



ENVAC

Sustainability Report

2021





“Envac’s core business helps to create smarter cities, improve quality of life for people today, and secure a greener planet for future generations”

Joakim Karlsson, CEO, Envac AB

Sustainability has always been at the core of what we do and is an essential driver of our business. But we haven't always been good at telling the world about our great work.

We took steps to change this last year with the publication of our first Sustainability Report. This is our second Sustainability Report and we have added another region to the report's scope – South Europe & Americas. This increased global reporting coverage provides an even better picture of our sustainability impact and opportunities.

Last year's report gave us good insight into the areas we need to focus on to further improve our sustainability work. It also made it clear that we need to challenge ourselves when it comes to taking our sustainability work to the next level.

In 2021, our Global Executive Board used these learnings to set clearer and even more ambitious sustainability targets as well as decide on activities we need to focus on in the years ahead.

In this report, you can learn about our new ambitious objective to make our operations climate neutral by 2030 at the latest. You can also find out about how we are stepping up our focus on our digital solution ReFlow – that has huge potential to improve liveability for urban populations around the world.

I am proud of the progress we are making in sustainability – both within our business and throughout our entire value chain. I am convinced we are on the right track, and I look forward to working towards our sustainability objectives in the coming years.

The scope of the report covers our Region North Europe and Region South Europe & Americas. However, our vision, mission, strategic targets and sustainability topics are valid for all Envac entities around the world.

If you like what you see in this report, then why not reach out to us?

We are always interested in contributing to smart sustainable cities around the world with our current and future customers and partners.



Envac systems promote sustainability around the world

Reducing waste collection traffic and CO2 emissions by

90%

Enhancing quality of life and recyclability for

4,000,000 +

daily users

Revolutionising the waste collection industry with

1,000+

systems installed



Our sustainability highlights in 2021



New target to make our operations climate neutral by 2030



Estimated 50,000+ new homes connected to an Envac system in 2021



Estimated 150,000+ new end users using an Envac system in 2021



Launch of our ReFlow digital solution to boost recycling



New infectious waste collection system for hospitals to improve safety, logistics and cost savings

About Envac

OUR BUSINESS AREAS



Cities

We offer safer, cleaner and more intuitive and sustainable solutions for urban waste collection.

Read more about our Cities offering



Hospitals

We provide patients and healthcare workers with sanitary and safe waste collection solutions.

Read more about our Hospitals offering



Airports

We provide efficient waste management solutions in complex airport environments.

Read more about our Airports offering



Sorting

We lead the way with next-generation solutions for recycling that promote a more sustainable future and the circular economy.

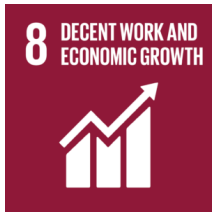
Read more about our Sorting offering



ENVAC AND THE SDGS

We support all 17 of the UN Sustainable Development Goals (SDGs) and make a positive contribution to many of them.

THE SDGS THAT ARE PARTICULARLY RELEVANT TO OUR BUSINESS ARE SDG 8, 9, 11, 12 AND 13.



PROMOTING HOSPITAL SAFETY

Envac's automated waste collection solutions for hospitals promote safe working conditions for hospital staff and patients by collecting linen, waste and infectious waste.

Read our Case Story on collecting hospital infectious waste and converting it into non-hazardous waste.



RESILIENT INFRASTRUCTURE

Envac's systems are resilient and have a long lifespan – with some still in operation after over 50 years. Our solutions even continue to operate during extreme weather.

Read our Case Story on the Roosevelt Island Envac system that has been in operation since the 1970s.



SAFE AND SUSTAINABLE CITIES

Envac's systems help decrease the need for heavy traffic in urban areas, which improves liveability and safety for residents.

Read our Case Story on León - the 800-year-old city with a state-of-the-art waste collection system.



BOOSTING RECYCLING

Envac further developed its digital solutions in 2021 to help end users increase recyclability and reuse resources. These solutions will lead to greater efficiency and recycling for the end user and a more circular society.

Read more in our Case Story on ReFlow.



REDUCED TRAFFIC EMISSIONS

Envac systems help to decrease the need for heavy traffic in urban areas and significantly reduce air pollution.

Read our Case Story on Majadahonda where our system reduces truck mileage by over 90% and annual emissions by over 7 tonnes of CO2.



Envac is an international business owned by Stena Adactum, which is part of the Stena Sphere

THE HEAD OFFICE OF ENVAC AB IS LOCATED IN STOCKHOLM, SWEDEN | ENVAC IS DIVIDED INTO 6 REGIONS

In 2021, our regions – Region China and Region Southeast Asia – were merged into one region – Region China & South East Asia.

During the year, we acquired a company in the US that will strengthen our position as a global leader of pneumatic waste collection systems and will give us good opportunities to grow in the US market. The company is currently being integrated into our operations.



Envac AB ~13 employees

* Fleminggatan 7, 112 26 Stockholm

Envac North Europe ~167 employees

Sweden
Norway
Finland
Denmark
United Kingdom

Envac South Europe & Americas ~157 employees

Spain
Italy
France
Portugal
Canada
USA
Brazil (No office, working with partnership consultants)

Envac Middle East & India ~92 employees

United Arab Emirates
Qatar
India
Saudi Arabia

Envac Korea & Australia ~126 employees

South Korea
Australia
Japan (No office, working with partnership consultants)
Taiwan (No office, working with partnership consultants)

Envac China and Southeast Asia ~143 employees

China
Singapore
Malaysia

Envac US ~37 employees



About this report

This report is based on our Business Strategy Topics and our Business Responsibility Topics. These topics were formulated following input from comprehensive stakeholder, risk and materiality analyses.

The results and learnings from last year's report provided us with valuable insight into how we should prioritise our action to achieve our long-term sustainability targets.

We are aware of the different levels of maturity of monitoring sustainable impacts within our regions globally. This is a challenge, however our global long-term sustainability targets will promote cooperation and drive progress throughout our business.

Our sustainability reporting has also given us a powerful communication tool to showcase the benefits our solutions have compared to other waste collection methods.

Building on this work, we will continue to develop pneumatic waste collection and sorting systems that will be sustainable throughout the entire value chain. This will contribute to our higher purpose and responsibilities – today and for future generations.

In this year's report, we have expanded the scope of our sustainability reporting to include another region. Our aim is to include all our regions in our next Sustainability Report in 2022.



Christer Lundberg
Global Sustainability & QMS Manager at Envac AB



I hope you find the report interesting and please do not hesitate to contact us should you have any queries.

Our sustainability journey

This is Envac's second Sustainability Report. In this year's report, we have broadened the scope of our reporting by adding a region – South Europe & Americas.

Our thorough work last year to understand our sustainability impacts, stakeholder interests and our most material topics helped us to set ambitious targets and plan our sustainability work going forward. We now have long-term targets approved by our Global Executive Board (GEB) for our 'Higher purpose' and 'Business responsibility' topics.

Our prioritised sustainability topics

Envac's four Business Strategy Topics reflect the positive sustainability benefits of our products and services. The topics were identified based on Envac's strategic business targets and are a natural part of our daily business.

Envac's three Business Responsibility Topics define our responsibility as a business partner – to guide our behaviour and how we operate our business. Taking care of our employees, being honest and transparent towards our business partners, and treating everyone as an equal and with respect is key to be considered a serious business partner.

Our prioritised sustainability topics



Minimise environmental impact



Cost efficiency



Added value



Safe & user friendly system

Read more about our Business Strategy Topics



Our prioritised sustainability topics



Working conditions



Fair & ethical business



Diversity & inclusion

Read more about our Business Responsibility Topics



Our higher purpose targets

Scope **2 & 3**

reporting by 2024.

< **100**

kWh/tonnage waste collected when operating customer sites by 2030.

CO₂

neutral operations by 2030.

Increase number of Envac system users with

25%

by 2025.

50%

of all new Envac installations in 2023 shall have ReFlow.

90%

of upgraded installations shall have ReFlow by 2027.

Our business responsibility targets

Our top safety target
- **zero accidents.**

Increase Employee Net Promoter Score with

> **15%**

by 2025.

100%

of employees trained in our Code of Conduct by 2023.

100%

of key suppliers signed up to our supplier Code of Conduct by 2023.

Our targets are ambitious and will be challenging to achieve. As the level of sustainability maturity differs between our regions, our next step is to harmonise our sustainability work around the world. At Group level, more resources have been allocated to coordinate this work and drive progress together with our regions.

Our short-term work is described in more detail in our Business Strategy Topics and Business Responsibility Topics.



