

Sustainability Report for 2023

Motum Group



Den hållbara hiss- och portkoncernen

A Group Company of





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About this report

READER'S GUIDE

We are pleased to present Motum AB's sustainability report for the financial year 2023. In this report, you will learn about the risks and opportunities that have guided our operations throughout the year, upcoming challenges, and our continued efforts to become the preferred choice for conscientious elevator and automatic door buyers. The report focuses on the aspects we consider most critical to the business and where we have the greatest impact within the three areas of ecological, social, and economic sustainability.

SCOPE AND LIMITATIONS

This is Motum's fourth sustainability report, prepared in accordance with the Annual Accounts Act. Data and information

have been collected from the reporting cycle January 1, 2023, to December 31, 2023. Employee data is presented by the head count and has been compiled by the HR system. Unless otherwise specified, environmental data has been collected from third-party suppliers to Motum's subsidiaries. The sections on Our Sustainability Work and Environmental Impact as well as Health and Safety describe activities and data for Motum's Swedish operations. The sections on Transport and Waste include the Norwegian companies. The Norwegian companies will be fully included in next year's sustainability reports.

For questions about Motum's sustainability work or the content of this report, please contact info@motum.se.



With sustainability as our guiding star, we create elevator and automatic door solutions that not only enable vertical movement but also promote growth and development.

A Word from Our Group CEO

Motum remains committed to its strategic focus on sustainability, actively promoting regular maintenance and modernisation of existing elevators and automatic doors instead of full replacements. Our customers' increasing demand for extending the lifespan of their elevators and automatic doors reflects the core of our business idea. Our success is built on our dedicated and knowledgeable employees, who are crucial to our leading position in sustainable development. Their work results in customised solutions that not only reduce resource consumption and operating costs but also decrease environmental impact. At Motum, we are proud to present our fourth sustainability report, which provides a detailed insight into our sustainability work during the past year.

2023 IN BREF

The year has been characterised by significant economic fluctuations with high inflation, impacting both Sweden and the rest of the world. This development has had a dampening effect on the construction sector and new installations of elevators. Rising interest rates have affected property owners' willingness to invest, and we have noticed a decreased demand for the renovation of existing elevators. Instead, customers have chosen to focus on maintenance and repair, resulting in Sweden, that already has the oldest elevator stock in Europe, having even older elevators.

Safety requirements for older elevators have been significantly tightened following tragic incidents, including one where a young boy died in Gothenburg. These stricter regulations have increased focus on safety standards within the industry, a challenge that Motum has taken on with renewed commitment, especially after we ourselves experienced a serious workplace accident resulting in an employee's death. Our safety work is now being further intensified, both internally and in our influence on the safety culture within the industry.

During the year, we have continued to develop our societal mission to increase accessibility by providing elevator and automatic door solutions that make places accessible to



everyone. We have also enhanced our IT security, raised awareness of cyber threats, and taken measures to minimise these risks moving forward. Through our collaboration with our owners, Mitsubishi Electric, we have opened new growth opportunities within Europe. In 2023, we expanded by acquiring Uniheis in Norway. Through mergers of several companies, we have strengthened our presence in local markets and increased our service offering to our customers.

During the year, Motum's management system for quality, environment, and occupational health and safety underwent re-certification according to the standards ISO 9001, ISO 14001, and ISO 45001, confirming our ongoing commitment to sustainability. We have also continued our investment in sustainable transportation, with an increased proportion of renewable diesel and the electrification of our vehicle fleet, including the continued development of charging infrastructure at offices and home locations.

NEXT STEP

We have set new ambitious operational goals in the areas of Economy, Market, Personnel, and Environment, which will continue to challenge us in our work moving forward. Our vision and core values still represent us and our operations and continue to guide our strategic work. To meet the increasing demand for competent employees, we are starting a third round of Motum Academy – our own elevator and door technician training program. The first students from Motum Academy will graduate in the spring of 2024. We will continue our sustainability work by offering products and services for a sustainable and accessible society. I am very proud of all our skilled employees who make this possible.

Fredrik Eliasson,
Group CEO, Motum AB

2023 in Brief

Motum has reduced their carbon dioxide emissions per vehicle by 50% compared to the base year 2020.

893.5

MSEK in sales

CSI
4.1

ESI
3.7

The Motum Group's management system, which the Swedish companies operate under, is certified according to ISO 9001, 14001, and 45001.

By recommending and offering modernisation rather than the replacement of elevators, Motum contributes to reduced environmental impact. Modernising elevators results in at least 50% lower environmental impact according to a life cycle analysis.

By regularly servicing and maintaining elevators and automatic doors, Motum helps ensure good accessibility in society.



* Source; Selander, K. (2016) Life Cycle Assessment – A comparison between new installation and modernization of elevators. Master's thesis at Chalmers University of Technology.

~400

employees

23%

of Motum's vehicle
fleet consists of
EVs and HEVs.

58%

of the diesel used
is HVO100.

**25,000 elevators
and 9,000
automatic doors
in service.**

11%

of Motum's
vehicle fleet
consists of EVs.

About Motum

Motum is one of Sweden’s leading players in the elevator and door industry.

The Motum Group was formed in 2013, but many of the group’s subsidiaries have existed for much longer; ITK and Hissgruppen are the oldest subsidiaries in the group and were established as early as the 1970s. Since the formation of the Motum Group, we have grown steadily and are today Sweden’s largest independent elevator and automatic door supplier with approximately 400 employees and a turnover of 900 million SEK. Since 2017, Motum has been present in Norway as well.

Positioning Motum as the sustainable elevator and door group is both a fact and a goal. Even if we have a clear focus and always try to find solutions that are good for both people and the environment, we have much work left to do. Climate change is one of the great challenges of our time, and we all need to do better. Therefore, we almost always recommend modernisation instead of new installation if possible – resulting in at least 50% less environmental impact.

OUR VISION AND MISSION

Our vision is to be the obvious choice for the conscious elevator and automatic door buyer. We want to lead the development of elevator and automatic door solutions in an innovative, sustainable, and responsible way into the future with a clear life cycle perspective.

With sustainability in focus, we provide people and companies with elevator and door solutions that allow them to live and operate to their full potential.

