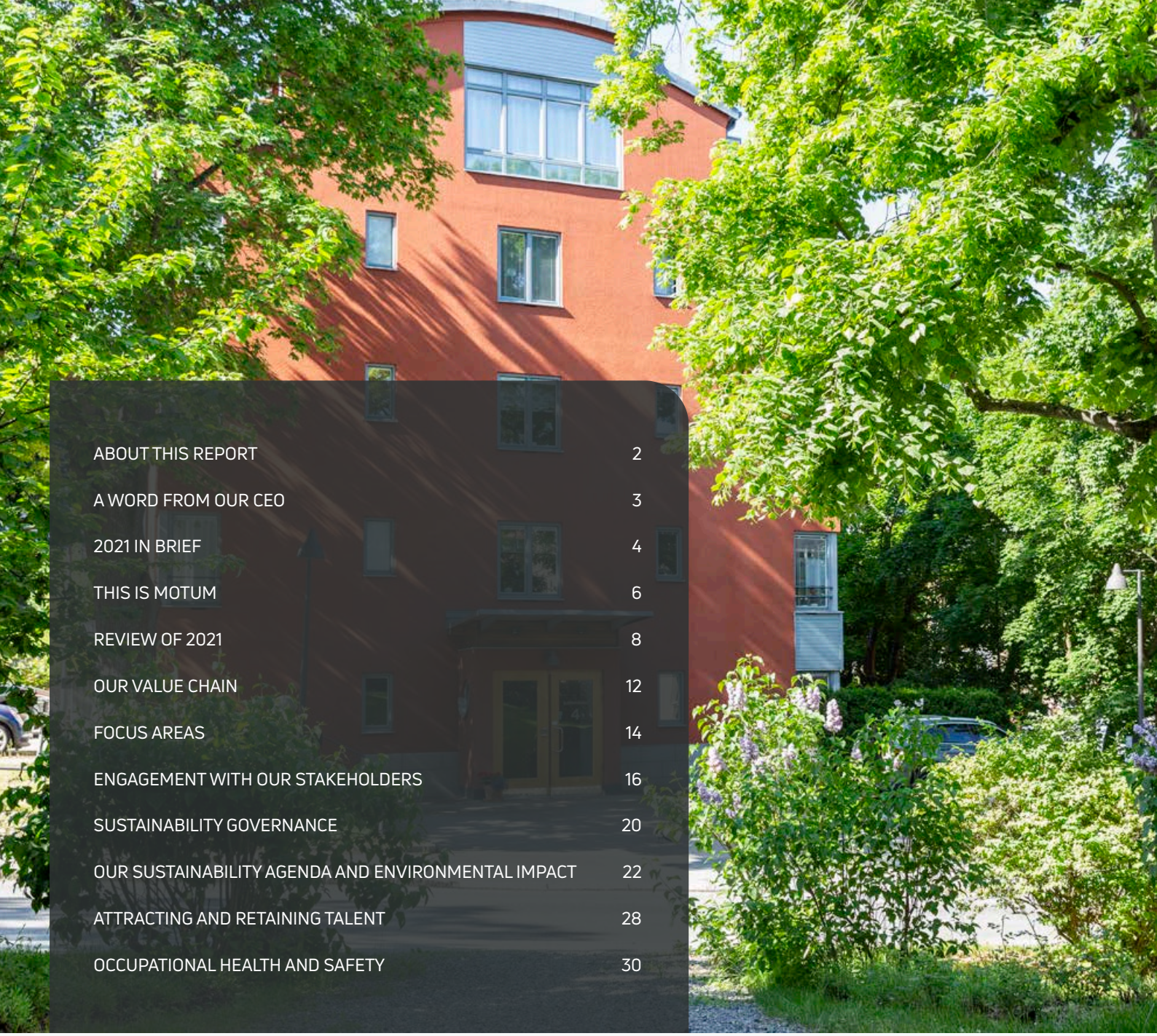
Sustainability Report for 2021

Motum Group

MOTUM

Den hållbara hiss- och portkoncernen



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About this report

GUIDANCE FOR THE READER

We are pleased to present Motum AB's Sustainability Report for the 2021 financial year. This report presents the risks and opportunities that have guided our operations in 2021, future challenges and our continued efforts to become the first choice for environmentally aware buyers of lifts and doors. The report focusses on the aspects that we have assessed as most critical for our operations and where we can make the greatest impact in the three sustainability areas: the economic, social and environmental.

SCOPE AND BOUNDARIES

This is Motum's second sustainability report. All of the data and information contained in the report has been compiled from the reporting period from 1 January 2021 to 31 December 2021.

Employee data is presented by the head count and has been compiled from the HR system. Environmental data has been gathered from third-party suppliers to all of Motum's subsidiaries in Sweden. Only wholly owned business units are included in the report.

REPORTING FRAMEWORK

This Sustainability Report has been prepared based on the Global Reporting Initiative's (GRI) international reporting standard.

If you have any questions, please contact Head of Sustainability Johanna Olsson, johanna.olsson@motum.se

"As the sustainable lift and door group, we always recommend modernising rather than replacing older lifts when possible – a strategy we found to be increasingly popular with our customers during the year. A clear indication that our message has been heard and that we are on the right path.

A word from our CEO

Motum continued its strategic work with sustainability through 2021. As the sustainable lift and door group, we always recommend modernising rather than replacing older lifts when possible – a strategy we found to be increasingly popular with our customers during the year. A clear indication that our message has been heard and that we are on the right path.

Our position on and approach to sustainability would not have been possible without our skilled and committed personnel. It is thanks to all the skills within Motum Group that we can deliver sustainable solutions to our customers on a daily basis. We extend the life of lifts and doors through preventive maintenance and we minimise the use of resources and climate impact through modernising.

I am proud of our work with sustainability and of being able to present Motum's second sustainability report to our readers, which I hope provides you with good insight into our efforts over the year.

2021 IN BRIEF

The pandemic has continued to impact our business environment and has even affected our operations. We have largely continued to meet digitally, which has saved time and reduced emissions from travel.

All of Motum's subsidiaries were re-certified in 2021 as one entity pursuant to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. This shows that we can apply a uniform approach in the Group and can ensure a good working environment, continuous work with improvement and high delivery quality to our customers across the country.

Moreover, we started a new company in 2021, Motum Hiss Skåne, thereby strengthening our position in the south of Sweden. Motum Skåne has been included in Motum's shared ISO certification for the environment, quality and safety.

We continued to work on setting operational goals during the year. We have reduced our emissions by increasing the share of HVO in our vehicles' fuel and the share of EVs in our vehicle fleet. We will continue the electrification of our vehicle fleet and have a new goal for each subsidiary to have at least two EVs in their service vehicle fleet by the end of 2022. Given this goal, we are now working intensively with building up a charging infrastructure in the Group.

NEXT STEP

We have set ambitious new operational goals that will continue to challenge us in our work going forward, but I have every confidence that we can reach them. Our vision and our core values still represent us and our operations, and continue to govern our strategic work.

We have identified skills supply as a key area for the Group and in 2022 we will start our own training for lift and door technicians.

We will also continue to present ourselves as the sustainable company in the lift and door industry, both nationally and locally. This is all possible thanks to our skilled employees, so well done everyone!

Fredrik Eliasson,
Chief Executive Officer Motum AB

2021 in brief

Reduced carbon dioxide emissions per vehicle by 22.3% compared with 2019

755
MSEK in sales

CSI
4.2

ESI
3.6

Motum Group is certified according to ISO 9001, 14001 and 45001

362
employees

By recommending modernising rather than replacing older lifts, Motum has helped reduce emissions equivalent to 700 flights around the world*

By servicing and maintaining our lift and door portfolio, Motum helps ensure good accessibility in society

* Kilometres per person in economy.
Source: klimatsmartsemester.se

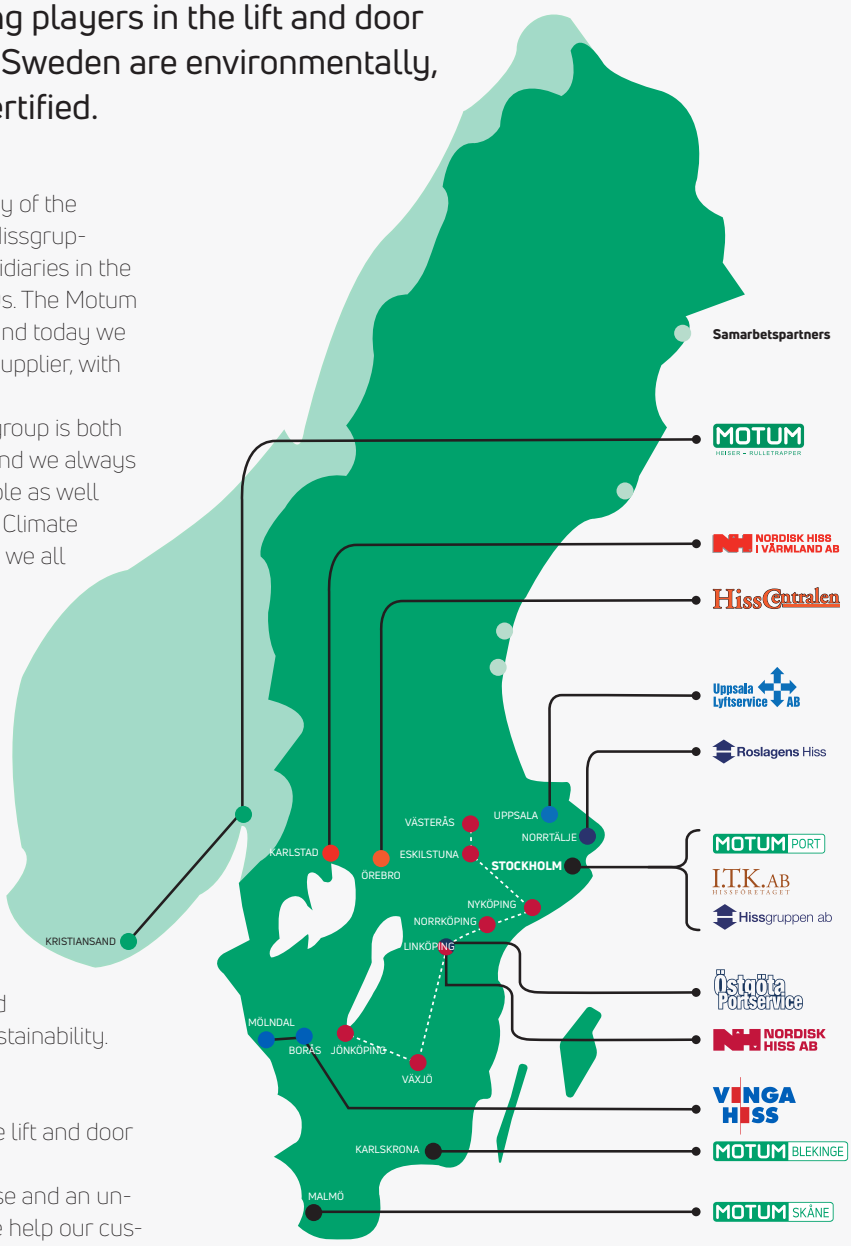
15.5%
of Motum's vehicle fleet consists of EVs and HEVs
The share of EVs and HEVs increased 55% from 2019 to 2022
New sustainability training for all employees
Personal alarm as mandatory equipment for all on-call personnel
New chemical management system

