



Sustainability Report 23/24

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Comprehensive Description

”No garment lasts longer than its label.”

Circularity is a fundamental prerequisite for achieving a sustainable transition, and this simple statement forms the basis of ACG Accent’s sustainability challenge. We offer product labeling concepts that enable our customers in the textile and apparel industry to create circular solutions for their products. Our ambition is that our product should never become an obstacle for the next link in the chain.

This is our first sustainability report, inspired by GRI. While we are not yet subject to legal requirements for sustainability reporting, we strongly believe that practice makes perfect.

This initial version, covering the fiscal year 23/24, has been reviewed by our board of directors. We plan to further develop our knowledge and report into a fully revised document in line with the CSRD directive during the upcoming fiscal year.



23/24

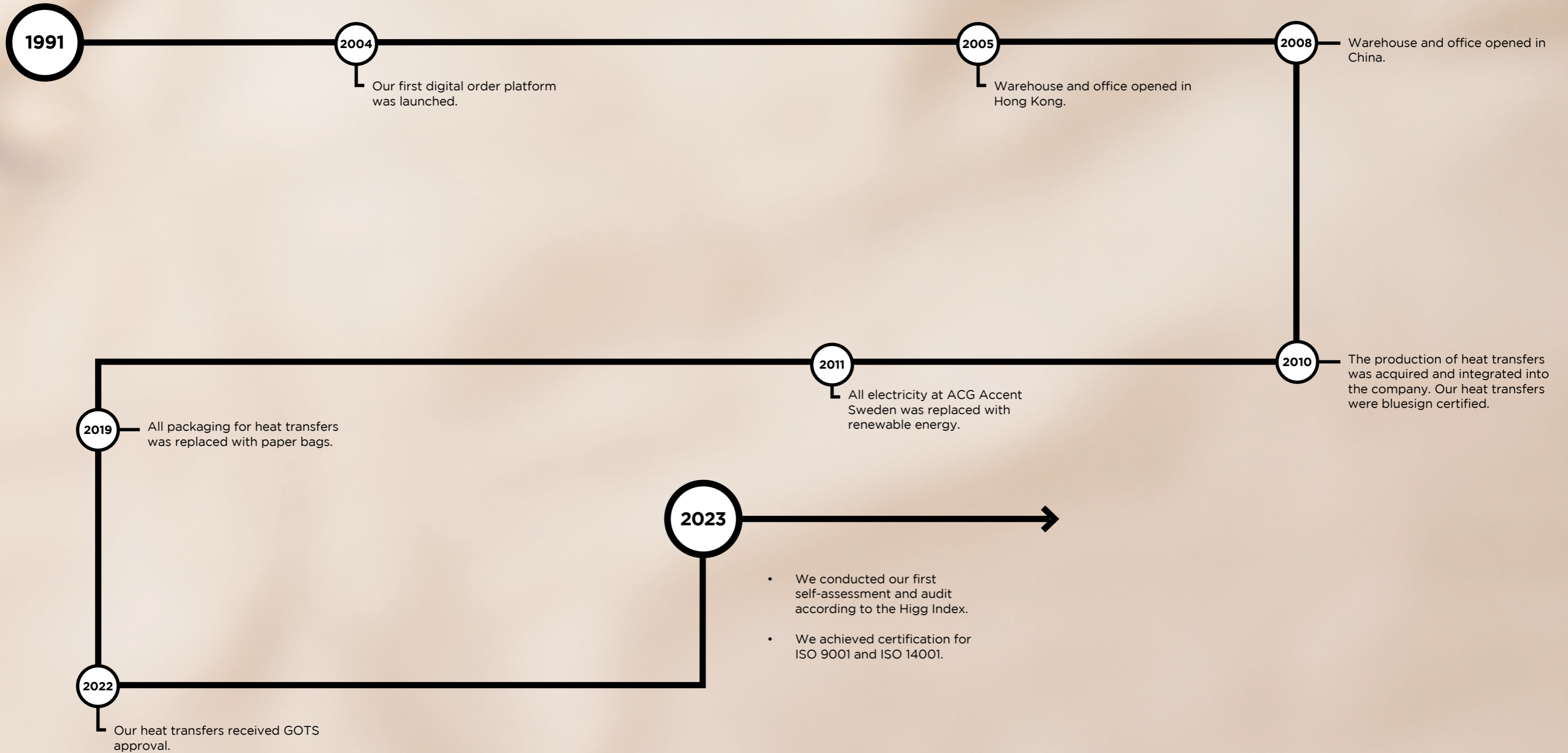
The Year in Brief

During the fiscal year 23/24, we have taken important steps in our sustainability journey, focusing on strengthening our commitments and improving our climate goals. We are proud that our transfer has once again been GOTS-approved, reinforcing our dedication to sustainability and quality within the textile industry.

We have also revised our climate goals according to the Science Based Targets initiative (SBTi) to ensure alignment with the ambitions of the Paris Agreement. Together with Climate Partner, we have begun a comprehensive climate assessment for the entire company.

Additionally, this year we were certified according to ISO 9001 and ISO 14001, a milestone we are very proud of, as it marks significant progress in our work on quality and environmental matters. We recognize that this is only the beginning of a long journey with challenges ahead, but we are committed to making meaningful progress toward a more sustainable future.







Jan Evertsson

CEO, ACG Accent

CEO's Message

From my very first day at ACG Accent in 2015, I knew this was a company with a long-standing commitment to sustainability.

I soon discovered that this commitment was straightforward and practical rather than grandiose and theoretical. With a background as an environmental manager in larger organizations back when the Environmental Code and ISO 14001 were relatively new, this felt refreshing and genuine.

For many years, ACG Accent has made sustainable decisions. For example, we have procured renewable electricity for our operations, invested in solar panels, and decided early on to transition to electric vehicles. However, sustainability has also been about taking it a step beyond our own operations. We have long worked to move upstream in the supply chain and ensure compliance with laws regarding both chemicals and working conditions.

With the EU Green Deal, lawmakers in the EU and Sweden have become increasingly active in these areas, and it feels good to know that, whether it's about digital product passports, chemical legislation, or due diligence, we are far ahead in our thinking and approaches. We are well-prepared and continuously work to improve our methods.

When it comes to reducing our greenhouse gas emissions, we are very humble. It is extremely challenging to achieve growth while reducing carbon dioxide emissions. Nonetheless, this must remain our overarching goal over time.

This is our first sustainability report, and we are aware that as time goes on and our knowledge grows, we will need to re-evaluate and revise some of our programs and goals.

This is a journey that will never truly be finished.

Sustainability Policy

ACG Accent develops world-class creative product labeling concepts with minimal environmental impact for demanding companies in the textile and apparel industry looking to enhance their brand value.

Our sustainability policy is the foundation of all our sustainability work. It serves as our strategic vision that guides all our processes, decisions, as well as the environmental aspects and goals related to our operations. For us, it is crucial that our sustainability policy is embraced by our employees and brought to life in daily operations. Only when everyone is "on board" and contributes does a sustainability policy truly have an impact.



We will reduce our environmental impact by conserving resources and optimizing transportation.

We will strive for continuous improvement through our established detailed and overarching environmental goals.

