

A group of young people, mostly women, are smiling and looking towards the camera. They are wearing dark blue hoodies with the 'Convini' logo on the chest. In the background, a blue van is visible with 'Convini' branding and the text 'tra med' and 'Convini!' on its side. The scene is outdoors, possibly at a community event or a company gathering.

Convini

Sustainability Report 2021



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A strong Convini looking to the future

As 2021 has come to a close, I am proud to say that in many ways it has been another positive year for Convini. The corona pandemic again maintained its grip on society, and we faced many challenges as a result, but thanks to our outstanding employees, we dealt with the challenges in the best possible way and made many significant achievements during the year.

We have continued to grow, organically and through acquisitions, and this year we increased our client companies from 4000 to 4500. Through a strong focus on customer satisfaction, new innovative approaches and continuous improvement work, we also achieved the strongest financial performance in Convini's history. This gives us the resources to invest in the future and continue to focus on sustainability and other important areas.

A comprehensive branding project brought our food and coffee offerings together under the common Convini brand and strengthened our unique overall concept, which sets us apart in the market.

During the past year, we took the decision to move towards a more circular business model, a choice that has shaped our work and ambition in the area of sustainability. Strong evidence of this can be seen in the reduction of our total carbon footprint by no less than 53% compared to 2020!

One of the key actions behind this great achievement was the decision to move to 100%

fossil-free fuels in our transport vehicles. We switched to electric company cars and also began a gradual transition to electric transport vehicles. We are pleased to present these and other important sustainable advancements in food waste, packaging, climate labelling, certifications, recycled machinery and more in this report.

In the wake of the pandemic, the workplace of the future has become a hot topic. As a result, we are confident that Convini's services will become even more important and in demand. We want to help create desirable and safe workplaces where employers can bring their staff together and make them feel good. Convini creates the conditions for sustainable, healthy and well-functioning workplaces, not only for our client companies but also in our role as an employer.

This is our third Sustainability Report. It covers the entire Convini company for 2021 – the Swedish operations – and has been prepared in accordance with ÅRL (Annual Accounts Act). We have a clear vision to become a sustainability leader in our industry. Our goal of being climate positive by 2025 stands firm. We still have much to do and improve, so let's roll up our sleeves and get to work – full speed ahead!

Mats Palmquist, CEO



Sustainability highlights 2021



The number of vego meals increased by **48%**

2025
Our strategic goal is to be **CLIMATE POSITIVE** by latest 2025

Even more customers chose dishes with a low carbon footprint. We continued to climate-label all our meals according to the WWF's One Planet Plate methodology.



We started Convini Wellness, one of many measures to improve contentment and community in Convini workplaces.

We reduced our food waste by **17%** and **20 000** products were saved from being thrown out



100% ELECTRIC CARS
We replaced all Convini's company cars with electric ones.



Convini's total carbon footprint was reduced by as much as **53%** compared to 2020



Our recycling team gave new life to **536** machines



100% FOSSIL FREE
We switched to HVO100 fossil-free fuels in all transport vehicles and have started the transition to fully electric vehicles.



90% of our packaging is recyclable. We phased out all single-use plastic items under the SUP Directive.



We increased our share of certified coffee to **93%** - ever closer to our target of 100%

In 2021, our German operations, Convini GmbH, were also certified according to ISO 14001 and ISO 9001. Sehr gut!



About Convini

Convini is a family business founded in 1995 by Anders Enqvist. Convini's mission, then as well as now, is to help people feel good and perform better at work. We offer innovative and sustainable complete solutions for food and coffee in the workplace – everything you need for wellbeing and energy at work, 24/7. We represent the highest quality workplace coffee offering on the market, and through our partner Frukdealen we also offer the highest quality fruit.

With Convini, our client companies get access to smart meal shops, great coffee solutions and quality fruit. We take care of everything from installation to operation. Our employees regularly visit customers to stock up their coffee, tea, breakfast, salads, sandwiches, lunches, snacks and cold drinks.

Convini has offices in Stockholm, Gothenburg, Malmö and Berlin. The Convini Group is owned by the Enqvist family, AB Max Sievert and Tegnér & Co AB.

Our revenue streams are made up partly of the 4500 client companies that have service-partner contracts with Convini for food services and coffee, and partly from the hundreds of thousands of consumers who buy products in Convini's shops.

Our mission

We help people to feel good and perform better at work.

Our vision

Together we are building a fantastic company that will be the natural choice for every workplace.

Our business concept

With smart food and drinks solutions, we provide good energy around the clock for people at work – tasty, simple and convenient!



Working towards the UN goals

Convini works actively across a wide range of areas to ensure that sustainability permeates the entire organisation and is included in all relevant decisions and processes.

We work towards the 17 Sustainable Development Goals (SDGs) set out by the United Nations in 2015. Of the 17 goals, we have selected five that are particularly relevant to us and our operations:

- No 3 – Good health and wellbeing
- No 5 – Gender equality
- No 8 – Decent work and economic growth
- No 12 – Responsible consumption and production
- No 13 – Climate action





Our sustainability work

We believe that sustainability has many dimensions, all of which are important both internally and externally: the environment, health and wellbeing, human rights and social responsibility.

Our work in this area is led and driven by our Sustainability Manager, who is part of Convini's management team. The Sustainability Manager also leads the Sustainability Group, which includes representatives from Convini's different regions and business areas. The group meets quarterly, conducts status reviews, makes decisions and ensures that we are working towards our established sustainability goals. The group represents departments across the company to ensure input and engagement from across Convini.