This is Motum

Motum is one of Sweden's leading players in the lift and door industry. All of our companies in Sweden are environmentally, quality and work environment certified.

The Motum Group was founded in 2014 but many of the Group's subsidiaries are significantly older. ITK, Hissgruppen and Uppsala Lyftservice are the oldest subsidiaries in the Group and were established in the 1970s and 80s. The Motum Group has grown steadily since it was founded and today we are Sweden's largest independent lift and door supplier, with over 350 employees and MSEK 750 in sales.

That Motum is the sustainable lift and door group is both a fact and a goal. Even if we have a clear focus and we always strive to identify solutions that are good for people as well as the environment, we still have a lot left to do. Climate change is the greatest challenge of our time and we all need to do better. That is why we almost always recommend modernisation instead of a new installation when possible – it means a reduction of at least 50% in environmental impact!



OUR VISION AND MISSION

Our vision is to be the first choice for environmentally aware buyers of lifts and doors. We want to lead the development of lift and door solutions into the future in an innovative, sustainable and responsible manner, and to do so with a clear lifecycle perspective.

We provide people and companies with lift and door solutions that allow them to live and work to their full potential, all with a focus on sustainability.

BUSINESS CONCEPT

Motum offers sustainable, innovative and flexible lift and door solutions for properties in the Nordic region.

Through entrepreneurship, technical expertise and an understanding of each property's unique needs, we help our customers identify the best long-term solutions.

CORE VALUES

Motum has established three core values to guide our work and to describe what we stand for. Our core values permeate our corporate culture and help us achieve our goals and our vision.

We want to lead the development of lift and door solutions into the future in an innovative, sustainable and responsible manner, and to do so with a clear lifecycle perspective.

Simplicity

Simplicity in everything we do makes daily life easier for our customers and employees.

Engagement

Engagement means we take on each project with energy, presence and consideration.

Sustainability

A consistent sustainability-centric approach – for people, the environment and financially – makes us a responsible long-term partner.

A consistent sustainability-centric approach – for people, the environment and financially – makes us a responsible long-term partner.

Review of 2021

COVID-19 and its subsequent restrictions characterised 2021 as well, influencing how we lived and worked. But it was also a year of optimism and hope as countries rolled out their vaccination programmes and restrictions could gradually be eased.

The pandemic year of 2021 impacted Motum's business and daily operations in the form of increased absences due to illness for periods and an inability to bring together all of our employees as we would have liked. Within the Group, we have generally had full order books during the year, which is very positive. We did not need to furlough employees as we did in 2020, and instead increased the number of employees to approximately 350 in 2021.

A new Head of Business Development and Purchasing was appointed during the year to strengthen the flow toward the subsidiaries in terms of major customers and suppliers by optimising the Group's purchases and helping subsidiaries in strategic business development issues.

JOINT WORK IN THE GROUP

We are continuing to help all of our subsidiaries adopt a consistent work approach so that our customers can rest assured that, regardless of where they are in the country, they can always rely on the same professional service and courteous treatment. We have continued to expand our shared management systems for environmental, quality and safety issues. This system is largely based on our business system, where we handle governing documents and report events, deviations and suggestions. The management system went online in 2020. New audits were carried out in autumn 2021 and Motum remains ISO 9001, 14001 and 45001 certified. The management system streamlines our work with environmental issues, quality and work environment, optimises our operations and helps us focus on and meet our operational goals.

TRAINING

In early 2020, Group management decided to offer all technicians joint safety training to ensure skills and expertise levels in the Group's most important focus area. Due to COVID-19 it was not possible to carry out the training for all of our technicians in 2020. The training therefore continued into 2021. In 2022, the Group will continue to focus on safety through several new activities and courses.

In 2021, a decision was made to start our own nationwide training for lift and door technicians. This is because there is a shortage of lift and door technicians around the country. The first round of training will start in August 2022. The training consists of one year of foundational training and six months of on-site training. During the foundational training, students are temporary, salaried employees at one of Motum's subsidiaries, where they are offered permanent employment after successfully completing the training. Immediately after employment, they start six months of obligatory on-site training with a focus on practical application. The practical elements of the training will be conducted where the students are employed, while the theory portions will be carried out at the Group's training centre, Motum Academy in Stockholm.

A new training portal was also introduced in 2021 for the entire Group where we can manage all of our web-based training. This includes mandatory training in environmental, sustainability and work environment issues as well as emergencies and electricity. We will continue to develop this tool since we believe that web-based training allows us more flexibility and means that we can train new employees quickly. This, in combination with physical training, means that we are creating good preconditions to provide all of our employees with a thorough and wide-ranging set of skills.

STRATEGIC WORK AT MOTUM

During the year, we continued to work with our sustainability strategy and developed a plan for how we can become even better and be the first choice for environmentally aware buyers of lifts and doors. In 2020, Motum carried out a materiality analysis where we highlighted all three dimensions of sustainability: the economic, social and environmental. The materiality analysis is the basis for the Group's operational goals, action plans and the policies developed.

THE COMING YEAR AND CONTINUED WORK

In 2022, we will continue with our strategic sustainability work and deliver products and services that make society more sustainable and more accessible. In 2022, we will expand our charging infrastructure to enable more EVs in operations, start our new nationwide technician training and hold Motum's first Safety Week.

Regardless of whether a customer purchases services or goods from ITK in Stockholm, Motum Hiss Blekinge or Hisscentralen in Närke, they should feel confident that they will always receive the same high quality and professional service.

Motum's sustainability vision is to lead development toward a society where increased accessibility goes hand in hand with a more responsible use of the planet's resources.

Our value chain

In 2021, Motum continued to work strategically with sustainability issues. We are continuously managing identified risks throughout the entire value chain, upstream and downstream. This is a precondition for the continued development of our service offering and geographic coverage.

Our customers

Customer satisfaction is the foundation of Motum's operations and is directly connected to company management, delivery and customer service. Our customers are primarily within the construction and property industry, but we also have customers in the manufacturing industry and the public sector. Our technicians and supervisors have daily customer contact, where skills and engagement contribute to positive and long-term sustainable customer relationships. We hold regular follow-up meetings with customers during projects to ensure that they are satisfied with what we are supplying and so that we can adjust our delivery in good time. By determining whether our customers are satisfied with our service and supplied products, we can create continued trust. That is why we work continuously with annual customer surveys to see if our deliveries meet customer expectations.

Our suppliers

The Motum Group has some 50 central supplier agreements. We purchase chemicals and products primarily for maintaining machines and equipment used in our operations, such as oil, lubricants and fuel. We also purchase lifts and doors, whether whole or as components, to deliver to customers. We also have suppliers for hotels, work clothes, IT and telephony, office materials, communication and media, management system certification, premises maintenance, fire protection and various types of insurance.

During the year, Motum appointed a new Head of Business Development and Purchasing, who will continue to work strategically with purchasing and business development in the Group and support the Group's subsidiaries. We also implemented a new purchasing procedure with clear environmental, quality and work environment requirements for the company's suppliers and subcontractors. All suppliers are categorised to determine whether they have a significant environmental, work environment and/or quality impact on our operations. An evaluation is then made of suppliers who are assessed as having a significant impact on the environment, work environment or quality.

Our suppliers also need to follow Motum's Code of Conduct, which was prepared in 2020. It is based on the ten principles of the UN Global Compact and was developed to clarify how we conduct our operations and how we work with sustainability within the Group. The Code of Conduct describes our core values, how we strive for equality and how we work toward a sustainable society while we conduct long-term operations. Motum expects all of its suppliers to support and respect the Universal Declaration of Human Rights, to apply measures to protect the environment and to reject any form of corruption.

In addition to Motum's Code of Conduct, new suppliers also receive a brochure with information about what we expect from them. The brochure clarifies which procedures are especially important. Relevant policies are also included to further ensure that delivery meets our quality requirements.