Value chain stakeholders and materiality

This report is based on our value chain, stakeholder interests, risks & opportunities, and prioritised topics from 2020.

Valuable input from the addition of the South Europe & Americas region in this report also confirmed that our materiality work last year remains valid and no changes to our value chain stakeholders and materiality was required for this year's report.

Our prioritised stakeholders

- Customers
- Cities/Communities
- Building owners
- City developers
- End users
- Employees
- Suppliers

Value chain and risks and opportunities

R&D

In our product development phase, we develop new products and improve existing products. The products need to be designed to have the end user in mind. On top of that we need to find the right quality of products to make sure they are resilient and have the lowest cost to make it cost effective for our customers.

At the same time we need to know that the materials in our products are safe to use for the environment and raw materials are collected in a fair and ethical way.

Identified risks

- Cost/quality balance
- Environmental design
- Design for user experience
- Material sourcing

Opportunities

- Minimise environmental impact
- Cost efficiency
- Safe & user friendly systems

Risk mitigation and opportunity enhancement policies and procedures

- Minimise environmental impact
- Cost efficiency
- Safe & user friendly systems

Supply

In our supply chain we need to find the best suppliers that will help us to deliver high quality products to our customers. This also involves setting high standards for our company when it comes to social and environmental criteria. We need to make sure that our suppliers follow our expectations within environmental and social impact. It can also be important to know that the raw materials in our products are sourced in a fair and ethical way.

Identified risks

- Supplier partnership
- Transport efficiency
- Supplier environmental impact
- Supplier social impact
- Material sourcing

Opportunities

- Fair and ethical business
- Diversity and inclusion
- Minimise environmental impact

Risk mitigation and opportunity enhancement policies and procedures

- Supplier evaluation
- Global procurement policy

Project installation

Our customers have high demands in terms of environment, OHS and other social criteria. We have the processes to manage and meet these requirements when we deliver and install an Envac system.

Cost efficiency in project delivery and making sure we deliver on time is crucial for the continued success of our business and customer satisfaction.

An installation requires a lot of physical and manual work with associated OHS risks. We primarily use subcontractors but in some cases our own employees do the job. Either way, we ensure high standards of OHS.

Identified risks

- Cost-efficient projects
- On time project delivery
- Customer project environmental and social requirements
- OHS practices
- Partnership with subcontractors

Opportunities

- Cost efficiency
- Working conditions
- Minimise environmental impact

Risk mitigation and opportunity enhancement policies and procedures

- Global project procedure
- Regional/Local project processes
- Regional/Local OHS policies and procedures
- Subcontractor agreements

Operation & maintenance

An Envac installation can be in operation for decades. Our first and oldest system was installed in 1961 and is still up and running.

In order to ensure optimal operation, an Envac system needs to be maintained. Our team of service technicians provide such services on a daily basis. While ensuring a system operates optimally, they work with safety in mind and travel between sites in an energy efficient way.

Safety is crucial when a system needs new parts or is decommissioned. For instance, we have very old installations where we need to consider the kinds of material the building contains before we start to remove an old system.

Identified risks

- OHS practices
- Operating efficiency
- Route planning
- Fuel usage
- End of life practice

Opportunities

- Safe and user-friendly systems
- Working conditions
- Minimise environmental impact

Risk mitigation and opportunity enhancement policies and procedures

- Regional/Local O&M process
- Regional/Local OHS policies and procedures

General policies & procedures

Code of Conduct
Global Quality Manual
Global Environmental Policy
Global OHS Policy

Higher purpose



Minimise
Environmental impact

Prioritised materiality topics

Emission management
Energy efficient systems

Materiality topics

Recycling rate
Heavy traffic reduction
Substances in material/product
UN SDG,s – 12 & 13

Non-materiality topics

Transport efficiency
Business trips
Waste management(Internal)



Cost
efficiency

Prioritised materiality topics

Emission management
Energy efficient systems

Materiality topics

Quality of material/product
Resilient system
UN SDG,s – 9

Non-materiality topics

Back-office efficiency



Added
value

Prioritised materiality topics

Operational efficiency
Energy efficient system

Materiality topics

Recycling rate
Heavy traffic reduction
Substances in material/product
UN SDG,s – 12 & 13

Non-materiality topics

Transport efficiency
Business trips
Waste management(Internal)



Safe & user
friendly system

Prioritised materiality topics

Emission management
Energy efficient systems

Materiality topics

Recycling rate
Heavy traffic reduction
Substances in material/product
UN SDG,s – 12 & 13

Non-materiality topics

Transport efficiency
Business trips
Waste management(Internal)

Business responsibility



Working conditions

Prioritised materiality topics

OHS practices

Materiality topics

UN SDG,s – 8

Non-materiality topics

Attract & retain talent



Fair & ethical Business

Prioritised materiality topics

Fair business practices

Materiality topics

UN SDG,s – 16

Non-materiality topics

Attract & retain talent



Diversity & Inclusion

Prioritised materiality topics

Fair business practices

Equal opportunities & diversity

UN SDG,s 5 & 10

Non-materiality topics

Attract & retain talent





Sustainability Case Stories



León

ENVAC OPTIMISES WASTE COLLECTION SYSTEM IN HISTORIC SPANISH CITY

In 2021, Envac completed the optimisation of a pneumatic waste collection system in the historic city of León in northwest Spain that reduced energy use by 39 percent.

The 800-year-old city with a state-of-the-art waste collection system

With an old town dating from the 13th century and a population of almost 130,000 people, León required a cleaner and less disruptive solution to collect waste for its narrow winding streets. An Envac system with 63 waste inlets began serving 1,575 apartments in the old town neighbourhood of Barrio Húmedo in 1999. The system was further expanded in 2006 to include the new neighbourhood of La Lastra with an additional 161 inlets serving 4,025 apartments, plus another 91 inlets that will be brought into use as the neighbourhood grows.

The Envac system was seamlessly integrated into the historic city without compromising its aesthetical value and traditional charm that draw hundreds of thousands of tourists to the city each year. It also avoided the need for waste collection trucks to enter the old town and removed waste bins from the streets, which made the city cleaner and safer for both residents and tourists.

"Traditional street waste collection with trucks was damaging León's medieval infrastructure, posed risks to residents and made the process of waste collection much more difficult for our waste collection teams," says David Fernandez del Rio, Environmental Technician at León Municipality. "Envac's solution ticks all the boxes by enabling us to have a 21st century waste collection solution in a 13th century city. Not only have we futureproofed our waste management, but we've also futureproofed the streets of León in the process," says Fernandez del Rio.

Reducing energy consumption by 39%

Between 2014 and 2021, Envac worked to optimise the system by improving the control and collection processes. The work managed to reduce energy consumption by 39%.

Since 2020, laser sensors have been installed at each of the system's discharge points. These sensors optimise the collection time as they indicate in real time the amount of waste filling each of the downspouts, which helps reduce energy consumption.

Annual energy audits are also carried out by an energy consultant to assess the system and inform the municipality on optimising energy use and electricity procurement.

"Our Envac system has already cleaned up and reduced traffic in our historic city for over 20 years"

David Fernandez del Rio, Environmental Technician at León Municipality

"The optimisation of the system completed in 2021 has further reduced our environmental impact by decreasing our energy use – enabling us to contribute toward our EU commitment to reduce greenhouse gas emissions by 55% by 2030 compared with 1990 levels," says Fernandez del Rio.

The system and its collection terminal have the capacity and potential to be further expanded to more neighbourhoods in León. The municipality is continuing to expand the La Lastra neighbourhood and is investigating the potential to expand the system to more neighbourhoods.



“Traditional street waste collection with trucks was damaging León’s medieval infrastructure, posed risks to residents and made the process of waste collection much more difficult for our waste collection teams”

David Fernandez del Rio,
Environmental Technician at León Municipality.



Envac ReFlow

THE DIGITAL INFRASTRUCTURE THAT DRIVES SUSTAINABILITY AND SMART CITIES

ReFlow is a digital solution that helps Envac users and customers further improve their waste management to meet wider sustainability objectives.

The world's first smart meter for waste collection

ReFlow not only provides the users of Envac systems with convenient guides to improve the sorting of recyclables, but it also provides them with feedback on their recycling rates and how they contribute towards the city's environmental goals. The app is supplemented with entrance screens in apartment buildings that provide recycling information and feedback on a building level.

“ReFlow helps residents and Envac customers to make better use of resources”

Hossein Shahrokni, Director of Research at LocalLife

The solution was developed by behavioural scientists and inspires residents to improve their recycling habits and allows them to compare their recycling to that of their neighbours and community. A study by Envac's development partner LocalLife in 2021 showed that ReFlow reduced waste generation by 12% and increased plastic recycling by 15%, while boosting satisfaction in the Envac system and the neighbourhood in general.