We work with the sustainability agency U&We to help us analyse our carbon footprint and find our focus. They guide us on how to make a difference.

Within our focus areas we have set clear targets and are now working to prioritise measures for implementation.

Convini is quality certified according to ISO9001 and environmentally certified according to ISO14001. This means that we are evaluated by independent auditors every year. This year, Convini's German operations also received ISO certification.

It is very important to us that all our employees are informed and involved in sustainability issues. Sustainability is a standing item at major meetings, kick-offs and department meetings. All teams have set their own targets in this area and sustainability goals are set at the individual level during staff meetings.

The Sustainability Group meets regularly led by Convini's Sustainability Manager and consists of:

- ✔ Sustainability Manager
- ✔ Master Barista
- ✔ HR Manager
- ✔ Service Manager
- ✔ Purchase Manager
- ✔ Regional Manager Malmö
- ✔ Regional Manager Gothenburg

Convini moves towards a more circular economy

Linear or circular thinking – what is the difference? The vast majority of business models used today are linear. In simple terms, this means making, using and finally throwing away products. A circular business model is based on keeping materials and products in circulation and minimising waste: making, using and reusing. The circular model seeks to create value and benefits for the customer and preserve value through reuse and recycling. Simply put, it is more sustainable!

Convini has always had quality as one of its values, and long-term thinking is in our DNA. We have extensive experience applying circular working principles, for example extending the life of machines, refurbishing and recycling as a natural part of our work.

A number of the measures and objectives linked to circular thinking are described in this Sustainability Report.

In 2021, we decided to move more deliberately towards a circular business model. We will contribute to more circular flows, reduced use of virgin materials and reduced waste management.

In 2022 we will further review our operations to find areas and processes in which we can apply further circular principles. We will also review how we can reach out with our internal knowledge and to our partners.



We back Sweden's action plan and four circular economy initiatives:

- ✔ Circular economy through sustainable production and product design.
- ✔ Circular economy through sustainable consumption and use of materials, products and services.
- ✔ Circular economy through non-toxic and circular flows.
- ✔ Circular economy as a driver of industry and other actors through measures that promote innovation and circular business models.





Our sustainability vision

Convini contributes to society by being the leading sustainable company on the market for innovative food and drinks solutions in the workplace.

What 'leading' means to us:

- ✓ we have a goal to be climate positive by 2025
- ✓ we are an example to other companies, customers and employees

Our stakeholders

Convini has five main stakeholder groups, all of which have an influence on our actions and expectations in terms of our sustainability.

We maintain an ongoing dialogue on sustainability with all these groups. We ask for their feedback and follow up on the issues that are relevant to them, adapting our sustainability strategy, priorities and actions accordingly.

Client companies

About 4500 private companies, state and municipal companies and organisations, public authorities, etc., all of which are our customers and, in turn, employers.

Type of dialogue

Annual survey sent to all client companies. Ongoing dialogue with contacts via email, phone and personal visits.

Consumers

More than 250,000 consumers who use Convini's services and products: food, drink, coffee and fruit in the workplace.

Type of dialogue

Annual survey sent to all consumers. Ongoing communication via focus groups, email, customer service, phone, social media and in-person visits.

Employees

Approx. 220 Convini employees in Stockholm, Gothenburg and Malmö

Type of dialogue

Annual employee survey. Ongoing information and opinion gathering via staff meetings, the intranet and pulse surveys.

Suppliers

Approx. 150 suppliers, both local and global companies, that provide us with products and services.

Type of dialogue

Close, ongoing dialogue with all our suppliers and partners on what we expect from them and how we can work together on sustainability issues.

Authorities

Authorities and institutions such as the Environment & Health Protection Board, and Swedish legislation, regulations and directives.

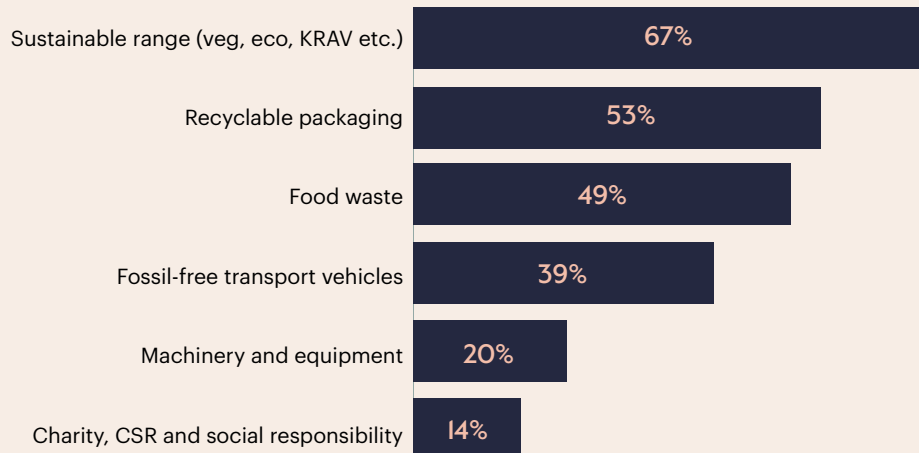
Type of dialogue

We follow closely all legislation, updates and news regarding rules and guidelines.