BUSINESS CONCEPT

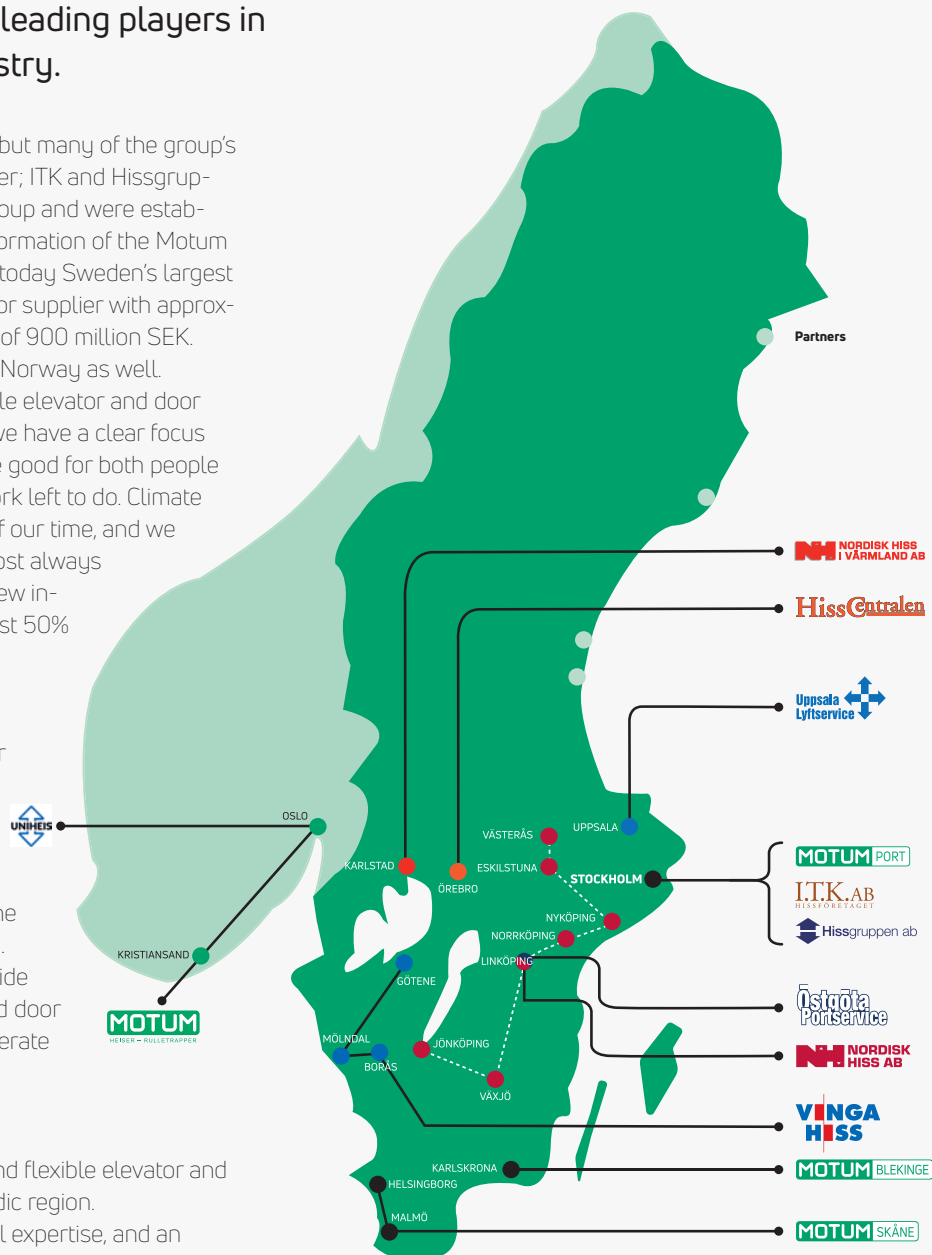
Motum offers sustainable, innovative, and flexible elevator and door solutions for properties in the Nordic region.

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

CORE VALUES

Motum has established three core values that guide our way of working and describe what we stand for. Our core values permeate the corporate culture and help us achieve our goals and our vision.

We want to lead the development of elevator and automatic door solutions in an innovative, sustainable, and responsible manner into the future with a clear life cycle perspective.



Simplicity

Through simplicity in everything we do, we make everyday life easier for our customers and employees.

Engagement

With an engaged approach, we tackle every project with energy, presence, and care.

Sustainability

By thinking sustainably in everything – people, environment, and economy – we become a responsible and long-term partner.



**By thinking
sustainably in
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a responsible and
long-term partner.**

2023 in review

2023 was an eventful year. There has been unrest in our world, the dreadful war in Ukraine has continued, and we have experienced high energy prices and interest rates, leading to rising inflation.

The current situation regarding the market economy, with high inflation, high energy prices, and rising interest rates, led to an economic slowdown. This, of course, affected the elevator and automatic door market, and we observed an impact on investment willingness, particularly in the new installation market, as several planned new constructions of properties were paused.

The past year has been challenging in terms of access to spare parts and delays in deliveries, which has meant that we have had an increased focus on collaboration with our suppliers.

COLLABORATIVE WORK WITHIN THE GROUP

We have continued to strive for all our companies to work in the same way, so that our customers can feel confident that no matter where they are, they will always receive the same professional service and friendly treatment. We have continued to develop our management system in environmental, quality, and occupational health and safety matters, which the Swedish companies operate under. This system is largely based on our

business system, where we manage governing documents and report incidents, deviations, and improvement suggestions.

In the autumn of 2023, the accredited certification company BMG Trada conducted a re-certification of the management system, which is an extended audit cycle performed every 3 years with the aim of renewing the certificate. The audit team conducted an in-depth analysis of how the management system works and conducted an extended follow-up of the system's compliance in the operations. The audits resulted in the management system remaining certified according to ISO 9001, 14001, and 45001. The management system streamlines our quality, environmental, and occupational health and safety work, optimises our operations, and helps us focus on and achieve our business goals.

In December 2023, a tragic workplace accident occurred at one of Motum's subsidiaries where an employee died. This event has resulted in a need to focus and intensify our work on occupational health and safety further.





EDUCATION AND TRAINING

Due to the shortage of elevator and door technicians, Motum has started a nationwide training program for elevator and door technicians. Motum wants to increase the number of training places and also promote the profession more extensively. The training consists of one year of basic training and six months of advanced training. During the basic training, students are temporarily employed with a salary at one of Motum's subsidiaries, and upon successful completion, they will be offered employment in the same company. The practical parts of the training are carried out at the place of employment, while the theoretical parts are conducted at the group's training centre, Motum Academy in Stockholm. The first training session concludes in 2024. Recruitment for a new session began at the beginning of 2023 for a start in August the same year.

During the year, continued investment has been made in leadership and group development. Many managers and supervisors in the Motum Group have been given the opportunity to participate in leadership training.