We will reduce the amount of waste generated by our operations, reuse and recycle as much as possible, and prevent the risk of pollutant emissions.

Everyone in the organization will be involved in our environmental efforts and continuously receive the training they need.

We will meet or exceed the laws and regulations that apply to us.

Our sustainability policy will remain up-to-date and be communicated to the public.

ACG Accent - Labeling for Textile Products

ACG Accent offers a wide range of labels, hangtags, prints, and product markings. In short - everything on the garment that isn't fabric. We help brand owners equip their collections with the identity, color, and design language they desire.

We assist with the entire chain, from design to production and logistics. We ensure that products are in place when the garment is to be sewn, in the correct quantities and on time. Our logistics solution simplifies our customers' daily operations, as our communication is directly with the sewing factories.

An increasing part of our operations focuses on efficiency in logistics and data management. Our software, ECHO Generator, automates the work with care labels and guarantees compliance with standards and legal requirements.

We are particularly proud of our Swedish-made heat transfer, which has entirely unique properties. A quality suitable for all purposes. It is ordered through our Market system, and we deliver it in small batches with short lead times to customers who need to label garments and other textile products in Scandinavia.

Our Value Added Service-department also offers the application of heat transfers and other product markings.

What distinguishes ACG Accent, besides our high sustainability ambitions, is our ability and willingness to engage in deep collaborations with our customers to digitalize and automate our shared processes.

As part of the ACG Group, ACG Accent benefits from a broad offering from sister companies, including automation solutions, logistics, printing, cutting, laser marking, embroidery, sewing, and system development.

The head office is in Borås, where the heat transfer manufacturing takes place. We have production, customer support, and logistics centre in China, Hong Kong, and are establishing operations in Vietnam and Turkey in 2024.



Collaborations, Memberships and Certifications

We have chosen to work with various certifications and self-assessment tools. Beyond serving as a mark of compliance with a specific standard, certifications also promote continuous improvement. The certification process is often intensive and involves a great deal of self-awareness and reflection, which is beneficial and, in many cases, necessary for the development of the business and its processes.

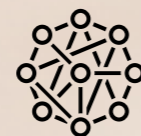
TEKO | SVRIGES TEXTIL- & MODEFÖRETAG We are members of **TEKO**, a trade organization for Swedish textile and fashion companies. The membership helps us stay updated on new legislation, sustainability issues, and provides advice and support in various areas. By participating in the board, working groups, and submitting feedback, we help shape the industry.

 **TEXTILIMPORTÖRERNA** We are members of **Textilimportörerna**, a trade organization for those engaged in the trade of textiles, leather goods, clothing, and footwear. For us, this membership is important regarding issues related to chemicals, customs, product labeling, classification of goods, and CSR matters.

intersolia To ensure our internal chemical management complies with current legislation in Sweden and the EU, we use the digital tool **iChemistry**, which helps us monitor legislation and risk lists.



We are members of **Chemact**, a network for chemical management and compliance with relevant laws regarding chemical content. Chemact helps us stay informed about EU law updates, changes to limits, and new substances requiring control. The products we deliver to our customers are regularly tested for chemical content based on EU legislation.



We are active in industry networks and groups to improve our work on sustainability and internal processes, such as the **Quality and Sustainability Network via IUC**.



We collaborate with **Climate Partner**, which assists companies in calculating and reducing their carbon emissions, developing climate action plans, and implementing reduction measures.



STANDARD 100

Certificate SE 15-1733, SE 08-173
RISE Research Institutes of Sweden

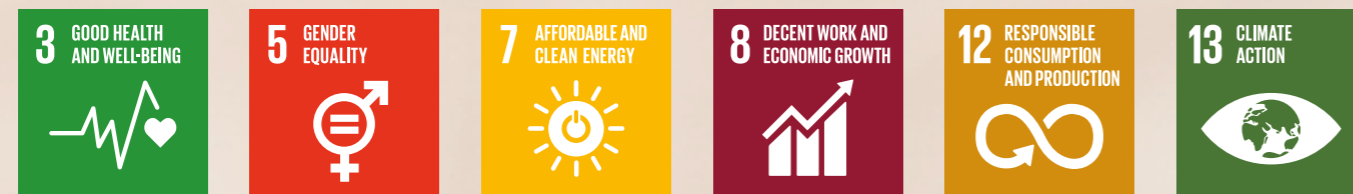
Sustainability Strategy

No one can do everything, but everyone can do something, and there is an endless amount we can achieve. At times, it may even feel overwhelming, almost unmanageable. To bring structure to our work and achieve our ambitions, we have broken down the task into smaller components. We call it our sustainability journey. The point of this journey is that we will never reach the end. We already know this because when we achieve one of our goals, we will set new ones.

The areas we have chosen to focus on most at present are those closest to our business operations. These include:

- Transportation
- Chemical Usage

”For us, sustainability means consistently striving to produce product labeling with the best possible materials, content, and technology. Whether the materials are new or recycled, we work to minimize our environmental impact. Our goal is to protect the environment and ensure a sustainable future for future generations.”



ACG Accent and UN Global Goals



By focusing on goals 3.4, 3.5, 3.6, and 3.9, we contribute to our goal of creating a work environment that promotes health and well-being for everyone, whether it concerns ergonomics or shared wellness activities. By setting requirements for our suppliers regarding workplace conditions throughout our value chain, we also help to promote societal development in all areas where we operate.



For us, gender equality is a given, which is why we naturally focused on goals 5.5 and 5.6. It involves a fair distribution of power, influence, and resources, not just between men and women. Equality among different groups is a prerequisite for sustainable and peaceful development, both in Sweden and globally.

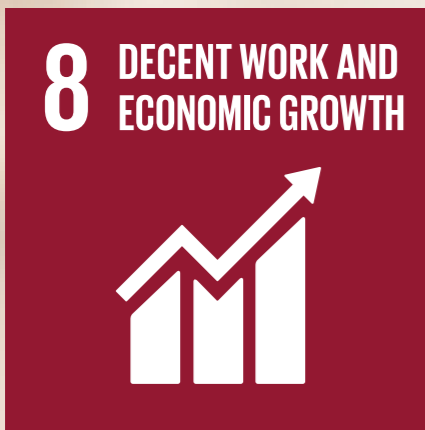


ACG Accent faces challenges concerning one of our most significant environmental impacts: energy consumption, particularly among our suppliers whose production facilities are often powered by non-renewable sources. We focus on goal 7.2 by reducing this energy usage through developing a shared action plan with our suppliers.

By implementing energy-efficient technologies and optimizing procurement processes, we aim to reduce our climate impact and increase the use of renewable energy.



ACG Accent and UN Global Goals



Good working conditions promote sustainable economic growth and are a positive force for the entire planet. We prioritize goals 8.4, 8.5, 8.6, and 8.8 and work systematically on our work environment to ensure a safe and secure workplace. We also focus on the working conditions of our suppliers, aiming to conduct audits annually, or at least every other year. No one should work under poor conditions, no matter where in the world they are.