What our consumers think

In 2021, we conducted surveys of our clients and consumers to measure their satisfaction and gather feedback and suggestions for improvement in various areas. We are used to a great response, but this year we were overwhelmed to say the least when we received almost 13,000 responses – an all-time high!

We are pleased to say that sustainability is engaging. When asked which sustainability issues they considered most important for Convini, a majority of respondents answered ‘sustainable range’ and ‘recyclable packaging’. Food waste also ranked highly as an important sustainability issue.



We want to be a role model in sustainability

Convini’s vision includes being a sustainability leader in the industry. We are humble and know that we have a long way to go to get there.

Out of curiosity, we asked our consumers to rate the statement ‘Convini is an industry leader in sustainability’. Respondents gave us an average score of 5.6 on a scale of 1 (strongly disagree) to 7 (strongly agree). We feel motivated to work further and reach higher score!



Our consumers' ideas

A large number of consumers left us engaging comments, ideas and suggestions for sustainable action. We value highly all the ideas we receive and consider them in our sustainability work and future projects. Many also wanted to know more about Convini's sustainability work, what we do and what we have achieved. We have taken this onboard and committed ourselves to communicating even more often and even more clearly.

"I want the option to buy goods that are about to pass their expiry date for a cheaper price!"

"Sustainable working life. How your employees feel in their working environment: at the company, on the road, with customers."

"Reminders to recycle packaging, e.g. when you've scanned a purchase."

"I wish there was more information on sustainability, maybe even while I'm shopping, information about how to recycle the packaging I just bought or telling me my environmental contribution by choosing KRAV or EKO over X or Y instead."

"Waste management. Convini could help by marking their products according to which type of packaging it can/should be sorted/disposed as. For example metal, plastic, paper, etc."


"We can't choose to ignore anything. Sustainability issues from all perspectives are the most important thing to work on. It is clear that you are doing a lot, but please do even more. And don't forget to communicate what you are doing and why it matters so you can be part of spreading awareness. Go, go, go!"








"Clearer labelling of each meal's CO2 footprint – If you did that it would be easier for me to see as a consumer."

Key sustainability issues

We have identified the most important sustainability issues for Convini and are focusing on these. Each issue is also linked to the selected UN goals.



AREAS	KEY SUSTAINABILITY ISSUE	DESCRIPTION OF RISKS/ IMPACTS	MANAGEMENT OF RISKS/IMPACTS	POLICIES AND GUIDELINES	INDICATORS
Environment and climate 	Product offering	The products we sell have an impact on the environment and climate through their content, cultivation, manufacturing and packaging.	The majority of the products we buy come from suppliers with production based in Sweden. We cooperate with suppliers who work actively on sustainability issues. We strive to increase the proportion of our products with a low carbon footprint. Through guidance, labelling and providing inspiration on our digital platforms, we make it easier for our customers to make active choices. We have climate-labelled all our dishes to make it easier for customers to make active choices. Our suppliers carry out risk and sustainability assessments.	Convini's Code of Conduct. Convini's risk & sustainability analysis. Convini's purchasing policy 100%: <ul style="list-style-type: none"> · Certified cocoa · MSC-labelled fish & shellfish · Certified palm oil 	Proportion of suppliers that have approved Convini's Code of Conduct. Proportion of suppliers that have submitted the risk & sustainability analysis. Proportion of certified coffee. Proportion of recyclable packaging. Proportion of suppliers that comply with our purchasing policy. Waste reporting.
	Transportation	All deliveries to customers are made using our own transport vehicles powered by fuel, which has a negative impact on the environment and climate.	Optimisation of delivery schedules and routes. Choosing the latest technology when purchasing new vehicles. Our transport vehicles are refuelled with 100% fossil-free diesel (HVO100). We have started to phase in electric vans. Our company cars are 100% electric.	100% HVO100. 100% electric company cars. Vehicle policy.	Fuel type and volume.
	Food waste	A small proportion of the products we supply to customers is not sold before their expiry date and therefore need to be thrown. This has a negative impact on the environment and society.	We work according to FIFO (first in first out) to minimise food waste. We work with organisations and companies that give a second chance to products that would otherwise have been thrown away. Optimisation of the product mix and fill rate at shop level. What cannot be saved is turned into biogas.	Shop Managers' Handbook. Self-monitoring programme.	Number of products saved. Discard value of delivered and sold value.
	Equipment & machinery	The equipment and machinery we provide have an impact on the climate through their contents, energy consumption and manufacture.	We choose high-quality equipment and machines with low energy consumption. Our coffee machines go into energy-saving mode when not in use. We have efficient procedures for reusing and recycling machines. We extend the life of machines by replacing worn parts. Used machines are recycled in accordance with applicable legislation.	We repair and reuse equipment where possible. Assessments are conducted by our recycling department.	Number of recycled machines.

