



2020

Sustainability Report





## A word from the CEO



Christina Lindstedt  
CEO, QleanAir

### To our stakeholders,

People spend 80-90% of their time indoors, and the quality of the air we breathe is important in so many ways regarding working capacity, quality of life, health and well-being. That is why we at QleanAir are passionate about creating healthy indoor environments of the very highest quality. We have more than 30 years' experience of providing premium solutions that generate clean indoor air.

2020 has been an exceptional year in many respects all over the world. In 2020, awareness of the importance of indoor air quality increased significantly due to the coronavirus pandemic, and totally new customer groups started asking for advanced air cleaning solutions. As a company, QleanAir has been able to lead the way when it comes to protecting staff in particularly vulnerable contexts, such as intensive care units and schools. We believe that the increased awareness of the importance of indoor air quality will persist in the medium to long term. With our mission to protect people, products and processes, we will have an even more important role to play in the future. In 2020, we continued to increase our installed base of air cleaners and also to increase the amount of clean air we supply. In 2020, we supplied a volume of clean air equivalent to 9.8 Stockholm Globe Arenas per hour, or 4.3 billion cubic meters of cleaned air per month.

We are a reliable and long-term partner for our stakeholders by assuming responsibility for our solutions and for our relationships with customers, suppliers, service partners and employees. One part of our mission is to work continuously to reduce our environmental footprint. In our sustainability report, we describe how we work, how we set goals and monitor our operations from a sustainability perspective. We want to be transparent in our commitments towards our various stakeholders and show that we are on a journey of development where we continuously strive to become even more sustainable ecologically, economically and socially.

With our solutions, we protect people, products and processes in more and more contexts, in more than 25 countries all over the world.

Stockholm, 19 April 2021,

Christina Lindstedt, CEO, QleanAir



# We are QleanAir Scandinavia

QleanAir Scandinavia’s mission is to protect people from dangerous particles and gases, and achieve a cleaner environment. For more than 30 years, QleanAir Scandinavia has been developing innovative air cleaning solutions that control air quality in order to create healthy indoor environments for people, products and processes.

# 25%

**Overall goal**

Cleaned air: 25% annual increase

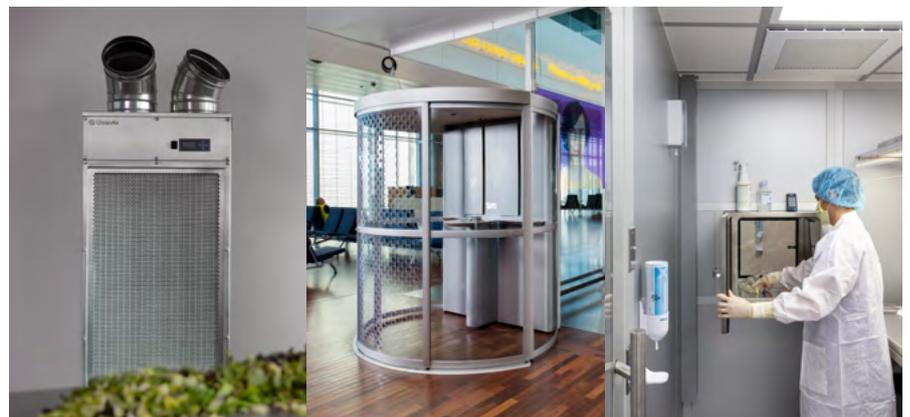
Since the very beginning, our business idea has been based on a circular business model in which our offering is based on renting our solutions, which was groundbreaking when we set up our business. Our solutions are rented on long-term contracts, and on average they stay with the customer for six years. We have satisfied customers, with contracts that expire being extended or renewed on average in 75% of cases. The products then undergo a service process, in which we replace the necessary components, thus guaranteeing a long useful life and that we do not waste natural resources unnecessarily.

With unique specialist expertise, high-quality products, market-leading service and a lifetime performance guarantee, we can offer efficient, customized solutions that deliver clean air over time. The product portfolio consists of turnkey cleanrooms, stand-alone air cleaners and solutions for cleaning tobacco smoke to provide protection against

passive smoking. These offerings make up our three product categories: Room solutions, Facility solutions and Cabin solutions.

We are currently the market leader in Europe and Japan in the field of Cabin solutions. The group has operations in Sweden, Germany, China, Japan and the USA, and nine more European countries, with a head office in Solna, Sweden. The group’s sales in 2020 totaled SEK 493 million. As of 31 December 2020, we have installed 9,551 units at the premises of more than 3,000 customers in over 25 countries worldwide, and we continue to grow constantly. This has resulted in our cleaning 51 billion cubic meters of air within the whole group during the year. If you put this in relation to the size of our Stockholm-based Globe Arena, we clean just over 86,000 (70 ´) Globe Arenas a year, equivalent to 9.8 arenas per hour. Our strongest contribution to society is that year after year, we increase the volume of cleaned air.