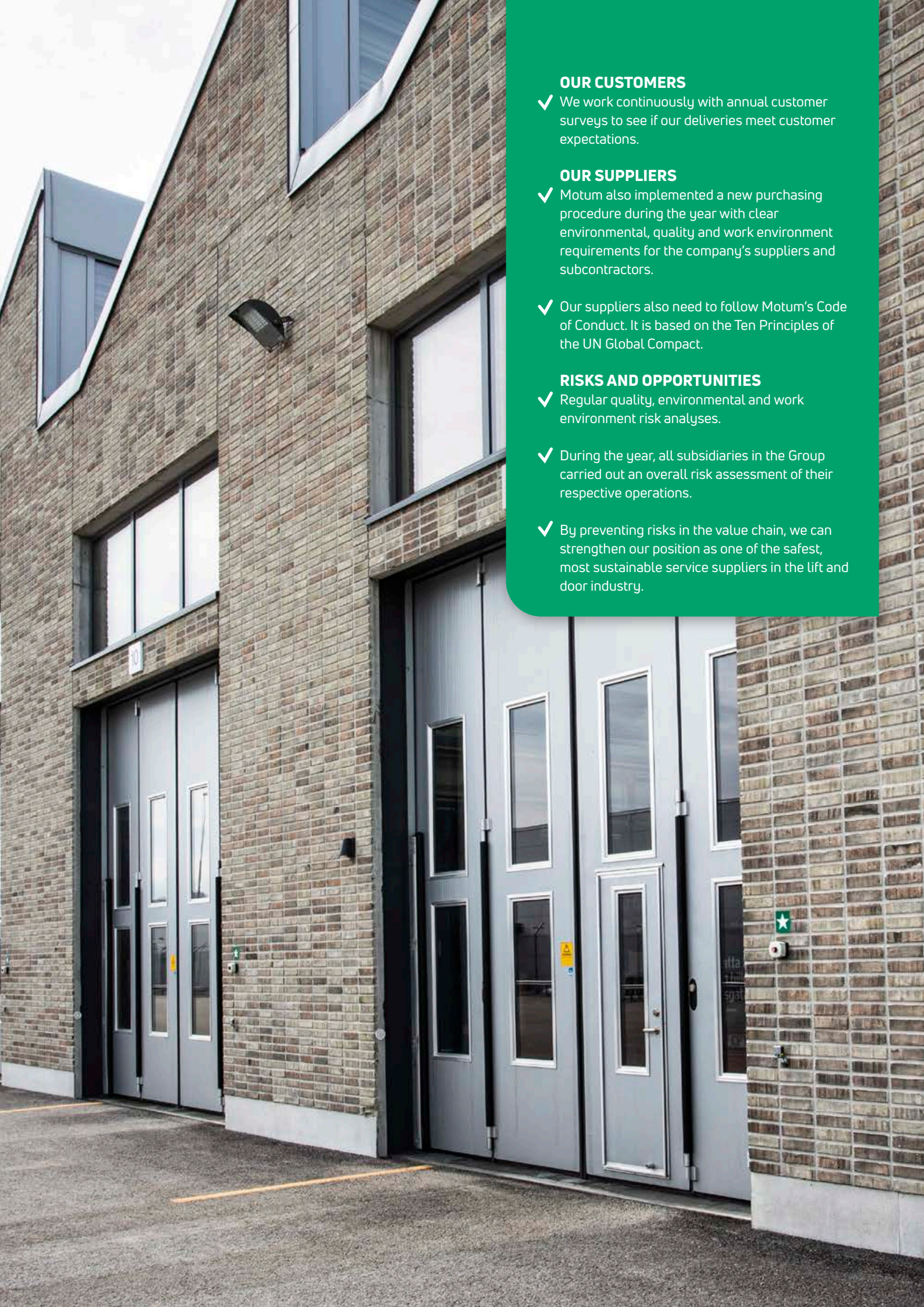
Risks and opportunities in the value chain

Motum regularly carries out quality, environmental and work environment risk analyses for projects, recurring assignments and work places. Risk analyses are the foundation of Motum's work environment efforts and emergency preparedness, and are supplemented with daily risk analyses, our own controls and safety inspections. When risks are detected, the process owner for the relevant process or location is responsible for preparing an action plan.

During the year, all subsidiaries in the Group carried out an overall risk assessment of their respective operations. This assessed the physical and psychosocial work environment as well as environmental risks such as fire and chemicals.

In 2020, Motum's Group management evaluated the Group's sustainability risks, prioritising them in order to define areas for the Group to continue working on in stages. Risks were identified in the environment, human rights, labour rights and corruption, and consideration was also given to economic, operational and brand risks. The risks were identified and analysed from a value chain perspective, where the impact and likelihood of the various parameters formed the basis of assessment. The assessment was used to define one base area, one focus area and one Area of Excellence to provide the way forward for the coming years. The evaluation carried out in 2020 continued to govern our sustainability work in 2021, and following an additional evaluation the associated risks were deemed still relevant. An assessment of the priorities is made annually and a new materiality analysis is conducted every three years.

By preventing risks in the value chain, we can strengthen our position as one of the safest, most sustainable service suppliers in the lift and door industry. A well-implemented safety agenda attracts employees as well as customers while reducing the number of accidents and near misses. Innovative method development and more efficient products and deliveries allow us to minimise our costs while we offer customers added value in the form of long-term savings and reduced environmental impact.



OUR CUSTOMERS

- We work continuously with annual customer surveys to see if our deliveries meet customer expectations.

OUR SUPPLIERS

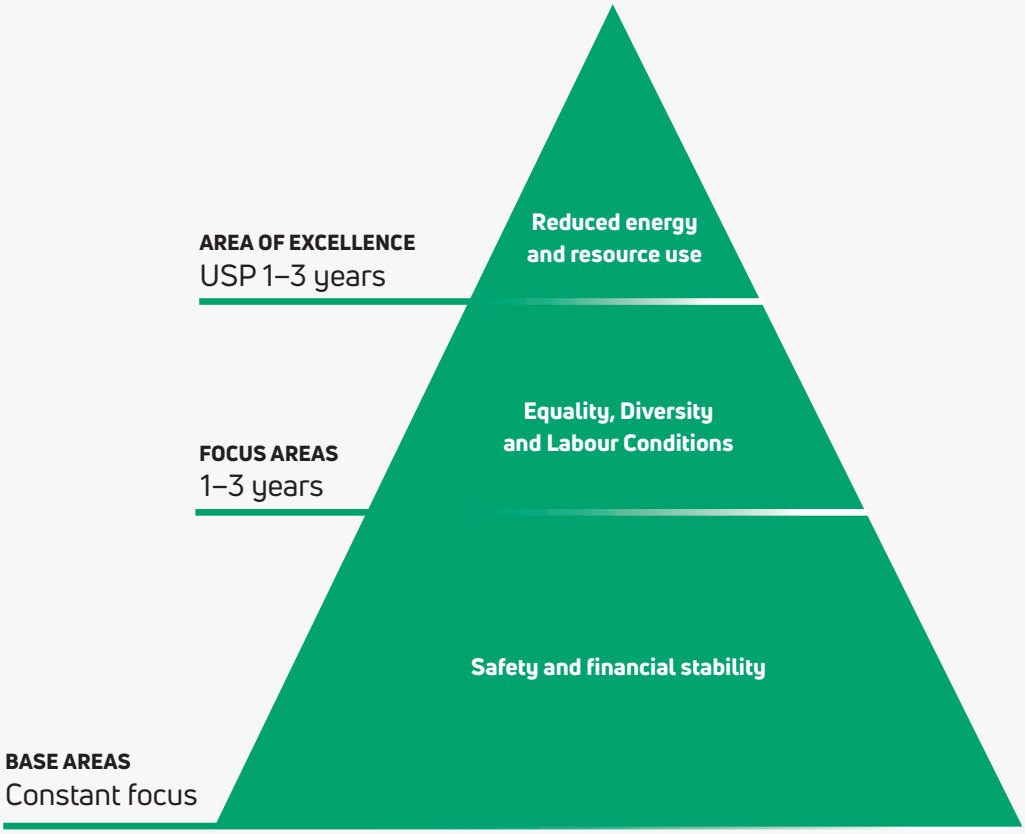
- Motum also implemented a new purchasing procedure during the year with clear environmental, quality and work environment requirements for the company's suppliers and subcontractors.
- Our suppliers also need to follow Motum's Code of Conduct. It is based on the Ten Principles of the UN Global Compact.

RISKS AND OPPORTUNITIES

- Regular quality, environmental and work environment risk analyses.
- During the year, all subsidiaries in the Group carried out an overall risk assessment of their respective operations.
- By preventing risks in the value chain, we can strengthen our position as one of the safest, most sustainable service suppliers in the lift and door industry.

Focus areas

Motum has categorised its focus areas in three main groups: Area of Excellence, which is the area where we need to position ourselves and where we need to be leading in our industry; Focus Areas, which are the areas that we need to focus on in the immediate years and set goals for regular follow up. Base areas are the areas we consider hygiene factors for conducting a sustainable business.



Goals and future work

Motum currently has overall goals in Market, Employees, Outdoor Environment and Economy. These four areas link together all the aspects of sustainability in our operations and enable systematic and overall follow-up and control in all areas. Continuous development in all areas ensures continued responsible development of operations and long-term profitability for the Motum Group.

In 2022, we will continue to work toward our operational goals, such as the continued renewal and electrification of our vehicle fleet and communication with our customers.

	OVERALL CENTRAL GOALS
Market	Customers should always be satisfied with the services we provide.
Employees	Motum is to be the best workplace in the industry.
Environmental	Motum is to minimise its environmental and climate impact.
Economic	We are to maintain profitability that creates long-term financial stability that enables growth.