AREAS	KEY SUSTAINABILITY ISSUE	DESCRIPTION OF RISKS/ IMPACTS	MANAGEMENT OF RISKS/IMPACTS	POLICIES AND GUIDELINES	INDICATORS
Sustainable supply chain  	Human rights & animal welfare	Some of our products are grown and produced in countries where there is a risk that human and animal rights are not respected.	We choose suppliers that are well established in the Swedish market and can clearly demonstrate the measures they take to reduce the risk. We have a high proportion of certified products. We set requirements for our suppliers in our Code of Conduct and carry out a risk and sustainability analysis prior to any cooperation. Audits of high-risk suppliers.	Convini's Code of Conduct. Convini's risk & sustainability analysis. Convini's purchasing policy 100%: <ul style="list-style-type: none"> · Certified cocoa · MSC-labelled fish & shellfish · Certified palm oil 	Proportion of suppliers that have approved Convini's Code of Conduct. Proportion of suppliers that have submitted a risk & sustainability analysis. Number of high-risk suppliers.
Health and wellbeing 	Food safety	There is a risk of a break in the cooling and freezing chain causing products to spoil, presenting health risks. Risk that suppliers and staff do not follow rules and guidelines for handling food.	We use preventative training and self-monitoring programmes and have hygiene and food safety procedures in place. High-risk suppliers are subject to extra checks via visits and the submission of documentation. We work with suppliers that are well established on the market and sell through other channels. Vehicles with controlled refrigeration and freezing zones. External audits are conducted by inspection bodies, e.g. environmental administrations in each municipality.	Self-monitoring programme. Risk & sustainability analysis. Traceability requirements.	Reported customer cases. Control of high-risk suppliers.
Health and wellbeing 	Health aspects of the product range	Excessive intake of unhealthy products combined with sedentary lifestyles can have negative health consequences.	We inspire a healthy lifestyle and highlight healthy product options. We have a product team that works continuously to ensure we offer a balanced range.	Work on our range is based on four cornerstones: sustainability, health, variety and enjoyment.	Share of products rated as better alternatives.
Our workplace  	Gender equality and a safe workplace	For us, promoting equal treatment, inclusion and respect is a matter of course, but there is a risk that these values are not respected by everyone. Some employees are at greater risk of physical and psychosocial health problems due to their work.	We comply with laws and regulations on work environment to ensure a safe and healthy workplace that respects differences and diversity and is free from discrimination. As an employer, we are party to collective agreements. We conduct regular employee surveys. There are safety representatives in each unit to whom employees can turn. Safety audits are carried out every year. We encourage our employees to lead a healthy lifestyle and offer a health allowance. Audits are conducted by external control bodies in accordance with ISO certification rules.	Staff Handbook. Health & Safety Policy. Alcohol & Drugs Policy. Equal Opportunities Policy. Environment & Quality Policy. Safety Representative Policy. Guidelines against Discriminatory Treatment.	Number of instances of long-term and short-term sick leave. Gender distribution. Employee engagement.
Financial sustainability and business ethics 	Ethical and responsible business	There is a risk of companies and individuals acting unethically in business. There is some risk of corruption in some aspects of our business.	We have systems in place to ensure ethical business conduct and guide employees on how they should act. Our cooperation with suppliers is governed by our Code of Conduct. We implemented a procedure for whistleblowers in 2021. Company audits are conducted by an external control body.	Staff Handbook. Health & Safety Policy. Financial Handbook. Anti-corruption Policy. Policy on Whistleblowing.	Annual follow-ups via external auditing. Number of suspected corruption cases received. Financial ratios.

A significantly reduced footprint

The total carbon footprint of our operations has decreased significantly compared to last year. The large reduction in Scope 1 is directly linked to our transition to fossil-free fuels in our transport vehicles and to 100% electric company cars. The decrease in Scope 2 is due to changes in our stock of premises.

Convini's total carbon footprint from its operations amounted to 513 tonnes CO2e in 2021, a reduction of 53% compared to the previous year!

The calculations, made according to the Greenhouse Gas Protocol GHG, include emissions from the use of electricity and heat, our cars, supplier deliveries (third-party transport), business trips and office supplies.

Scope 1
Direct fossil fuel emissions from our own operations: e.g. transport vehicles, company cars, leaky refrigerants in our facilities.

Scope 2
Indirect emissions from energy used (electricity/heat) in our own or rented Facilities.

Scope 3
Indirect emissions from all other sources: business travel, transport, office supplies, etc.

We reduced our climate footprint by

53%

EMISSIONS FROM OUR OPERATIONS PER GHG-SCOPE	Ton CO2e 2019	Ton CO2e 2020	Ton CO2e 2021
Scope 1	422	463	92
Scope 2	246	229	97
Scope 3	925	394	324
Total	1 593	1 086	513

SUMMARY OF EMISSIONS FROM OUR OPERATIONS	Ton CO2e 2019	Ton CO2e 2020	Ton CO2e 2021
Premises	257	237	140
Our own vehicles (distribution)	519	569	146
Business trips	125	8	4
Incoming transport (third party)	692	257	213
Office supplies	N/A	15	10
Total	1 593	1 086	513

A more climate smart range

The food and drinks we sell have a carbon footprint from their content, cultivation, production and packaging. That is why sustainability is an important parameter in the development of our product range and the way we choose products and suppliers.

The majority of the products we sell are produced or processed in Sweden and in many cases the areas we operate in. This proximity to our suppliers is important to us and good for the climate. The suppliers we work with are well established in the Swedish market and all focus on reducing their carbon footprint.

Our customers are increasingly demanding products with a low carbon footprint. By working actively on our range with our suppliers, we now have a wide range of eco-labelled products, products with a low carbon footprint and packaging that is recyclable.

To make it easier for consumers to make active choices, we have climate-labelled all our dishes. They are now labelled using three colours: green, yellow or red, in line with WWF criteria. In 2022, we will be climate-labelling even more products.