Facility solutions, Cabin solutions and Room solutions

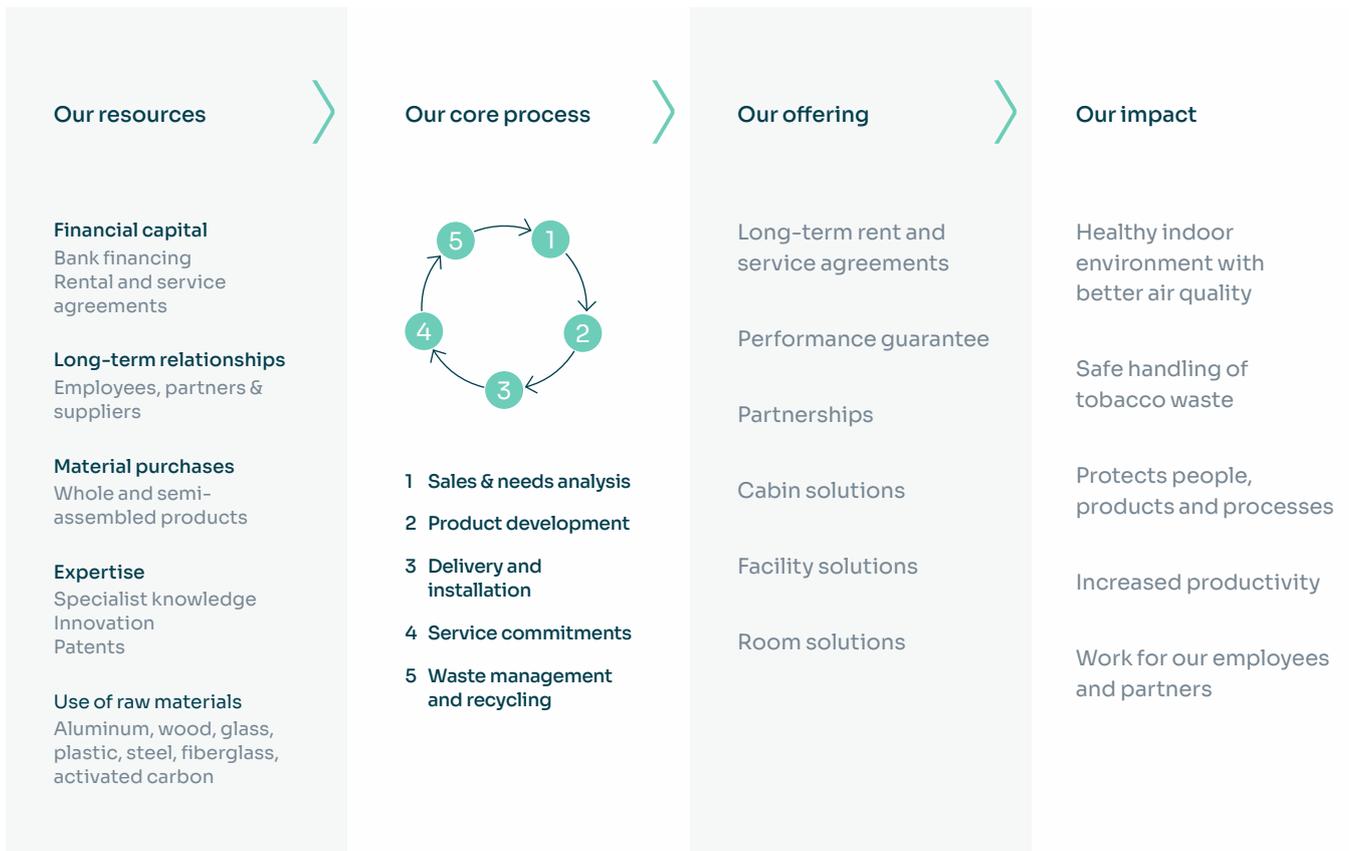




### Our business model

At QleanAir, we carry out marketing, sales and product development of our air cleaning systems. We work continuously with innovation and development to enable more efficient and environmentally positive solutions. We have outsourced manufacturing, assembly and logistics to carefully selected suppliers, and we have engaged marketing and service partners who perform installation, service, maintenance and some of our sales. With these collaborations, we want to offer our customers a comprehensive offering with a local contact point and full-service offering.

Our values Care, Team Spirit, Perseverance, Lead and Passion shall pervade everything we do. We at QleanAir strongly believe that reliable, long-term relationships are the key to successful collaborations, which is why we offer not only products, but also rent agreements with full-service commitments to guarantee the sustainability and positive impact of our products on air quality over time. The result of our operations is healthier work environments, more efficient production with less dust and fewer harmful particles and gases. Through our cabins, we make sure that people are not exposed to passive smoking against their will, that tobacco waste does not end up on the ground or out in our countryside, and that our customers have HEPA-cleaned air around the clock.





# Making a real difference through clean air

We know the difference that air quality can make to the overall health and effectiveness of people, products and processes. We also understand the sense of security that comes when an individual knows they are breathing clean air. We therefore work every day to understand the needs of our customers and deliver unparalleled air cleaning solutions that allow us to make a real difference.

## The freedom of clean air

The freedom of clean air is the promise that we deliver on to our customers.

The freedom of clean air means peace of mind, knowing that people, products and processes are in the best possible indoor environment. The freedom of clean air means that it is hassle-free, and that we guarantee the air quality over time. We tailor the solution to meet your needs. Performing measurements and testing. Taking care of installation, service, upgrades, compliance with regulations and future-proofing the solution. We deliver the freedom of clean air - so you can focus on what really matters.

## Our Position

The specialist provider of premium clean air solutions.

## Our Purpose

Making a real difference through clean air.

## Our Promise

The freedom of clean air.