Achieving sustainable development requires reducing our ecological footprint by changing how we produce and consume goods and resources. Therefore, we focus on goals 12.2, 12.4, and 12.5. For us, this means producing product labeling with the best possible materials and content using the best available technology, all to minimize our footprint. This involves the gradual phasing out of hazardous substances and products that cannot be recycled.



We prioritize goals 13.2 and 13.3, and through education, innovation, and compliance with our obligations, we can make the necessary changes to protect the planet. These changes also provide great opportunities to promote prosperity worldwide. We use only energy from fossil-free sources and continuously work to improve the energy efficiency of our operations.



Our Core Values / Someone to trust

We strive to be a partner you can trust.

For us, "Someone to Trust" means always delivering products of the highest quality and being transparent at every step. We work with carefully selected chemicals and have strict controls to ensure safety and efficiency. We keep our promises—when we say we will deliver on time and with the right quality, you can trust us. Our goal is to build long-term relationships where you always feel secure with our work. Thank you for choosing us as your partner—we are proud to be "Someone to Trust."

The ACG Group's core values—Order and Structure, Style, Responsibility, and Respect—also guides us at ACG Accent. These values are applied to our workplace, to create safety and comfort, as well as complementing what we provide to customers. Customers can trust that we deliver products made with high quality, using the best possible materials and environmentally responsible production methods. In addition, the following values define our operations at ACG Accent:

Innovation & Inspiration

Our goal is to lead the development of our industry in the right direction; to offer our customers the best options for their products' purposes. We assist with professional design, the best possible material choices, and global logistics solutions to optimize customer value.

Value Creation

We stay informed about current legislation, industry trends, and global developments, adapting our operations and solutions accordingly. The confidence that we possess the expertise and have extensive experience with our products is central to our core values.

Community & Joy

Our employees are the foundation of everything we do. Together, we create an open and respectful work environment where everyone is important and involved. We encourage physical activity and shared activities, such as regularly exercising together, to help us stay healthy and strong throughout our careers.

SOME
ONE
TO
TRUST

Goals and Challenges



We aim to be a role model in sustainability and accountability,

with a strong belief that business success goes hand in hand with our responsibility for the environment and society. By exceeding expectations, we work toward our ambitious goals and inspire others to collaboratively create a sustainable future.

Our sustainability efforts include continuous education and engagement of our staff, which strengthens our culture of responsibility and innovation. We aim to accurately calculate our total CO2 footprint, identify sources of emissions, and strategically reduce them through a transparent and well-defined methodology. A key challenge here is gathering and analyzing data from various sources, which requires both time and resources.

We continuously improve our supplier audits to ensure compliance with our Code of Conduct. This includes increasing audit frequency and collaborating with external parties. The challenge here lies in developing standardized guidelines and protocols and ensuring that necessary actions are taken to address any deficiencies.

One of our core goals is to enhance our sustainability reporting, making it more comprehensive and transparent, in line with international standards. The challenge is ensuring that this reporting is well-documented and verified, which requires careful work and commitment from the entire organization.

We also face challenges related to the use of renewable energy sources in our value chain and emissions from transportation. Integrating renewable energy into our processes and finding effective ways to reduce transport emissions are crucial to achieving our climate goals.

We are determined to drive change and innovation for a more sustainable and just world, both for current and future generations.

Environmental Impact

Climate impact

Accountability and sustainability are fundamental to our operations. We strive to contribute to a sustainable societal transition through both incremental improvements and innovative solutions. One example is our efforts to reduce district heating use, which resulted in emissions of 4 080 kg CO₂e this year. By developing methods to recover heat from our dryers, we are working to optimize energy use and reduce our climate impact.

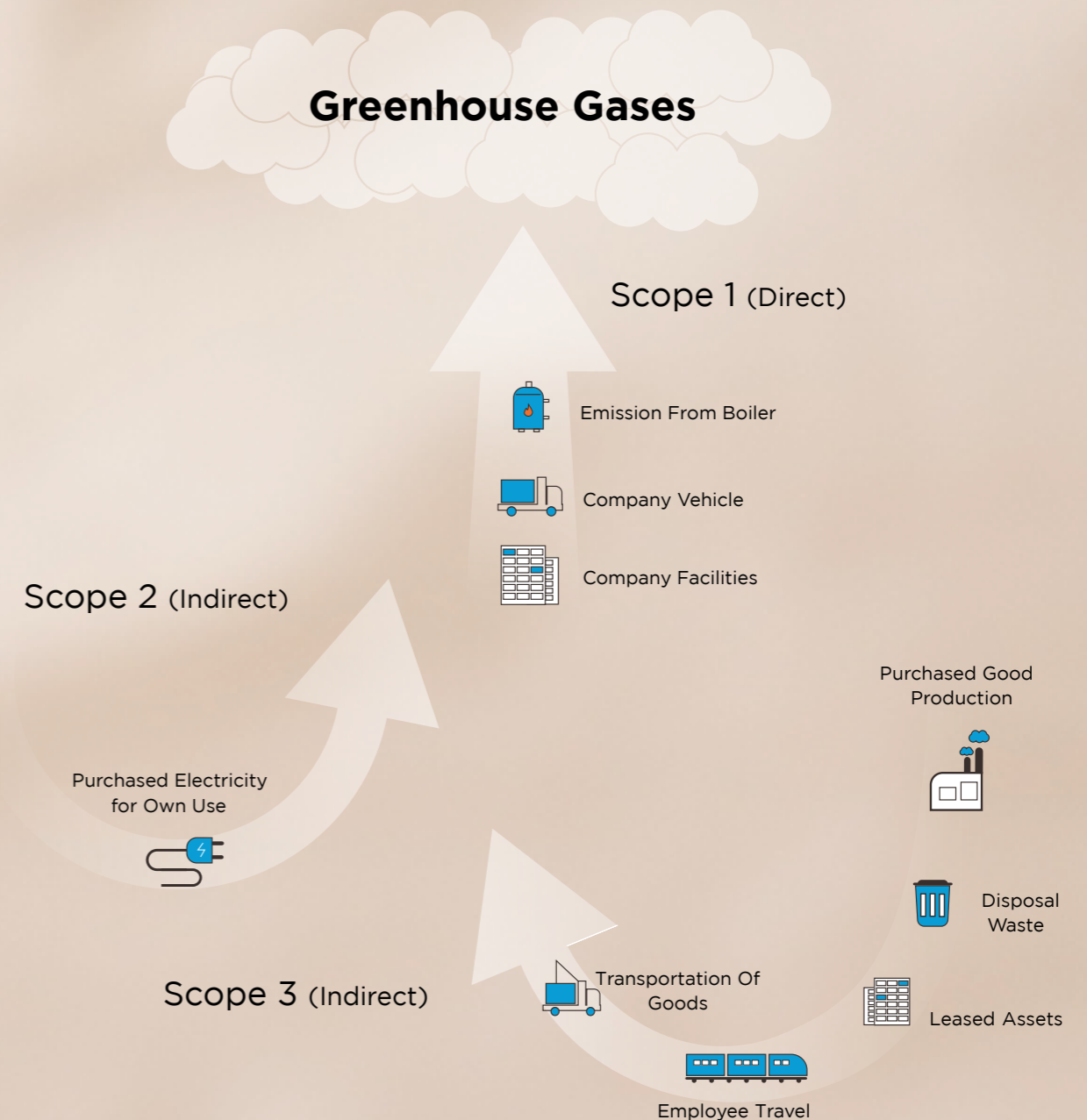
Our climate goals have so far covered scopes 1 and 2 of the GHG Protocol (direct emissions and purchased energy) as well as travel and transportation in scope 3. Since our supply chain accounts for the majority of our climate footprint, we have revised our goals in line with SBTi to align with the Paris Agreement and the 1.5-degree target.