Engagement with our stakeholders

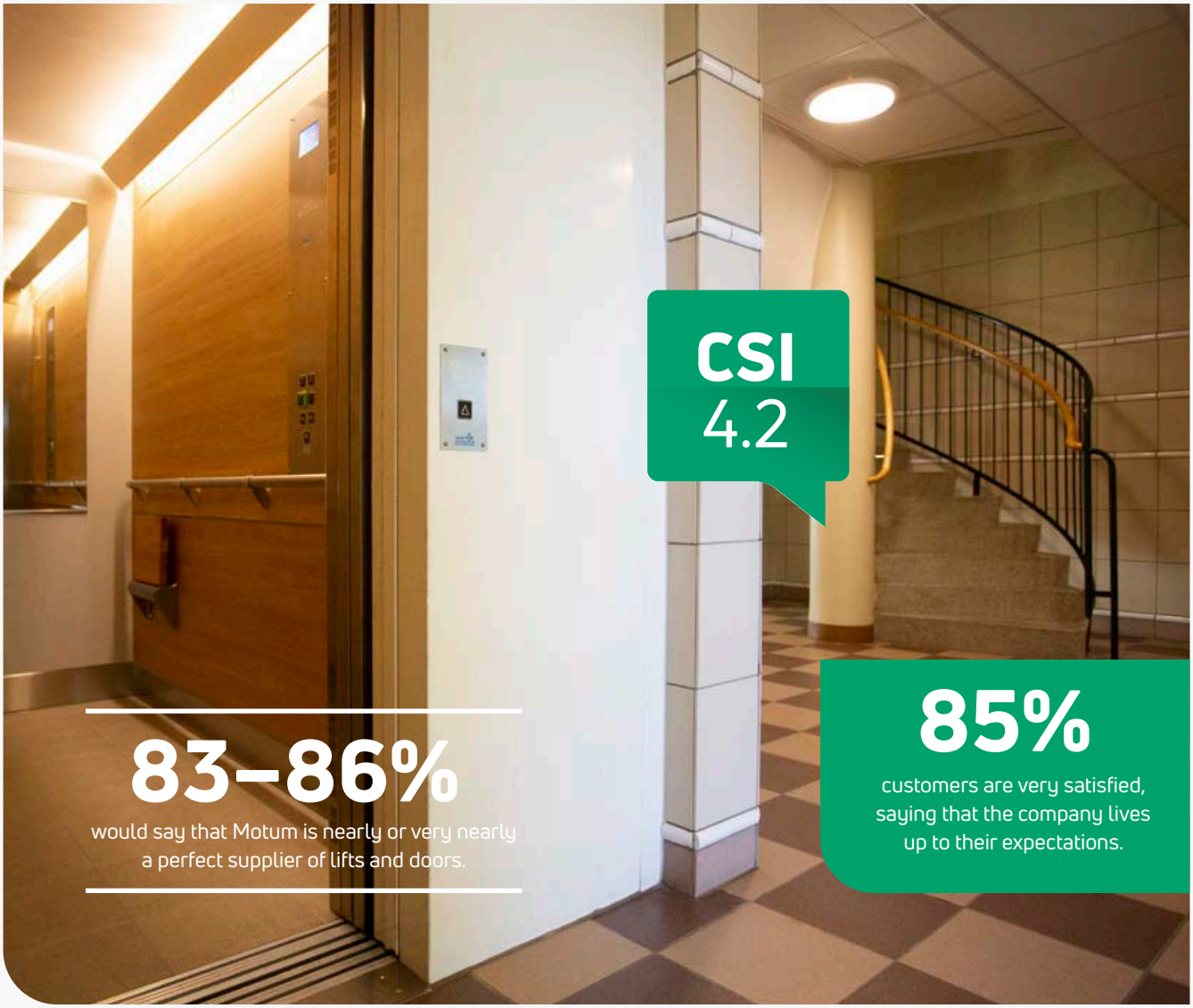
The opinions of our stakeholders are important for us to prioritise our continued work within sustainability. Stakeholder dialogues for the year were an essential part of our sustainability work and form the basis for our strategy, goals and action plans going forward.

Customer surveys

Motum has ongoing dialogues with stakeholders to ensure that we meet their expectations of us. During the year, a Group-wide customer survey was conducted to ensure that our customers are satisfied with the services and products they receive from us.

The goal of a customer survey is to understand how customers experience the subsidiaries and thereby establish areas of strength and improvement for each company. Customer surveys are also an important tool for monitoring Motum's overall market goals: Customers should always be satisfied with the services we provide and the associated target: a customer satisfaction index (CSI) of 4.2 on a scale of 5. The survey was carried out through a web survey and sent to 25 to 30 customers at each subsidiary, including Motum AS.

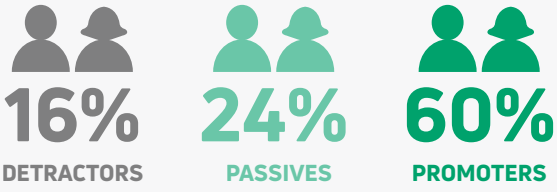
Answers to CSI questions are a high priority for Motum. 85% of customers were very satisfied, saying that the company lives up to their expectations.



NET PROMOTER SCORE (NPS)

NPS is based on whether someone would recommend the company to others in the industry, rated on a scale from 0 to 10, where 0 = Very unlikely and 10 = Very likely. The question is a key figure that measures how likely customers are to recommend the company and whether they will become loyal customers. Customers can be sorted into three groups based on their answers. Answers of 9 and 10 are Promoters, actively spreading the company's good reputation. Answers of 7 and 8 are considered Passives, customers who are satisfied with the company but nothing more. Answers from 1 to 6 indicate Detractors, those who are not satisfied with the company and actively discourage friends and colleagues from the company. NPS is calculated by subtracting the portion of Detractors from Promoters.

Motum's overall NPS was 45, which indicates very satisfied customers. The share of Detractors was 16%, Passives 24% and Promoters 60%. This means that 60% of customers answered 9 or 10 (on a scale from 0 to 10) when asked how likely they were to recommend the company. This result is strengthened by responses to the question of whether a customer would use the company again for a future task, where essentially all customers who answered said they would consider hiring the company again.



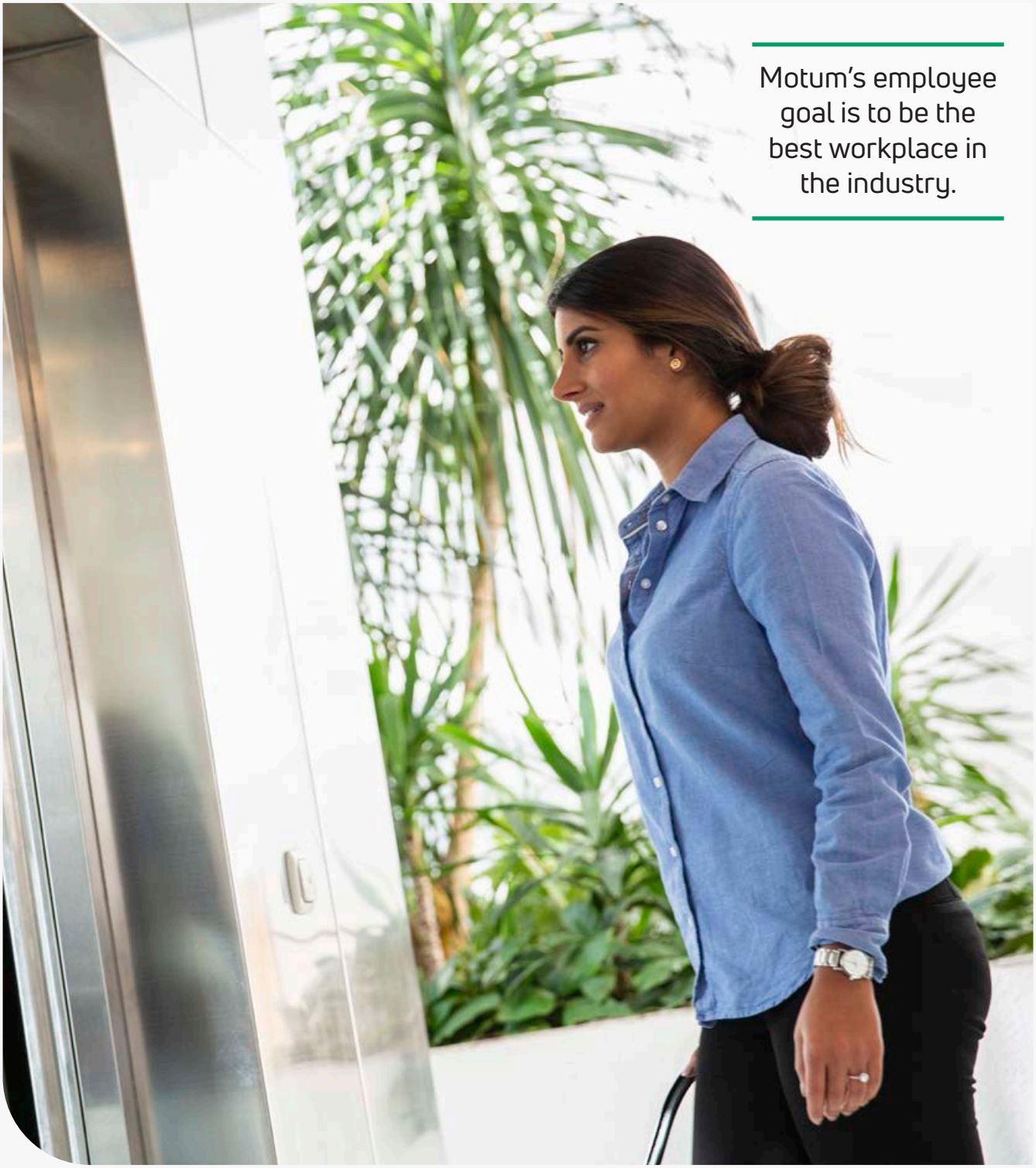
In total, Motum had very good results in this year's customer survey. Customer surveys will be carried out annually and are considered an excellent supplement to the follow-up meetings and project meetings regularly held with the Group's customers. After this year's customer survey, each company was able to access their results and develop proposals for an action plan.

