Markets Inspectorate
District heating	Supplier-specific calculation. Data from invoices.	Energy companies
Scope 3		
Purchased goods and services	Cost-based method. Costs for goods and services are retrieved from the accounting system.	The National Agency for Public Procurement
Capital goods	Cost-based method. Costs for major investments. Information retrieved from the accounting system.	The National Agency for Public Procurement
Energy and fuel-related emissions	Calculation based on scope 1 and 2 data.	Energy companies, Swedish Energy Agency, Swedish Transport Administration, Vattenfall, Swedish Energy Markets Inspectorate
Upstream transportation	Hybrid calculation consisting of supplier-specific data and cost-based method.	Postnord, Schenker
Waste	Supplier-specific calculation. Calculation per fraction of waste.	Greenhouse gas reporting: conversion factors 2022, Swedish Recycling Industry Association
Business travel	Based on data from travel suppliers and data from the travel reporting system.	Hertz, OKq8, Bcd Travel, SJ
Commuting	Standardised calculation based on the no. employees in various categories and their assumed travel patterns.	Swedish Transport Administration
Investments	Calculated on the value of holdings at year-end.	Average of funds, calculations based on PCAF methodology

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Services with respect for the environment

Our direction and governance

Samhall's environmental impact comes mostly through the services we provide. Therefore, environmental thinking is integrated into the client offerings and our services are designed to have minimal impact on the environment. It is an important part of our strategy and a prioritised area of our sustainability platform.

We continually strive to minimise any negative effects from our operations. The environmental management system is ISO 14001:2015 certified and integrated into the company's management system: our way of working. Our sustainability policy provides the basis for Samhall's approach in managing environmental issues. Environmental aspects are analysed to identify material factors, which then are the foundation for establishing targets and providing governance in the form of processes, guidelines and routines. Environmental matters are part of the training for various occupational roles, for example environmentally friendly cleaning and correct chemical use. The Sustainability facility is responsible for the systematic environmental work and the Product facility is responsible for Samhall products being designed and developed to diminish environmental impact.

Water use is a significant issue for Samhall in relation to its laundry segment. Although Sweden does not generally lack water and the environmental impact of water usage is relatively low, it is still important to be resource efficient and it is an area where clients often have environmental requirements. Water consumption is also connected to energy use in the laundries. Samhall also uses water in its cleaning segment, however this is part of the clients' consumption and does not have the same environmental impact or financial risks, which is why it is not reported.

Measures to minimise the environmental impact of our services

Environmentally certified services

Samhall's cleaning services and floor care are Nordic Swan Ecolabel approved, meaning we use environmentally approved cleaning products, measure doses properly and strive to reduce the use of plastic bags. Each quarter, Samhall follows up chemical use, the proportion of environmentally approved chemicals and cleaning items, the use of plastic bags and fuel consumed in connection to cleaning services.

This year, Samhall's laundry in Malmö was certified by the Nordic Swan Ecolabel and work has begun for more laundries to follow after. In 2024, a great focus will be to reduce the energy and water consumption of the laundries.

Chemical handling

Samhall gives great attention to the good handling of chemicals. In cleaning, laundry and property services, various types of detergents are in use. To a high degree, we use environmentally approved products and continually work to replace harmful chemicals with alternatives that are more environmentally friendly and healthier. A record of chemicals, safety instruction sheets and risk assessments should all be available in workplaces where chemicals are handled.

Samhall also uses chemical-free cleaning methods and works to replace traditional detergents with alternatives and more environmentally friendly cleaning methods and cleaning agents, including alkaline water, on a greater scale.

Emissions in water from laundries

Emissions in water occur at Samhall's laundries, and even though it implies a certain negative impact, the emission level is low and within limits set by the respective municipalities. Emissions from laundries are monitored regularly by our own control programme. The laundry segment mainly works with light workwear and commercial washing, which in general does not produce significant emissions. The laundry in Jokkmokk is equipped with its own water treatment plant to enable the washing of heavier work clothes. Seen from a longer perspective, we might expect limits to be lowered and new requirements introduced. Therefore, this is an area that Samhall needs to monitor continually and assess possibilities to reduce emissions to the municipal water treatment plants.

Initiatives to reduce water use

Reducing water consumption at Samhall's laundries is a prioritised area. Water use is monitored and followed up regularly to enable efficiency initiatives, such as optimising the washing process, choice of equipment and use of other technical solutions.

Among other steps, Samhall has conducted a pilot project with Mimby, a sustainable and innovative washing solution that reduces many environmental effects by decreasing the washing machines' water and energy consumption, as well as filtering out microplastics.