Although scope 3 dominates our emissions, it is crucial to work on all three scopes. Scopes 1 and 2 cover areas under our direct control and form the foundation for credibility in our efforts. By involving the entire organization, we create long-term and effective initiatives to meet our climate goals and contribute to a sustainable future.

District heating contributed 4 080 kg CO₂e during the fiscal year. Our goal is to reduce district heating usage by 50% by the fiscal year 29/30.

Scope	t CO ₂ e	%
Scope 1	5.7	0,6%
Scope 2	9.5	0,9%
Scope 3	1,089.4	98,5%
Totalt	1,105.6	100%

Scope Of Emission



Environmental Impact

Energy and Water

ACG Accent uses water, energy, and chemicals in its production of heat transfers. We maintain a continuous focus on reducing our environmental impact in all processes – and it makes a difference.

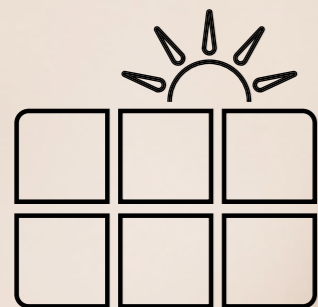
By focusing on reducing energy consumption and increasing the share of renewable energy, we lower our climate footprint. All the energy we purchase comes from 100% renewable sources, and as a complement, we have solar panels on the roof of our building that produced 414.000 kWh during the fiscal year. Electricity generated by the solar panels is an important contribution to our total electricity consumption. Even though the energy we use comes from renewable sources, we continuously work on improvements and efficiency measures, such as replacing all lighting in the building with LED fixtures.

ACG Accent is not a high consumer of water, but we still strive to reduce water usage wherever possible in our processes. To further reduce our water consumption, we are exploring solutions to utilize rainwater as process water. **The water consumption for the fiscal year amounted to 5228 m3.**



Renewable sources

for all energy we purchase for our operations.



The solar panels on the building's roof generated during the fiscal year

414.000 kWh



Environmental Impact

Waste Management and Circularity

Waste management and circularity are central areas where we strive to reduce our negative environmental impact and promote the sustainable use of resources. We carefully manage hazardous substances according to established procedures to minimize harm to people and the environment.

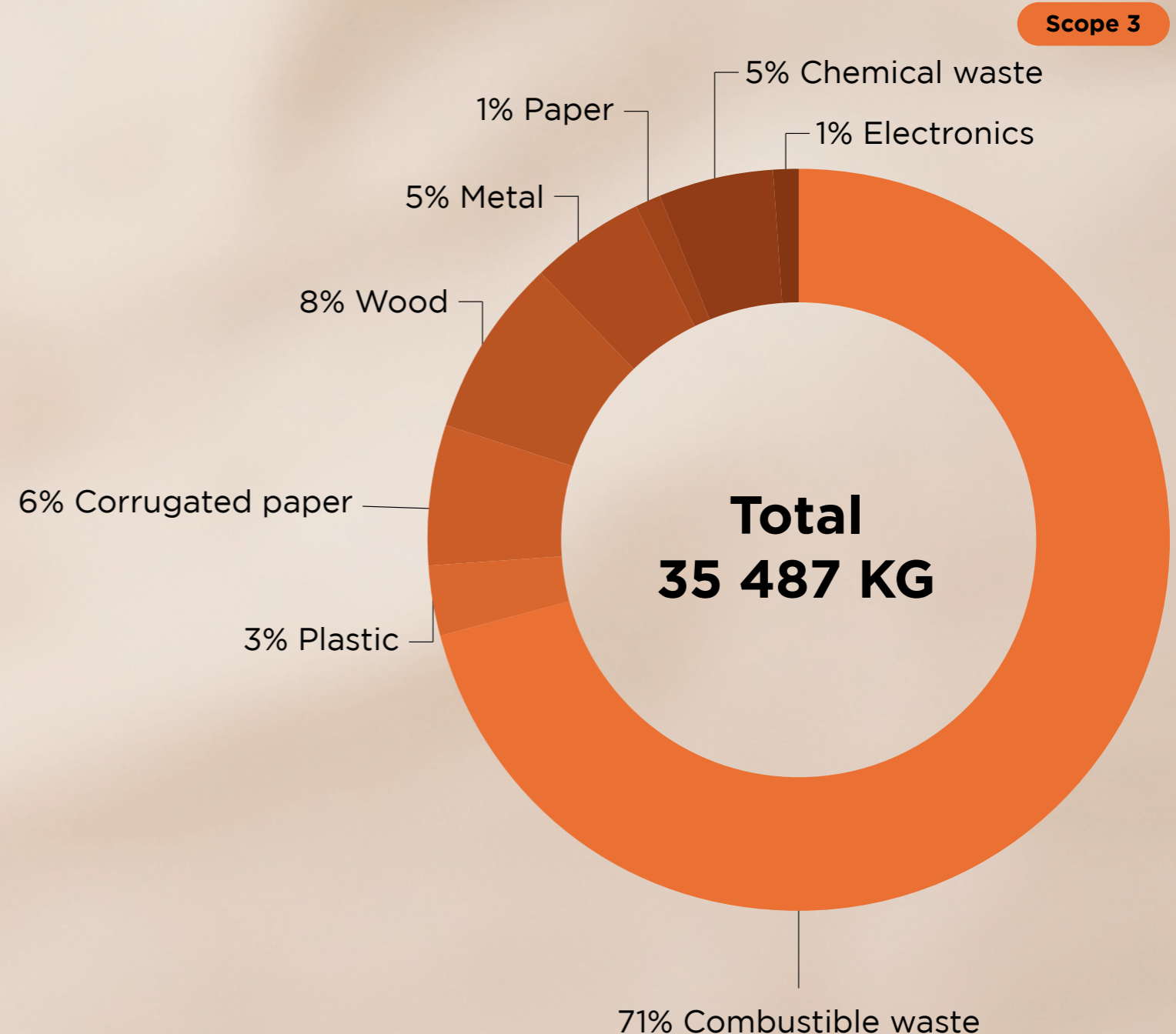
Although we have an approved sorting rate, we are continuously working to reduce the consumption of packaging materials and improve recycling and reuse processes. Waste management is a crucial part of our work toward circularity and sustainability.

We focus on optimizing production planning to reduce waste from production and work toward a more circular business model. We recognize that circularity requires extended product lifespans and optimal use of resources.

Challenges arise when we aim to increase the use of recycled materials in our products. Sometimes, recycled materials do not meet our quality and durability requirements. Despite this, we are determined to overcome obstacles and promote a more circular economy with reduced environmental impact.

