

Sustainability at Coor

An introduction to our sustainability approach



Coor in brief

SERVICE *with* **IQ** - smart service solutions. In a changing world, we offer unique, flexible solutions that create value and business benefits for our customers.

- The Nordic service management leader
- The market's broadest offering with over 100 services
- Secure customer base with well-known customers across many sectors
- About 6,500 employees (FTE) with specialist skills in strategic service segments
- Sales of some SEK 7,700 m
- Founded by Skanska in 1998. In June, 2015, listed at Nasdaq Stockholm



A responsible business in a global context

We follow the development and fully support relevant agreements and principles

- The Paris Agreement
- Sveriges klimat och energimål
- UN's SDG
- Others:
 - UN's Global Compact
 - UN Universal Declaration of Human Rights
 - ILO's Declaration on Fundamental Principles and Rights at Work
 - OECD Anti-Bribery Convention
 - Swedish Code of Corporate Governance

THE MOST RELEVANT OF THE UN'S GLOBAL SUSTAINABILITY GOALS FROM COOR'S PERSPECTIVE

THE UN'S GOALS	THE UN'S DEFINITION	COOR'S WORK TO CONTRIBUTE TO THE GOALS IN 2016
 GOAL 3 GOOD HEALTH AND WELLBEING	Ensure healthy lives and promote wellbeing for all at all ages.	During the year, Coor has focused heavily on the working environment and safety, and has also improved the internal training program. Employee satisfaction is generally high, and has increased compared to 2015. More information can be found in the section entitled <i>Social sustainability</i> .
 GOAL 5 GENDER EQUALITY	Achieve gender equality and empower all women and girls.	Coor has been working actively to increase the proportion of female managers within the group for some years, which is beginning to produce results. Read more about this in the section entitled <i>Social sustainability</i> . In accordance with Swedish law, an annual salary survey from a gender perspective is also implemented.
 GOAL 8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	Coor applies a fair pay policy adjusted to market conditions, and aims to offer all employees a safe, non-discriminatory and stimulating workplace. Coor's employees are characterised by a great diversity in many aspects. Some professions are suitable for entry-level jobs, both for the young and for recent arrivals in the country. An inclusive approach is therefore natural at Coor. Read more about this under <i>Social sustainability</i> . Good economic growth and stable results are central to Coor, which has grown steadily since the company was established in 1998. Read more about economic growth under <i>Business sustainability</i> .
 GOAL 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns.	Coor continuously takes measures to minimize its environmental impact, and also provides green advice to help improve its customers' environmental performance. Read more about this under <i>Environmental sustainability</i> .

Our general sustainability statement

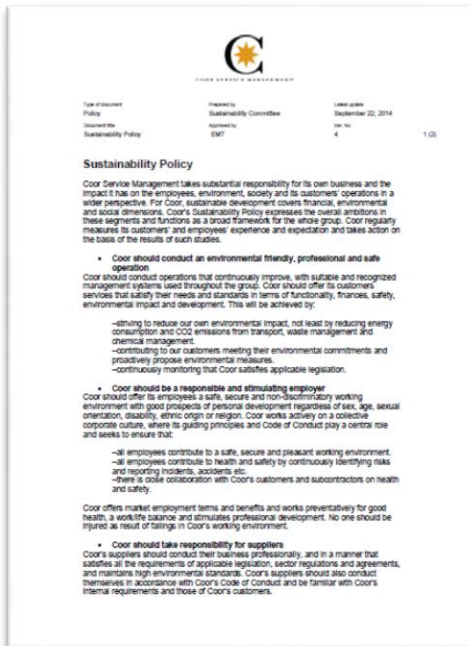
Coor's ambition is to develop the business from a broad and long term perspective – *to conduct a profitable and sound business today without compromising the opportunities to do so in the future.* This means Coor strives to *serve as a good corporate citizen*, which not only takes responsibility for its own development, but also its impact on the environment and society generally.

Coor's sustainability work is conducted from a triple bottom line perspective:

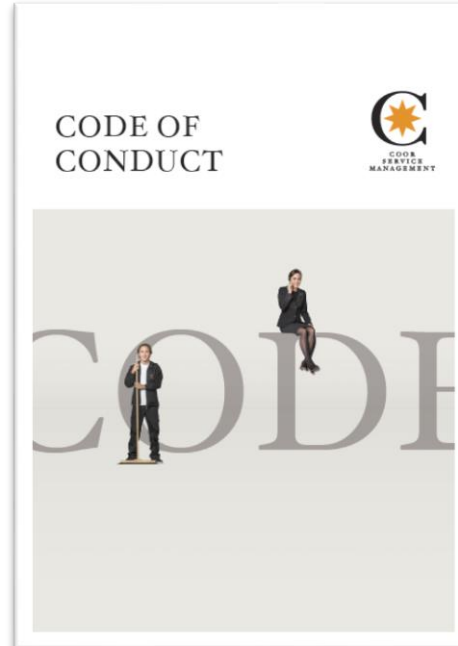


Our sustainability frame-work consists of three group wide fundamental components