# Towards a sustainable company

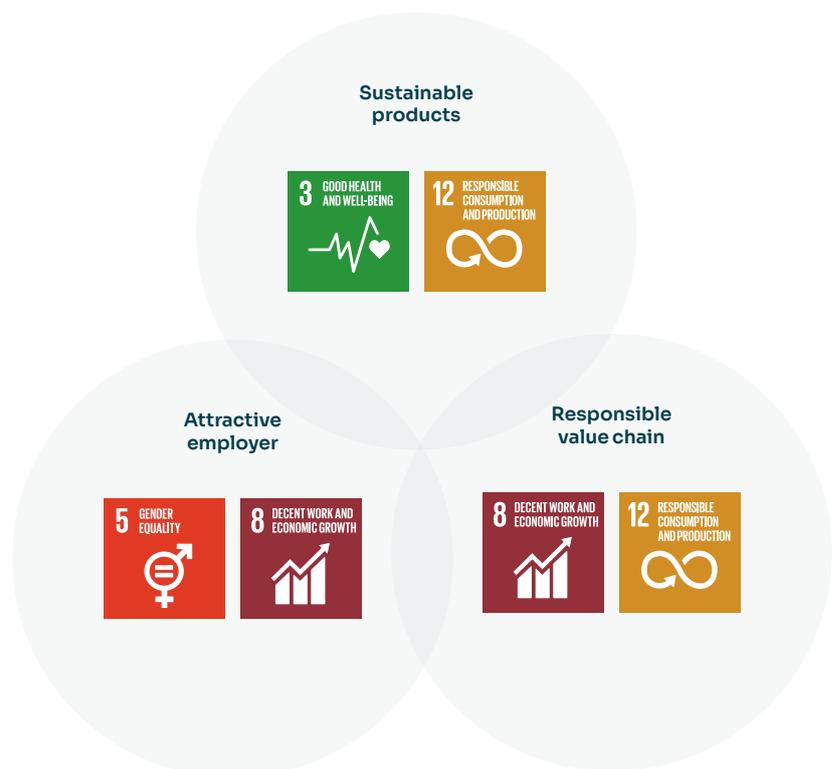
We at QleanAir want to contribute to sustainable development, assume our responsibility to reduce our negative environmental impact and increase our positive impact on the people in our value chain.

During the year, we therefore developed a model for our strategic sustainability work. This model is based on a materiality analysis, which is described in detail on page 10.

We work purposefully to improve the experience and quality of our products and service commitments, while at the same time it is important for us to be an attractive employer and to have responsible, long-term relationships with our suppliers and business partners. To clarify our commitments,

we have formulated this as follows: Sustainable Products, Responsible Value Chain and Attractive Employer.

Based on these three focus areas, we then mapped which of the UN's 17 global goals we influence, both positively and negatively, with our products and activities. The goals we identified as being most important to us, goals 3 and 12, are the ones we can influence with the aid of our products. We also influence goals 5, 8 and 12 through our activities.

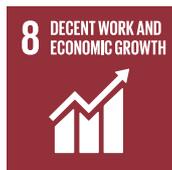




**Goal 3**  
Good health and well-being



**Goal 5**  
Gender equality



**Goal 8**  
Decent work and economic growth



**Goal 12**  
Sustainable consumption and production

**Overall objectives**

The quality of the air we breathe has a direct link to our health and ability to perform. Our cabin solutions handle all the negative consequences of tobacco smoke and offer a healthy, safe and cost-effective solution in which we protect non-smokers without burdening smokers. By capturing and filtering the particles and gases released in connection with smoking, we protect people from harmful pollutants and contribute towards goal 3 and increased good health. Read more about this on pages 11-15.

In addition to protecting people and contributing to increased good health, we also contribute towards goal 12 and sustainable production by protecting processes and products from harmful particles and gases with our air cleaners and cleanrooms. The air cleaners capture and clean the air using a high-tech filtration system, before releasing it back into the environment. As our cleanrooms create an environment that protects products and processes, we develop turnkey solutions for industries that place high demands on clean and sterile environments. We also work to streamline our own and our suppliers' resource consumption by means of, for example, reusing returned products and safe waste management. Read more about this on page 16.

By working to ensure a decent, equal work environment with good working conditions, we also want to contribute towards goals 5 and 8, both in our own activities and at our suppliers' premises. Read more about this on pages 17-21.

**Management systems and policy documents**

The tools that serve as overall instruments in this work are our quality and environmental management systems, ISO 9001 and 14001. We use our management systems for continuous monitoring and development, and to make sure that we work with high quality and a low environmental impact in all our business processes. In addition to management systems, we have a number of policies relating to CSR, quality and environment, occupational health & safety and travel and road safety, which are also used as key tools in our governance. Our suppliers and partners also sign up to our Code of Conduct, which stipulates their responsibilities for human rights, anti-corruption and business ethics. To make sure that our employees know what is required and expected of them in their professional role, they too must sign this.



## Our stakeholders

For QleanAir, it is important that we continuously increase our understanding of our stakeholders. Their demands, expectations and needs form the basis of our sustainability work. We have therefore mapped out the most important stakeholders that affect and are affected by our activities. Through a regular dialogue with them, we can form a better idea of which sustainability areas we should prioritize and communicate in the future.

The stakeholders most important to us and the issues identified as important in the dialogue are presented in the table below. In addition to the stakeholders with which we maintain a dialogue, we also have an impact on society, and society is an important silent stakeholder for QleanAir. Society's need for healthy environments and cleaned air is what we live and work for. By increasing the amount of cleaned air delivered, we contribute to improving people's health all over the world.