STRATEGIC WORK AT MOTUM

During the year, we have continued to work on our sustainability strategy and plan for how we will become even better and be the obvious choice for the conscious elevator and automatic door buyer. Our strategy is based on a materiality assessment where we have reviewed all three sustainability dimensions: social, ecological, and economic. The materiality assessment forms the basis for the group's business goals, action plans, and policy.

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

THE COMING YEARS AND CONTINUED WORK

In 2024, we will continue our strategic sustainability work and deliver products and services that make society more sustainable and accessible. In the coming years, we intend to develop the processes for our continued sustainability work to adapt to the requirements of the new EU directive, CSRD, and to ensure that reporting is carried out in accordance with the European Sustainability Reporting Standards, ESRS. Motum will be covered by the directive from the financial year 2025. In 2024, we plan to conduct a so-called double materiality assessment to identify Motum's significant sustainability areas from both a consequential and financial materiality perspective. The assessment will form the basis for our continued sustainability work. To adapt the sustainability report to ESRS, we plan to conduct a GAP analysis of the standard requirements derived from the identified significant sustainability areas.

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

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



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



2

Our Value Chain

We continuously manage identified risks upstream and downstream throughout the value chain. This is a prerequisite for the continued development of our service offering and geographical coverage.

Our Customers

Customer satisfaction is the foundation of Motum's operations and is directly linked to corporate governance, delivery, and customer service. Our customers are mainly in the construction and facility management industries, but we also have customers in the manufacturing industry and the public sector. Motum's product and service offering consists of service, repair, and maintenance, modernisation, and new installation of elevators and automatic doors. In 2023, we had approximately 25,000 elevators and 9,000 automatic doors in service.

Our technicians, supervisors, and administrators have daily customer contacts where professionalism and commitment contribute to positive and long-term sustainable customer relationships. In projects, we hold regular follow-up meetings with clients to ensure customer satisfaction with what we deliver. By finding out if our customers are satisfied with our service and delivered products, we can build continued trust. To ensure that our assignments meet customer expectations and to continually improve, we conduct annual customer surveys.

Our Suppliers

The Motum Group has around 30 central supplier agreements. We buy parts or entire elevators and automatic doors, which are then delivered and installed at our customers' sites. We also purchase chemical substances and products used for service, maintenance, installation, and repair. Additionally, we have suppliers for service vehicles and company cars, fuel, storage and office spaces, workwear, IT and telephony, management systems certification, various insurances, and trainings, etc. Local supplier agreements are signed by Motum's subsidiaries.

Motum's purchasing department works strategically with procurement within the group and functions as operational procurement support for the group's subsidiaries. Procurement is carried out according to a purchasing process with established purchasing routines that require ongoing follow-up and evaluation of our significant suppliers and subcontractors.

Our suppliers are encouraged to follow Motum's Code of Conduct. The Code of Conduct is based on the UN Global Compact's ten principles and is designed to create clarity on how we should conduct our business and how we work with sustainability within the group. In the Code of Conduct, we describe our core values and how we work for equality and a sustainable society while conducting long-term business. Motum expects all suppliers to support and respect the UN Declaration on Human Rights, to apply measures to protect the environment, and not accept any form of corruption.

Risks and Opportunities in the Value Chain

Motum regularly carries out risk analyses from a sustainability perspective. Risk assessment is carried out at both operational and strategic levels. At the operational level, economic, quality, environmental, and occupational health and safety risks are assessed for projects, recurring client assignments, and workplaces. When risks are identified, the process owner for the relevant process or site is responsible for developing action plans and taking measures.

Motum's group management has evaluated the group's sustainability risks and opportunities and prioritised them to define various areas for the group to continue working on in stages. Risks were identified in the areas of environment, human rights, labour rights, and corruption, but economic, operational, and brand risks were also considered. The risks and opportunities were identified and analysed from a value chain perspective, with the parameters' impact and likelihood forming the basis for the assessment. From this assessment, a baseline area, a focus area, and an area of excellence were identified, indicating the direction for Motum's sustainability work. The assessment results continue to guide our sustainability work. The risks and opportunities have, after evaluation, been deemed still applicable. Evaluations are conducted annually, and a new materiality assessment is carried out as needed or every four years.

By preventing risks in the value chain, we can strengthen our position as a sustainable supplier in the elevator and automatic door industry. Innovative method development and more efficient products and deliveries allow us to offer our customers added value in the form of reduced investment costs and environmental footprint.



OUR CUSTOMERS

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

OUR SUPPLIERS

- ✓ Motum makes demands on all suppliers and subcontractors concerning sustainability work.
- ✓ Our suppliers need to follow Motum's Code of Conduct. It is based on the Ten Principles of the UN Global Compact.