”We are constantly striving for improvement – our goal is to increase the sorting rate* of our own waste by 50% by 29/30.”

* Our sorting rate is measured based on the proportion of combustible waste in relation to different waste categories.



Environmental Impact

Material usage

Resource Efficiency

We continuously work to streamline our production processes and material usage to reduce waste. We monitor all materials used in our own production monthly and improve processes to reduce both material usage and waste.

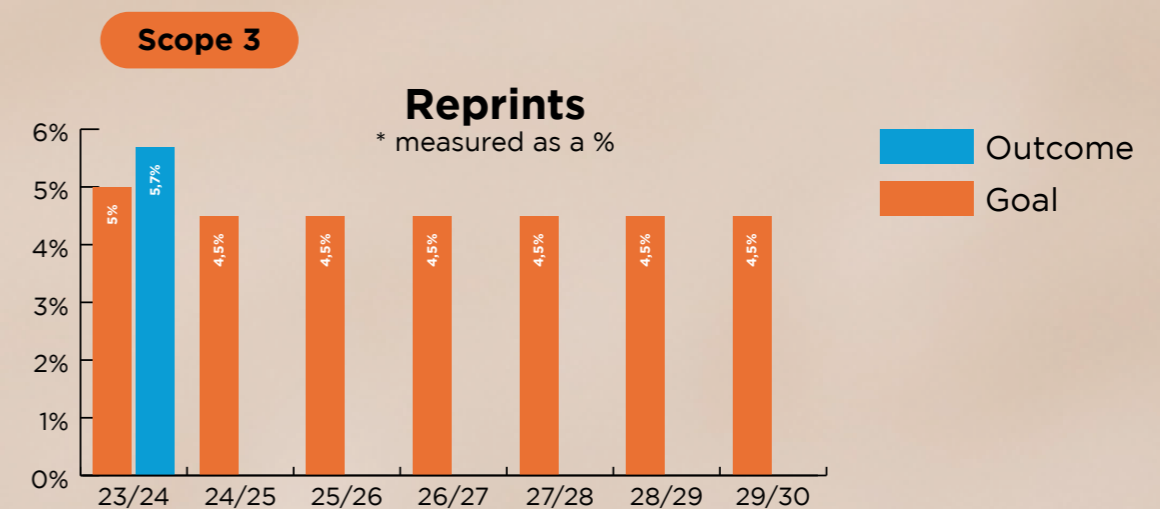
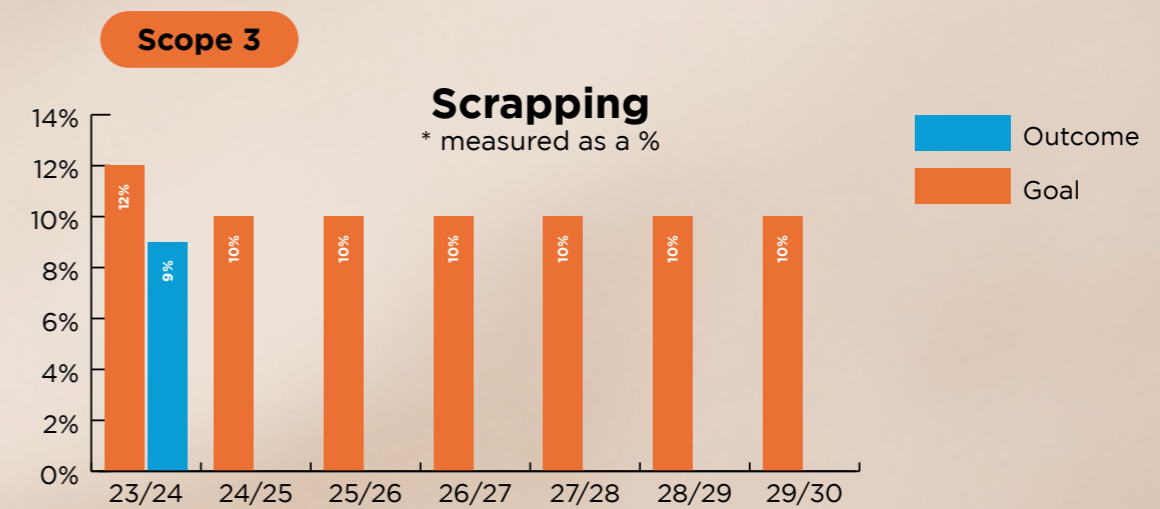
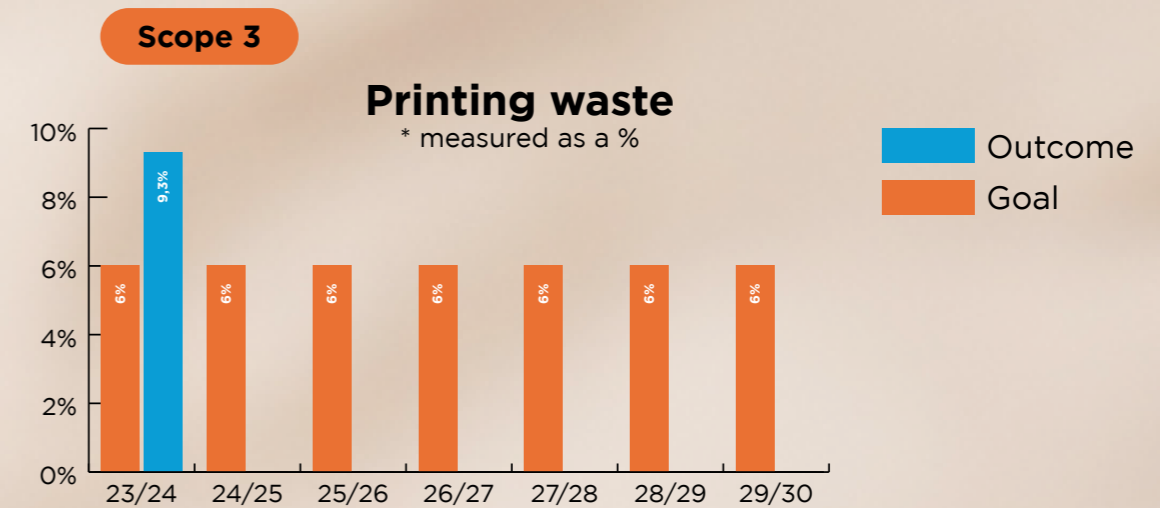
Regarding resource efficiency in our production, we have a long way to go to achieve our goals. Why is waste increasing, and why can't we reduce the re-run frequency? This has much to do with the challenges we face due to our choice to use water-based printing inks and adhesives in our production. However, we are confident that we will significantly improve these outcomes over time while still manufacturing with technology that has a low environmental impact.

Material Requirements

Social responsibility means offering a good work environment, fair working conditions, and a reasonable wage, as well as taking responsibility for society, combating corruption, fostering a healthy local environment, and respecting human rights. This also includes employees at suppliers within our supply chain.

We set clear requirements for our suppliers through our Supplier Code of Conduct, which is based on the UN Global Compact and includes material-specific requirements based on environmental certifications for the materials delivered. We follow up to ensure our suppliers comply with these requirements, even though it can be challenging further down the supply chain where economic relationships are weaker. Agreements with our direct suppliers are required to conduct follow-ups further down the chain.