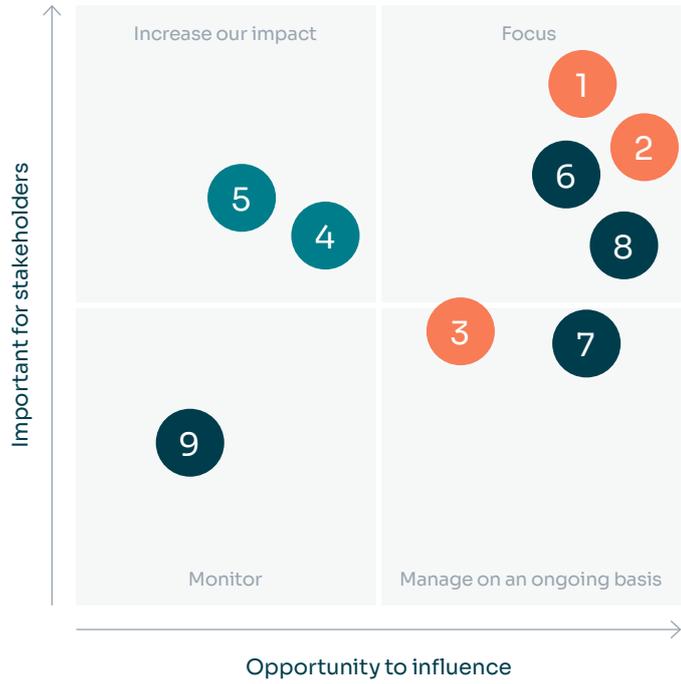
### Our stakeholders

Stakeholder	Form of dialogue	Key issues
<b>Customers</b>	<ul style="list-style-type: none"> <li>- Procurement meetings</li> <li>- Customer survey</li> <li>- Customer meetings</li> <li>- Training</li> </ul>	<ul style="list-style-type: none"> <li>- Clean air</li> <li>- Price</li> <li>- Quality</li> <li>- Energy efficiency</li> <li>- Business ethics</li> <li>- Delivery times</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>- Shareholders' meeting</li> </ul>	<ul style="list-style-type: none"> <li>- Right to a possible dividend</li> <li>- Development in accordance with communicated goals</li> <li>- Equal treatment of shareholders</li> <li>- Healthy work environment for employees and customers</li> <li>- Sustainability governance, e.g. policies for the environment, occupational health &amp; safety and business ethics</li> </ul>
<b>Capital market</b>	<ul style="list-style-type: none"> <li>- Reports</li> <li>- Forecasts</li> <li>- Conversations/dialogues</li> <li>- Presentations</li> </ul>	<ul style="list-style-type: none"> <li>- Environmental trends</li> <li>- Financial outlook</li> <li>- New products</li> <li>- Regulatory compliance</li> <li>- Sustainable companies - environmentally, ethically, economically</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>- Performance reviews</li> <li>- Staff meetings</li> <li>- Intranet</li> <li>- Training courses</li> </ul>	<ul style="list-style-type: none"> <li>- Developmental duties</li> <li>- Skills development</li> <li>- Good work environment</li> <li>- Opportunity for salary development</li> <li>- Business ethics</li> <li>- Opportunity to make a difference</li> <li>- Gender equality and diversity</li> </ul>
<b>Strategic suppliers &amp; partners</b>	<ul style="list-style-type: none"> <li>- Contract signing</li> <li>- Ongoing contact</li> <li>- Training courses</li> <li>- Partner conferences</li> <li>- Supplier assessments</li> <li>- Annual audits</li> <li>- Working documentation, e.g. drawings, manuals</li> <li>- Training</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to pay</li> <li>- Long-term contracts</li> <li>- Stable finances</li> <li>- Forecasts of component purchase volumes</li> <li>- Reliability</li> </ul>



**Materiality analysis**

In order for QleanAir to adopt a focused and strategic approach to sustainability, we have analyzed our most important sustainability areas. This was done in a project group consisting of the CEO, quality and finance managers and our marketing manager, together with external specialists. The analysis takes into account which areas we have the greatest opportunity to influence with our activities in relation to how important the issues are to our stakeholders. The result forms the basis of QleanAir’s strategic work going forward and has been divided into our three strategic focus areas. The analysis was first conducted in 2019 and has been reviewed ahead of this year’s sustainability report. There have been no changes to the order of priority.



**Sustainable products**

- 1 Product quality
- 2 Design & Innovation
- 3 Waste management and recycling

**Responsible value chain**

- 4 Product quality
- 5 Design & Innovation

**Attractive employer**

- 6 Work environment & working conditions
- 7 Gender equality & diversity
- 8 Skills development
- 9 Emissions from passenger transport & energy consumption

# Sustainable products



**Goals**  
Customer complaints less than 1 fault per installation every 5 years



**Goals**  
Fault reports during installation must not exceed 1%

We work systematically to further develop and improve our offering. All improvement work is prioritized based on impact on overall goals, which we strive towards by being a reliable partner, providing a full-service offering with a performance guarantee. Our full-service offering includes advice on product solution, capacity planning, pollution reduction consultancy, air quality testing and analysis, and long-term contracts with a performance guarantee with service and maintenance. Our customers buy not just a product, but a partnership in which we constantly receive feedback, monitor our efforts and improve our processes. In order to offer sustainable products, we aim for high product quality with a long life, design and innovation, as well as responsible reuse, recycling and waste management.