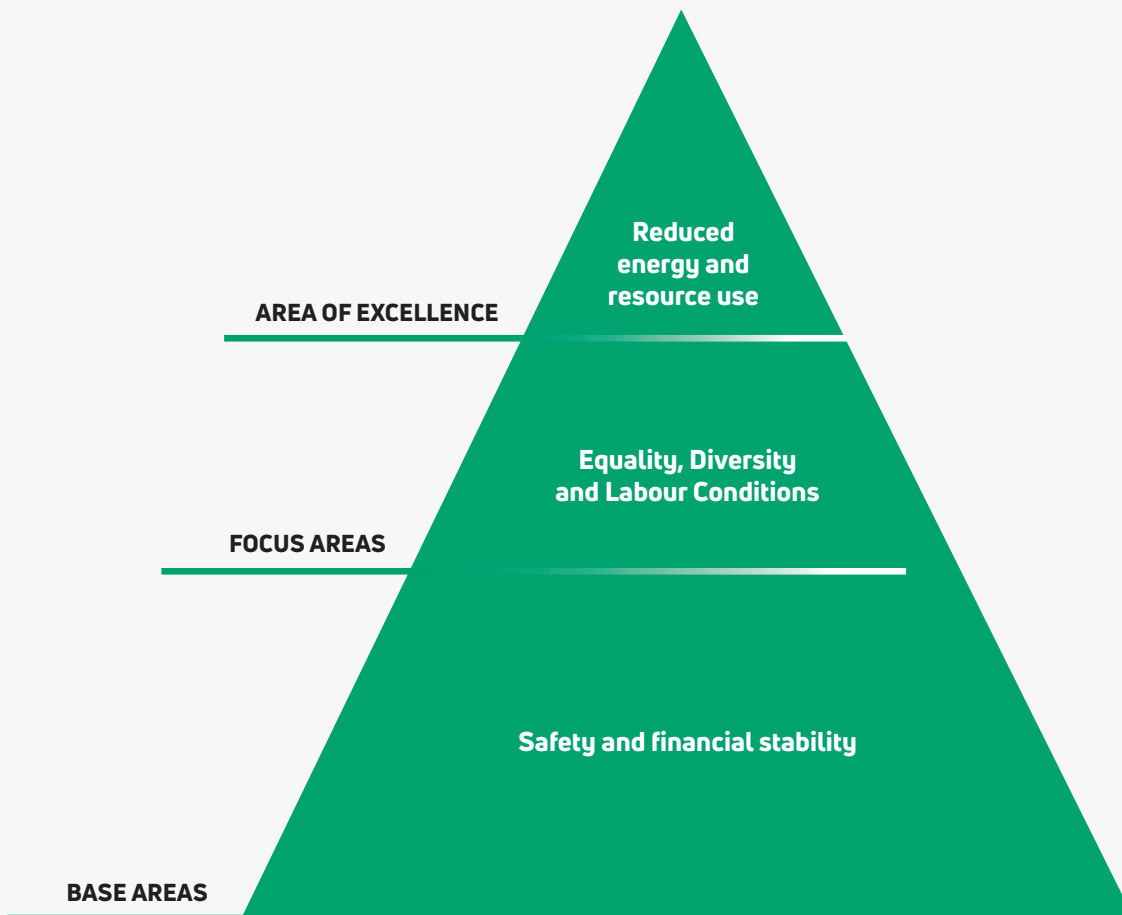
RISKS AND OPPORTUNITIES

- ✓ We carry out regular quality, environmental, and occupational health and safety risk analysis.
- ✓ By preventing risks in the value chain, we can strengthen our position as a sustainable service supplier in the elevator and automatic 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. Base areas are the areas we consider hygiene factors for conducting a sustainable business.



Goals and future Work

The Motum Group currently has overarching goals in the areas of Market, Personnel, Environment, and Economy. These four areas connect the sustainability aspects of our operations and enable systematic and comprehensive monitoring and control. Continuous development in all these areas ensures responsible business development and long-term profitability for the Motum Group.

In 2024, we will continue to work towards our business goals, including various activities to increase satisfaction among our customers and employees, further renewal and electrification of our vehicle fleet, procurement of fossil-free fuels, and activities aimed at achieving long-term financial profitability and stability.

	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.



Dialogue with Our Stakeholders

The opinions of our stakeholders are important to us in order to prioritize our continued work in the area of sustainability. Motum has identified its key stakeholders and mapped out the demands, needs, and expectations that these stakeholders have on Motum's sustainability efforts through a stakeholder analysis. Motum's sustainability work is developed in collaboration with our customers, employees, owners, suppliers, authorities, and other significant stakeholders. The relevance of the stakeholder analysis is reviewed annually and updated as needed.

Customer Survey

Motum maintains an ongoing dialogue with stakeholders to ensure that we meet their expectations. Each year, a group-wide customer survey is conducted to ensure that our customers are satisfied with the services and products received. The purpose of conducting customer surveys is to gain an understanding of how customers perceive our subsidiaries and thereby identify strengths and areas for improvement for each company. The customer survey is also an important tool for monitoring Motum's overall market goal: Customers should always be satisfied with the services provided.

In 2023, the specific goal was for the Customer Satisfac-

tion Index (CSI) to reach 4.4 on a 5-point scale. The result for 2023 was a CSI of 4.1. The survey was conducted via a web questionnaire and sent to all customers of our subsidiaries who have contact details in our business system, including Motum's Norwegian companies Motum AS and Uniheis.

The results for the CSI questions are at a high level, with 90% of responding customers stating that they would turn to Motum for future projects. A majority of customers indicate that Motum meets their requirements regarding environmental and safety standards.



CSI
4.1

9 out of 10

customers state that it is quite likely or very likely that they would turn to Motum for future projects.

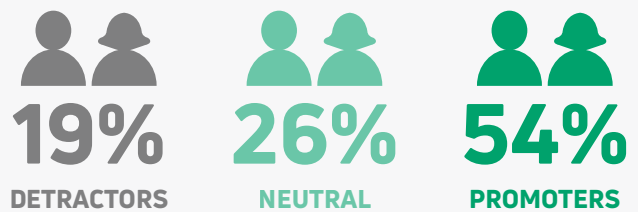


Motum's overall NPS (Net Promoter Score) is 35, which indicates satisfied customers.

NET PROMOTER SCORE (NPS)

The NPS value is based on a question about whether one would recommend the company to others in the industry. The question is answered on a scale from 0 to 10, where 0 = Very unlikely and 10 = Very likely. The question can be seen as a key metric for measuring customers' willingness to recommend and whether they will remain loyal customers. Based on the response, customers are divided into three groups. Those who answer 9-10 are promoters and actively spread the company's good reputation. Those who answer 7-8 are classified as neutrals and are satisfied with the company but nothing more. Those who answer 0-6 are detractors, who are dissatisfied with the company and actively discourage friends and acquaintances from using the company. The Net Promoter Score is then calculated by taking the percentage of promoters minus the percentage of detractors.

The average NPS value for the Motum Group in 2023 is 35, which indicates satisfied customers. The proportion of detractors is 19%, neutrals 26%, and promoters 54%. This means that 54% of customers answered 9 or 10 (on a scale from 0-10) on



how likely they are to recommend the company to others in the industry. This result is reinforced by the question of whether they would consider using the company again for future projects, where a large majority of surveyed customers indicated they would consider hiring the company again.

Overall, Motum received a good result in this year's customer survey. Customer surveys will continue to be conducted annually and are considered a good complement to the reviews and project meetings held regularly with the group's customers. After this year's customer survey, each company has received its results and developed action plans to further increase the proportion of satisfied customers.

Employee Survey

In 2020, a major group-wide employee survey was conducted for the first time. The questions were selected with the intention of capturing the aspects most relevant to measure given the Motum Group's operations. In 2022, another major group-wide employee survey was conducted, using the same survey as in 2020 to allow for comparisons. Major group-wide employee surveys are conducted every two or three years, with smaller follow-up surveys in between. Employee surveys provide a good picture of how employees feel and perceive their work situation. Repeated employee surveys enable comparisons and provide a good understanding of how Motum is developing and which areas or companies need to be strengthened or improved to become an even better employer.

In 2023, a shortened survey was conducted with the aim of following up on the Employee Satisfaction Index (ESI). The survey was supplemented with several questions regarding how employees perceive safety at work. This year's ESI was 3.7 on a 5-point scale. The safety survey revealed that many employees feel there is a risk of serious accidents at work and that the work can be highly stressful. The majority indicated that they actively participate in efforts to improve safety and, together with their colleagues, take shared responsibility for maintaining order and tidiness in the workplace.