Our customers have a great interest in the range and we have received many tips and suggestions through our customer survey that give us a good basis from which to develop our range. Other issues, such as excess packaging, have also increased significantly in 2021. Read more in the section on packaging, page 18.

In July 2021, the so-called SUP Directive entered into force. As a result, we phased out all the single-use plastic articles in our range and labelled single-use materials covered by this directive with the relevant symbols.

TARGET 2021
28%

of dishes sold to be
vegetarian/vegan

RESULT 2021
23%



Looking back on 2021

We see more and more customers choosing products with a low carbon footprint. Of all the single-portion dishes we sold, 27% had a low carbon footprint; see more information on page 17.

It is gratifying that the sorting work we have done, together with strong campaigns, has resulted in an increase from 21% to 23% of vegetarian dishes. However, this was not enough to reach our target of 28%. The pandemic and continuation of homeworking has impacted our range, mainly fresh products with short shelf lives (e.g. salads). The customer groups that we know are frequent eaters of vegetarian dishes have worked at home to a greater extent.

We are seeing increased interest in certified coffee, with its share rising to 93% in 2021 – ever closer to our 100% target. Over the past year, we have also seen growing demand for plant-based alternatives to milk. We are working to broaden our range and are conducting ongoing tests on how these substitutes work in our machines.




93%
of our coffee
is certified

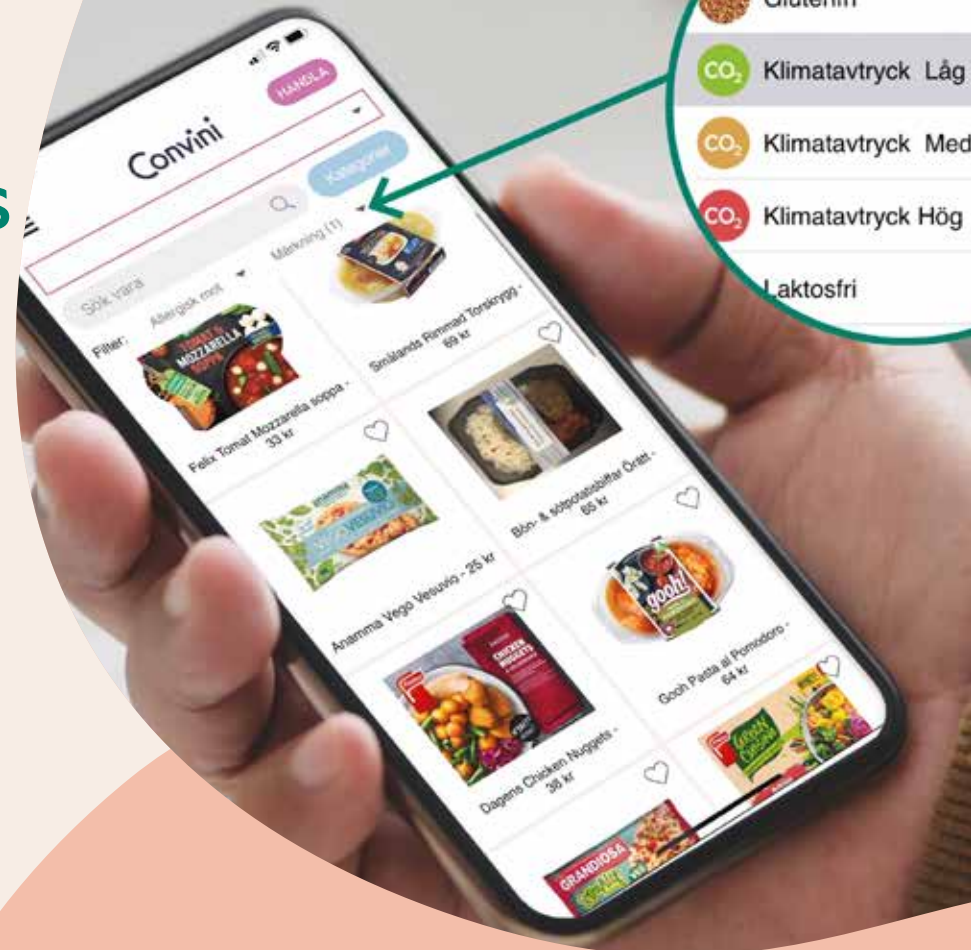


More customers choosing dishes with a low climate impact

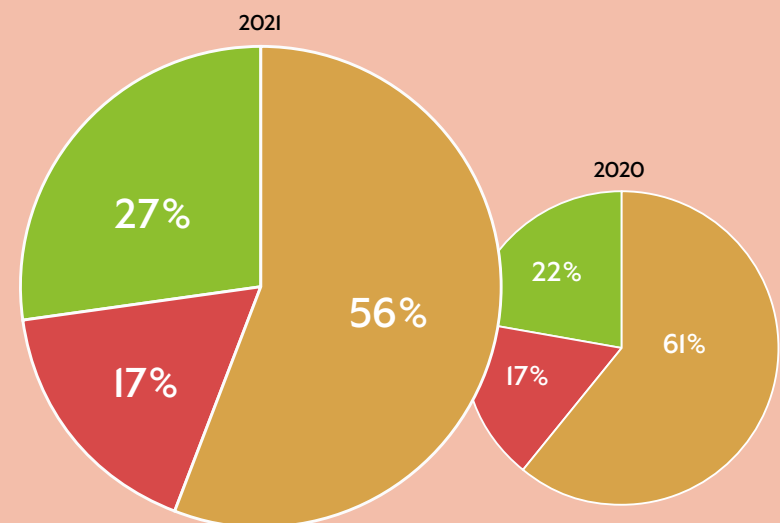
To help our customers make sustainable choices in their everyday lives, we have climate-labelled all our dishes according to their carbon footprint. Dishes are given a green, yellow or red label according to the WWF criteria. The more dishes with a green label, the better for the climate. The labels are easy to find using a function in the Convini app or on convini.se.