“ReFlow helps residents and Envac customers to make better use of resources,” says Hossein Shahrokni, Director of Research at LocalLife, which developed ReFlow together with Envac. “It's a powerful tool to connect residents that use an

Envac system with municipal waste management targets and political objectives.”

Helping cities to meet their ambitious waste targets

Many municipalities around the world have set ambitious waste plans and need to better engage with residents to improve the sorting of recyclables. ReFlow provides cost-effective ongoing engagement to inspire better waste management from the household level up.

In addition to the apps and screens used by residents, ReFlow combines city-wide information into a 'smart city dashboard' to help the municipality or waste management company optimally manage their Envac system. The dashboard can compare



Hossein Shahrokni,
Director of Research at LocalLife



energy use, transportation and recycling rates in different neighbourhoods and buildings.

“ReFlow is powered by artificial intelligence that can for example automatically fix some issues and optimally uses energy by avoiding periods of peak load in the energy grid. This optimisation is of huge value for a city and is already being piloted in Envac’s system in Hammarby Sjöstad in Stockholm,” says Shahrokni. “Importantly for municipalities, ReFlow provides better waste management data granularity in what is a data sparse field.”

Making reusing and sharing easier

Another ReFlow functionality enables residents to share, lend, borrow, buy and sell different items to their neighbours to ensure unwanted items are reused and avoid the need for sourcing new items.

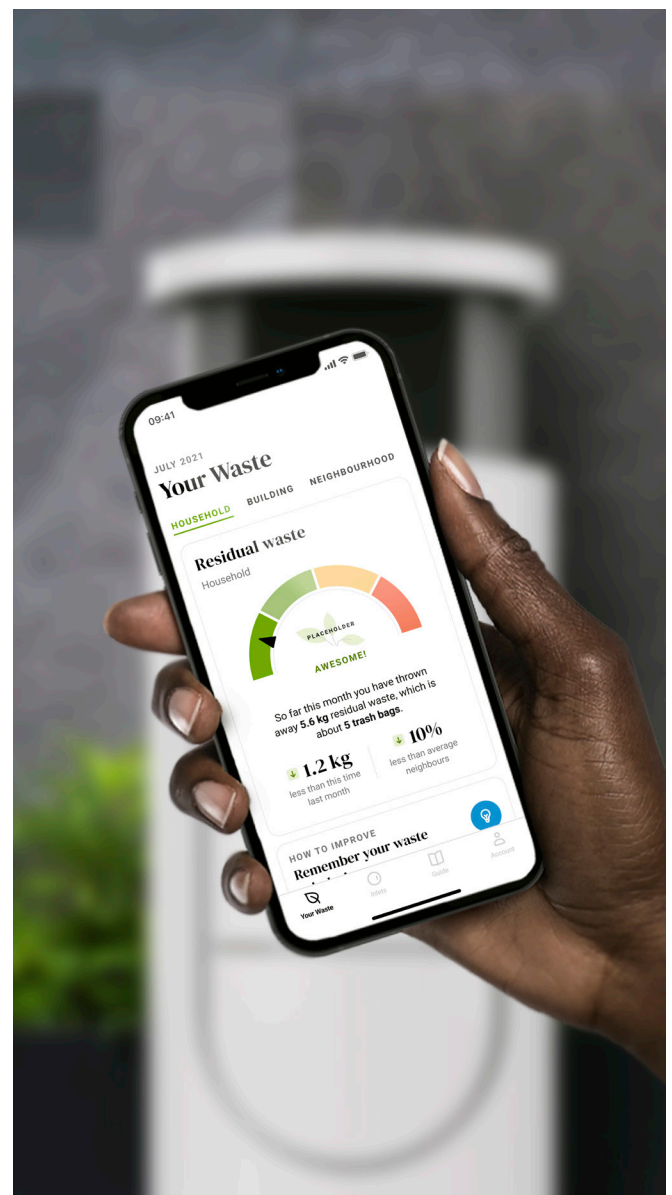
“This additional functionality allows ReFlow to help people to be less wasteful by giving things a longer lifespan,” says Shahrokni. “There are similar web-based platforms out there but ReFlow is really unique in how it connects neighbours to help them live more resource efficient and low-carbon lives.”

Establishing the first commercial ReFlow project

After refining ReFlow on pilot projects in recent years, the first commercial ReFlow project is being rolled out in the Järfälla Barkarby suburb in Stockholm and will eventually engage residents in 12,000 apartments. ReFlow is being brought to other cities and neighbourhoods around the world from 2022.

“We will continue to respond to the needs of Envac customers by adding and further developing digital infrastructure on top of Envac’s physical infrastructure,” concludes Shahrokni. “We

are looking to further develop ReFlow by adding capabilities to measure user energy use and help customers with green building certifications.”



Infectious Waste

REVOLUTIONISING INFECTIOUS WASTE COLLECTION IN HOSPITALS AROUND THE WORLD

Envac is developing innovative systems that are set to revolutionise how hospital infectious waste is collected and treated – to promote patient and personnel health while making significant financial cost savings and reducing environmental impact.

Infectious Waste Case Story

Infectious waste management is a major issue for hospitals around the world as it typically must be manually labelled, put in plastic boxes, moved through hospital corridors and transported across cities for special treatment – while striving to prevent the spread of infection at each stage. The Covid-19 pandemic further exacerbated the challenge by significantly increasing the amount of infectious waste generated by hospitals.

Turnkey Infectious Waste Collection (IWC) systems

Envac has introduced a new pneumatic waste collection solution specifically for infectious waste that prevents the spread of healthcare-associated infections, pathogens and microbes. The IWC solution uses a closed pipe system that minimises manual handling and converts infectious waste into non-hazardous general waste onsite. Envac is a turnkey provider of IWC solutions that designs and manufactures the systems, as well as guaranteeing their function and being able to also maintain and run the system or provide a customer with comprehensive guidance and support

“Our new IWC solution enables hospitals to deal with infectious waste at source in a safe and very cost-effective manner”

Fredrik Lauritsen, Global Sales Support, Hospitals

“The systems we are currently developing in France and north-



ern Europe will use waste converters that grind the infectious waste and pasteurise it with microwaves into a non-hazardous waste. But the systems can use various kinds of waste converters depending on customer preference.”

Preventing the spread of healthcare-associated infections

Envac’s IWC system avoids the need for the manual handling of infectious waste – from bagging and boxing waste to transporting it through the hospital and city streets. This ensures a much safer environment for everyone in the hospital and members of the public who all have minimal potential contact with infectious waste.

“By immediately containing hazardous waste at source, we can minimise the risk of contamination throughout the entire waste management chain,” explains Lauritsen. “This includes



the potential infection of logistics personnel, healthcare professionals, patients and hospital visitors.”

The IWC system operates with a constant negative pressure and is equipped with filters to ensure that microbes and bacteria cannot escape. The pipes are regularly disinfected with ozone gas, and sensors throughout the pipe system verify that the system is properly disinfected. The ozone gas is filtered and neutralised before being safely released into the atmosphere.

Reducing hospital waste costs

Infectious waste is typically over five times more expensive to handle than non-hazardous waste. Envac’s system reduces costs by avoiding the need for special containers, minimising manual

“We have several IWC systems in the pipeline and are currently training our teams to better explain the multiple customer benefits such as the reduced risk of infection and significant cost savings,” concludes Lauritsen. “We see huge potential and expect the solution to really take off once our first IWC system becomes fully operational in France in 2023.”