## Product quality

We work purposefully to constantly improve and develop our product quality. We maintain a regular dialogue with our customers in order to gain a greater understanding of their needs and how we can find solutions that contribute to their efficiency and well-being. Through our full service offering, we maintain a close dialogue with our customers in order to continuously identify development opportunities around our products. For us, product quality also includes our products having a long lifespan and a significant positive impact on our customers' air quality. We evaluate the quality of our products by measuring the lifespan, the efficiency of our products' air cleaning and the number of customer complaints and fault reports. In 2020, we focused even more strongly on investigating how we can change the complexity and components in certain products in order to rationalize the product range, so that we can follow up on how we can improve the reuse and recycling of the components in our products. This work has resulted in 60 fewer components to manufacture and keep in stock.



**9.8 arenas per hour**  
 51 billion m<sup>3</sup>/year 2020  
 (43 billion m<sup>3</sup>/year 2019)

We are aware that a large part of our indirect environmental impact takes place in the usage phase, and one prioritized activity in the future will be to map and measure the climate impact of products in the usage phase.

To be able to increase the lifespan of our products, we need first and foremost to be able to measure the product lifespan today. Our goal is to be able to follow the lifespan for each product category, but since our different product categories have been on the market for varying lengths of time, it is difficult to obtain these figures. For example, we have some cabins that have had an average lifespan of eight years, while the majority of our air cleaners have not been on the market long enough and are still in use at our customers' premises. There are also examples of products with a lifespan of over fifteen years.

To monitor how satisfied our customers are with our product quality, we measure the number of customer complaints. Compared to the previous year, the number of fault reports for our products in relation to the total installed base has fallen by 18 percentage points, while fault reports in connection with delivery and installation have risen by 11 percentage points. We are investigating this in so as to be able to see patterns and respond quickly to identified problems. Our SLA time for fault reports about a product is two working days, and we met this in 87% of cases in 2020.

1. Number of product-related customer complaints in relation to total installed base. Includes the entire group.
2. Number of delivery- and installation-related complaints in relation to total installations completed during the year. Includes the entire group.

**Customer complaints**

	2017	2018	2019	2020
Fault report about the product <sup>1</sup>	0.74%	0.63%	0.45%	0.30%
Fault reports in connection with delivery and installation <sup>2</sup>	1.60%	0.89%	2.00%	1.18%





### Design & innovation

We are dependent on being able to offer competitive technical solutions to retain our market position. The markets in our different product categories differ significantly, which means that the competitive situation varies within the different product categories. As important as it is to make sure that our products maintain high standards and good quality, it is equally crucial that we are creative and innovative in order for our products to make life easier and safer for our users. Our ability to innovate will determine our long-term success, and our innovations will support our customers in their development. One clear example of this interaction is the new opportunities that have arisen for QleanAir in connection with the ongoing pandemic, where, for example, a successful collaboration with Karolinska University Hospital has created a completely new customer segment for us and a wider product range, with the launch of our latest product, the FS30. Another example is that we have had the opportunity to supply air cleaners to schools in Germany. This project was made possible by a state-subsidized program in Germany. As demand has increased for our new air purifier, we have seen other positive consequences of this, as one of our strategic suppliers has been able to hire three new employees.

In addition to product managers, we have our own product development department, which works to continuously improve existing products and to develop new ones. This gives us control over how the products are designed and produced, what materials are used and what their composition looks like. We are aware that we can reduce our negative environmental impact through the materials we select, which is something that has become increasingly important in the development process. Design changes were made to our cabins in 2019. These changes have resulted in the volume of purchased steel being reduced by 1,661 kg between July 2019 and December 2020, corresponding to just over 3,000 tonnes of CO<sub>2</sub>e. This update was made to increase protection against sabotage in our cabins, to reduce the proportion of steel in our products and to create a more modern design and appearance of the cabins.

We have developed a five-stage product development process that explains the typical workflow when a product goes from being a concept to its market launch. This is to make sure that we work in a structured way with our product development, and to make the customer feel confident that our products are well thought-out and well designed. Compliance issues are decentralized within QleanAir, as our product managers are responsible for identifying regulatory requirements and local customer needs during the product development process.



## Customer case study

## Karolinska University Hospital



### Karolinska University Hospital breaks new ground to protect staff

At the beginning of the pandemic, temporary intensive care units were set up in large rooms at Karolinska to accommodate large numbers of covid-19 patients. Members of staff were protected against the virus primarily by protective equipment and through ventilation, which created a negative air pressure in the room. But the virus becomes airborne around patients being treated with high-flow oxygen, putting the safety of staff at risk. To reduce virus levels and create a safer environment for staff, Karolinska needed air cleaners with certified HEPA 14 filters, high airflow

and quiet operation. Our products met these high standards and had short delivery times. In just a few weeks, a total of 63 air cleaners equipped with HEPA 14 filter were delivered and installed in four different intensive care units. After the first wave was over, QleanAir installed additional air cleaners, this time in waiting rooms and emergency wards for children. The results from the pre-post study showed a significant reduction in particles. Staff were very satisfied with the performance and could feel the change in air quality – healthier, cleaner, more comfortable air. The pandemic has increased awareness of the importance of good air quality at Karolinska University Hospital.