Our climate labels are based on the WWF One Planet Plate, a climate budget calculated based on the impact of an individual meal compared to what is needed to meet the goal of a maximum of 1.5 degrees of global warming. Today, an average lunch or dinner in Sweden produces 2 kg of CO₂e (greenhouse gases). According to WWF's calculations, each meal would ideally account for about 0.5 kg CO₂e on average.

-  max 0,5 kg CO₂e (greenhouse gases) per portion
-  0,6-2,0 kg CO₂e (greenhouse gases) per portion
-  minimum 2,1 CO₂e (greenhouse gases) per portion



Breakdown by climate label and dishes sold



Packaging for the future

Many of our customers have questions about packaging and want to know what Convini is doing in this area. We have asked Convini's Sustainability Manager Oscar Nordbrandt to clarify the concepts.

So, what's Convini's approach when it comes to packaging?

Before we get into the how, I think it's important to talk about the purpose of packaging and why there are different types of packaging. The main purpose of packaging is to protect its contents. For those of us who work in the food industry, packaging is particularly important when the product a customer is buying will be eaten or drunk. In addition to protecting its contents, packaging also extends the life of a product. Instead of having to throw away a product after one day, the right type of packaging will allow it to keep for seven days, which is also good for the environment. It is important to consider this in discussions.

The most common question our customers ask about packaging is why so many products have plastic packaging. What do you say?

The answer is that plastic has several advantages as a packaging material:

- Plastic is a lightweight material.

It requires less energy to transport compared with materials such as glass and metal.

- Plastic has good so-called barrier properties that protect its content from moisture and oxygen, for example. In addition, it is relatively inexpensive because less material is needed to achieve the same barrier properties as other packaging materials. Due to its properties, plastic helps preserve food quality for longer, which is a positive when it comes to reducing food waste.

Those are the benefits of plastic, so what are the disadvantages?

- A lot of plastic is produced from fossil resources such as oil and gas, which puts a strain on the environment.
- At the societal level, we are not as far forward in creating a circular system (recycling) for plastics as we are for other materials, such as metal, glass and paper.

And, coming back to Convini's work on packaging. What are you doing in practice?

We set high standards and are in constant dialogue with our suppliers regarding packaging. Together with our suppliers we are working on three focus areas:



Oscar Nordbrandt,
Sustainability Manager





>90%
of our packaging is
recyclable

✔ More recycled material

Recycling packaging is one of the most important things we can do to reduce our carbon impact. In Sweden, we have come a long way in recycling materials such as glass, cans and paper, but we are not so good at recycling plastics, which are often incinerated. Only 10%-20% is turned into new products. Convini's goal is for all our packaging to be recyclable. Today, over 90% of it is. Several of our suppliers have switched to recyclable packaging during the year.

✔ Reduce the amount of packaging material

Many of our suppliers are working to reduce the amount of packaging material they use, for example by reducing the size of packaging or removing material that is purely aesthetic. By reducing packaging material, we reduce the use of the earth's resources and make transportation more energy efficient.

✔ Switching to less harmful materials

New types of packaging materials that are better for the environment are being developed rapidly. Our suppliers are replacing black plastic with recyclable alternatives, switching to packaging made from less harmful materials such as bio-plastics and phasing out plastics altogether where possible.

Fossil-free plastics are on the rise and are currently produced mainly from biomass such as sugar cane and cellulose, although there is limited availability on the market. Carbon dioxide, an undesirable greenhouse gas, could also be used as a raw material to produce plastics in the future. A number of companies are already using plastics made from carbon dioxide molecules as raw material.

So, how can we sum everything up?

Plastic has many good properties and will probably continue to be an important packaging material for the food industry. The challenge now is to work to overcome its disadvantages by improving the sorting of plastics for recycling and ensuring that more plastics are produced from fossil-free raw materials.

Whatever packaging we use today and in the future, we all need to take responsibility for sorting and recycling to help reduce the burden on our environment.

Would you like to know more about plastic packaging?
[Take a look at the Plastic Report for 2021 here.](#)

We help people feel
good and perform
better at work.





Our very own sustainability barista

Convini's very own Master Barista & Authorized SCA Trainer, Matte Carlson Wahlberg, was the first person in Sweden to have a certification in Coffee Sustainability at two different levels, Foundation and Intermediate.

This coffee-focused sustainability training is hosted by the global trade body SCA, the Specialty Coffee Association, in partnership with sustainability experts The Chain Collaborative.

SCA also runs the Coffee Skills Program and Coffee Technicians Program, in which

Matte is qualified to train and provide certifications.

Having completed his training and certification, Matte now shares his sustainability knowledge within Convini. As a member of both Convini's sustainability group and product group, and an active trainer within Convini, this knowledge is handy to have when it comes to his daily work on developing our coffee range, supplier contacts, packaging, etc.