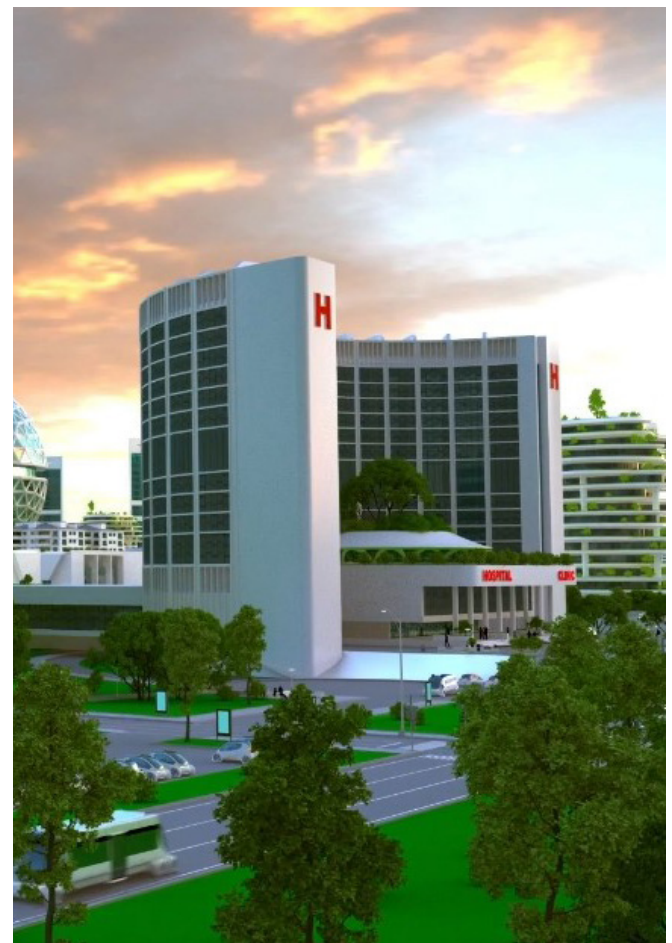
“The return on investment of our IWC systems is typically 3-5 years due to the high costs associated with conventional infectious waste management that our solution avoids”

Fredrik Lauritsen, Global Sales Support, Hospitals

– Healthcare handling and transport, saving time spent by healthcare professionals and reducing final waste transport by around 90 percent as the converted waste has much less volume. This also decreases environmental impact by reducing the number of journeys required and the related transport emissions.

These cost and time savings add value by allowing hospitals to use more of their resources for patient care.”

The IWC systems can be retrofitted into existing hospitals, although they are easier to install in new hospitals.



Roosevelt Island

50-YEAR-OLD PNEUMATIC WASTE COLLECTION SYSTEM IN NEW YORK CITY GETS A RETROFIT

Envac has retrofitted the system on Roosevelt Island, New York City, in recent years, including installing a new business intelligence tool in 2021 – to improve energy efficiency and reduce operating costs.

The pneumatic waste collection system on Roosevelt Island is owned by the Roosevelt Island Operating Corporation (RIOC) and operated by the NYC Department of Sanitation (DSNY). It collects around six tonnes of waste every day from the 14,000 residents of the island. The system was originally installed by Envac in 1971, when the company was known as Centralsug, and it has been in operation ever since.





Retrofit improves performance

In 2021, Envac installed a business intelligence tool to better automate and optimise the control system. Envac also completed a retrofit between 2019 and 2020 when it installed new exhausters, wiring, volumetric sensors and other significant operating components.

These measures reduced energy consumption by around 67%, which has significantly reduced operating costs for RIOC.

“The system on Roosevelt Island really showcases the longevity, resilience and reliability of Envac’s waste collection solution”

Toni Monclús, Envac Project Manager in New York.

“We are proud to retrofit and optimise the performance of a solution that has been running for more than half a century” says Toni Monclús

Uninterrupted waste collection during extreme weather events

The Roosevelt Island pneumatic waste collection system has operated reliably for over half a century. In fact, the system has continued to operate during extreme weather events that have hit New York City over the years.

For example, the system ensured that Roosevelt Island was the only DSNY district to have uninterrupted waste collection during the crippling snowstorms of 2010, when garbage trucks were diverted to plough snow and garbage accumulated on the city’s streets for almost three weeks. The Roosevelt Island system also continued to operate during the disruption caused by Hurricane Sandy in 2012.

Majadahonda

SPANISH MUNICIPALITY EXPANDS ENVAC SYSTEM TO BOOST RECYCLING AND REDUCE EMISSIONS

The Majadahonda municipality continues to develop its pneumatic waste collection system to drive recycling rates, decrease emissions and reduce costs.

The Envac waste collection system in Majadahonda municipality, which is situated 16 km northwest of Madrid and home to 70,000 inhabitants, has been successively expanded since it was inaugurated in 2000. The system has five waste collection terminals, 1,030 inlets and 25 km of pipe that serve approximately 20,000 homes and the commercial properties in the area. It collects approximately 6,400 tonnes of waste per year, which is equivalent to around 65% of the municipality's total.



The Envac waste collection system in Majadahonda municipality, which is situated 16 km northwest of Madrid and home to 70,000 inhabitants, has been successively expanded since it was inaugurated in 2000. The system has five waste collection terminals, 1,030 inlets and 25 km of pipe that serve approximately 20,000 homes and the commercial properties in the area. It collects approximately 6,400 tonnes of waste per year, which is equivalent to around 65% of the municipality's total.



The densest pneumatic waste collection system in Europe continues to expand

The system covers most of Majadahonda, which is the city with the greatest access to pneumatic waste collection per capita in Europe. The municipality has a clear long-term vision to eventually install the system in all its neighbourhoods. All the city's systems to date were installed by Envac.

In 2021, it was decided to construct a new terminal to serve two new neighbourhoods that already have pipes installed. The new terminal is under development and will connect 3,700 additional equivalent dwellings to the system.

“It is a cleaner system, we don't have issues with odours and garbage bags on the street, and residents can get rid of their waste 24 hours a day, every day of the week”

Marina Pont, Environmental Councillor as Majadahonda City Council.

“We also avoid noise from garbage trucks in residential streets and traffic jams, and we gain more free spaces for vehicles, pedestrians and green areas.”

Reducing waste collection emissions

By reducing the amount of truck kilometres by over 90%, the system in Majadahonda decreases emissions by over 7 tonnes of CO2 per year and the number of trucks the municipality requires for the collection of waste and recyclables. By using less fuel and requiring less collection trucks, the system makes significant financial savings for the municipality.

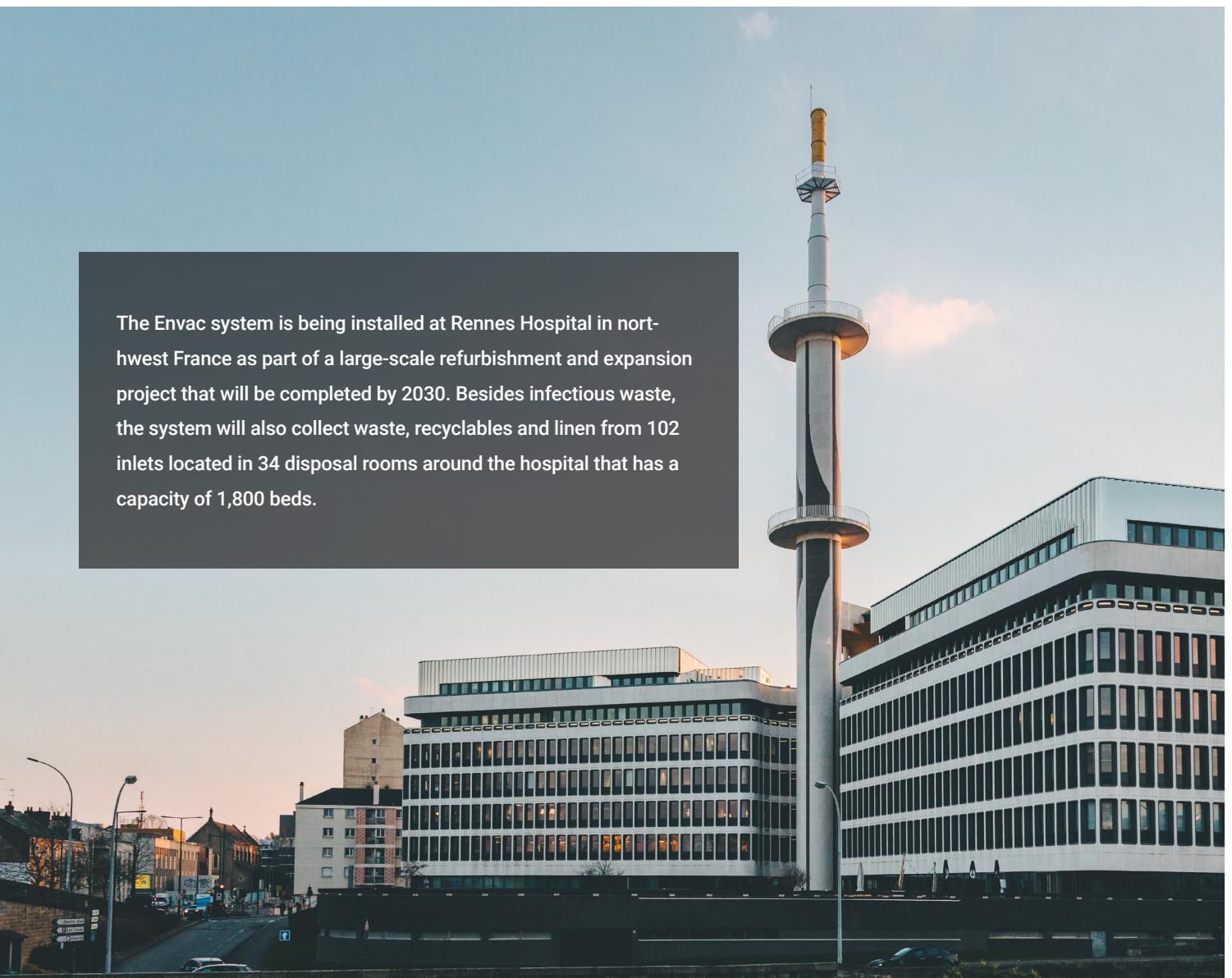


Rennes Hospital

THE WORLD'S FIRST PNEUMATIC WASTE COLLECTION SYSTEM FOR INFECTIOUS WASTE

Envac is installing an infectious waste collection (IWC) solution at Rennes Hospital in France – to prevent the spread of healthcare-associated infections, pathogens and microbes while improving logistics and reducing long-term lifecycle costs.