## Customer case study

### Schools, Germany

**QleanAir Scandinavia supports over 140 German schools with air cleaners.**

In a year dominated by the pandemic, air quality in schools has been an important issue in Germany, linked to the debate about whether or not to open up classrooms for teaching. Although some voices have highlighted the importance of classroom education for children, others are unsure about air quality and the risk of spreading infection. Many German schools suffer from poor ventilation, with many of them dating back to before the Second World War and lacking proper ventilation or the ability to open windows. This is where we at QleanAir can help schools through air cleaners equipped

with HEPA 14 filter, which reduces the concentration of aerosols in the air and improves air circulation. We support schools in finding the best air cleaning solution based on an on-site analysis, and we then also take care of installation, maintenance and filter replacement. The latter is done preventively, i.e. before the change interval becomes critical. Another benefit for schools and municipalities is that they can either buy or rent air cleaners for a certain period of time. We now have almost 420 air cleaners either in use or confirmed for installation at more than 140 German schools and day care centers, for example in Berlin, Ebersberg, Ettal, Lübbecke, Ludwigshafen, Schwalbach and the Main-Taunus district.





More than 75% of contracts are extended or renewed

### Reuse and recycling

At present, our products consist of raw materials such as stainless steel, aluminum, wood, glass, plastic, steel, fiberglass and activated carbon. One important factor that significantly reduces our own and our products’ environmental impact is the ability to reuse the material from discarded products in the manufacturing of new products. When a product is returned, the local service depot tries to restore the product to make it as good as new. The strategy is to create a completely circular system in which all materials can be restored and reused in a new product that can be rented to a new customer with the same quality as if the product were brand new. By reusing a large proportion of our material, we can offer high-quality products while at the same time conserving natural resources and reducing our waste. It is possible to reuse an average of 80% of the material in an installation. Material that cannot be reused at present is sorted and recycled in accordance with our waste management instructions. Our service partners have a high level of responsibility for waste management, and they sign our “Waste handling instructions” every year. To be able to sort the material that cannot be reused, we at QleanAir have clear guidelines describing how we select and produce materials and products. It is important that the material can be either classified as waste for incineration or recycled. During the year, we streamlined part of the product range and changed components through the design of certain products in order to reduce our indirect waste.

### Waste management

In addition to waste from our products, we also handle the disposal of ash and cigarette butts collected from our cabins. These would otherwise risk being discarded irresponsibly, for example by throwing the cigarette butt in a general waste paper bin, which can result in an increased fire risk in the customer’s premises. To make sure that the cigarette butts in our cabins are handled responsibly, we have a unique odor-resistant and fireproof ash management system (ASH), which is recommended by the Swedish Technical Research Institute. The system removes the fire risk and all unpleasant odors from the cigarette butts, while also having a built-in capacity control that helps create optimal safety and function. We measure how many cigarette butts we process, and our goal is to increase this figure by 10% per year. During the coronavirus pandemic, the utilization rate of our cabins has been lower than normal in a large number of customer segments, due to closures and remote working, which has resulted in a smaller proportion of handled tobacco waste.

#### Waste management

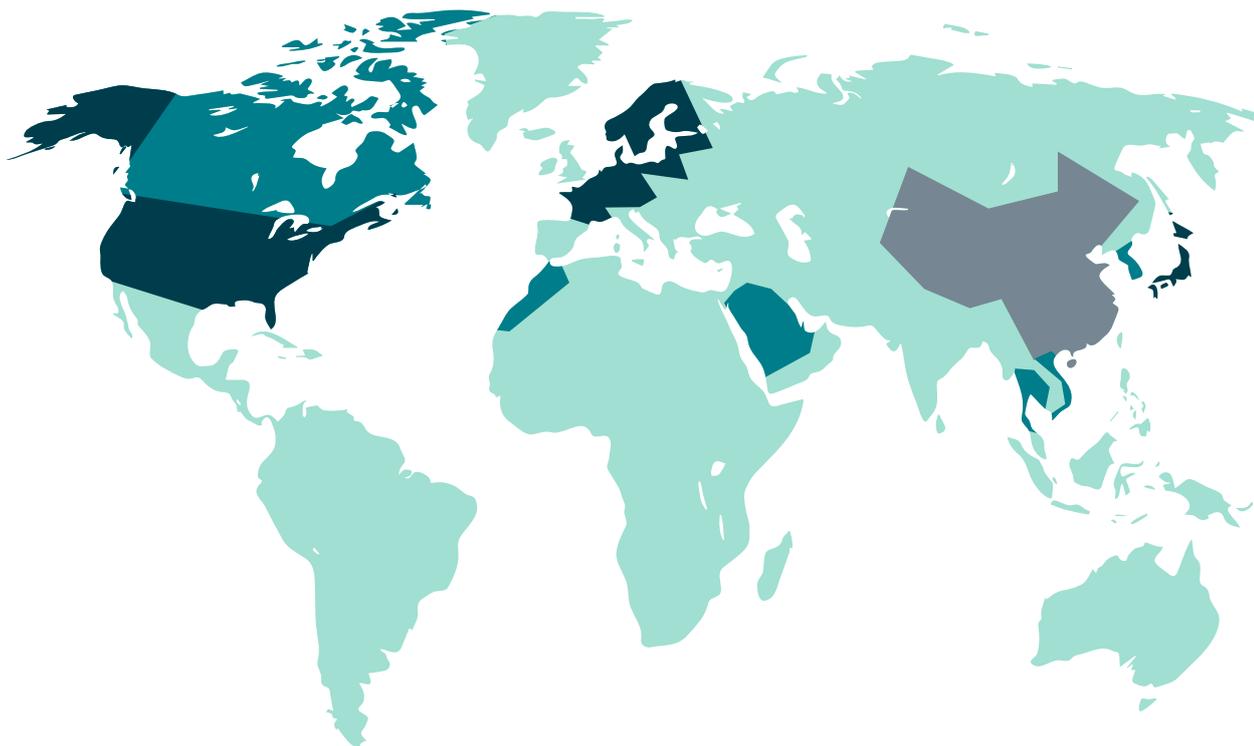
	2019	2020	Goals
Handled tobacco waste <sup>1</sup>	2,282 m <sup>3</sup>	2,220 m <sup>3</sup>	10% increase per year