In 2023, we introduced a new model for the measurement and reporting of water consumption at all our laundries.



In 2023, Samhall's laundry in Malmö was certified by the Nordic Swan Ecolabel.

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Circular economy as an opportunity

Our direction and governance

The transition to a resource-efficient society with low carbon emissions is expected to increase demands on producers. Legislatures, particularly in the EU, have introduced, or plan to introduce, stricter regulations on products, producer liability, recycling and reuse. In conjunction, there is a growing need to evolve current services and create completely new ones. For Samhall, this means an opportunity to create vital work for Samhall's employees.

The development of services in the circular economy is part of Samhall's growth strategy and a prioritised area in the sustainability platform. The Strategy and Development facilities are responsible for the development of existing services and producing new services in collaboration with the operations and sales organisations.

Development of new circular services

The development of new circular services is largely about building on the skills that already exist in the company through our current services and occupational roles, for example in cleaning, washing and stockroom work, and applying these to new areas and needs.

Award-winning collaboration on reusable packaging

From 1 January 2024, all eateries need to offer food and beverages in reusable mugs and boxes, aiming to reduce single-use packaging. Samhall is participating in a project where we develop, test and evaluate a complete rotation system of reusable tableware for food and beverages. During 2023, there were three full-scale pilot schemes to test and evaluate the rotation

system. Samhall's role has been to wash the tableware and manage the logistics. This project won a special award at the 2023 Recycling Gala in Sweden.

Better e-retail returns

One of every three garments bought online gets returned. To keep costs down, some companies send their returns abroad to be checked, processed and repackaged, before returning to Sweden and sold once again. Reports also indicate that a large proportion of returns are discarded. Samhall has developed an efficient process for managing returns that can save a great deal of money for e-retailers. The process even saves garments and textiles that would otherwise be discarded. Another possibility, in addition to the existing business, is to establish sustainable business models such as second hand or rental and subscription services, for example with clothes and shoes.

Sweden's first circular system of reusable packaging

Samhall is participating in Gordon Delivery's pilot project to develop a solution to minimise the use of paper and cardboard packaging for home deliveries of food. These are replaced by a circular solution where the packaging is returned, washed and made ready for a new delivery.

Textile management

A growing number of clients using laundry and textile services are asking for solutions that both reduce resource use and increase the recycling of discarded textiles. Samhall's textile service already includes services such as garment repair. During the year, we helped clients give their worn out work clothing a new lease of life.



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Social sustainability

Samhall's strongest contribution to sustainable development is the creation of meaningful work that develops the skills of people with functional impairment, and also contributes to a society where everyone is considered an asset to the labour market. Our core values are based on the belief in everybody's equal value, confidence in an individual's ability and the importance of work to the development of the individual and society.

For Samhall, social sustainability is about providing a safe and secure work-place environment, as well as creating a more inclusive working life: in our own operations and in society in general, and ensuring that human rights are respected in our value chain.



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Our employees

Our direction and governance

Samhall's employees are the company's most important asset and stakeholder group. The entire company aims to create meaningful work that develops the skills of those people referred to the company.

The perspectives of employees are reflected in the strategic area Jobs & development for all. Human resources and the Communications department are responsible for managing and executing the strategy. The Employee policy and Workplace environment policy outline our approach to employee issues.

The Sustainability policy gives Samhall's commitment to follow the ILO's core conventions and the UN's guiding principles for businesses and human rights, which encompass our own operations and the value chain. Samhall in no way accepts any form of child labour, forced labour or other forms of modern slavery, and respects the rights of all workers in accordance with applicable laws, regulations and collective agreements. From the perspective of human rights, the rights of the functionally impaired are particularly important to Samhall.

The Director of Human Resources and Communications is responsible for the employee process, which is one of the company's two main processes, as well as the support processes available in the HR area. Samhall's systematic workplace environment programme is based on the workplace environment process and included in Samhall's management system: our way of working. In HR, there are central facilities that support implementation and ensure uniform compliance and a consistent approach in the entire company.

Dialogue with employees and unions

With around 24 000 employees, it is both important and challenging to ascertain the viewpoints of employees. This is made more difficult by relatively few employees having a digital Samhall account.

The annual employee survey monitors and follows up the current situation and trends in areas such as engagement, workplace environment, culture, collaboration and leadership. It aims to find out from employees what they think is working well and what can be better, so Samhall can improve in the right way.

All Samhall employees are covered by collective bargaining agreements. Samhall respects all employee rights to create or join union organisations. Dialogue with employee organisations is important to us and takes place regularly at various levels within the company. The Company Council is a forum for co-operation between unions and Samhall. It handles information and companywide matters, as well as negotiations.