The Envac system is being installed at Rennes Hospital in northwest France as part of a large-scale refurbishment and expansion project that will be completed by 2030. Besides infectious waste, the system will also collect waste, recyclables and linen from 102 inlets located in 34 disposal rooms around the hospital that has a capacity of 1,800 beds.





Setting the hospital standard for infectious waste collection

The IWC system will use a closed pipe system that minimises manual handling and the spread of healthcare-associated infections, pathogens and microbes. The inlets can only be opened by hospital personnel with a badge and are automatically closed in the event of a fire.

Immediately after collection, the infectious waste is pasteurised with microwaves into a non-hazardous waste in a converter. The pipe network for hazardous waste will be made from stainless steel to avoid corrosion from the ozone gas used to disinfect the system.

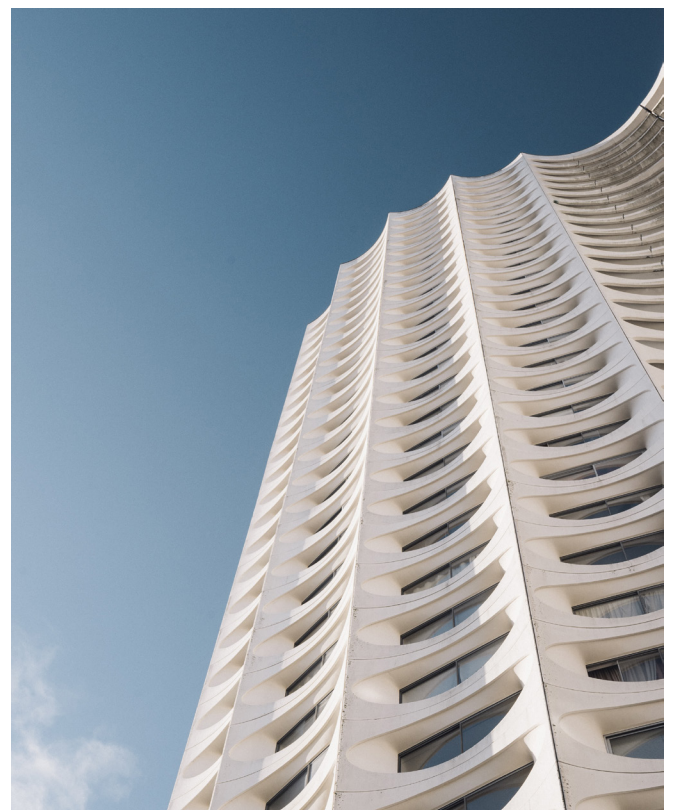
“The Rennes Hospital project not only demonstrates that our IWC solution can be seamlessly combined with our existing hospital solutions to collect waste, recyclables and linen for example – but also that it can be easily incorporated into both existing and new hospital buildings”

Bruno Martin, Director at Envac France

“The solution will help protect hospital patients, employees and visitors, while reducing long-term lifecycle costs. We expect this to be the first of many IWC solutions in hospitals around the world.”

Streamlining and optimising hospital operations for cost efficiency

Like many hospitals around the world, Rennes Hospital struggles with safely managing infectious waste on a daily basis – particularly during the pandemic, which increased the amount of infectious waste material generated by hospitals. The Envac IWC system will significantly improve hospital logistics and reduce long-term lifecycle costs for the hospital.

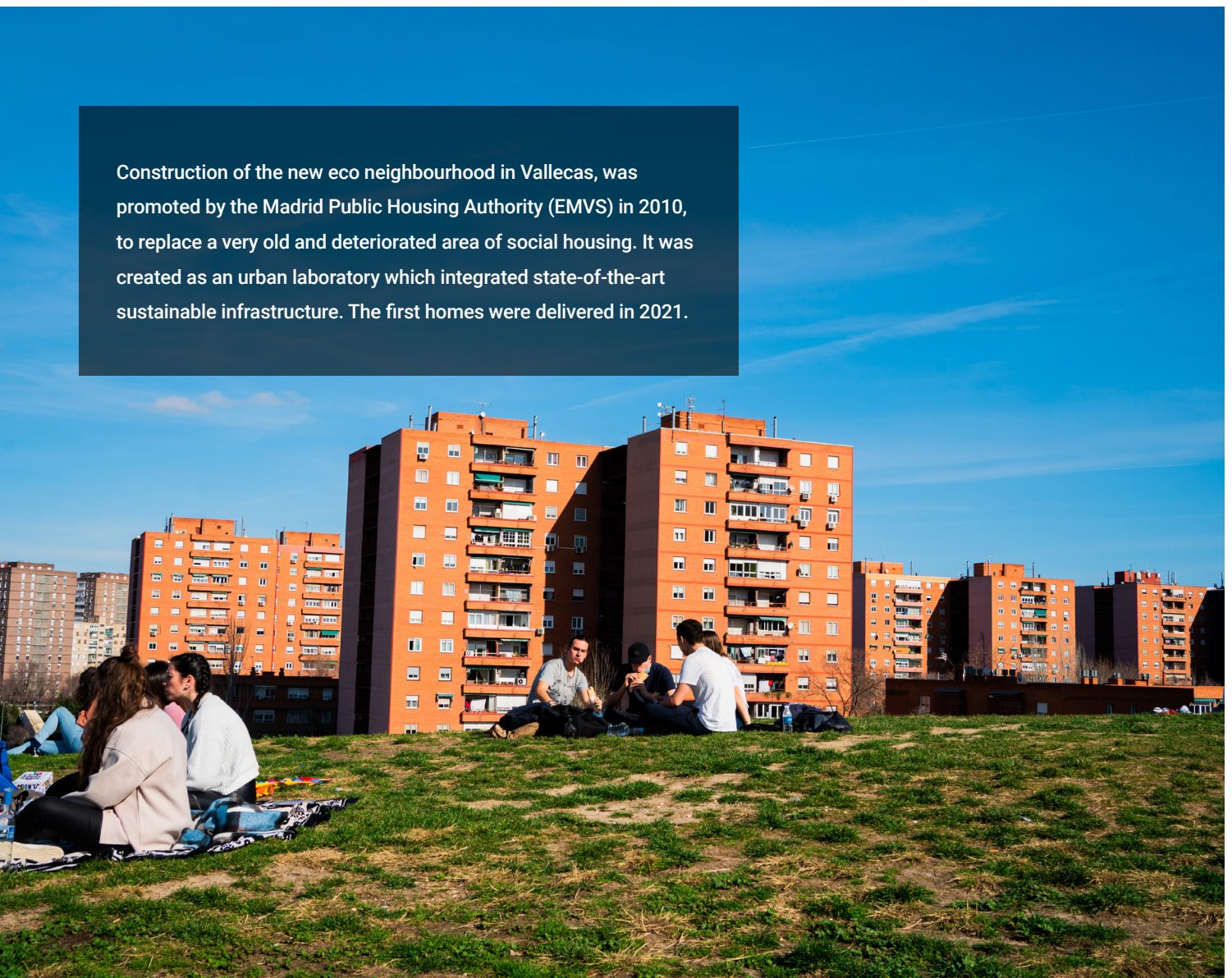


Eco Barrio Vallecas

ORGANIC WASTE ADDED TO ENVAC SYSTEM IN MADRID ECO NEIGHBOURHOOD TO MEET EU WASTE DIRECTIVE

An organic waste fraction has been added to the pneumatic waste collection system in the Vallecas neighbourhood to meet the EU waste directive to recycle at least 50% of all waste.