Employee survey

A major Group-wide employee survey was carried out at Motum in 2020. This was the first of its kind and provided excellent insight into how employees at the Group perceive their work situation. The questions were chosen to address the aspects that are most relevant to measure given the nature of the Motum Group's operations. The results provided an excellent understanding of what we need to strengthen and/or improve to become an even better employer.

In 2021, a supplemental employee survey was carried with a select number of employees in the Group.

The survey was smaller in scope and contained the most common employee satisfaction index (ESI) questions. Motum plans to carry out major Group-wide employee surveys every three years, with smaller surveys in between. After the year's follow-up, Motum had a result of 3.6 (on a scale from 1 to 5), indicating that we need to work even more with our employees to ensure that they are thriving in their work for us.



Motum's employee goal is to be the best workplace in the industry.

Sustainability governance

At Motum, we work strategically with sustainability and we always make decisions based on our sustainability factors. Group management and the presidents of the subsidiaries have the ultimate responsibility for sustainability at Motum. Motum also has a Head of Sustainability, whose role is to conduct strategic and operational sustainability work within the Group and to support Group management and the subsidiaries in their sustainability work.

GOVERNING DOCUMENTS

Our sustainability processes are based on the Group's Business and Sustainability Policy, which is the cornerstone of sustainability governance. Our Code of Conduct can be seen as a development and clarification of the Business and Sustainability Policy and is based on the ten principles of the UN Global Compact. This covers the four sustainability areas: Human rights, Employment law, Environment and Anti-corruption. The Business and Sustainability Policy and Motum's Code of Conduct apply in all business relationships and are applicable to all employees and business partners. "Employees" refers to all employees regardless of employment terms, contracted employees, representatives, subcontractors and production/sales partners. All employees are responsible for familiarising themselves with the requirements in the Code of Conduct and understanding them. Managers/supervisors are responsible for ensuring that employees receive the necessary training for understanding the Code and the related policies. To ensure implementation, internal audits are carried out annually.

Motum's policies establish a framework for how operations are to be governed and conducted. The Group's other procedures, instructions and templates supplement these policies and describe in more detail how different portions of operations are to be carried out. All governing documents for Motum are collected in the company's management system and on the intranet.

ANTI-CORRUPTION EFFORTS

Motum has zero tolerance for corruption. All new employees learn about the Group's Code of Conduct, which includes principles regarding anti-competitive activities, cartels and offering and receiving bribes. We also have high expectations that our suppliers will act ethically in accordance with the Code of Conduct. No cases of corruption within the Group were reported in the year.

Responsible information processing is part of our anti-corruption efforts. After the introduction of the General Data Protection Regulation in May 2018, Motum reviewed its procedures for processing personal data. At the same time, a new data protection policy was introduced, with associated guidelines for how the Group is to process and store personal data. No deviations in storing or processing personal data were reported in the Group during the year.

REPORTING DEVIATIONS

A systematic process for handling deviations increases our delivery precision by minimising and preventing the risk of delivering services that fail to meet our or our customers' requirements.

We expect our employees and business partners to report circumstances that violate the principles in the Code of Conduct, our policies or laws and regulations.

Employees report improprieties either to their immediate manager, a member of Group management or directly through the company's event reporting system. During the year, this new function was developed in the Group's business system and it is now possible to report events using a computer or on mobile. All employees have access to this system and can report accidents, near misses, risk observations, suggestions for improvement and other deviations in quality.

All reports received are evaluated by the subsidiary in question and an initial investigation, including suggestions for immediate measures to implement, is always undertaken. Measures that cannot be implemented immediately are included in an action plan for whom an owner is appointed.

PERMITS AND CERTIFICATIONS

Motum Group is certified according to ISO 9001, 14001 and 45001. This is a clear mark of quality, indicating that we deliver services that meet our customers' high expectations. The environmental, work environment and quality certification of our management system shows that we work continuously with constant improvements, risk management and customer satisfaction.

Our sustainability agenda and environmental impact

As a sustainable lift and door group, Motum has an ambitious and structured sustainability agenda. Motum's vision is to lead development toward a society where increased accessibility goes hand in hand with a more responsible use of the planet's resources.

Motum contributes to a sustainable society. We work continuously to develop and improve our own environmental efforts as well as to reduce our customers' indirect environmental impact. Motum's environmental agenda is to permeate the organisation through appropriate training, clear instructions and engagement from employees, suppliers and customers. The CEO has the ultimate responsibility for this, with operational support from the Head of Sustainability and the presidents of the subsidiaries. Reducing greenhouse gas emissions, energy consumption and waste are the environmental topics where Motum has the greatest impact. Our overall environmental work is based in our Code of Conduct, Business and Sustainability Policy and Environmental Policy, which all clarify that Motum is to strive for a positive impact on people, society and the environment.

THE 2030 AGENDA AND THE SUSTAINABLE DEVELOPMENT GOALS

On 25 September 2015, the UN's member states adopted the 2030 Agenda for sustainable development, a universal agenda that contains the SDGs. In turn, the 17 SDGs have 169 targets and 230 indicators.

The SDGs and Agenda 2030 represent the most ambitious agreement on sustainable development ever adopted by global leaders. This concept integrates the three dimensions of sustainable development: the economic, social and environmental. By signing up to the SDGs, these leaders have committed to achieving four things by 2030: eradicating extreme poverty, reducing global inequality and injustice, promoting peace and solving the climate crisis.

Motum supports Agenda 2030 and the SDGs. Our goal is to become a leading sustainability actor and to drive sustainability within the industry.

REDUCED ENERGY AND RESOURCE USE

MODERNISING INSTEAD OF REPLACING

Fighting climate change is the greatest challenge of our time. That is why Motum often recommends refurbishing older lifts instead of removing them and installing new ones. That way, working parts in good condition can be saved, while those that are worn out or that can be replaced by better components – for example to improve safety and reliability or to reduce energy consumption – are exchanged. This provides a safe, modern lift while retaining that vintage feeling.

Chalmers University of Technology in Gothenburg and Motum have jointly prepared a report investigating the environmental advantages of modernising an existing lift compared to removing it and installing a new lift. The results show that modernisation has an environmental impact that is at least 50% lower than installing a new lift, and that there are major environmental benefits to realise by choosing modernisation rather than a new installation. The report was carried out in the form of a lifecycle analysis and based on practical studies at Motum's subsidiary Vinga Hiss in Gothenburg.

By recommending modernising rather than replacing older lifts, Motum has helped reduce emissions equivalent to 700 flights around the world*.

* Kilometres per person in economy.
Source: klimatsmartsemester.se

Our sustainability agenda

Motum's sustainability work is based on tangible activities in these four SDGs:

#5 Gender equality

Motum follows applicable national laws and regulations and works actively to promote gender equality and diversity in the organisation.

#8 Decent work and economic growth

Motum follows applicable national laws and regulations and is subject to collective agreements. The company works continuously to ensure a safe work environment for employees.

#11 Sustainable cities and communities

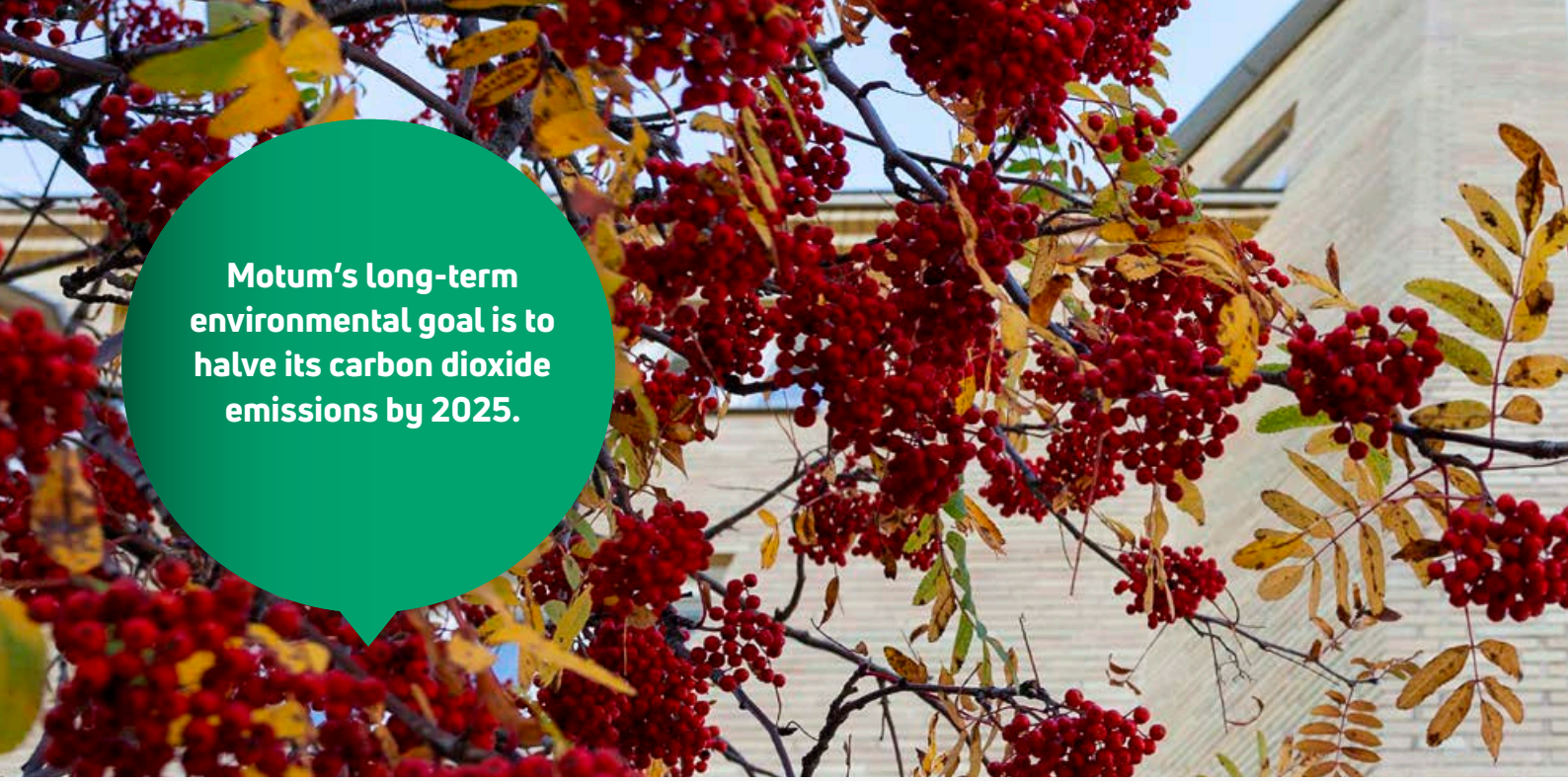
Motum is leading the way to sustainable cities by increasing awareness among property owners and tenant-owners' associations concerning the environmental benefits achieved by modernising old lifts instead of replacing them.