At company level, workplace environment issues are handled by the central workplace environment committee, where the overall workplace environment programme is planned and followed up. At market area level, workplace environment issues are handled by local workplace environment committees covering at least district level. The central equality and diversity committee is assigned to prepare and discuss issues within the area and propose an annual equality and diversity plan.



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Complaint mechanisms

At Samhall, the employee is encouraged to first raise any problems and points of view with their nearest manager or similarly responsible person. It is also possible to notify and report irregularities in accordance with Samhall's procedures for such complaints or to convey opinions to the safety representative or union official.

Samhall has an external whistle-blower system, where employees, as well as external parties such as suppliers, can anonymously report suspected irregularities of a serious nature. The system also receives many types of minor complaints. In accordance with current protocol, all incoming reports are categorised. Those that have mistakenly been reported through this channel are referred to the ordinary reporting processes and managed, primarily, by the human resources organisation.

Strong focus on social targets

Samhall's entire operations revolve around the social targets that are the foundation of Samhall's specific societal assignment. Results here indicate to what degree Samhall has successfully created meaningful work that develops the skills of people with functional impairment. This is complemented by the board's strategic targets for sustainable value creation, which measure employee development based on three criteria: basic training, occupational skills and work experience. Samhall also establishes annual targets for reducing accidents at work and absences due to illness, together with employee organisations in the central workplace environment committee. Compiled below are Samhall's most important social targets and key indicators concerning employees.

	Target	Result 2023
Scope and targets of the assignment, set by the state as owner and the annual general meeting	32.84 million wage hours of sheltered work	32.98
	2.99 million wage hours of WED	2.84
	>50% referred from prioritised groups	57%
	At least 1 500 people to a new job (transitions)	1 166
	Increase no. women making transitions (>35%)	30%
	Decrease no. returns (<50%)	60%
	Degree of utilisation >95%	96.8%
	Engagement index >70	68
	Workplace environment index >80	77
Board's target for sustainable value creation	Index for employee development	New target 2023
Operational targets set by the company	<16 work-related injuries causing absence/1 000 employees	20.2
	Raise incident reporting to at least 1.15 incident per work-related injury	1.02
	Decrease absences due to illness	
	<16.7 % for referred employees	16.7 %
	<3.5 % for directly employed professionals	3.8 %

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Personnel-related indicators

	Total no.	Women	Men	Age under 30	Age 30–50	Age over 50
MANAGEMENT						
Board	8	5	3	-	2	6
Senior management	8	2	6	-	3	5
EMPLOYEES IN THE LABOUR MARKET POLICY ASSIGNMENT						
Sheltered work	20 481	8 956	11 525	959	7 910	11 612
WED	1 825	633	1 192	1 243	576	6
75% sickness benefit	284	202	82	3	85	196
PROFESSIONAL EMPLOYEES						
Total number of employees	24 112	10 600	13 512	2 259	9 393	12 460
Trainees in Labour Market Services	1 228	594	634	-	-	-
Total number of workers	25 340	11 194	14 146	2 259	9 393	12 460
Number of consultants during the year	156	-	-	-	-	-
AProportion of people with functional impairment ¹⁾ , %	94%	92%	95%	98%	91%	95%

¹⁾ Covers all workers referred by the Public Employment Service. Data not available for professional employees.

Conditions of employment

The absolute majority of Samhall employees are people with functional impairment and reduced working capacity referred to Samhall by the Public Employment Service. Employees in WED have a position for a limited time of 1–2 years, while employees in sheltered work have permanent positions. These are special forms of employment, regulated by ordinance 2017:462 regarding specific initiatives for people with functional impairment causing reduced working capacity. Professional employees are generally employed in permanent positions.

Reporting covers the number of people on 31 December 2023. Consultants refers to the number of consultants contracted during the year.

Collective agreements, wages and social security

All Samhall employees are covered by collective agreements and have adequate wages. All employees are covered by Swedish legislation for occupational safety and social security, as well as collectively bargained insurance for illness, occupational injury, parental leave and pensions.

Collective agreement, %	2023
Proportion covered by collective agreements	100%

Parental leave and other family-related leave

All Samhall employees have the right to parental leave in accordance with Swedish legislation. Employees also have the right to a day off in conjunction with their wedding or a close relative's death and funeral.

2023, no. ²⁾	Women	Men
Parental leave	64%	36%
Other leave	37%	63%

²⁾ Calculation made per number of calendar days.