Construction of the new eco neighbourhood in Vallecas, was promoted by the Madrid Public Housing Authority (EMVS) in 2010, to replace a very old and deteriorated area of social housing. It was created as an urban laboratory which integrated state-of-the-art sustainable infrastructure. The first homes were delivered in 2021.





Efficient waste collection in Madrid's first eco neighbourhood

In 2021, Envac completed a system upgrade to add the organic waste fraction to the Vallecas system to meet the EU Directive 2008/98/EC on waste to recycle at least 50% of all waste produced. The directive was incorporated into local regulation in 2018 along with a requirement for all homes to sort their organic waste.

The Vallecas pneumatic waste collection system will collect waste, recyclables and organic waste from 1,888 apartments when fully implemented. The Environmental Department of Madrid city has awarded the contract to Envac to run the system, which collects five tonnes of waste per day and has 97 inlets.

Organic waste – from landfill to resource

Before the legislative change, organic waste made up almost half of all domestic waste in Spain, much of which ended up in landfill. The organic waste from Vallecas will undergo a biometanation process to generate biogas and produce compost for local agriculture.

“By adding organic waste to the pneumatic waste collection system in Vallecas, we allow residents to recycle their food waste instead of throwing it in the normal waste where it can end up in landfill”

Roberto Rello, Service Manager at Envac.

“This will significantly reduce the amount of unsorted waste the neighbourhood produces and will help to achieve the EU directive to recycle at least half of all waste,” says Rello.

Pneumatic waste collection systems promote resource efficiency in Spain

In 2016, the Spanish Ministry of Development changed the Spanish building code to make pneumatic waste collection systems exempt from requiring waste storage rooms in new developments. In Vallecas, this avoided the need to construct 1,300 m² waste storage rooms, which avoided around 580 tonnes of CO₂ emissions and made financial savings of €1.3 million by reducing construction materials and activities.

Cost-effective upgrade

“Envac systems are relatively easy to upgrade with additional fractions and in Vallecas we were able to add a third fraction with a very small investment,” says Rello. “We have recently added organic fractions to other systems in Spain, such as in Galdakano and Bilbao, as the country works towards the EU waste directive.”



Envac's higher purpose

We enable smart, sustainable communities and drive the circular economy by redefining how society thinks of waste – today and for future generations.

We call this our higher purpose.

Our Vision

To create smarter cities, improve quality of life today and help secure a greener planet for future generations.

Our Mission

Combining innovation and experience, we create and implement clean, clever and resource-efficient waste handling technologies, providing our customers with game-changing solutions for sustainability and quality of life.

Learn how our products support our higher purpose

Our four Business Strategy Topics highlight how our systems minimise environmental impact, promote cost efficiency, add value for building owners, and promote user safety and satisfaction.



Our Business Strategy Topics



Best environmental performance

We aim to inspire, motivate and lead our customers into a greener tomorrow.

This is driven with a focus on:

- Innovation
- Resource efficiency
- Partnerships



Cost efficiency

We deliver the most cost-efficient waste collection systems for cities.

This is possible through:

- Smarter logistics & waste collection solutions
- Energy efficiency



Added value

We offer game-changing pneumatic waste collection solutions that create added value for building owners and developers around the world.

This is possible through:

- Space saving
- Increased liveability value
- Increasing property value
- Empowering the circular economy



Minimise environmental impact

We provide safe and user-friendly systems for end users.

This is possible through:

- Availability, accessibility and ease of use
- Safe, clean & hygienic usage
- Safer living areas



The best environmental performance

We aim to inspire, motivate and lead our customers into a greener tomorrow.

Minimise environmental impact

Management approach

Our solutions contribute to more sustainable urban development by enabling highly efficient waste management systems. At the same time, we understand that our solutions have a negative environmental impact through the energy and resources they use. We work continuously to further reduce our environmental impact by developing even more energy efficient solutions and by reducing the impact of our own operations.

We want Envac customers to know that they have chosen the best waste collection solution on the market from an environmental perspective.

How we do it

Our digital solutions optimise energy use

The Envac Automation Platform (EAP) is an Artificial Intelligence platform that enables pneumatic waste collection systems to learn and optimise over time.

In 2021, we continued to install and upgrade existing customer systems with the latest third generation of EAP (EAP3). We launched 23 new EAP3 systems in 2021 and by the end of the year we had a total of 53 systems running on EAP3 around the world.

Digitalisation

Our digital tool ReFlow increases recycling rates and supports broader municipality sustainability objectives. ReFlow also combines with EAP3 to use data from the platform to further optimise energy through Artificial Intelligence.

[Read more in our Case Story about Envac ReFlow](#)



Long-term experience and expertise

Our long experience of pneumatic waste collection systems has given us the right expertise to always improve and develop our customer installations to decrease energy use. We have decreased energy use by 39% since 2015 at our customer site in León, Spain, by using our expertise and optimising the operation of the facility.

[Read more in our Case Story about León](#)



By understanding the need for retrofitting and installing a business intelligence system at Roosevelt Island in New York City, we managed to decrease energy consumption by 67% between 2018 and 2021 in a system that is over 50 years old.

[Read more in our Case Story about Roosevelt Island](#)



Reduced need for heavy traffic

Our pneumatic waste collection solution reduces the total mileage driven by waste collection trucks. Less fuel use and the number of trucks needed to collect waste reduces CO2 emissions, environmental impact and financial costs. In the Majadahonda municipality in Spain, Envac's system has reduced the amount of truck kilometres by over 90%.

[Read more in our Case Story about Majadahonda](#)



Optimising energy efficiency

We proactively work to promote energy efficiency – both at our customer sites and within our own operations.

In 2021, we connected our internal resource efficiency targets within Envac Scandinavia to our total revenue. Our company targets were broken down to department targets to focus on areas where we can have the greatest positive effect. One example was our service department that launched an employee-driven target of fuel efficiency per tonne of collected waste, which resulted in a 15% decrease during the year.

In 2022 and beyond, we will increasingly take a global approach on energy efficiency at our customer sites and our internal operations.

Going forward

In 2021, our Group Executive Board (GEB) set ambitious energy efficiency targets – both at our customer sites as well as striving to make our internal operations CO2 neutral by 2030.

In 2022, all Envac regions will start to develop procedures to collect energy use data, and regions that already collect energy data available will start working on CO2 reduction activities with a target to reduce CO2 by 2% in 2022. Our employee awareness programme will be integrated into our global work.

We are already measuring kWh/tonne at selected customer sites globally, and we need to improve the focus on energy efficiency activities at these sites. In 2021, we measured an average of 265 kWh/tonne at these sites. We will continue to add sites that measure energy efficiency with a target to achieve 100 kWh/tonne on average by 2030. This will require us to continue our hands-on approach and to use our expertise to further optimise our technology.

In 2021, we clarified and updated our R&D processes to always include sustainability topics when developing new or updating existing products.



Planned action to further minimise environmental impact

Target	Completed activities	Planned activities
<100kWh/tonne of waste collected at customer sites by 2030.	R&D process updated to promote environmental aspects when developing new products.	<p>Implement concept of energy management plans at customer sites. Develop in 2022 Launch in 2023</p>
CO2 Neutral operations by 2030	Locally implemented -renewable sources of electricity at customer sites.	<p>Develop data collection process of energy use of internal operations Develop in 2022 Launch in 2023</p> <p>Report on CO2 emissions throughout the entire value chain Scope 2 & 3 reporting completed for reporting of year 2024</p>
<p>50% of all new Envac installations shall have ReFlow installed by 2023</p> <p>90% of all upgraded Envac installations shall have ReFlow installed by 2027</p>	Implementation of ReFlow	<p>Full release on ReFlow End of 2022</p>



The lowest operational costs for cities

We deliver the most cost-efficient waste collection systems for cities.

Cost efficiency

Management approach

Our automated waste collection systems provide customers with the most cost-efficient waste collection solutions on the market. We help customers to reduce their waste collection costs by requiring less waste collection trucks, labour and vehicle fuel costs.

Our systems provide additional opportunities to reduce other costs for cities that are indirect benefits of choosing our system, such as by freeing up more space for public amenities, and reducing property insurance premiums and pest control costs.

Reducing costs related to managing hospital linen and waste

Waste management and collection in hospitals are challenging due to the different waste streams and logistical difficulties in the hospital setting. But these are challenges that our hospital segment provides solutions for in the form of pneumatic waste collection systems for waste and used linen.

In recent years, we have also developed an automated collection system for infectious waste, which was launched in 2021 and is being installed in a new hospital in France. The solution will solve the complexity of handling infectious waste and meeting all the related regulations. It also includes a built-in solution that converts the hazardous waste into non-hazardous waste on site – to reduce costs, save hospital space and decrease labour costs. The return on investment is calculated to be 3-5 years compared to conventional waste management systems.