We're now rolling fossil free

All deliveries to our customers are made with Convini's own vehicles and drivers. By controlling the entire supply chain, we can ensure that our vehicles are used efficiently. Through careful route planning, we ensure that transportation to our customers is as efficient as possible.

Our delivery vehicles are equipped with studless tyres during the cold period of the year to reduce wear and tear on the roads and the release of harmful particles into the air.

Our vehicle department maintains a continuous dialogue with car manufacturers to keep abreast of technological developments. Their job is to choose the right technology for our needs and make sure the cars we buy meet environmental requirements.

In 2021, we switched to using 100% fossil-free fuel in all our transport

vehicles. This measure has significantly reduced the carbon footprint of our transportation.

The corona pandemic has led to nearly no business travel. Almost all our meetings, information sessions, training, etc. have taken place digitally. For business travel between our regions, our policy is to use trains as a first choice and if flights are necessary to offset the carbon emissions of the journey.

In 2021, we changed all our company cars that used fossil fuels to 100% electric cars. We have also laid out a plan to move to 100% electric vehicles in our own supply chain.

We're driving 100% fossil free



How we reduce food waste

Food waste is a major challenge for our society, both locally and globally. Every day we work actively to minimise food waste in all parts of the value chain. We want to avoid wasting food and drink as much as possible and have a well-thought-out system in place to do so.

Through clear internal processes, accurate operating procedures, efficient logistics and short lead times from our manufacturers and customers, we minimise the risk of food waste. We have also put incentives in place at the individual level to ensure all employees do what they can to minimise waste.

Convini's food waste in 2021 was approx. 5.3%. The corresponding figure in 2020 was 6.4%, a reduction of 17%. The reason for the

reduction is that several of our consumers have returned to the offices, more people are using our solutions more often and we have developed our approach to food waste and managed to save more products.

We also work with Matmissionen (The Food Mission) and Karma, among others, to further reduce our food waste. Finally, the products that cannot be saved after all are processed sustainably and converted into biogas.

Convini's goal is to reduce food waste from our operations by 50% by 2025. To achieve this goal, we need more partners in addition to those we currently work with so we can save as much as possible.

17%
reduction in
food waste

3 steps to manage food waste





Sustainable equipment – a no-brainer for us

The coffee machines, water coolers, fridges, freezers and other equipment we install at our customers' premises are carefully selected to be of the highest quality and have the lowest possible energy consumption.

The coffee machines we provide go into energy-saving mode when not in use, and the fridges and freezers in our shops have the highest energy-efficiency rating. Naturally, we work with high-quality, long-lasting machines and equipment. This reduces the risk of downtime and malfunctions, which in turn means fewer service visits, fewer environmentally damaging journeys and fewer rejects. And happier customers!

Our technical department is made up of experienced people with a high level of expertise. Every day they undertake preventive maintenance and repairs to ensure that we always maximise the life of our equipment. When the time finally comes to scrap a machine, they make sure to recycle it in the most sustainable way.

More than 2100 coffee machines on our customers' premises are digitally

connected. This means that we can monitor remotely and in real time how they are being used, that they are working, any problems that arise and how much coffee is consumed.

Some faults can be resolved digitally or via telephone support. We can also determine if they have enough coffee and when it is time for a refill. This minimises the number of service visits and vehicles, reducing their traffic burden and environmental impact. Today, about 5% of problems reported are resolved digitally or via telephone support. Our aim is to increase this figure through training and technology development.

Our technicians use an active recycling system that involves us taking care of and reusing equipment to maximise its lifetime.

Our recycling team gave new life to

536

machines

The key to a sustainable value chain

Over the past year, the corona pandemic has presented major challenges to procurement and logistics for many businesses, including Convini. This impact has even been more severe than the year before, but by being flexible, having a clear focus and maintaining a close dialogue with our suppliers, we have continued to ensure a high level of service and availability for our customers.

Many companies have become aware of the importance of a sustainable supply chain, from the raw materials to the end product. Consumers have also woken up to the reality that there is no guarantee of a product being on the shelf when we need it.

We place great emphasis on building long-term business relationships in which we and our suppliers can develop and inspire each other towards a sustainable future. Convini has a wide range of suppliers, from local family businesses to global corporations.

For us, every collaboration is equally important, and we set the same high standards for everyone. Before a supplier can work with us, it must sign up to our Code of Conduct and a risk and sustainability assessment must be completed. The outcome of this analysis determines whether further checks are carried out, for example through unit visits or the presentation of audit reports or other documents that prove compliance with rules and guidelines.

The assessment model includes social, environmental and economic criteria, as well as factors such as security of supply and food safety. The risk and sustainability analysis provides a broader picture of our suppliers' sustainability performance and how they relate to Convini's key sustainability issues and goals.

We place great value in suppliers who work with certified products and raw materials. We require that if palm oil is used in a product, it must be 100% certified. Wild-catch fish or seafood must be MSC-labelled and any cocoa used in products must be certified or sustainability-labelled.

As quality is one of our values, we choose established suppliers, minimising our exposure to risk. Our suppliers are at the forefront of sustainability work and share many of our objectives. This puts us in a better position to achieve our long-term goals as a company.

In 2022 we are continuing to develop our approach to ensure that our suppliers work towards a sustainable future. If a supplier does not meet our requirements, we will terminate our partnership. Our goal for 2022 is for all of Convini's suppliers to have agreed to and signed up to our Code of Conduct.