Wage ratio by gender

Total wage during 2023, %	Women	Men
Sheltered work	50%	50%
WED	50%	50%
Professionals	51%	49%

Ratio of highest paid to median wage

	2023
Wage ratio	13.0

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Training and skills development strengthens working capacity

Samhall's assignment is to create meaningful work that develops the skills of people with functional impairment. All factors that influence employee development, such as training and skills development, are vital for the company to succeed in its assignment. Skills development and training are essential areas in the target area called Jobs & development for all. The HR organisation has the overall responsibility for governance and follow-up of Samhall's employee process and training operations. Within the HR organisation is the Samhall school which provides the training programmes in Samhall's 25 occupational roles. For positions with wage subsidy for employees under development at least 25% of working time must be allocated to various development

activities. An important part of employee development is the opportunity to try new work outside Samhall. As part of preparing for a new job, Samhall offers the employee a transition traineeship.

Data on training initiatives for professional employees are not currently available, as many of these initiatives take place in forms that are not reported as separate training.

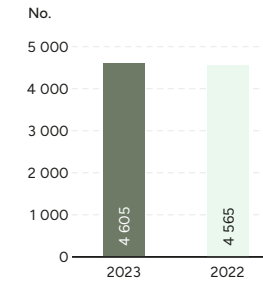
A crucial part of Samhall's employee process is the target and development dialogue between employee and manager, which sets concrete goals for the position and plans activities and follow-up.

Average training time hours/employee	2023
Employees in sheltered work	32
Employees in WED	282

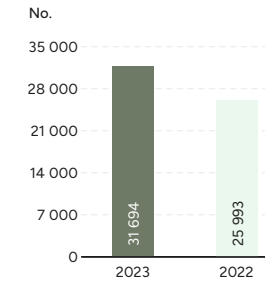
Only total data available, no gender breakdown.

Transition traineeship hours/employee	Women	Men
Employees in sheltered work	8	13
Employees in WED	77	88

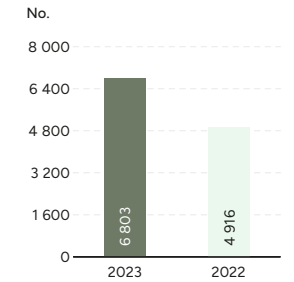
Teacher-led courses provided



Students in teacher-led courses



E-courses provided



Proportion of employees who received regular evaluation and follow-up on their performance and career development, %

	2023	2022
Women	98%	98%
Men	98%	98%

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Health and safety

Employee health and safety at work is a high priority for Samhall. All employees and trainees are covered by the systematic workplace environment programme with a vision of zero occupational injuries and illnesses.

Health and safety at work has great importance for the productivity and comfort of employees. The greatest risk for our employees is slipping and falling. As the majority of all employees have a functional impairment causing reduced working capacity, there are high demands on Samhall to provide accessibility and adapt the work to help prevent injuries and illness, as well as rehabilitation. Many people referred to the company have a limited knowledge of Swedish, which can pose a risk from a workplace environment perspective.

This year, the emphasis was on strengthening the systematic workplace environment programme through clearer guidelines, routines and supporting documentation. These initiatives come against the background of a major analysis made in 2022 that showed the need to remain focused on areas such as know-how, training and information in the workplace environment.

As the majority of Samhall employees work at a client's workplace, a risk assessment is made by specialist staff to ensure that the company can fulfil the client assignment in a safe manner.

Samhall has devoted major resources to the workplace environment programme, including

a comprehensive change process to improve conditions for first-line managers and to focus better on employee development and the workplace environment. It involves organisational changes, new roles and responsibilities, as well as new systems and a change in our way of working. Pilot programmes have been conducted in three districts in 2023.

The systematic workplace environment programme is followed up by local workplace environment committees. Areas of improvement are described in the action plan for the workplace environment for the coming year. Follow-up also occurs through the employee survey, workplace environment rounds and internal reviews; what we call improvement days. Senior management and the board regularly follow the health and safety indicators.

This year, the number of occupational accidents increased compared to last year. Accidents outdoors have predominately risen, mostly on roads and pavements. Winter months are the most accident prone, and slipping on ice is the most common accident. The number of incidents reported has also risen, which is positive from a preventive perspective and indicates that our increased focus on the workplace environment is starting to give results. In 2024, the focus will be on training and information initiatives for incident and injury reporting, as well as action management.