Waste management and circularity are key to reducing environmental impact and promoting sustainable resource use. We are working towards a circular business model and seeking solutions to overcome challenges with recycled materials.

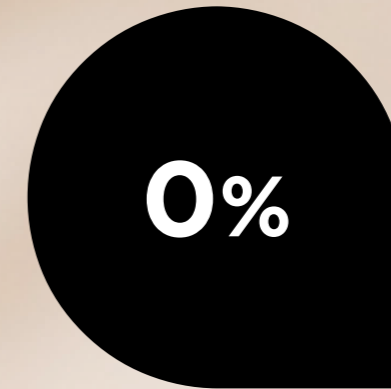


Environmental Impact

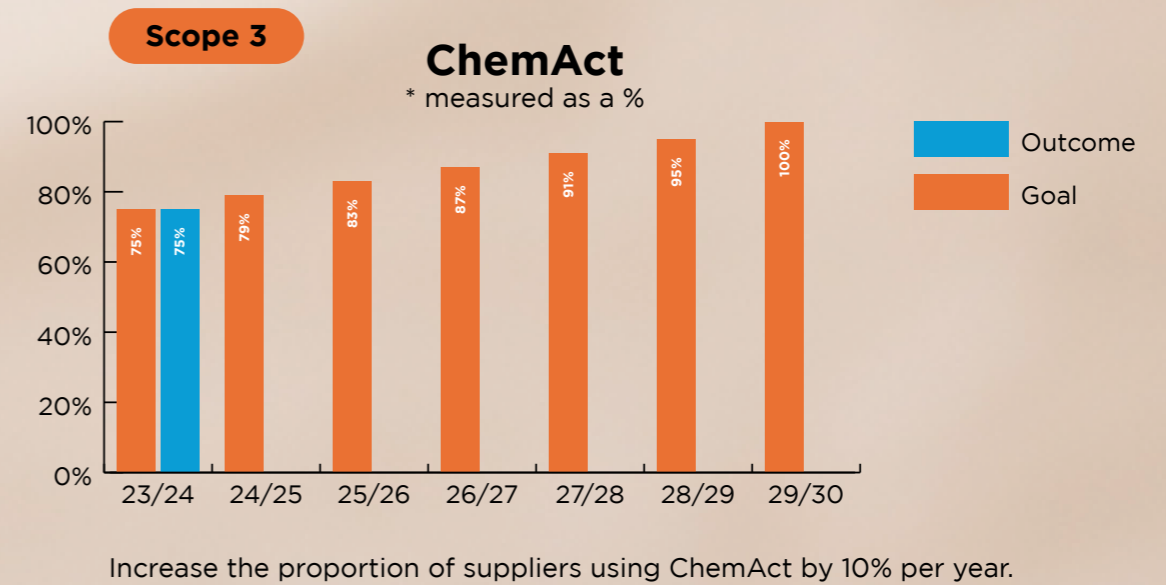
Chemical Usage

We prioritize safety by ensuring that our materials and products are free from hazardous and prohibited substances, in compliance with relevant requirements, laws, and certifications. By carefully selecting suppliers and using ChemAct, a digital platform for chemical management, we lead the way in chemical safety. We also invest in training our suppliers to ensure they adhere to our standards.

In our own production, ACG Accent uses advanced technology and water-based paints to minimize and replace chemical usage. Without compromising on quality, we reuse selected chemicals while monitoring our annual chemical disposal.



Hazardous and prohibited substances



Environmental Impact

Transportation

Sustainability is an integral part of our operations, and we recognize that logistics and transportation represent a significant portion of our climate footprint. By collaborating with professional logistics partners and continuously optimizing our logistics flows, we strive to reduce our environmental impact. We focus on streamlining loading and delivery, increasing fill rates, and minimizing the need for last-minute transports through improved planning and dialogue with both carriers and customers.

We are aware of the significant carbon emissions from the transport sector and therefore aim to analyze the entire transportation chain to minimize our environmental impact. Additionally, we are committed to reducing our internal business travel and commuting by promoting alternative modes of transport and remote work.

During the pandemic year of 2021, emissions from commuting were not monitored. However, it is reasonable to assume they were lower than before, as many of us worked from home one or more days a week.

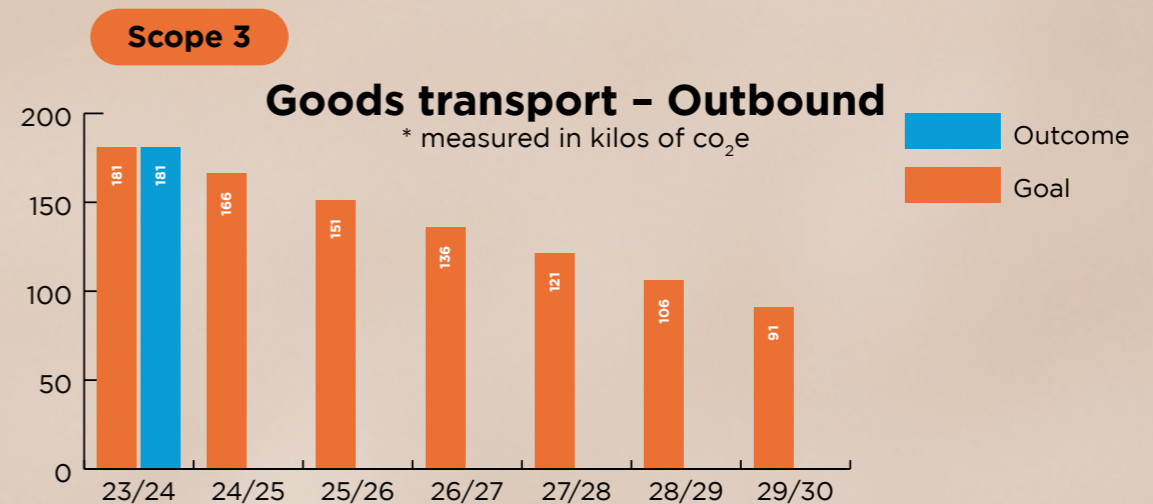
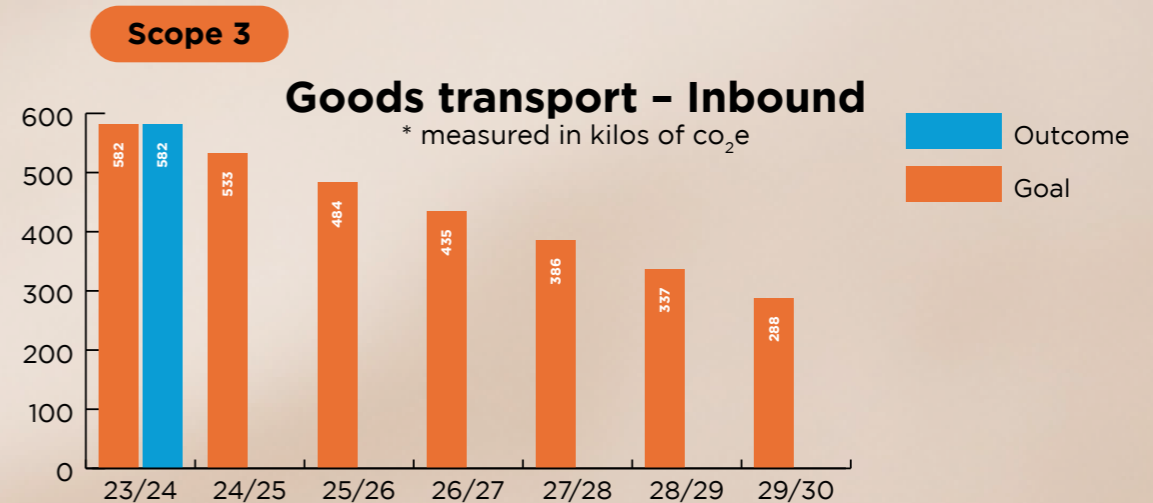
We will reduce CO2 emissions from all our transportation by 50% by the year 29/30 compared to 23/24.