High-quality and resilient waste management infrastructure

Unlike traditional waste collection solutions that are dependent on vehicle access in residential streets, automated waste collection systems are not affected by weather conditions as they transport waste underground in pipes. For example, our waste collection system on Roosevelt Island in the US has been running since 1975 and was fully operational during the heavy snowstorm in 2010 and hurricane Sandy in 2012.

[Read more in our Case Story about Roosevelt Island](#)



Going digital to lower total cost of ownership

Envac ReFlow is a digital solution that reduces costs for customers and further improves their waste management to meet wider sustainability objectives.

[Read more in our Case Story about Envac ReFlow](#)



Going forward

Our products promote cost efficiency for our customers – not only directly in terms of the total cost of ownership of their waste collection system, but also indirectly through overall cost efficiency for an organisation. For example, indirect costs can be significantly reduced for waste, linen and infectious waste collection logistics.

We constantly seek to further develop and improve our products and services to provide even more cost-efficient solutions for cities and businesses using smart solutions for waste collection. This will help us to expand our global footprint and bring cost-efficient waste collection solutions to more cities around the world.



Planned action to further improve cost efficiency

Target

50% of all new Envac installations shall have ReFlow installed by 2023.

90% of all upgraded Envac installations shall have ReFlow installed by 2027.

Completed activities

Implementation of ReFlow.

Planned activities

Strengthen the cost efficiency message & promote independent studies on cost efficiency.

Evaluate findings from the student thesis in 2022.

Develop cost efficiency data collection.

Evaluate findings from the student thesis in 2022.

Full release of ReFlow.

End of 2022.



The happiest users in the waste collection industry

We provide safe and user-friendly systems for end users.

Safe & user friendly systems

Management approach

Envac pneumatic waste collection systems offer high user availability with easy access and user friendliness. Our systems contribute to a safer living area for users and are clean and hygienic while keeping vermin away.

How we do it

Less heavy traffic – Contributing to safer and liveable areas and preserving historic cities

In some cases, Envac systems have helped to preserve the aesthetic value and traditional charm of historic cities – including urban areas with narrow streets that hinder traditional waste collection. For example, our system was installed in León's old town to provide an efficient waste collection system while preserving its architectural and historic value.

Read more in our Case Story about León



Safe waste management in hospitals

Envac's pneumatic waste collection systems are perfectly suited to managing waste and used linen in hospitals to protect the safety of hospital personnel, patients and visitors while reducing costs.

In 2021, we introduced a new solution to collect infectious waste from hospitals, which can be combined with our existing solutions to collect waste and used linen. The infectious waste collection solution reduces the manual handling of potentially harmful waste and converts it into non-hazardous waste before it is transported from the hospital.

Read more in our Case Story about Infectious waste collection



Read more in our Case Story about Rennes Hospital



Improving recycling rates

Envac pneumatic waste collection systems promote increased recycling rates in residential areas and the wider municipality. By collecting multiple waste fractions, our systems make it easy for the end user to improve their individual recycling rate. Many municipalities in the world have made it mandatory for newly developed areas to have a pneumatic waste collection system.

In Majadahonda in Spain, the municipality has made it mandatory to connect newly developed neighbourhoods to the local pneumatic waste collection system to improve recycling and meet the EU waste directive.

Read more in our Case Story about Majadahonda



To make it even easier to communicate with end users and help them to optimally manage their waste, Envac introduced its digital solution ReFlow in 2021.

Read more in our Case Story about Envac ReFlow



Going forward

We value the safety and satisfaction of our end users. Our digital solution ReFlow takes our end user engagement to the next level – to enable them to improve their waste management awareness, motivation and ultimately their recycling rate.

Our solution for infectious waste will help us to strengthen our hospital offering and further increase the safety of hospital personnel, patients and visitors.



Planned action to further increase safe & user friendliness

Target	Completed activities	Planned activities
<p>50% of all new Envac installations shall have ReFlow installed by 2023.</p> <p>90% of all upgraded Envac installations shall have ReFlow installed by 2027.</p>	<p>Implementation of ReFlow.</p>	<p>Full release of ReFlow. End of year 2022.</p>
<p>Increase safety in handling hazardous waste and linen in hospital environments.</p>	<p>Launch of Infectious Waste Collection system.</p>	<p>Finalise first Infectious Waste Collection system installation. To be completed 2023.</p>



Real value for building owners and developers

We offer game-changing pneumatic waste collection solutions that create added value for building owners and developers around the world.

Added value

Management approach

As the global urban population continues to grow, we are faced with increasing liveability challenges in cities around the world. Envac's pneumatic waste collection systems can be a significant part of the solution that add value for building owners and developers by promoting more efficient and cleaner waste collection solutions that require less space.

How we do it

By 2050, urbanisation around the world will have increased by 40%. Around 2.5 billion more people will live in urban areas that will generate 50% more waste than they do today.

This will involve major challenges for cities, building owners and city developers. Finding more urban space and the solutions to decrease traffic will be essential.

Urban waste management goes digital with ReFlow

Having pioneered waste management solutions for six decades, Envac ReFlow is our latest game changer. ReFlow is a digital communication tool that allows communication directly with each resident served by an Envac system and provides them with feedback on their waste management habits.

The solution promotes resident commitment to recycling, and contributes towards the circular economy by reducing waste and connecting people to be part of the shared economy. It also helps to monitor and reduce neighbourhood greenhouse gas emissions.

Read more in our [Case Story about Envac ReFlow](#)



Freeing up valuable urban space

An Envac automated waste collection system requires less space – both within and outside of the terminal for waste handling. This leads to freed up space that a building owner or developer can use for additional development space or other value-added uses.

The saved space outside can be used to create more green areas, value-adding businesses or services that improve the quality of life for residents. This adds value for building owners, city developers and local residents.

Going forward

Envac solutions add value to a neighbourhood, such as by creating opportunities for more green spaces, and additional amenities or additional residential units. Our products also contribute to less noise, odours, vermin and heavy traffic in residential areas – all of which improve quality of life for residents and visitors to the neighbourhood.

As such added value can be difficult to quantify and clearly communicate, we are collaborating with an organisation that coordinates students and their theses. In 2021, we took the decision to have two students work together on their bachelor thesis on the topic. The work began in 2022 and will help guide our work with added value in the coming years.



Planned action to continue to add value and increase quality of life

Target	Completed activities	Planned activities
<p>50% of all new Envac installations shall have ReFlow installed by 2023.</p> <p>90% of all upgraded Envac installations shall have ReFlow installed by 2027.</p>	<p>Implementation of ReFlow.</p> <p>Decision to cooperate with student organisation on the topic.</p>	<p>Full release of ReFlow. End of 2022</p> <p>Develop recycling rate efficiency data collection. To be completed in 2024.</p> <p>Promote independent studies on added value. Evaluate findings from the student thesis in 2022.</p>
<p>Promote quality of life by increasing the number of users of Envac systems by 25% by 2025.</p>	<p>Implementation of ReFlow.</p> <p>Decision to cooperate with student organisation on the topic.</p>	<p>Full release of ReFlow. End of 2022</p> <p>Develop recycling rate efficiency data collection. To be completed in 2024.</p> <p>Promote independent studies on added value. Evaluate findings from the student thesis in 2022.</p>



Envac's business responsibility

In order to be considered a sustainable business partner, it is our firm belief that we must do business in a responsible way. We do this by working with our three business responsibility topics that we have developed to structure our approach.



Guided by our Code of Conduct

Our Code of Conduct is our guiding document to describe how we should act – both as a business and as individual employees. The code has shaped our three Business Responsibility Topics – **Working conditions, Fair and ethical business,** and **Diversity and inclusion.** These topics are presented in more detail below.



Read more about
Code of Conduct

Our Code of Conduct is aligned with our three pillars:

RATIONALITY

We shall be reasonable and efficient.

SUSTAINABILITY

We respect the law, promote sustainability and protect the environment.

RELIABILITY

We focus on quality, integrity, transparency and fair business.

Our Code of Conduct is aligned with our three pillars:

RESPONSIBILITY

We treat information and assets with integrity and respect.

RESPECT

We treat information and assets with integrity and respect.





Diversity and inclusion

Management approach

We have always tried to promote equality and inclusion among all our employees around the world, however the diversity and inclusion topic is a relatively new priority area for our sustainability work. We have robust diversity and inclusion policies in place but need to be better at communicating our good work and share good practice among our entities around the world. Going forward, we are committed to further strengthen our work with diversity and inclusion.

In 2021, female participation on our Global Executive Board increased from 0% to 20% as we welcomed two women to the Board. This included a female Regional Manager in Asia.