Workplace environment	2023	2022	2021
Workplace environment index	77	77	-
Occupational injuries, total	1 710	1 352	1 271
Occupational injuries, causing absence	513	430	471
Occupational injuries, fatality	0	1	1
Incidents reported	1 742	1 327	
Frequency of occupational accidents	40.2	32.3	29.6

Equality and inclusion

Samhall has a clear policy of zero tolerance concerning discrimination and harassment covering all forms of discrimination. Employee policy states that Samhall must promote equal rights and opportunities regardless of functional impairment, gender, transgender identity or expression, sexual orientation, ethnic affiliation, religion/other faith or age, as well as combating discrimination on such grounds. There are also specific guidelines regarding how the work against discrimination and harassment is to be conducted, as well as which actions to take, if someone experiences discrimination or harassment.

In general, more men than women are referred to Samhall, particularly for WED positions. This is reflected in transitions to a new job. The Public Employment Service has analysed the causes and aims for a more equal gender breakdown. Among professional employees, the gender breakdown is even. More than half of all employees are over 50 years old. However, among WED positions the majority are under 30.

Each year, Samhall's diversity and equality committee makes a diversity and equality plan. The work is divided into four areas of priority: skills-based recruitment process, work conditions that promote equality and diversity, equal conditions for all and no unfair pay gaps.

Samhall recognises and combats conditions in the workplace environment that can give rise to discrimination via:

- The employee survey with consequent analysis and action plan
- The work on equal wages
- The work on Samhall's core values
- Workplace environment dialogue during workplace meetings
- Target and development dialogues
- Managers being aware of employee interactions
- Training for managers

In 2023, Samhall established a central unit to work with accessibility, equality and inclusion, as well as functionality rights, with the aim of increasing understanding in these issues both internally and externally.

Samhall has not paid any damages or fines as a consequence of discrimination. There are no reported instances of serious human rights violations within the company.

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Employees in the value chain

Our direction and governance

Belief in the equal value of everybody is one of Samhall's core values. Therefore, we are committed to work in accordance with the UN's guiding principles for businesses and human rights. To take responsibility for the environmental, social and economic impact of Samhall's activities in the value chain is an essential part of being a responsible company and to fulfil Samhall's commitment to clients. In many countries, legislation targeting transparency and traceability through the supply chain is imminent, or under consideration, which requires vigorous processes for due diligence in the supply chain.

Accounting & finance, which includes the procurement facility, has overall responsibility for governance, control and follow-up of the supply chain. The work to secure responsible supply chains is governed by Samhall's purchasing process.

Positive influence on the value chain

Samhall uses a large number of suppliers and the largest purchasing area covers consumable items and machines used in cleaning, property services and laundries, followed by purchasing

related to properties, IT and support services. Some 70 suppliers account for almost half of purchased volumes.

In 2023, an in-depth risk analysis was conducted on all purchasing categories. It analysed the risk of human rights infringements and those concerning working conditions, negative environmental impact and corruption. The biggest and most common risks that occur concern employee working conditions and the workplace environment. Risk analysis also includes internal factors about how the purchase was handled within the company. Purchasing categories were divided into four risk classes to clarify what actions should be taken for which type of risk.

Samhall's suppliers need to unequivocally accept our code of conduct and its requirements, which are based on the UN's Global Compact, the UN's Convention on human rights, the UN's guiding principles for businesses and human rights, the UN's Convention on the rights of the child and relevant ILO conventions. Among others stipulations, these cover human trafficking, forced labour and child labour. By accepting the code of conduct, suppliers also commit to refer them through the supply chain.

In general, the largest risks occur far down the supply chain, meaning Samhall only has limited possibilities to be influential. Many of Samhall's suppliers are retailers or wholesalers, who do not directly control supply chains, which makes the work challenging. Samhall currently has no direct contact with workers in the value chain, but relies primarily on secondary sources such as trade reports and analyses on risks and opportunities.

To ensure compliance to the code of conduct, Samhall in its general terms and conditions of purchase also requires the supplier to have a process of due diligence. This means a supplier will identify, prevent, restrict and report the actual and potential negative impact of its operations and those in the supply chain.

Subcontractors conducting work for Samhall's clients are required to have collective agreements

in place. Furthermore, there are specific sustainability requirements and criteria depending on the risks of the various categories.