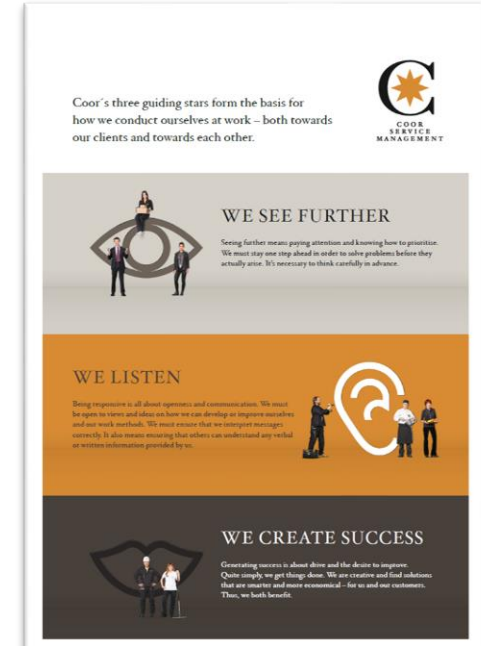
1. Sustainability Policy



2. Code of Conduct



3. Guiding Stars



Follow up and reporting


SUSTAINABILITY REPORT 2016



MONITORING OF BUSINESS SUSTAINABILITY INDICATORS

	OUTCOME 2016	OUTCOME 2015
Net sales, SEK million	7,631	7,482
Adjusted EBITA margin, % ¹⁾	6.8	5.0
Cash generation, % ²⁾	93	104
Paid taxes, SEK billion ³⁾	2.3	2.1
Salaries, SEK millions ⁴⁾	3,467	3,329
Number of reported and investigated cases of suspected violations of the Code of Conduct ⁵⁾	6	5
Number of registered and implemented improvement initiatives ⁶⁾	8,103	6,936
Outcome of the customer survey ⁷⁾	69	66
Per centage of customer contracts extended ⁸⁾	90	90
Contract loyalty relating to purchases, annual average, % ⁹⁾	80	79
Number of employees at total (FTE) ¹⁰⁾	6,327	6,381
... of which woman (share of total amount), %	53	53
Number of managers ¹¹⁾	659	635
... of which woman (share of total amount), %	41	41
Voluntary employee turnover, % ¹²⁾	12.3	9.2
Absenteeism, % ¹³⁾	6.2	5.9
Number of accidents ¹⁴⁾	267	203
Number of fatalities	0	0
LTR ¹⁵⁾	8.4	N.A.
TBR ¹⁶⁾	21.3	N.A.
Outcome of the employee survey ¹⁷⁾	69	66
Leadership Index ¹⁸⁾	74	73
Number of major local social development projects	5	N.A.
Number of products registered in the chemical handling system ¹⁹⁾	3,288	2,993
Energy use in larger offices, kWh / m ² ²⁰⁾	52.9	N.A.
Vehicle fleet: average emissions for leased service vehicles, g/km ²¹⁾	161	163
Carbon dioxide emissions from business travel (by train or plane) per employee ²²⁾	0.0099	0.070
Average outcome after environmental audits conducted using Coor Green Services, % ²³⁾	83.2	80.8



 **GRI Report 2016**
Link to the report



GRI-index 2016

The aim of the report is to describe Coor's approach to sustainability using the terminology of the Global Reporting Initiative (GRI). References are made to Coor's annual report 2016 (AR), which includes the Sustainability Report and Corporate Governance Report. Coor's Sustainability Report for 2016 is prepared in accordance with GRI G4, Core.