During the fiscal year 22/23, we conducted our first measurement of all our transportation emissions. This was an important step in mapping our climate impact and identifying areas for improvement. We have now set a goal to reduce emissions from transportation by 50% by the fiscal year 29/30.

We recognize that this is a very ambitious goal and acknowledge the challenges that may arise along the way. Nevertheless, we trust that technological advancements, increased collaboration, and future legislation will provide us with the support and opportunities to achieve our ambitions. By streamlining our logistics processes and working with more environmentally friendly transport options, we aim to significantly reduce our climate footprint and contribute to a sustainable future.

 **6,7 t CO₂e** Company Vehicles

 **44 t CO₂e** Commuting Travel



Social Sustainability

Workplace health and safety

Health and safety are addressed as the first agenda item at our management meetings, board meetings, and staff meetings. During these meetings, we present KPI outcomes and discuss necessary actions.

This is our workplace health and safety policy:

ACG Accent shall actively work to create a socially, physically, and mentally healthy workplace for all employees by preventing the risk of workplace injuries and work-related ill health.

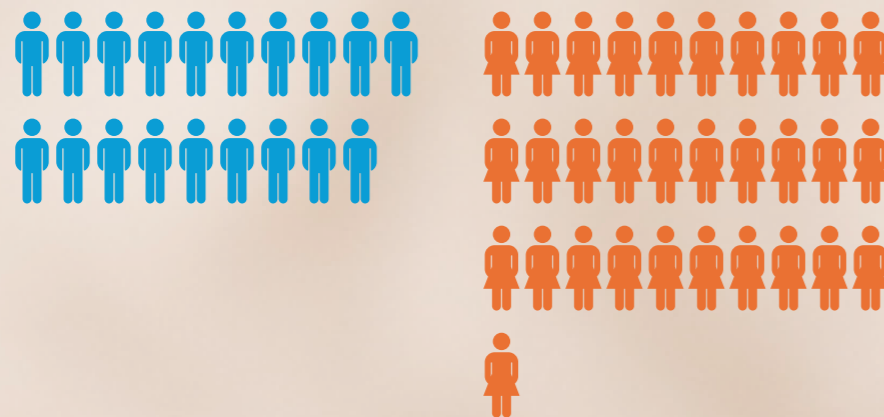
The minimum requirement for the company is to fully comply with laws, regulations, and authority requirements, ensuring that systematic workplace health and safety efforts are an integral part of regular operations.

Systematic workplace health and safety efforts involve investigating, preventing, implementing, and following up on measures.

These efforts shall also include equality, diversity, skills development, influence and responsibility, wellness, stress management, substance abuse and addiction issues, threats and violence, as well as organizational development.

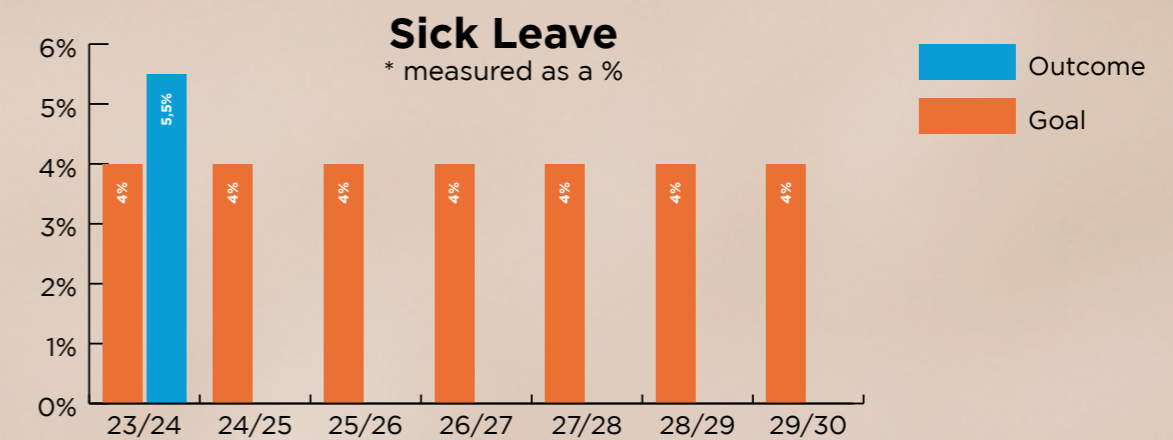
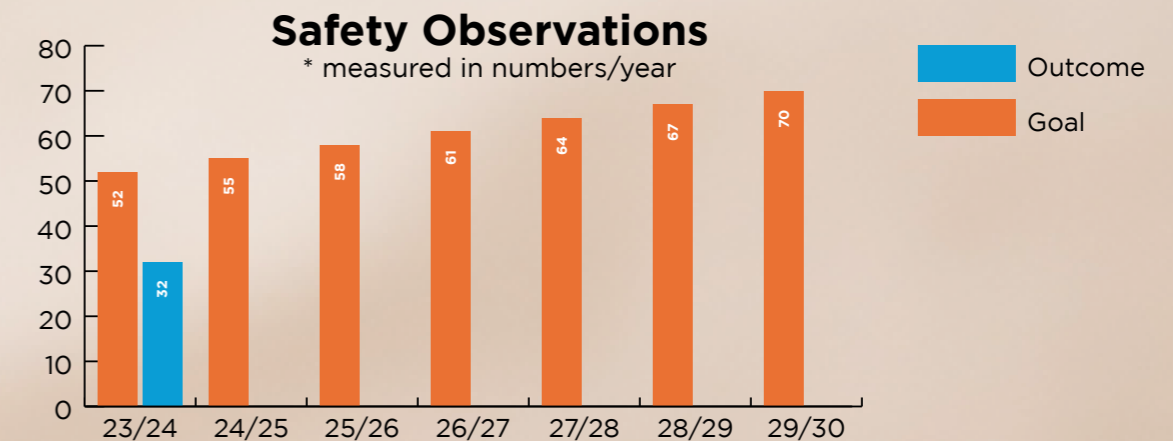
Number of Employees

19 men and 31 women



0 workplace accidents during the fiscal year 23/24

1 reported incident during the fiscal year 23/24



Social Sustainability

Equality and Diversity

ACG Accent's Equality Policy

ACG Accent shall actively work to:

- Ensure that working conditions are suitable for both women and men.
- Apply a gender perspective to the work environment to highlight differences in the working conditions of women and men.
- Ensure that wage disparities due to gender do not occur.
- Maintain a work environment free from harassment and sexual misconduct.
- Structure work organization and schedules to promote the ability to balance work and parenthood while preventing involuntary part-time employment.
- Achieve an even distribution between male and female leaders.
- Ensure that women and men have equal opportunities for education, skills development, and career advancement.