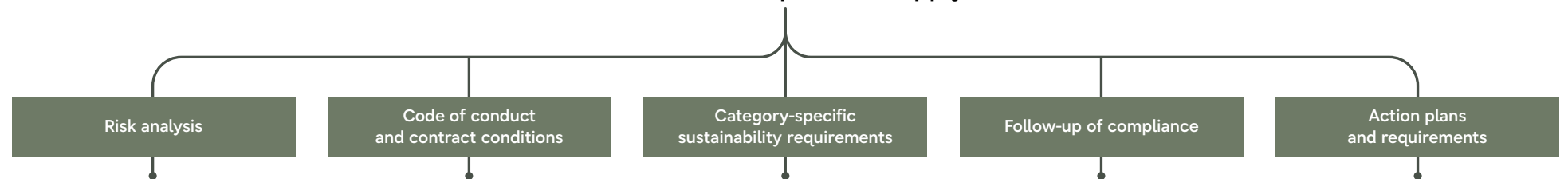
Follow-up

Samhall actively follows up compliance to the company's code of conduct for suppliers. A supplier evaluation takes place by the supplier answering questions about compliance to Samhall's code of conduct for suppliers, quality, the environment, workplace environment, as well as health and safety, through a self-assessment tool, on-site evaluation or digitally. In 2023, 12 evaluations were carried out.

Samhall has a whistle-blower system accessible to both internal and external parties, including suppliers, which can be used to report suspected infringements of the code of conduct and other laws and regulations.

Supplier follow-up	2023	2022	2021
No. suppliers reviewed for Samhall's code of conduct	12	15	6

Samhall's work on responsible supply chains



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Governance

For Samhall, governance means being a responsible company and ensuring good business ethics and compliance to the rules. As a state-owned company, we need to be exemplary. This is essential, if we are to maintain the trust society places in us.



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Responsible business conduct

Our direction and governance

Samhall is a state-owned company financed, in part, by public means. That means an immense duty for Samhall to behave in an exemplary manner.

State compensation for additional costs comes with specific terms regarding transparency and that pricing follows the relevant rules. Infringements and suspicions of underpricing have a negative effect on the brand and trust. In 2023, two cases against Samhall were heard by the Swedish Competition Authority. These were dismissed without further action, however the Competition Authority's conclusions highlighted the need for increased transparency and reinforced internal controls. Samhall's pricing is regulated by guidelines on competitive neutrality.

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 Samhall is financed by the state, there are restrictions regarding all types of gifts and representation.

Accounting & Finance, which includes the legal facility, has the overall responsibility for governance, control and follow-up of business ethics and compliance issues.

Initiatives to secure responsible business conduct

Business ethics

Core values and regulations on business ethics and corruption are part of company introduction and leadership training programmes. An obligatory e-training for professional employees was launched in 2022. The order of delegation establishes the financial authority of employees in the company. Examples of important factors in the control environment are the attestation framework to prevent intentional or unintentional mistakes, as well as authorisation rules that regulate access to systems and information.

Samhall has not had any incidents regarding corruption or bribery.

Business ethics training	2023
No. professional employees participating in e-training for business ethics	1 118

Competitive neutrality

Samhall produces goods and services in competition with other companies in an open market. 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 order to comply with competition legislation. Pricing must satisfy the conditions of market-rates and competitive neutrality. Market-rate prices mean the price

related to the actual service delivered. In recent years, internal controls have been reinforced, including through the "four-eyes principle", random control sampling and structured reviews of contracts. Calculations, contracts and business-critical decisions are documented to facilitate follow-up and auditing. Since 2021, there has been a digital solution for companywide follow-up and establishing market rates.

In 2023, the Competition Authority dismissed a case against Samhall regarding its pricing for the cleaning of grocery stores. However, it concluded that Samhall's pricing did undercut market-rate prices and recommended strong action. Even before the Competition Authority's recommendations, Samhall had already initiated a comprehensive action plan including external appraisers, as well as new routines and organisational changes. During the year, a working group began going through all contracts to ensure that the company has the correct contractual conditions. This is a major project covering several thousand client contracts and very many subcontracts and it will take some time to complete. In addition, the company has assembled all experts responsible for calculations and offers into their own organisation. Samhall has also reviewed its calculation tools and introduced external advisors into those forums where large deals are decided. Internal controls have been reinforced from random checks to a more comprehensive and ongoing process of review over our contracts. At the

same time, the legal and compliance facility has been strengthened to secure legal compliance. Once the external examinations are complete, further measures will be taken.

Whistle-blower system

Samhall has an external whistle-blower system, where employees, as well as external parties, for example suppliers, can anonymously report serious irregularities. The system also receives many other types of minor complaints. In accordance with current protocol, all incoming reports are categorised. Those not categorised as serious complaints are referred to the ordinary reporting processes and managed, primarily, by the human resources organisation. The remaining complaints are examined by a special investigative group. This year, the whistle-blower system received 152 complaints, of which 15 were examined closer by the whistle group and one of those was considered a whistle, legally speaking. The unit for employer-related issues manages the whistle-blower system.