During the year, we developed a new global Diversity and Inclusion Policy. We planned to launch it in 2021, but the project was delayed, and we now plan to launch it in the first half of 2022. New diversity and inclusion manager training was planned to start in 2022, but this has also been delayed and will start in 2023 instead.



How we do it

Manual handling is one of the largest causes of accidents in waste management as it involves carrying and heavy lifting. By removing these activities, we promote Occupational Health and Safety (OHS) in the waste collection industry and within waste and linen handling in the hospital sector. Envac's ground rules for its own employees involve working safely and protecting themselves, their co-workers, the community and the environment.

In 2021, we recorded 4.1 lost time injuries per 200,000 hours worked in Region North Europe and Region South Europe & Americas. In 2022, we aim for less than 4.0 lost time injuries per 200,000 hours worked for all our regions globally. Our long-term goal is to achieve zero accidents in our operations.

During the year, we further developed our reporting tools for OHS incidents, which will continue in 2022, and we are updating our global OHS policy, which we aim to complete in mid 2022. We developed a new OHS KPI on a global level that measures accidents, serious accidents and near misses and was approved in 2022. In 2022, we are aiming to report at least 60 near-miss incident observations globally. We will do this by developing a reporting culture throughout Envac, which will be promoted through a new communications programme to inform all Envac employees on our safety culture and our updated OHS policy.

We continue to third-party certify each of our regional entities according to safety. In October 2021 Envac Scandinavia became certified towards ISO45001.



Future targets and activities for our Business responsibility topics

Target

- ▶ **Strengthen our commitment and awareness of diversity and inclusion.**

Planned activities

Finalise the Envac global Diversity and Inclusion Policy.
To be completed 2022.

Investigate and implement the advertising of new jobs to improve diversity and inclusion.
Investigate and implement by 2023.

Find solutions to anonymise the recruitment process.
To be implemented 2023.

Provide managers with diversity and inclusion training.
100% trained by 2024.

Our new President in Asia has her say on diversity and inclusion

In 2021, we recruited a new female president for China & Southeast Asia. With our aim to hire an experienced business executive with a passion diversity and inclusion, we found the perfect candidate in Dr. Aiying Wang. She was included on the 2021 Forbes Top China women in science and technology list and the 2021 China Fortunate Most Powerful Women in Business List.

We ask Dr. Wang for her thoughts on diversity and inclusion, why it's important to Envac and where she sees the work going in the company.

Tell us about your take on diversity and inclusion?

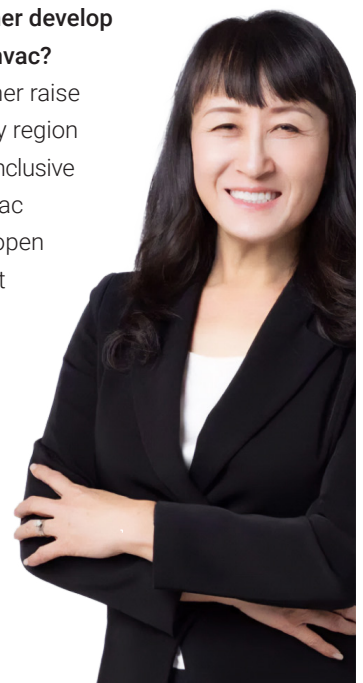
Diversity is a fact, but inclusion is a choice. To be inclusive is not only the right thing to do to inspire the best from people, but it is also best practice for business. When people from different backgrounds with different ideas are heard and encouraged, better business results can be achieved. I personally have benefitted from inclusive work cultures, and I have progressed on my own inclusion journey as I learned to appreciate difference in people.

Why are diversity and inclusion important to Envac?

Envac's mission to create a more sustainable society can only be fulfilled with an inclusive culture to embrace and appreciate the diversity of ideas and contribution.

What are your plans to further develop diversity and inclusion at Envac?

Going forward, I plan to further raise awareness of inclusion in my region by setting an example as an inclusive leader and coaching the Envac leadership team to have an open mindset in talent recruitment and team development. By integrating diversity and inclusion throughout our teams, we can better advocate diversity and inclusion in the communities we operate in – to inspire new leaders and young women to flourish.





Working conditions

Management approach

We seek to promote good working conditions for everyone impacted by our solutions and operations. This includes our own employees, our customers and waste collection workers.

How we do it

Manual handling is one of the largest causes of accidents in waste management as it involves carrying and heavy lifting. By removing these activities, we promote Occupational Health and Safety (OHS) in the waste collection industry and within waste and linen handling in the hospital sector. Envac's ground rules for its own employees involve working safely and protecting themselves, their co-workers, the community and the environment.

In 2021, we recorded 4.1 lost time injuries per 200,000 hours worked in Region North Europe and Region South Europe & Americas. An accident is always one to many, therefore we always focus on preventive actions and our target is and will always be to achieve zero accidents.

During the year, we further developed our reporting tools for OHS incidents, which will continue in 2022, and we are updating our global OHS policy, which we aim to complete in mid 2022. We developed a new OHS KPI on a global level that measures accidents, serious accidents and near misses and was approved in 2022. In 2022, we are aiming to report at least 60 near-miss incident observations globally. We will do this by developing a reporting culture throughout Envac, which will be promoted through a new communications programme to inform all Envac employees on our safety culture and our updated OHS policy.

We continue to third-party certify each of our regional entities according to safety. In October 2021 Envac Scandinavia became certified towards ISO45001.



Future targets and activities for our Business responsibility topics

Target

- ▶ Zero Accidents
- ▶ Improve Employee Net Promoter Score by 15% by 2025 compared to 2021.

Completed activities

Develop Occupational Health & Safety KPIs for our Group Executive Board (GEB) to follow up.

Planned activities

Update Envac's Global OHS policy including a regional self-assessment tool.
To be completed 2022.

One company per region to be certified to an OHS management system.
To be completed 2024.

Communication on safety first to all employees.
To be completed 2022.



Quality
ISO9001



Environment
ISO14001



Occupational
Health & Safety
ISO45001

Head Office
Sweden

Region North Europe
Sweden
Norway
Denmark

Region South Europe & Americas
Spain
France
Portugal

Region Middle East & India
Dubai

Region China & South East Asia
China (5 Entities incl Hong Kong)
Singapore

Region Korea & Australia
Korea

Head Office
Sweden

Region North Europe
Sweden
Norway

Region Middle East & India
Dubai
Qatar
Korea

Region North Europe
Sweden

Region Middle East & India
Dubai
Qatar

Region China & South East Asia
Singapore



Fair and ethical business

Management approach

Operating a fair and ethical business is crucial to Envac's overall reputation and success. Business partners, including suppliers and customers, are crucial to our ability run a fair and ethical business.

How we do it

In 2021, we decided to use an e-learning from our owner Stena AB to train our employees on the Envac Code of Conduct. In 2022, we aim for all our employees in Region North Europe and in Region South Europe & Americas to complete the e-learning, which would be equivalent to around half our global employees. In 2023, we will launch the training globally – with the target to train all Envac employees on our Code of Conduct by the end of 2023.

During 2021, we developed a global Supplier Code of Conduct. We aimed to launch the code in 2021, but it was delayed during the year and we hope to approve it in the first half of 2022. Our ambition is to ensure that at least half of our key suppliers sign our Supplier Code of Conduct before the end of 2022, and that all key suppliers are signed up by the end of 2023.

We worked to improve our whistleblowing process in 2021. In the first half of 2022, we plan to launch an improved whistleblowing process to offer anonymous third-party reporting. The process has been delayed and we are slightly behind schedule for providing it for internal use, but we hope to still offer external reporting in the coming years according to our long-term plans.



Future targets and activities for our Business responsibility topics

Target

- ▶ **100% trained employees in Code of Conduct.**
- ▶ **100% of key suppliers signed our Supplier Code of Conduct.**

Completed activities

Decided on training programme for all employees.

Planned activities

Training of employees on our Code of Conduct.

100% trained by 2023.

Finalise our supplier Code of Conduct.

To be completed 2022.

Key suppliers sign up to our supplier Code of Conduct.

100% signed by 2023.

The data we report in this index is consolidated data of the regions North Europe and South Europe & Americas.

However some data is reported per region or per entity, if that is the case it is clearly presented for you as a reader.

The result of 2021 is compared with in general 2018 that is our base year of data. In some areas we have not been able to collect data from 2018. Therefore the first year we have data from will be used as base year data.



Read reporting index here

This report would not have been possible without collaboration between Envac employees and our external partners, including input from important stakeholders and support from content creators.

Thank you to all contributors

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