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



Sustainability Governance

At Motum, we work strategically with sustainability. The group management and the CEOs of the subsidiaries have the ultimate responsibility for sustainability within Motum. Motum also has a Sustainability Manager whose role is to drive the strategic and operational sustainability work within the group and support the group management and subsidiaries in their sustainability efforts.

GOVERNING DOCUMENTS

Our sustainability processes are based on the group's business and sustainability policy, which forms the foundation for the governance of sustainability issues. Motum's Code of Conduct can be seen as a development and clarification of the business and sustainability policy, which is based on the ten principles of the UN Global Compact. It thus covers the four sustainability areas of human rights, labor rights, the environment, and anti-corruption. Both the business and sustainability policy and Motum's Code of Conduct apply in all business relationships and must be followed by all employees and business partners. Employees include all staff regardless of employment conditions, hired personnel, representatives, subcontractors, and collaboration/sales partners.

All employees are responsible for knowing and understanding the requirements of the Code of Conduct. Managers/supervisors are responsible for ensuring that employees receive the necessary training to understand the code and related policies. Motum's policies provide a framework for how the business should be governed and operated. The group's other routines, instructions, and templates complement these policies and describe in more detail how different parts of the business should be conducted. All governing documents for Motum are gathered in the company's management system and on the intranet.

ANTI-CORRUPTION EFFORTS

Motum maintains zero tolerance towards corruption. Upon hiring, employees receive Motum's Code of Conduct, which includes principles on non-competitive activities, cartel formation, and the giving and receiving of bribes. We also require our suppliers to act ethically in accordance with the Code of Conduct. Motum's owner, Mitsubishi Electric, has conducted training on Mitsubishi's anti-corruption rules. No cases of corruption have been reported within the Motum Group during the year.

Responsible information management in accordance with the General Data Protection Regulation (GDPR) is part of our anti-corruption work. Motum has a data protection policy with associated guidelines on how personal data may be handled and stored. No devia-

tions in the storage or handling of personal data have been reported within the group during the year.

REPORTING DEVIATIONS

A systematic deviation management process increases our delivery precision by minimizing and preventing the risk of delivering services that do not meet customer or our own requirements. We expect our employees and business partners to report circumstances that do not comply with the principles of the Code of Conduct, policies, or laws and regulations.

As an employee, irregularities are reported either directly to the nearest manager, a member of the group management, or directly into the company's incident reporting system. All employees have access to the reporting system via computer and mobile and can also report accidents, incidents, risk observations, improvement suggestions, and environmental and quality deviations. All reports received are evaluated by the relevant subsidiary, and an initial investigation, including proposed actions, is prepared. Actions that cannot be taken immediately are transferred to an action plan, and a person responsible for the action is appointed.





CERTIFICATIONS

The Motum Group's management system is certified according to ISO 14001, 9001 and 45001. This is a clear mark of quality indicating that we deliver services that meet our customers' high expectations. The environmental, occupational health and safety 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

Motum has a structured sustainability agenda. Our vision is to lead the development towards a society where increased accessibility goes hand in hand with a more responsible use of the earth's resources.

Motum strives for a sustainable society. We continuously work to develop and improve our environmental efforts, as well as to reduce our customers' environmental impact. Motum's environmental work is well-rooted in the organization through appropriate training, clear instructions, and the engagement of staff, suppliers, and customers. The ultimate responsibility for this lies with the Group CEO, with operational support from the Sustainability Manager and the CEOs of the subsidiaries.

REDUCED ENERGY AND RESOURCE USE

Fighting climate change is one of the greatest challenges of our time. That is why Motum often advocates for modernizing older elevators instead of tearing them out and installing new ones. This approach retains the parts that are functional and in good condition while replacing worn parts or components that can be improved to, for example, increase safety, reliability, and reduce energy consumption. This way, you can get a modern and safe elevator while preserving the old charm.

Chalmers University in Gothenburg, in collaboration with Motum's subsidiary Vinga Hiss, has produced a report* examining the potential environmental benefits of modernising an existing elevator compared to replacing and installing a new one. The results show that modernisation results in at least 50% lower environmental impact than installing a new one, and it is concluded that there are significant environmental gains to be realized by choosing modernisation over new installation. The study was conducted in the form of a life cycle analysis and was based on practical studies.

EMISSIONS AND RESOURCE USE

Greenhouse gas emissions from transport, resource and energy use, and waste generation are the environmental aspects where Motum has the greatest impact. Our overall environmental work is based on our Code of Conduct, business and sustainability policy, and environmental policy, all of which clearly state that Motum strives to have a positive impact on people, society, and the environment.

* Source; Selander, K. (2016) Life Cycle Assessment – A comparison between new installation and modernization of elevators. Master's thesis at Chalmers University of Technology.

Our sustainability agenda

Motum supports Agenda 2030 and the Sustainable Development Goals (SDGs). Our goal is to become a leading sustainability actor and to drive sustainability within the industry. 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 occupational health and safety 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 elevators instead of replacing them.




#12 Sustainable consumption and production

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







Motum has a long-term environmental goal to reduce fossil carbon dioxide emissions per vehicle from its own transportation.

Reduced energy and resource use

ENERGY AND CLIMATE TRANSPORTATION

Motum's operations are dependent on transportation. Employees travel to various projects and customers, and materials are transported to and from our offices and out to sites across the country. This makes fuel consumption and the resulting greenhouse gas emissions the largest environmental impact for the Motum Group. Motum's vehicle fleet consists of service and transport vehicles used by elevator and door technicians, as well as company cars used by supervisors and managers. Motum has a long-term environmental goal to reduce fossil carbon dioxide emissions from its own transportation. To achieve this, we aim to increase the proportion of vehicles powered by electricity and renewable fuels within the group. Motum purchases vehicles that run on electricity or renewable fuels where feasible for the operations.

- Motum's vehicle fleet is relatively new, with only 4% of vehicles being older than 10 years. 64% of the vehicles are not older than 5 years.
- The proportion of electric and hybrid vehicles constitutes 23% of the total vehicle fleet.
- The proportion of electric vehicles is 11%.

In addition to increasing the proportion of electric and hybrid vehicles, we also aim to increase the proportion of HVO100 fueled in existing diesel vehicles. HVO100 is a fossil-free diesel made from renewable raw materials in the form of various animal and vegetable fats, usually waste and various by-products from food and ethanol production. Using HVO100 reduces fossil carbon dioxide emissions compared to conventional diesel, and most diesel cars can run on this fuel today.

In 2023, the Motum Group used 260,402 liters of HVO100. HVO100 accounted for 58% of the total amount of diesel used.