For complaints not covered by the whistle-blower procedure, there are opportunities to contact support functions including human resources or the legal facility. Discrimination or reprisals must not occur against someone who, in good faith, reported a suspicion of misconduct.

Whistle-blower system	2023
No. incoming complaints	152
Of which genuine whistle	1

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GRI index

Samhall Aktiebolag has reported in accordance with GRI Standards for the period 1 January 2023 – 31 December 2023.

GRI 1: Foundation 2021
 GRI Sector Standard(s): no sector standard applicable

GRI standard	Disclosure	Page	Omission		
			Requirements omitted	Reason	Explanation
STANDARDUPPLYSNINGAR					
GRI 2: General disclosures 2021	2-1 Organisational details	71–72, 75			
	2-2 Entities included in the organisation's sustainability reporting	124			
	2-3 Reporting period, frequency and contact points	124			
	2-4 Restatements of information	65			
	2-5 External assurance	69			
	2-6 Activities, value chain and other business relationships	13–15, 27, 31			
	2-7 Employees	13–15, 57–59	2-7-b-iii	Not applicable	No hourly employees
	2-8 Workers who are not employees	59			
	2-9 Governance structure and composition	71–72			
	2-10 Nomination and selection of the highest governance body	72–73			
	2-11 Chair of the highest governance body	82			
	2-12 Role of the highest governance body in overseeing the management of sustainability impacts	43			
	2-13 Delegation of responsibility for managing sustainability impacts	43			
	2-14 Role of the highest governance body in sustainability reporting	43, 68			
	2-15 Conflicts of interest	73			
	2-16 Communication of critical concerns	58, 64			
	2-17 Collective knowledge of the highest governance body	43			
	2-18 Evaluation of the performance of the highest governance body	74			
	2-19 Remuneration policies	103–104			
	2-20 Process to determine remuneration	103–104			
	2-21 Annual total compensation ratio	59			
	2-22 Statement on sustainable development strategy	7–9, 36–37			

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GRI standard	Disclosure	Page	Omission		
			Requirements omitted	Reason	Explanation
GRI 2: General disclosures 2021	2-23 Policy commitments	43			
	2-24 Embedding policy commitments	57, 61, 62			
	2-25 Processes to remediate negative impacts	44, 62			
	2-26 Mechanisms for seeking advice and raising concerns	58, 64			
	2-27 Compliance with laws and regulations	64			
	2-28 Membership in associations	47			
	2-29 Approach to stakeholder engagement	47			
	2-30 Collective bargaining agreements	59			
MATERIAL TOPICS					
GRI 3: Material topics 2021	3-1 Guidance to determine material topics	45			
	3-2 List of material topics	46			
Economic impacts					
GRI 3: Material topics 2021	3-3 Management of material topics	19–20			
GRI 201: Economic performance 2016	201-4 Financial assistance received from government	102			
Anti-corruption					
GRI 3: Material topics 2021	3-3 Management of material topics	64			
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	64			
Anti-competitive behaviour					
GRI 3: Material topics 2021	3-3 Management of material topics	64			
GRI 206: Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive behaviour	64			
Energy					
GRI 3: Material topics 2021	3-3 Management of material topics	49–51			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	51			
Emissions					
GRI 3: Material topics 2021	3-3 Management of material topics	49–52			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	52			
	305-2 Energy indirect (Scope 2) GHG emissions	52			
	305-3 Other indirect (Scope 3) GHG emissions	52			

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GRI index cont...

GRI standard	Disclosure	Page	Omission		
			Requirements omitted	Reason	Explanation
Employment					
GRI 3: Material topics 2021	3-3 Management of material topics	57–59			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	59			
Occupational health and safety					
GRI 3: Material topics 2021	3-3 Management of material topics	57–58, 61			
GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	61			
Training					
GRI 3: Material topics 2021	3-3 Management of material topics	57–58, 60			
GRI 404: Training 2016	404-1 Average hours of training per year per employee	60			
	404-3 Percentage of employees receiving regular performance and career development reviews	60			
Diversity and equal opportunity					
GRI 3: Material topics 2021	3-3 Management of material topics	57, 61			
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity	59			
Supplier social assessment					
GRI 3: Material topics 2021	3-3 Management of material topics	62			
GRI 414: Supplier social assessment 2016	414-2 Negative social impacts in the supply chain	62			

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About the reporting

The sustainability report is compiled in accordance with GRI Standards. The GRI index lists page references for the relevant information. The compilation of the report is in accordance with GRI principles, meaning it shall give a complete picture of the company, with content determined by the issues most significant to Samhall. Samhall is preparing for the new reporting requirements. Therefore, this year's sustainability report has been adapted to better fulfil the demands of the new regulatory framework.