#12 Responsible consumption and production

Motum works actively to reduce the carbon emissions of the company, and the lift industry, by promoting the reuse of old lifts. The company has also started gradually transitioning its vehicle fleet to EVs and HEVs.

By recommending modernising rather than replacing older lifts, Motum has helped reduce emissions equivalent to 700 flights around the world*

* Kilometres per person in economy.
Source: klimatsmartsemester.se



Reduced energy and resource use

ENERGY AND CLIMATE

TRANSPORTATION

Motum's operations are dependent on transportation. Employees travel to various projects and customers, and material is transported to and from our offices and out to objects around the country. This means that the largest environmental impact that the Motum Group has is our fuel consumption and the subsequent carbon emissions. Large portions of Motum's vehicle fleet include various types of delivery vans, such as vans, as well as company cars used by supervisors and managers. Motum's long-term environmental goal is to halve its carbon dioxide emissions by 2025 (compared with 2020). To succeed with this, we at the Group aim to increase the share of vehicles that run on electricity and other renewable fuels.

Motum's vehicle fleet is relatively new and only 4% of the vehicles are over 10 years old, and 70% of all the vehicles are less than 5 years old.

Motum purchases vehicles that use alternative fuels when this is possible for operations.

- In 2021, 25 new EVs and HEVs were purchased.
- This is a 55% increase compared with 2020.
- Motum has a total of 70 EVs and HEVs.
- The share of EVs and HEVs increased from 12% to 16% in 2021.

In addition to increasing the share of EVs and HEVs in the Group, we also intend to increase the share of HVO used in our existing diesel vehicles. HVO100 is a fossil-free diesel fuel manufactured from renewable raw material in the form of waste and residual products from slaughterhouses and food and ethanol production. Using HVO100 will reduce the climate impact significantly compared to using regular diesel, and most diesel vehicles today can run on it.

In 2021, Motum purchased 25 new EVs and HEVs.

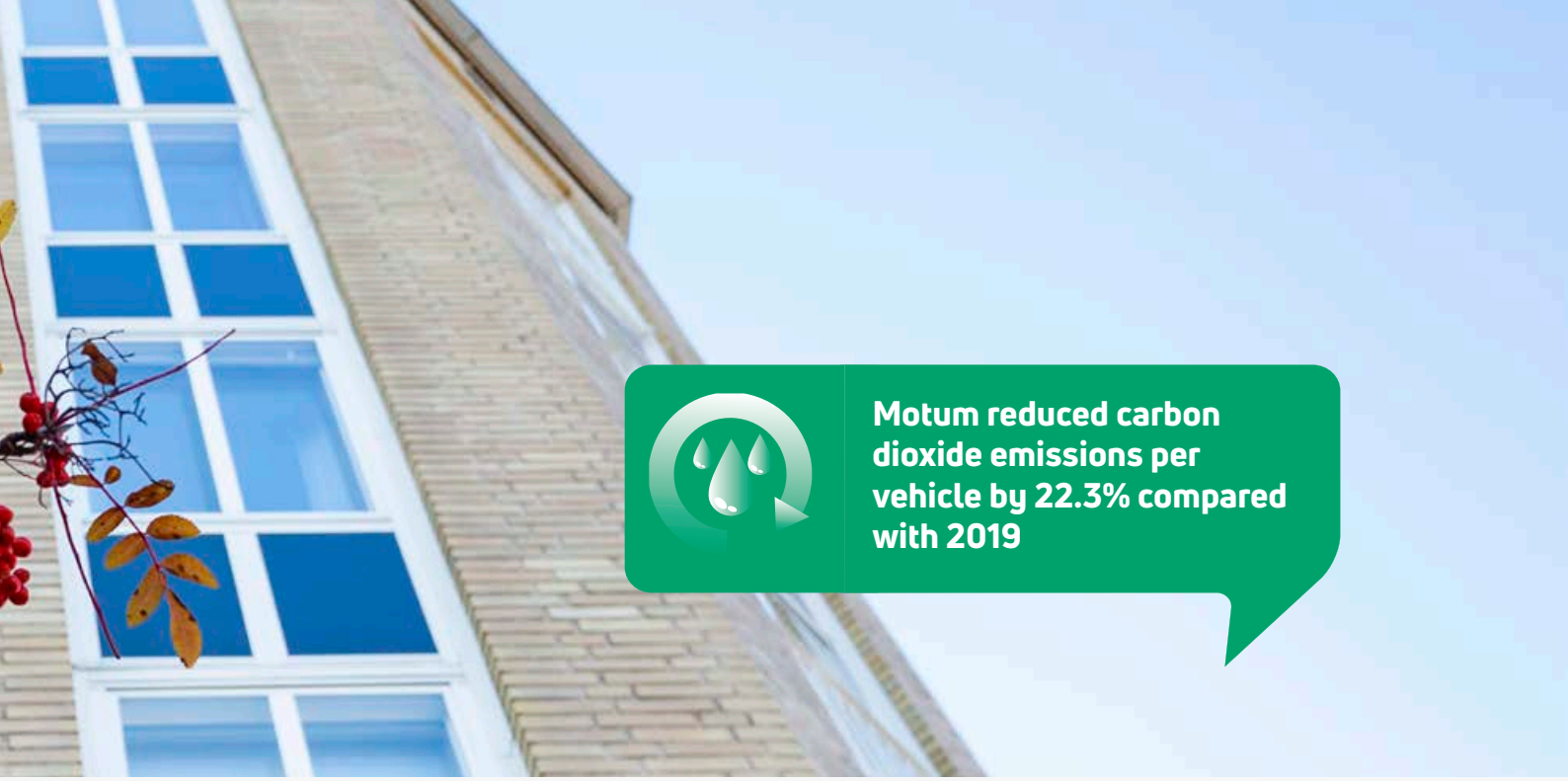
In 2021, the Motum Group used 31,523.2 litres of HVO100. This is a significant increase from the previous year and HVO now accounts for 6.7% of the total amount of fuel used in the Group's vehicles.

Motum's carbon dioxide emissions per kilo from vehicle transportation in 2021	
Diesel	812,350
Petrol	220,494
	1,032,844

Total carbon dioxide emissions from vehicle transportation amounted to 1,032 tonnes in 2021. This is the equivalent of 2,290 kilogrammes per each Motum vehicle in 2021. The corresponding figure in 2019 was 2,993.8 kilogrammes. This means that since 2019, Motum has reduced carbon dioxide emissions per vehicle by 22.3%.

ENERGY AUDITS

Motum carried out its first energy audit in 2020. Energy audits show how an organisation can make its operations more energy efficient. Motum carried out a general and detailed audit simultaneously, with the results presented in a joint report. The Group's total energy use was summarised and significant energy consumption was identified and prioritised.



Measures related to the prioritised areas were developed and are included in Motum's operational goals.

Motum continues to improve the energy efficiency of its operations and new energy audits will be carried out every four years. The next one will be in 2024.

Fuel consumption in own transportation accounts for approximately 89% of Motum's total energy consumption, with diesel as the single largest fuel source. That is why one of Motum's environmental goals is to halve the Group's carbon dioxide emissions from own transportation over a five-year period. The ability to increase the share of HVO in the Group's vehicles has been identified as a means of reducing the Group's carbon dioxide emissions. This measure was also presented in the energy audit. The other two measures that the Group decided to implement was to ensure a minimum tyre speed rating of "B" on all vehicles to reduce friction and to convert lighting to LED fixtures in the Group's properties wherever possible.

TRAVEL

2021 was another year where we travelled and met less often within the Group. Physical meetings were suspended and meetings continued to be held digitally during the first half of the year, until vaccination roll-outs started and we could start meeting in larger groups again. This has resulted in Group employees travelling only rarely by public transportation, both to reduce the spread of infection but also because physical meetings were very limited.

We did not travel by air at all during the year. However, members of Motum's Group management and presidents of subsidiaries travelled approximately 2,300 kilometres for work by train in 2021. To calculate the carbon dioxide emissions from these trips, we have collected statistics for carbon dioxide emissions per person and kilometre from SJ. The average train journey with SJ generates 0.0039 grams of carbon dioxide per kilometre. This means the total carbon dioxide emissions from Motum's train journeys in 2021 amounted to 9 grams.