Under 2023 uppgick andelen förnybar diesel (HVO100) till 58% av den totala mängden tankad diesel.

Motum's fossil fuel-related CO₂ emissions per kilo from transportation in 2023

Diesel Mk 1 (B7)	441,127
Bensin (E10)	201,443
	642,570

In 2023, the emissions of fossil carbon dioxide from diesel and gasoline used in internal vehicle transportation amounted to 643 tons. To calculate the emissions of fossil carbon dioxide, emission factors from Drivkraft Sverige were used. The emission factor for diesel Mk1 (B7) is stated to be 2.36 kg CO₂/liter, and for gasoline (E10), it is 2.12 kg CO₂/liter, TTW. TTW (Tank To Wheel) refers to a calculation based on the fossil carbon content in the products, which is released as carbon dioxide during combustion. Since HVO100 is made from renewable raw materials of biological origin, its emission factor is stated to be 0 kg CO₂/liter (TTW). On average, each vehicle emitted 1.4 tons of fossil CO₂ in 2023. The corresponding figure for 2020 was 2.8 tons of fossil CO₂ per vehicle. This means that Motum has reduced fossil carbon dioxide emissions from diesel and gasoline per vehicle by 50% since 2020.

ENERGY AUDITS

In accordance with the law on energy audits in large companies, Motum conducted its first Energy audit in 2020.

¹⁾ <https://drivkraftsverige.se/fakta-statistik/berakningsfaktorer> (information hämtad 2024-05-14)



Motum has reduced fossil carbon dioxide emissions from its own transportation by 50% compared to the base year 2020.

Energy audits are conducted to investigate how an organization can improve its energy efficiency. Motum hired a certified energy auditor who conducted both an overarching and detailed mapping of the group's total energy use. Significant energy usage was identified, and priority areas were selected. Actions related to these priority areas were developed and included in Motum's business goals. Motum continues to work on energy efficiency and new energy audits will be conducted every four years, next in 2024.

The energy audit revealed that fuel consumption from internal transportation constitutes about 90% of the Motum Group's total energy consumption, with diesel being the largest single fuel source. Motum aims to reduce fossil carbon dioxide emissions from its own transportation per vehicle. As a measure to reduce the group's carbon dioxide emissions, the possibility of increasing the proportion of HVO100 used in the group's vehicles was identified. This measure was also included in the energy mapping. The other two proposed measures were to ensure at least tire rating B on all vehicles to reduce friction and thereby fuel consumption, and to replace lighting with LED lamps where possible.

TRAVEL

Most business trips are made by car, with carpooling applied where possible. Digital meetings are an integral part of Motum's meeting culture. Other modes of transport include air and rail travel. As the Motum Group does not have a unified system for booking and thus being able to track air and rail travel, employees have estimated the number of trips made by air and rail during the year. To calculate approximate carbon dioxide emissions from air and rail travel, standard figures have been used. Data on emissions from flights is taken from Flight Emission Map, where the emission factor is stated to be 127 g CO₂e/person-kilometer, and data on emissions from trains is taken from SJ, which states that an average SJ train journey

emits 0.424 g CO₂e/person-kilometer. Calculations show that emissions from air travel amounted to 57 tons of CO₂e and from rail travel to 21 kg of CO₂e. Emissions from business trips made by car are included in the Transport section.

¹⁾ <https://flightemissionmap.org/> (information retrieved 05/08/2024)

²⁾ <https://www.sj.se/allt-om-resan/resa-klimatsmart> (information retrieved 05/08/2024)

OTHER MEASURES

To achieve our long-term environmental goal of reducing fossil carbon dioxide emissions per vehicle from our own transportation, Motum set the following three activities for 2023:

- Increase the proportion of HVO100 to 50% of the total amount of diesel used.
- Each subsidiary should have at least 3 electric service vehicles, except Nordisk Hiss Värmland and Motum Skåne, which should have at least 1 electric service vehicle, and Motum Blekinge should have at least 2.
- Adopt a new car policy that allows for more electric and hybrid vehicles in the operations. By the end of 2023, 22% of the vehicle fleet should consist of electric and hybrid vehicles.

Throughout the year, Motum has worked purposefully to increase the proportion of HVO100 used in the group's diesel vehicles. In 2023, the proportion of HVO100 was 58% of the total diesel used. The corresponding proportion was 40% in 2022 and 9% in 2021. Regarding the activity to increase the number of electric service vehicles, most subsidiaries reached the goal. A new car policy that allows for more electric and hybrid vehicles was adopted during the year. The expansion of charging infrastructure at offices and home locations has continued, increasing the proportion of electric and hybrid vehicles from 19% in 2022 to 23% in 2023. The work to reduce fossil carbon dioxide emissions from our own transportation will continue in 2024.

WASTE MANAGEMENT

Motum works to reduce the environmental impact of our waste management. Source sorting and handling of waste and hazardous waste for customers are carried out in accordance with the recycling principle. Storage and handling of waste are done in a way that prevents leakage to the environment. In most cases, waste is collected by an external transporter directly from the projects or sites or from the subsidiaries' offices and then transported to an approved waste receiver.

In 2023, the most common waste fractions were:

Non-Hazardous Waste

- Iron and scrap metal
- Combustible waste
- Wood

Hazardous Waste

- Waste oil
- Oil-contaminated water from elevator pit emptying
- Electronic waste