1. Includes the entire group

# Responsible value chain

QleanAir has a global business and value chain. With our business model, we are dependent on third-party suppliers for manufacturing, assembly and logistics, as well as installation, service and maintenance. This means that we are exposed to risks relating to our value chain. Our choice of business model means that we place great responsibility and trust on our partners and suppliers, and it is of the utmost importance that misunderstandings are eliminated and

risks are minimized in order to have a responsible value chain. We therefore sign agreements based on long-term cooperation with our suppliers. These contain clear instructions on what we as a customer expect and demand with regard to the environment, human rights and anti-corruption. Of our total purchasing volume, we have about ten strategic suppliers on which we depend directly for various reasons in order to be able to fulfill commitments to customers with high quality.



● QleanAir sales agents and/or marketing partners

● Distribution collaboration with third parties

● Pilot market



**Environmental impact of the supply chain**

At QleanAir, we have assessed logistics and transport to and from our suppliers as being one of the biggest areas in our environmental impact. We have thus identified this as a priority environmental area for us in the future. To try and reduce the negative environmental impact of the supply chain, we now make demands of our freight forwarders. These demands mean, for example, that they must optimize their routes, choose environment-friendly vehicles, prioritize boats or trains over trucks and flights, and that they must have environmental certification in accordance with ISO 14001 or similar. We also make demands of airlines that transport our products that they must have a progressive approach to the environment and sustainability.

We work with Assembly Centers, where assembly and some production take place. As part of our sustainability strategy, we have chosen Assembly Centers close to our main markets and thus we have a presence in every part of the world. This means that our strategic suppliers are not direct suppliers to us, but suppliers to our Assembly Centers. These centers work with their own supplier evaluations, but they do need to make sure that our requirements and conditions are met. We encourage our suppliers to assume responsibility for the development and use of green technology. To reduce the negative environmental impact of our supply chain, we need to continue work to identify where the negative environmental impact is happening and how we can work to have a greater influence on our subcontractors.

**Business ethics**

We have identified the fact that the main risks of corruption and human rights violations are in our value chain. As this is beyond our direct control, we work to identify and reduce the risk of infringements in collaboration with our subcontractors. To manage these risks, we have developed a Code of Conduct that describes our expectations of ethical and sustainable behavior and approach. The Code supports the UN’s international human rights regulations and the International Labour Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work, and applies to all suppliers and partners who sign it in the context of entering into a contract. We review our Code of Conduct annually to determine whether or not it needs to be revised. Our Code of Conduct sets out guidelines and requirements for both our suppliers and their subcontractors regarding their impact on the environment, human rights and anti-corruption. One change that was implemented during the year is that we have made it even clearer to our suppliers what we expect in terms of respect for human rights and working conditions.

To ensure compliance with our Code of Conduct, we work continuously with ongoing reviews, dialogues and supplier assessments. To determine whether a partner or supplier is capable of meeting our requirements, we conduct continuous supplier assessments in the form of desktop analyses, dialogues and visits by buyers and quality managers. In these, we assess aspects such as finance, management systems, production and delivery quality, service level, occupational health & safety and sustainability work. To be able to respond quickly to reports of serious irregularities or misconduct within or outside the company, we have a whistle-blower function. The purpose is to have an open and secure channel with an independent company for anyone who suspects or discovers misconduct.

**Code of Conduct**

	2019	2020
Signed by proportion of strategic suppliers	100%	100%

# Attractive employer

With 106 employees within the group, we have a great responsibility to behave as a safe and attractive employer. At QleanAir, we want to have long-term personal relationships with our employees and partners, offering secure employment and collaborations, a decent and equal work environment and continuous skills development. For us, being an attractive employer also means having a business that works to reduce its negative impact on the environment.



**Goals**

95% of our employees feel that we live up to our values

**Occupational health & safety and working conditions**

As a company with roots in Sweden, fundamental labor law issues such as the abolition of child labor, freedom of association and the elimination of forced labor are seen as hygiene factors. But we are aware of the challenges that exist, both locally and globally, with work-related ill health. Good occupational health & safety and good working conditions are therefore an important issue for us that we never take for granted. No employee should need to risk injury or illness because of deficiencies in the work environment, and we consider a good, pleasant work environment to be one of the preconditions for our being able to be productive and competitive, and to have greater opportunities to recruit new, qualified employees.