The materiality analysis 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 page 65–67. We continue to report non-financial indicators that reflect key monitoring of operations and apply GRI indicators that add value. Exceptions or deviations from GRI Standards are described in the GRI index and the reporting of the respective GRI indicator. All historical values have been recalculated using the same methods to allow for comparison over time. Recalculations, when made, are noted in the respective indicator.

The board is also responsible for the company providing transparent sustainability reporting that focuses on the essential elements of the state's ownership policy. The board ratifies the annual report, including the reports on governance and sustainability.

Internal controls on sustainability reporting

Information and 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. Data gathering follows documented routines and is controlled by the four-eyes principle. In some cases, Samhall is dependent on third-party information, which necessitates a reasonableness check. In cases where data is lacking, standard measurements are applied and noted in the respective indicator.

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.

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 69.

Statutory sustainability report

Samhall complies with statutory sustainability reporting in accordance with the requirements of the Annual Accounts Act. The statutory sustainability report, pages 36–64, covers reporting requirements on the environment, social responsibility, employees, human rights and anti-corruption.

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Auditor's report

Auditor's report on the summary review of Samhall AB's sustainability reporting and statement on the statutory sustainability report.

To Samhall AB (publ), corporate identification number 556448-1397.

Introduction

We have been commissioned by Samhall AB to conduct a summary review of Samhall's sustainability report 2023. Samhall has defined the scope of the sustainability reporting and the statutory sustainability report on page 68 in Samhall's Annual and Sustainability Report 2023.

The board and corporate management's responsibility

It is the responsibility of the board and corporate management to oversee the sustainability reporting, including the statutory sustainability report, in accordance with the appropriate criteria regarding the Annual Accounts Act. These criteria are presented on page 68 of the sustainability report and consist of those parts of the Sustainability Reporting Guidelines (issued by the Global Reporting Initiative (GRI)) as applied to sustainability reporting, and the company's own principles of reporting and calculation. This responsibility also includes the internal controls deemed necessary to produce a sustainability report free from material misstatement, whether due to irregularities or error.

Auditor's responsibility

Our responsibility is to express a conclusion about the sustainability reporting based on our summary review and issue a statement regarding the statutory sustainability report. Our assignment is limited to the historical information reported and does not cover future-orientated information.

Our summary review has been conducted in accordance with ISAE 3000 (revised): Assurance engagements other than audits or reviews of historical financial information. A summary review consists of making enquiries, firstly to those responsible for the preparation of the sustainability report, as well as applying analytical and other review procedures. We have conducted our review of the statutory sustainability report in accordance with FAR's (the institute for the accountancy profession in Sweden) recommendation RevR 12 Auditor's statement on the statutory sustainability report. A summary review and a review according to RevR 12 has a different focus and a significantly smaller scope than the purpose and scope of an audit according to International Standards on Auditing and general auditing best practice.

The auditing company applies International Standard on Quality Management 1, which demands that the company designs, implements and manages a system for quality control,

including guidelines and procedures regarding compliance to professional-ethical requirements, standards of professional practice and appropriate laws and other measures. We are independent of Samhall AB, in accordance with accepted auditing standards in Sweden and have otherwise fulfilled our professional-ethical responsibilities according to these requirements.

The procedures performed in a summary review and a review according to RevR 12 do not enable us to obtain an assurance that would make us aware of all significant matters that might be identified in an audit. The stated conclusion is based on a summary review and a review according to RevR 12 and therefore does not have the same level of assurance as a stated conclusion based on an audit.

Our review of the sustainability report is based on the criteria chosen by the board and corporate management, as defined above. We consider these criteria appropriate for the preparation of the sustainability report.

We consider the evidence gathered during our review to be sufficient and appropriate in providing the basis for our conclusion below.

Statement

Based on our summary review, there have been no findings that give us cause to believe that the sustainability report has not, in all material aspects, been prepared in accordance with the above criteria chosen by the board and corporate management.

A statutory sustainability report has been prepared.

Stockholm, 14 March 2024
Deloitte AB

Anneli Pihl
Authorised public accountant

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The logo for Samhall, featuring the word "samhall" in a lowercase, sans-serif font. Each letter is a different color: 's' is purple, 'a' is red, 'm' is teal, 'h' is yellow, 'a' is grey, 'l' is pink, and 'l' is blue.