



# 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?**

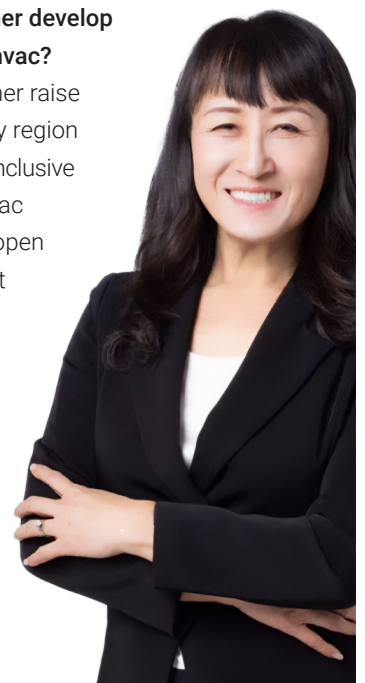
Diversity is a fact, but inclusion is a choice. To be inclusive is not only the right thing to do to inspire the best from people, but it is also best practice for business. When people from different backgrounds with different ideas are heard and encouraged, better business results can be achieved. 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.*