USE OF CHEMICAL PRODUCTS

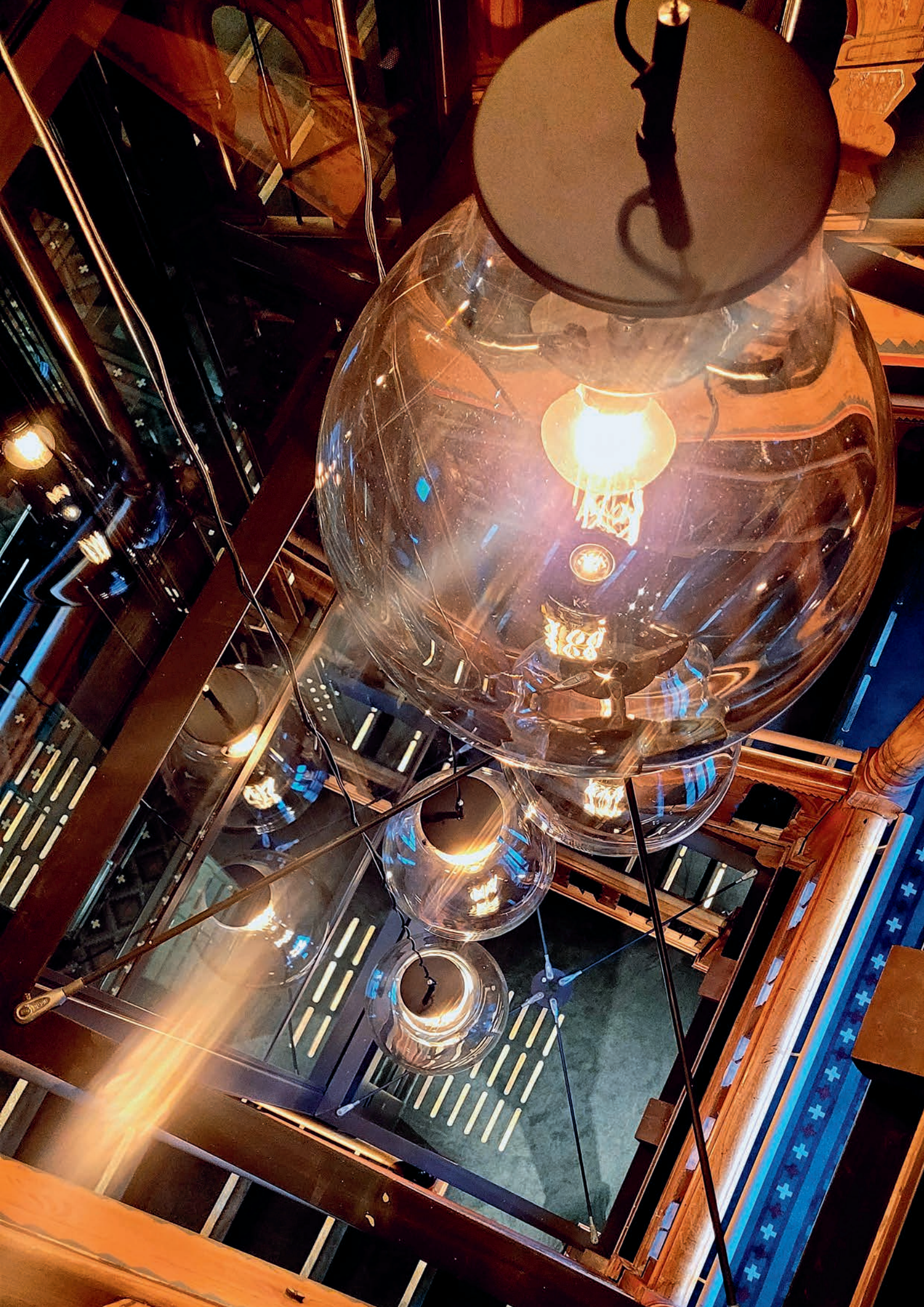
Chemicals can be harmful to human health. They can enter the body through the mouth, respiratory system, or skin. If released into the soil, air, or water, they can cause environmental damage.

Motum has a digital system to manage, assess and approve chemical products in the Group.

At Motum, a limited number of chemicals are used. However, some chemical products are necessary for our operations, which requires us as an employer to assess the risks involved and provide our employees with the best possible conditions to work as safely as possible while ensuring that the surrounding environment is not harmed. The chemicals used in our operations are stored in approved cabinets, and liquid chemicals are contained according to current requirements.

Motum has a digital system for managing, risk assessing, and approving chemical products. This way, we can ensure that the right products are used from both a health and environmental perspective. It is important for employers to assess the risks of all chemical products used in the workplace to ensure that employees use the correct protective equipment and handle the products properly. With a common system, we can continuously work to reduce the range of chemicals and find better alternatives from an environmental and health perspective, in accordance with the substitution principle.





Attracting and Retaining Talent

The Motum Group has approximately 400 employees who deliver high-quality services in the maintenance, new installation, and modernization of elevators and automatic doors every day. Motum’s workplace conditions are described in our Code of Conduct, which includes principles regarding a good working environment, fair working conditions, and opportunities for skill development. We actively work towards a safe and healthy work environment for our employees, where both psychosocial and physical health are important factors. Workplace injuries, staff turnover, sick leave, and rehabilitation cases are continuously monitored to take measures for increased safety and well-being.

The average number of employees in the Motum Group during the year was 400, with a total of 490 employees. As the elevator and automatic door industry is male-dominated, this is reflected in the staff statistics. The proportion of men is dominant among blue-collar workers and also among white-collar workers, although we see a higher proportion of women there. Motum strives to attract more women to the industry and collaborates with vocational schools to encourage more women to join the profession. Of the total number of employees, 10% are women and 90% are men. In the group management, 50% are men and 50% are women, while among the CEOs of the subsidiaries, 82% are men and 18% are women.

Age-wise, the distribution is even: 48% are younger than 40 years old and 52% are 40 years old and older. Regarding employee turnover, the proportion of new hires was 19% and the number of terminated employments was 17%.

Gender distribution	Men	Women
	90%	10%

Age distribution	Younger than 40	40 and older
	48%	52%

Employee turnover	New hires	Terminated employments
	19%	17%

SKILLS DEVELOPMENT

Motum actively works to attract, develop, retain, and ensure the right skills among our employees. All employees are offered skill development, which is a standing agenda item during performance reviews. Performance reviews are held once a year to follow up on each employee’s development and their needs or desires for skill development. Motum has developed a common training catalog and training portal to ensure that employees receive the necessary training and further development required for their position. Examples of mandatory training upon hiring include basic environmental and occupational health training, basic knowledge in electrical safety, and customer-specific environmental and safety requirements and procedures.

In 2022, a training program for elevator and door technicians was launched with good results, continuing into 2023. All reviews indicated that students were satisfied or very satisfied

with the training and various learning modules. Additionally, leadership training was conducted for group management, subsidiary CEOs, and regional and department managers. The leadership training extended through 2023 and received generally positive feedback. During the year, shorter practical courses in electrical work and troubleshooting were also conducted in specific areas.

GENDER EQUALITY AND DIVERSITY

Within the Motum Group, we strive to have a workplace characterized by diversity, equality, and non-discrimination. We respect the equal value of every individual, and our interactions should reflect respect for the individual. We see diversity as an asset as it creates opportunities and new thinking, and our work with diversity strengthens our competence and thus our competitiveness.

GENDER EQUALITY

One challenge for Motum is that the elevator and door industry is male dominated, which is also reflected among our employees. However, we strive for a workplace with a balanced gender distribution. We are committed to creating a culture where equality is prioritized and write job advertisements in a gender-neutral manner.