OTHER MEASURES

During the past year, Motum carried out two environmental activities to complement the activities that had been enacted to reach our long-term environmental goal.

In 2021, these were:

- Increase the share of HVO in our vehicles' fuel to 10%
- Reduce the share of paper invoices to customers 30% (compared with 2019)

During the year, Motum's subsidiaries have worked deliberately to reduce the share of paper invoices sent to customers and from 2019 to 2021 we reduced the share of paper invoices by 47%. The share of HVO used in the Group's vehicles increased during the year from approximately 2% in 2020 to 6.7% in 2021. However, we did not reach our goal and we will continue to strive to increase the share of HVO used. In 2022, one of our new environmental activities is to use HVO for 30% of our fuel.

WASTE MANAGEMENT

Motum actively implements environmental adaptations to our waste management. All types of waste, including hazardous waste, are sorted and handled for customers according to the circular economy principle. Commonly occurring waste includes office material, packaging and household waste as well as hazardous waste such as waste oil, batteries and electronics. These are managed in a way that prevents leakage into the surrounding environment. In most cases, an external handler removes waste directly from the projects or objects serviced by Motum, or from a subsidiary's office, and transported to an approved waste recipient.

In 2021, the most common waste fractions in the Group were:

- Waste oil
- Combustible
- Scrap
- Electronics

The absolute largest portion of hazardous waste was waste oil and the largest fraction of non-hazardous waste was scrap.

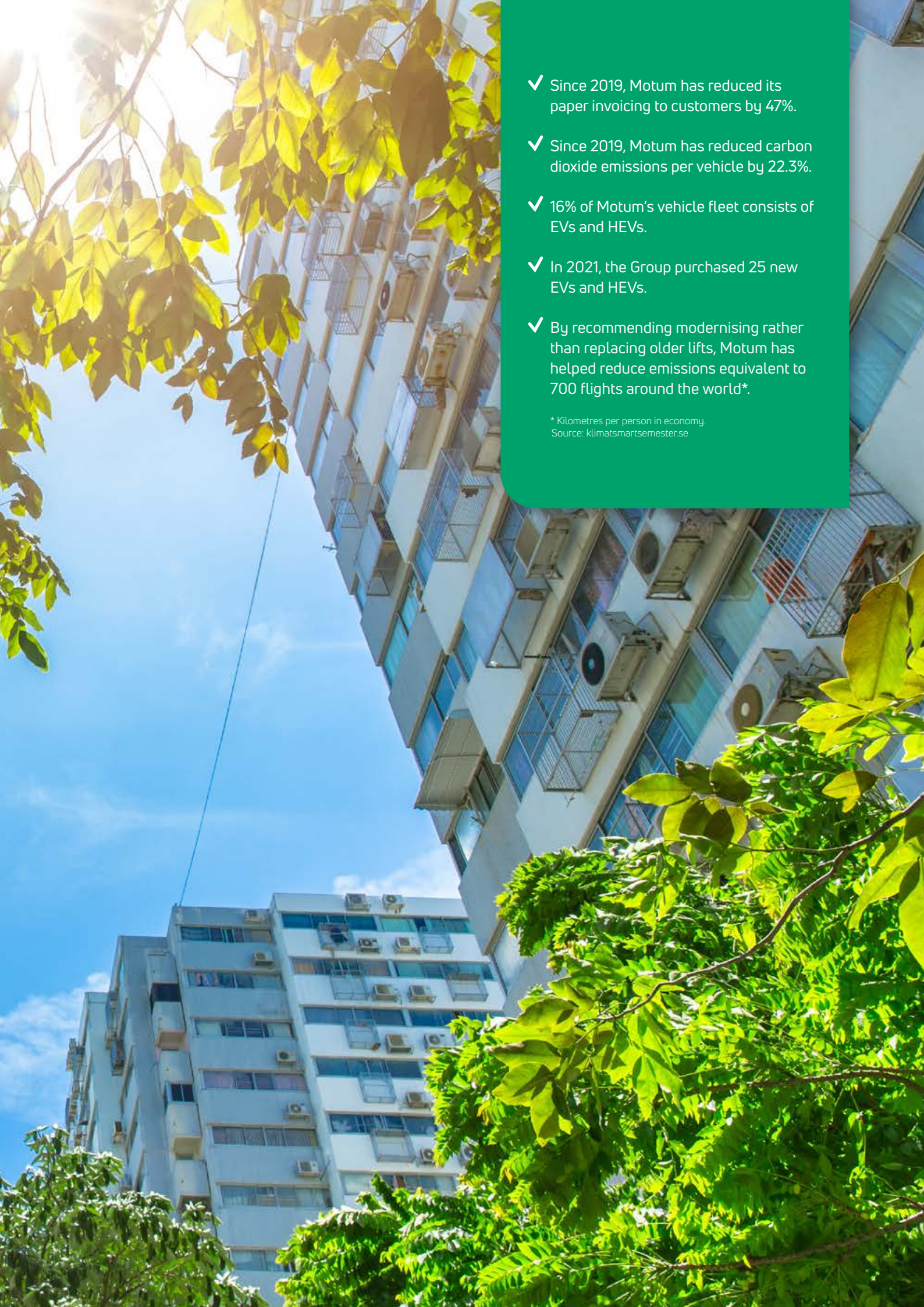
USE OF CHEMICAL PRODUCTS

Chemicals can have a negative impact on health. They can enter the body through the mouth, respiratory system or skin.

At Motum we use a limited number of chemicals. However, some chemical products are necessary for our operations. In these cases, we are required to carry out a risk assessment of the work and provide our employees with the best possible conditions to work as safely as possible while ensuring that the exterior environment is not damaged. All chemicals are stored in approved lockers and liquid chemicals in double containment packaging, pursuant to applicable requirements.

In 2021 Motum purchased a shared system to manage, assess and approve chemical products in the Group.

Subsidiaries previously managed their chemicals locally, but in 2021 Motum purchased a shared system to manage, assess and approve chemical products. We can thus ensure that the right products are used, in terms of health as well as the environment. It is important that employers assess the risk of all chemical products used in operations to ensure that employees use the right protective equipment and handle the products correctly. With a shared system we can continuously work with reducing the range of chemicals we use and identify better alternatives from an environmental and health perspective, according to the substitution principle.



- ✓ Since 2019, Motum has reduced its paper invoicing to customers by 47%.
- ✓ Since 2019, Motum has reduced carbon dioxide emissions per vehicle by 22.3%.
- ✓ 16% of Motum's vehicle fleet consists of EVs and HEVs.
- ✓ In 2021, the Group purchased 25 new EVs and HEVs.
- ✓ By recommending modernising rather than replacing older lifts, Motum has helped reduce emissions equivalent to 700 flights around the world*.

* Kilometres per person in economy.
Source: klimatsmartsemester.se

Attracting and retaining talent

Motum has approximately 350 employees that deliver high quality door and lift services, including servicing, new installations and modernisation. Motum's approach to the workplace is established in our Code of Conduct, which includes principles regarding a good work environment, fair terms of employment and the opportunity for skills development. We work actively for a positive and safe work environment for our employees, where psychosocial and physical health are important factors. Trends in workplace injuries, employee turnover, absences due to illness and rehabilitation matters are continuously monitored so that measures can be taken to achieve better safety and comfort.

The number of employees in the Motum Group during the year averaged 334, though in total there have been 393. The lift and door industry is dominated by men, which is also clear in the employee statistics at Motum. The percentage of men is overwhelming for employees under a collective contract but also among salaried employees, though the latter has a higher share of women. Motum strives to increase the number of women in the industry and partners with vocational schools to attract more women to the career. Of the total number of employees, 14% are women and 86% are men.

The age distribution between younger and older employees is relatively even: 47% are younger than 40 and 53% are 40 and older. During the year, Motum had employee turnover of 23.84% for new hires and 20.35% overall.

SKILLS DEVELOPMENT

Motum works actively to attract, develop, retain and ensure the right skills among our employees. All employees are offered skills development and this is a recurring item in annual appraisals in the Group. During the year, Motum developed a shared skills catalogue and training portal that will ensure that all employees receive the training and development required for the job.

One example of obligatory training for new employees is basic environmental and work environment training, basic electrical expertise and customer-specific environmental and safety requirements and procedures. Appraisals are held annually to monitor each employee's development and needs or requests for skills development.

In 2021, we prepared for Motum's new nationwide lift and door training. The training consists of one year of foundational training and six months of on-site training. During the foundational training, students are temporary, salaried employees at one of the Motum's subsidiaries, where they are offered permanent employment after successfully completing the training. The first round of training will start in August 2022.

GENDER EQUALITY AND DIVERSITY

At the Motum Group, we strive for a workplace characterised by diversity, equality and non-discrimination. We respect each person's equal value and we treat people with respect for their individuality. We see differences as an asset, since they create opportunities and innovation, and work with diversity strengthens our skills and thereby our competitiveness.