40%
women

holds a leadership role in the company

Our Value Chain

Our value chain is built on a strong foundation of sustainability and responsibility. We are committed to ensuring that no child labor, forced labor, or other unpaid work occurs in our operations. Our external partners who supply goods to us have signed our Code of Conduct, which includes provisions on working conditions and workers' rights in production. By signing our Code of Conduct, our suppliers commit, among other things, to abstain from any form of corruption. Suppliers regularly report compliance through audit reports from accredited inspection bodies, and no corruption-related incidents occurred during the fiscal year.



Financial Sustainability

Turnover and profitability

ACG Accent is part of the ACG Group, a family-owned corporation with a long history. Profitability is important to us, and our economic sustainability must be both ethical and long-term. Together with the corporate group, we work to ensure that all subsidiaries have common routines for finance and administration. This provides opportunities for better monitoring and efficiency.

Through collaboration with our bank, insurance company, and auditing firm, we have developed routines, documentation, and methods to guarantee our corporate ethics.

Sustainability Investments

Currently, we are not making specific investments in new technology or equipment, as our machinery is already state-of-the-art and our production runs on renewable electricity. At the same time, we are investing extensively in product development to achieve more efficient and resource-efficient production, which also contributes to a positive substitution effect. We continuously monitor the market for machinery solutions that benefit the climate and regularly review our processes to identify areas for improvement. Time is an important investment for us, and we are working long-term toward the goal of developing a circular product.

When investing in new company vehicles, we currently choose electric cars to reduce our emissions. We are also committed to training and educating our staff on sustainability, which is a central part of our long-term strategy to promote sustainable development.



Financial Sustainability

Risks and Governance

We have integrated risk management into leadership and operational processes through guidelines and routines. Risks are continuously managed within the company's departments through routines and risk assessments in each risk area. When necessary, measures are implemented to reduce the likelihood and consequences of any type of incident. To further strengthen our risk management, the management team conducts an annual SWOT analysis of the entire company's operations to identify risks and opportunities for improvement.

Below are examples of risks we have identified in our operations.



Risk	Description	Measures
Environmental Incident Risks	Environmental incidents caused by leaks, spills, or process failures.	Preparedness for spills and leaks. Routines for all processes involving chemicals and routines for waste management. Regular staff training.
Work Environment Risks	Incidents and accidents causing personal injury, poor social and organizational work environment as a result of inadequate preventive work environment efforts.	Systematic work environment efforts through risk assessments, regular safety inspections, clear work instructions, risk awareness, and staff training.
Sustainability Risks in the Supply Chain	Environmental risks caused by deficiencies in the production of materials and products. Non-compliance with the Code of Conduct among suppliers.	Environmental requirements for materials and products monitored and followed up through Chemact and iChemistry. Clear social requirements in agreements and through regular audits and follow-ups with suppliers.
Product Safety Risks	Safe use of products.	Monitoring components through Chemact and conducting tests on selected content when necessary.
Fire Risks	Risk of fire in production facilities and other premises.	Systematic fire safety efforts include staff training, fire safety inspections, and accessible and appropriate fire safety equipment.

Financial Sustainability

Sustainable Value Creation

In a world where sustainability is becoming increasingly critical for success, we aim to develop business models that combine business value with a strong sustainable perspective. Our goal is to create value for our customers, shareholders, and society at large while actively reducing our environmental impact and promoting social responsibility.

By integrating sustainability principles into the core of our business strategy, we can ensure that our operational methods are not only profitable but also contribute to a sustainable future. This means continuously seeking innovative solutions that minimize our environmental impact, improve resource efficiency, and reduce our carbon emissions.

We believe that a sustainable business model involves investing in long-term relationships with suppliers who share our values, developing products and services with lower environmental impact, and being transparent in communicating our sustainability efforts. By engaging in a circular economy and promoting recycling and reuse, we strive to maximize resource utilization and minimize waste.

Furthermore, we strongly believe in educating and engaging our staff in sustainability issues. This ensures that every employee contributes to our sustainability journey and that together we can create a culture where sustainability is a natural part of everything we do.

By balancing business value with sustainability, we can not only address today's challenges but also build a robust and resilient organization prepared for the demands of the future. Our commitment to long-term sustainable business models is not just a strategy for survival but a promise to contribute to a better and more sustainable world.



Monitoring and Reporting

Financial Perspective

We strive to maintain a strong financial foundation for our operations. By carefully monitoring traditional financial key performance indicators on a monthly basis and setting annual goals in line with ownership requirements, we ensure that our budgeting process is both transparent and effective.

Internal Process Perspective

The efficiency of our internal processes is crucial to our success. We focus on tracking material usage, production efficiency, and resource consumption to continuously improve our workflows. Annual goals are set and evaluated monthly to ensure that we are always working towards improvement.

Sustainability Perspective

Sustainability is a central part of our strategy, and we have set clear environmental goals in areas such as transportation, waste, and energy. These goals are monitored and reported annually, with an annual review to adapt to new challenges and opportunities in sustainability.

Customer Perspective

We place the needs of our customers at the center of our operations. By focusing on quality, service levels, and delivery reliability, we continuously measure our delivery precision and complaints. Additionally, we conduct an annual customer satisfaction survey to ensure that we meet our customers' expectations.

Employee Perspective

We value our team's well-being and engagement. Through regular employee surveys, analyzed by the management team, we ensure that staff have influence and support. We also monitor accidents, incidents, and sick leave on a monthly basis to promote a safe work environment.



Summary

We are proud of the progress we have made in our sustainability efforts, particularly in redefining our climate goals. This process has been critical for us to identify that our previous goals were too vague and required a clearer direction to achieve meaningful progress. While we are pleased with the changes we have implemented, we recognize that it will be a challenge to meet the ambitious goals we have set.

Looking ahead, we see an important step in implementing concrete measures to reduce our climate impact. This includes working more closely with our suppliers to ensure that our entire value chain is engaged in sustainability efforts and that we collectively strive towards a more circular economy. We also plan to increase our investment in renewable energy sources and improve our processes to reduce waste and maximize resources.

Another priority area is to strengthen employee engagement by involving them in sustainability initiatives and providing training and resources to foster a culture of accountability. We will also continue conducting annual SWOT analyses to identify risks and opportunities in our sustainability efforts, helping us navigate a rapidly changing world.

We look forward to working towards our revised climate goals and are committed to creating positive changes for both our company and our community. By combining our passion for sustainability with concrete actions, we are confident that we can contribute to a more sustainable and equitable future for future generations.

Together with our employees and partners, we are determined not only to address today's challenges but also to shape a more sustainable future for all of us.