General Standard Disclosures	Disclosures	Page reference	Comments and/or omissions
Strategy and analysis	Disclosures		
G4-1	Statement from senior decision-maker	AR p. 4-5	
G4-2	Name of the organization	AR p. 48	
G4-3	Activities, brands, products, and services	AR p. 9	
G4-4	Location of headquarters	AR inside front cover	
G4-5	Location of operations	AR p. 91	
G4-6	Ownership and legal form	AR p. 91	
G4-7	Material period	AR p. 1	
G4-8	Scale of the organization	AR p. 1	
G4-9	Information on employees and other workers	AR p. 41, 44	Reported partially in the sustainability report for 2016, and consolidated from 2017
G4-10	Collective bargaining agreements	AR p. 41, 44	100 % in Sweden, Norway, Denmark, Finland and Belgium
G4-11	Supply chain	AR p. 22 + AR p. 37	Products and services are purchased centrally and locally on each market. Coor mainly purchase services, but to some extent also products such as raw materials for restaurants, cleaning material, property materials etc.
G4-12	Significant changes to the organization	AR p. 43	
G4-13	Precautionary principle		The precautionary principle forms the basis for the approach of Coor's Environmental work.
G4-14	External initiatives	AR p. 32	Only a selection of organizations is reported. For a full account, see contact point for the report below.
G4-15	Membership of associations	AR p. 30	
G4-16	Identified material aspects and boundaries		
G4-17	Coverage of entities in the consolidated financial statements	AR p. 62	
G4-18	Reporting report content and topic boundaries	AR p. 31	
G4-19	List of material aspects	AR p. 31	
G4-20	Aspect boundary within the organization		The identified material aspects affect all operations. Aspects with the greatest impact outside the organization: green advisory to the company's customers, demand on social development, diversity/gender equality, effective resource management and reduced CO2 emissions from transport and business trips.
G4-21	Aspect boundary outside the organization		
G4-22	The effect of restatements of information provided in previous reports		This is Coor's first GRI-report.
G4-23	Significant changes in the scope and aspect boundaries from previous report		This is Coor's first GRI-report.
G4-24	Stakeholder engagement		
G4-25	List of stakeholder groups	AR p. 30	
G4-26	Identifying and assessing stakeholders	AR p. 30	
G4-27	Approach to stakeholder engagement	AR p. 30	



The triple bottom line perspective

SUSTAINABILITY AREA OUR DEFINITION

Business sustainability

- striving for a stable and profitable progress over time and by applying good business practice.



Social sustainability

- to strive for a better society by acting as a responsible employer as well as contributing to improved social progress within the geographics we are operating.



Environmental sustainability

- to protect the environment by actively strive to reduce our own and our customers' environmental impact as well as optimizing the resource utilization.



Within these sustainability areas, Coor has decided on some fundamental position of principles.

Position of sustainability principles

Business responsibility



- Coor should conduct a **professional operation, delivering value-adding and innovative solution** based on our customer's standards of functionality, finances and reliability. This also includes services delivered by subcontractors
- Coor will **progress stably and profitably** proceeding from a **good ethical and moral attitude**
- Coor will provide **accurate and relevant information** in a secure manner

Social responsibility



- Coor actively work for **healthy and well-being employees**, during and after each work day
- Coor nurtures **diversity, equality** and a **professional development** of our employees
- Coor should contribute to social progress by **local community involvement**

Environmental responsibility

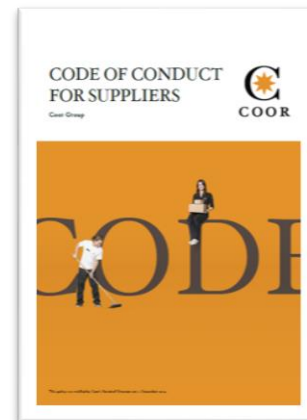


- Coor should conduct **structured and proactive internal environmental work**
- Coor should actively endeavor to **minimize its customers' environmental impact**, and not least, their **energy utilization**

Business sustainability

- Stable and strong financial performance
- Satisfied customers through a value-adding delivery
- Sound ethics and morals
- Good reporting and communicating
- Supplier management

Examples of activities and initiatives:



Whistleblower portal

If you suspect breaches of Code of Conduct, you can report it anonymously on an external whistleblowing portal.

[Link to the portal](#)



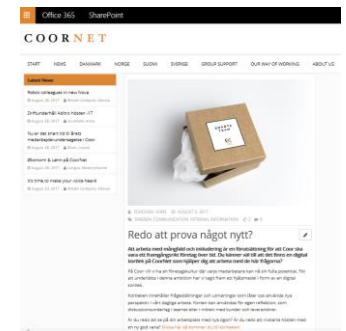
Social responsibility

Describing our achievements 2017:

- Occupational safety
- Health-promotion work
- Employee satisfaction and commitment
- Management and employee development
- Monitoring and requirement of Managers
- Equality, diversity and inclusion
- Local community involvement
- People Engagement Function



Examples of activities and initiatives:



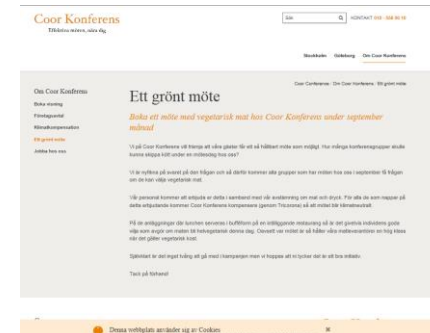
- Mandatory diversity workshop for Managers in Sweden 2017
- Non discriminatory requirement at NKS

Environmental sustainability

- Coor Green Services
<https://www.youtube.com/watch?v=R5F0BxTGX1c>
- Customers' energy use
- Measurements to reduce our own environmental impact
 - Energy use and emissions
 - Chemical handling
 - Waste disposal
 - Raw materials handling
- Measures for systematic environmental work



Examples of activities and initiatives:





Examples of sustainability efforts and achievements...

...focusing on human rights, green services and Health & Safety