DIVERSITY

In terms of diversity, we actively work to include people from different backgrounds. We believe that our business is strengthened by having employees who reflect contemporary Sweden and bring various experiences and knowledge. However, we cannot compromise on safety. Those who work with us must have sufficient knowledge of Swedish or English to understand safety instructions, both written and oral, to avoid endangering themselves or others.

DISCRIMINATION

If any of our employees feel they are subjected to bullying or discrimination, there are several reporting mechanisms in place. In some cases, the employee can talk to their immediate supervisor or that supervisor’s manager. Alternatively, HR or occupational health services can be contacted. How the case is handled depends on the specific situation. In 2023, no cases of harassment or discrimination were reported.



“ Here at ITK, it’s very pleasant with a high level of openness and open doors. Everyone talks to everyone, and it’s both cordial and professional at the same time. We highly value transparency and close contact with our customers, something I truly believe we live up to.

Meet one of our employees

Björn Söderström works as a supervisor at ITK Hiss AB, a subsidiary of the Motum Group. Björn enjoys the tasks, the colleagues, and the variety that the job offers.

Björn lives in Stockholm and has worked in the elevator industry since 2004. Since 2022, he has been a supervisor at ITK, responsible for the management and coordination of the elevator technicians and handling customer contacts for many of ITK’s service and maintenance clients.

How is it to work at ITK Hiss?

Here at ITK, it’s very pleasant with a high level of openness and open doors. Everyone talks to everyone, and it’s both cordial and professional at the same time. We highly value transparency and close contact with our customers, something I truly believe we live up to.

What does a typical workday look like for you?

Usually, the morning is dedicated to administrative work, and the forenoon and afternoon are more “hands-on” with ma-

terial orders, planning with technicians, and customer contact. As a supervisor, you need to be flexible as things often come up unexpectedly. Some tasks are quite challenging, like when a breakdown issue arises. It often requires a larger intervention, and at ITK, we collaborate with the technicians to find good solutions for our customers, which I am very proud of.

Can you share some projects or achievements you are particularly proud of?

When I started at ITK, there was talk about the disconnection of the 2G/3G network, which could affect the elevator emergency phone. I am proud that we have delivered the 4G solution to all customers who wanted it despite problems with material availability.

I am also proud of how we handled a

shift in our maintenance technician team where several retired, and new ones came in. It’s not easy to lose so much experience, but I think we have managed it well by hiring curious and goal-oriented technicians who have received internal training.

What distinguishes ITK from other workplaces you have worked at?

When I contacted ITK about the supervisor position, it felt right. A smaller company compared to where I worked before felt perfect since I like to be close to the operations, and I certainly am here. Short decision paths and high trust stand out to me. We know what to expect from each other, resulting in a very pleasant work environment and efficient work.

Occupational Health and Safety

The Motum Group conducts preventive safety work with continuous safety inspections and risk assessments. Accidents, incidents, sick leave, and rehabilitation cases are investigated and followed up on.

In 2023, short-term sick leave (1-14 days) was 3.5%, and long-term sick leave (longer than 14 days) was 1.1%. The trend for sick leave is approaching pre-pandemic levels. The group offers employees benefits such as wellness allowances, lunch benefits, and/or health insurance. We believe that wellness activities like exercise, training, massage, and other leisure activities strengthen individual health and encourage our employees to use their wellness allowance. We consider lunch benefits to promote good, enjoyable, and social eating habits, and health insurance provides employees with quick access to qualified medical advice and care. Subsidiaries decide which benefits to offer their employees.

SAFETY AND PROTECTION

We conduct regular safety inspections and continuously perform risk analyses. Safety and lifting equipment are inspected annually by external providers. Employees have access to necessary personal protective equipment.

The Motum Group has a safety committee that includes the Group CEO, Sustainability Manager, subsidiary CEOs, and safety representatives. Several subsidiaries also have local safety committees. These meetings discuss safety culture and share lessons and experiences regarding systematic occupational health and safety work.

Since our on-call staff often work alone during evenings and weekends when regular staff are not present, Motum has introduced personal alarm devices as part of the on-call staff's equipment. This safety equipment allows for quick alarm activation even if the person is unconscious, as it reacts to a fall and remains still after the fall. If no response is received, emergency personnel are dispatched to the alarm's location. Personal alarm devices are a crucial feature to ensure our staff feel safe even when working at inconvenient times.

ACCIDENTS AND NEAR MISSES

Accidents and near misses are managed in our business system, reported digitally via computer or mobile. Registered events are followed up by the nearest supervisor for further handling and follow-up. Efficient handling of incidents within the organization can prevent them from leading to accidents and health issues for staff. To understand the incidents within the group, it is essential that all staff engage and report what happens in the operations. Incidents should be reported to the employer as they help identify risks that could lead to accidents or work-related injuries.

During the year, we have actively worked to increase the number of reported events within the group. By reporting and managing events, we can identify, correct, and prevent risks and take measures. In 2023, 66 accidents and 86 incidents

were registered in the group's Swedish subsidiaries. One of these accidents was a fatal accident that occurred in December. Ten of the accidents resulted in sick leave. More severe accidents and incidents have been reported to the Swedish Work Environment Authority.

One way to show how occupational health and safety work functions within the group is to calculate the Lost Time Injury Frequency Rate (LTIFR). This figure is an internationally used KPI that shows how many accidents with sick leave occur per 1 million hours worked. LTIFR is calculated as follows:

$$\text{LTIFR} = (\text{Number of accidents with sick leave} \times 1,000,000) / \text{Number of hours worked during the year.}$$

During the year, 66 accidents and 86 incidents were registered.

For Motum in 2023, the LTIFR is 14. This means that for every 1 million hours worked within Motum, 14 accidents result in sick leave. The number of accidents needs to decrease, and Motum's long-term ambition is that no one should get injured at work. Examples of measures to reduce the number of accidents include continued systematic work with the group's safety committee, ensuring that risk analyses and safety inspections are conducted continuously, investigating and addressing accidents and incidents, and ensuring our staff have the right skills and knowledge. Future measures include more training in occupational health and safety and increased exchange of experiences within the group and with other companies in the industry organizations Swedish Door Association and Swedish Lift Association.

OUR WORK FOR SAFER ELEVATORS FOR USERS

During the year, Motum has actively worked to improve the safety of older elevators that have not been modernized and therefore lack safety equipment that is now considered standard. Common risks with older elevators include the absence of inner doors or dangerous gates, which pose a high risk of severe crush injuries, especially for children. Through our industry organization Swedish Lift Association, we have raised the issue to a political level. Motum and its subsidiaries have also sent information to a large number of housing associations to highlight the risks associated with older elevators that have not been modernized. Customers have also been informed about updated safety requirements for older elevators that will come into effect in October 2031.



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