Through our systematic work environment management, we work with ongoing reviews of the business with risk assessments and health and safety inspections. Our biggest physical occupational safety and health risk is road safety when driving a car on duty. We have therefore developed a road safety policy, which is communicated to all our employees through our business management system and the intranet. Psychosocial health and safety risks such as perceived stress are also something that we take every bit as seriously as our physical risks. Our occupational health and safety policy stipulates that there must be an honest, open attitude at the workplace, and all employees must be given an opportunity to influence their own work situation. This is something that is followed up and documented in our performance reviews and annual health checks.



covid-19 has resulted in an increase in working from home, and a number of measures have been taken to enable our employees to have a good work environment outside the office too. To enable us to quickly capture opportunities for improvement and possible irregularities, we hold frequent and regular meetings with all employees, and there has been a strong focus during the year on the experience of working from home. The purpose of the survey is to gain an insight into how our employees are feeling and whether they have clarity about their roles and support from their managers. It has been particularly important for us to find a way to continuously follow up while we are working 100% from home. The result is also followed up with all managers, when we set a joint plan for action linked to specific areas.

The most recent health survey showed that some employees perceive a high workload as well as a drop in support from managers. We are aware that the new work situation has presented a number of different challenges, and this is something we take very seriously and are taking action on. We encourage all employees to take more everyday exercise in the form of walk-and-talks, varied working postures and physical activity. One important building block in our values is that we shall care about each other. We therefore regularly highlight health and well-being during our joint meetings. We also have one hour of paid keep-fit activity per week during working hours.

**Occupational health & safety**

	2017	2018	2019	2020
Staff turnover rate	12%	29%	21%	19%
Attendance	99.8%	95%	96%	99%



**Men/Women at QleanAir Scandinavia 2020**

**Gender equality & diversity**

Our organization must be characterized by the belief that all employees have equal rights, opportunities and obligations regardless of gender, transgender identity, ethnic origin, religion, disability, sexual orientation or age. Since we have operations in several countries and customers all over the world, having diversity in our organization is crucial for us to be able to understand and communicate with our different markets. Eleven different languages are spoken at

head office alone. We have an almost equal organization, with a gender balance of around 56% men and 44% women in the organization. We do, however, still have some way to go to achieve an equal board, management team and sales organization. We therefore maintain a dialogue with our recruitment partners to look for female candidates. We also need to work to encourage female leadership throughout the organization, in order to increase the proportion of internal recruits to the management team.

	2019	2020
<b>Gender distribution</b>		
Men/Women at QleanAir Scandinavia (%)	62/38	56/44
Men/Women on board (%)	50/50	75/25
Men/Women in management team	100/0	80/20
<b>CSR-policy</b>		
Endorsed by proportion of employees	100%	100%

Through our CSR-policy, QleanAir condemns all forms of harassment and discrimination, including those protected by applicable laws and regulations. All employees have signed the Code. We have informed all employees of our whistle-blower function, to make everyone feel safe when reporting any misconduct. Instructions on how to proceed are described in our CSR policy, and cases are handled by our chairman.

### Skills development

We operate in an industry that is dependent on specialist knowledge. It is therefore of the utmost relevance for us to be an employer that attracts talent and encourages them to stay with us for a long time. Being an attractive employer is about having good, clear leadership that strives to achieve continuous and stimulating development for our employees. We therefore work continuously to provide instruction and training for our employees to increase product knowledge, sales ability and personal development.

To make sure that all employees and partners receive the same introductory training, everyone undergoes QleanAir Basic Training, in which we go through factors and aspects that play a major role in our reputation and organizational culture. Individual needs for skills development and requests from employees regarding courses they want to take are identified primarily in performance reviews, which feature an evaluation of completed training initiatives. During covid-19, digital courses have been carried out in order to maintain and increase the skills level within the company. These digital courses have also been important in increasing and maintaining the motivation and commitment of employees, as many other activities have been canceled because of the pandemic.

### Emissions from passenger transport and energy consumption

In addition to transport to and from our suppliers, the survey of our environmental impact showed that

our own energy consumption and emissions from passenger transport relate to those parts of the business in which we have a negative impact on the environment. Passenger transport includes both passenger transport within the organization and the distances our service partners drive when installing and servicing the products. Although the environmental impact of our service partners is not our direct impact, we see this as something for which we need to assume responsibility. At QleanAir, we always explore the possibility of holding meetings digitally, and at those meetings that cannot be replaced by a digital solution, we try to minimize travel by coordinating meetings. In order to minimize emissions associated with unavoidable journeys, all company cars within QleanAir must be environmentally classified. Since transport from our service partners accounts for the majority of our emissions from passenger transport, we also work to optimize their service rounds, choose eco cars and apply Eco Driving.

	2017	2018	2019	2020
<b>Energy consumption (kWh)</b>				
QleanAir Scandinavia AB	73,616	65,917	69,431	71,230
Proportion of fossil-free energy	100%	100%	100%	100%
CO <sub>2</sub> from energy market based	0	0	0	0
<b>Emissions from passenger transport (tonnes of CO<sub>2</sub>)</b>				
QleanAir Scandinavia AB	21.8	18.9	20.8	17.1
Service Partners	174.8	216.6	213.3	182.5
<b>Total</b>	<b>196.6</b>	<b>235.5</b>	<b>234.1</b>	<b>199.6</b>
Net revenue (SEK million)	197.4	224.0	220.7	226.5
<b>Carbon intensity (tonnes/SEK million)</b>	<b>1.0</b>	<b>1.05</b>	<b>1.06</b>	<b>0.88</b>



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