GENDER EQUALITY

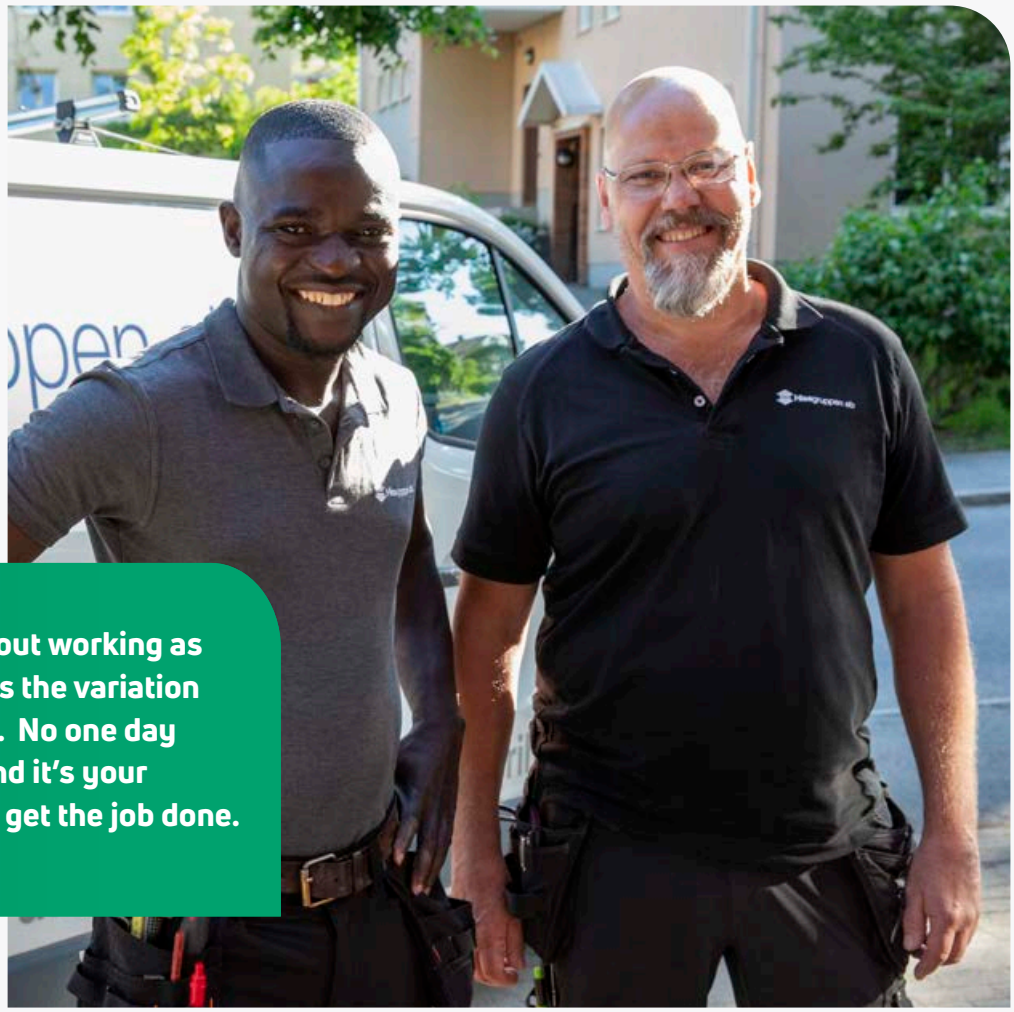
One challenge for Motum is that the lift and door industry is dominated by men, which is also reflected among our employees. Nonetheless we strive to achieve a workplace with gender equality. We are careful to foster a culture built on diversity and publish gender-neutral job listings.

DIVERSITY

We work actively within diversity to include people of different backgrounds. We believe that our operations are strengthened by having employees that reflect the Sweden of today and who have a variety of experience and expertise. However, we cannot overlook safety. Our employees need to have adequate skills in Swedish or English to understand safety instructions, written as well as oral, so that they do not put themselves or others in danger.

DISCRIMINATION

If any of our employees experience bullying or discrimination, there are several well-functioning reporting mechanisms. In some cases, employees can have a discussion with their immediate manager, or the next higher manager. In other cases, they can contact HR or our occupational healthcare provider. How the matter is addressed then depends on the situation. We did not have any reported cases of harassment in 2021.



> **"The best part about working as a lift technician is the variation and the freedom. No one day is like another and it's your responsibility to get the job done.**

The best job I can imagine!

Hammed Adedoyin and Håkan Örnevik work as lift technicians at the Stockholm company Hissgruppen, a subsidiary of the Motum Group. They enjoy the work tasks, their colleagues and the independence they have in carrying out their duties.

Hammed is 31 years old and is originally from Nigeria. He came to Sweden five years ago in search of a better life than what was possible in Nigeria. His journey to Sweden was dangerous and, like so many others who fled to Europe, Hammed risked his life crossing the Mediterranean to Italy. Hammed was trained as a truck mechanic at Abdul-Waheed Automobile Technician in Lagos and worked as one for four years before he came to Sweden.

"When I came to Sweden it was big challenge, since I couldn't speak the language. But I was lucky and had the chance to attend a special Swedish for Immigrants class at Xenter in Tumba focused on mechatronics through robot control. After training I could apply to Xenter's vocational school and that's when I chose to apply to the one-year lift technician programme, since I thought it sounded interesting with lifts and I like to work with mechanical things."

During the training, Hammed interned at Hissgruppen and was employed immediately after he graduated in summer 2018. Hammed celebrated three years with Hissgruppen in June 2021.

"I knew right away that Hissgruppen was the right company for me. There's good camaraderie and everyone helps each other. There's a lot of independence and variation working as a lift technician, and you have a lot of social contact. That suits me perfectly. I can't imagine anything else I'd rather be doing."

His colleague Håkan Örnevik has worked in the lift industry for 44 years. Håkan had originally intended to be an electrician but failed to find an internship as an electrician. When he had the chance at a local lift company instead, he went for it. After so many years in the industry, he still enjoys the work.

"Working as a lift technician means a lot of responsibility, but also a lot of freedom. You're very active and you plan your work yourself. I can gladly recommend becoming a lift technician if you enjoy mechanical things and electricity. It's the best job I can imagine!"

Occupational health and safety

The Motum Group conducts preventative safety work with careful management of workplace accidents, near misses, sick leave and rehabilitation. We carry out regular safety inspections on premises as well as continuous risk analyses. All companies also conduct an annual overall risk analysis. All safety and lifting equipment is inspected annually by external suppliers.

Employees at the Group are offered benefits in the form of a wellness allowance and health insurance. The share of employees who had taken out all or part of their wellness allowance in 2021 was 27%. In 2021, the Motum Group increased the wellness allowance to SEK 3,000 per year per employee. We believe that wellness in the form of movement, exercise, massages and other leisure time activities strengthen an individual's health, which is why we encourage people to use their wellness allowance.

2021 was a unique year and, like many other companies in Sweden, Motum noted unusually high levels of absences due to illness as a result of the ongoing pandemic. Short-term sick leave in 2021 amounted to 3.5% and long-term sick leave to 2.1%.

SAFETY

Motum has a safety committee consisting of the CEO, Head of Sustainability, select presidents of subsidiaries and all safety representatives. At these meetings, they discuss the safety culture in the company and share lessons and experiences. The safety committee meets twice a year.

In 2021, Motum introduced personal alarms as mandatory equipment for all on-call personnel. This device can trigger a rapid alarm, even if the person is unconscious, since it is triggered after no motion is detected following a fall as well as by the fall itself. At that point, it sends a signal to the alarm central, who try to contact the individual. If no response is received, a patrol is sent out to the alarm's location. Since our on-call personnel work alone on evenings and weekends, when regular employees are not available, this alarm is an important function for ensuring that our employees feel safe on the job, even when they are working during irregular working hours.

ACCIDENTS AND NEAR MISSES

Accidents and near misses that happen in the Group are managed in our shared business system. All accidents and near misses are reported digitally, either via computer or mobile. Immediate managers follow up on registered events for further management and monitoring. Motum's Head of Sustainability follows up on the Group's reported events every quarter and ensures that items are handled according to procedure.

Efficient management of near misses in the organisation allows us to prevent such near misses leading to future accidents and health problems for employees. To raise awareness of the near misses that happen in the Group, all employees are required to report what has happened during operations. Near misses must always be reported to employers, since it is a good way to detect risks that could have led to accidents or workplace injuries.

In 2021, we worked actively to increase the reporting of incidents within the Group. We significantly increased the share of reported incidents, and we see this purely as a positive development, as we previously suspected that we had a large number of near misses that were going unreported. In 2021, 34 accidents and 63 near misses were registered at the Group's subsidiaries. Accidents and near misses that entailed absence from work and that were of a serious nature were registered with the Swedish Work Environment Authority. Nine of the registered accidents led to an absence from work.

One way to demonstrate how well work environment efforts are working in the Group is to calculate Lost Time Injury Frequency Rate (LTIFR). This figure is an internationally recognised KPI, indicating the number of accidents (leading to absence) that happened per one million hours worked. LTIFR is calculated as follows:

$$\text{LTIFR} = \frac{\text{Number of accidents leading to absence x 1,000,000}}{\text{Number of hours worked during the year}}$$

LTIFR for Motum in 2021: 22. This means that for every one million hours worked at Motum, there were 22 accidents that led to absence. The value has increased somewhat over previous years, but we believe that this is due to the improvement in accident reporting at the Group's subsidiaries. One way to reduce the number of accidents is through continuing to work systematically with the Group's safety committee, ensuring that risk analyses are carried out continuously and that our employees have the right skills and expertise. Other measures that can be taken include more joint training, introducing a national safety week and exchanging experiences within the Group.

OUR WORK FOR SAFER LIFTS FOR USERS

During the year, Motum began working actively to improve the safety of old lifts that have not been modernised and therefore lack safety equipment that is now considered standard. Typical risks in older lifts are a lack of inner doors, or hazardous gates, which entails a significant risks of crushing injuries, particularly for children. Through the industry organisation Hissförbundet, we have brought the issue to the political level. Motum and its subsidiaries have also sent information to several tenant-owners' associations to draw attention to the risks associated with older lifts that have not been modernised.

For every one million hours worked at Motum, there were 22 accidents that led to absence.

MOTUM
Den hållbara hiss- och portkoncernen