Safe food handling

Since Convini handles food, proper procedures and hygiene are of utmost importance. The most common causes of food poisoning, for example, are inadequate handling of food or a break in the cold chain. We have purpose-built vehicles with freezing and refrigeration zones to ensure that products are kept at the correct temperature during transport and until the point of filling at our customers' premises.

As an employer, we have a responsibility to ensure that our employees have sufficient knowledge of food handling. Our self-monitoring programme includes a number of guidelines and procedures to ensure that Convini's operations are conducted in a safe, reliable and legal manner.

The self-monitoring programme includes procedures for hygiene, training, stocking, receiving and handling, temperature control and cleaning. It also includes procedures for handling complaints.

Our employees are briefed in the self-monitoring programme and its contents. Supervisors and the heads of departments with employees who handle food must have thorough knowledge of food hygiene.

External audits are carried out annually to ensure compliance.

In 2021, as in the previous year, society has been subjected to strict hygiene requirements to prevent the spread of infections. Convini has always carefully followed the recommendations of authorities. We continued to improve our hygiene procedures both at our own workplaces and when visiting our customers: hand sanitiser, disposable gloves, strict cleaning procedures, face coverings, etc.



Inspiring healthy choices

We want to make people feel good and perform better at work, so it is important for us to actively inspire our customers to make better and healthier choices. This includes making health and wellbeing a permanent focus of our communication to customers on our website, in our newsletters and at the point of purchase, in the form of promotions and inspiration in the Convini app and on in-shop payment screens.

Through our communication, we want to highlight healthy products and inspire people to choose more vegetarian food options, eat regularly for a better energy balance and find time for a much-needed break or even a workout at lunchtime.

Health is one of four main areas we focus on in our product strategy. Together with our suppliers, we are working to offer more dishes, snacks and beverages with nutritious ingredients that contribute to increased wellbeing. Today, 50% of our products are those we classify as better alternatives from a health point of view. Our ambition is to increase this share by 2022.



Together we are developing a great company

We really believe in TOGETHERNESS and the engagement that comes from people doing things together. Engagement and wellbeing in the workplace are interconnected and cornerstones of our mission: to help people feel good and perform better at work. This is true for our 4500 client companies and our own workplaces. We see employee engagement, community and contentment as key factors for a healthy working life and long-term success. During the year, we made a large number of investments in these areas.

Monitor your wellbeing through regular pulse measurements

Our long-term ambition is to achieve an employee engagement index of 100, and our target for 2021 was 80. It is an ambitious target but an important key to sustainable growth and long-term customer satisfaction. In 2021, we achieved an index of 77. Although we did not meet our target, we are impressed that the organisation managed to maintain, and in many respects develop, engagement despite another year of the pandemic and restrictions.

We know that employees who feel good are more likely to be engaged, and wellbeing in the workplace in turn is related to factors such as the physical and psychosocial work environment, workload, social cohesion and people's ability to carry out their daily work

All of these important aspects of wellbeing are captured by pulse measurements. Our employees answer questions in an easy-to-use app. Measurements are followed up carefully at the overall and team levels. Each manager is responsible for following up its team's results and for driving change and improvement work together with the team. At the overall level, we monitor trends, become involved and act where there is a need. This is done in close cooperation with each manager and team. Our engagement measurements are carried out quarterly and are alternated with in-depth surveys and employee interviews.

Convini Wellness for contentment and community

We set up Convini Wellness as part of our efforts to promote wellbeing and create a sense of community. Convini Wellness involves our employees initiating and running internal activities that revolve around health, wellbeing and community. These can be small local initiatives as well as company-wide ones. Our hope is that Convini Wellness will create the link that we know is important for long-term wellbeing and a strong community.



TARGET 2021

80

employee
engagement index

RESULT 2021

77



Camilla Wemnér, HR Manager

Praise one another and celebrate success

Another important aspect for wellbeing and engagement is to celebrate individuals and highlight achievements. We want this to come from within the organisation, and to that end we have created channels through which everyone can put out messages to praise colleagues, theirs and other teams and managers. We believe that sharing successes and praising colleagues is a fantastic way to build community and feel a sense of belonging. We simply want to highlight good examples!

Focus on leadership with Convini Leaders

Good leadership is essential for a sustainable working life. To this end, we launched the Convini Leaders programme in 2021. The programme aims to promote better self-leadership among leaders and the ability to lead and develop teams and individuals. In addition to theoretical elements, the programme consists of self-reflection and close links to one's own work and coaching at the team and individual levels. In addition to developing the skills of our leaders, the programme aims to build important bridges between our areas of activity. We also want to create networks for our leaders and thus new insights.

Our new employer pledge

During the year we have undertaken extensive branding work that has also

involved our employees. We have put into words who we are as an employer and workplace and clarified our EVP.

Continuous improvement with everyone's help

We kept working actively on our process for continuous improvement. Our employees are encouraged to contribute ideas for improvements and suggestions on how they can be implemented. The continuous improvement process complements team meetings and employee reviews. This way we have several forums through which everyone can express their opinions and come up with ideas to develop their own working life and Convini in general.

In 2021, our employees proposed 225 improvements, an average of just over one per employee. We think that is something to be proud of! Fifty percent of these projects were also implemented, leading to improvements in the business.

Our power comes from within, from all of us who work at Convini. No idea is too small to be raised! Together, through continuous improvement in our daily work, we are developing a sustainable and great company.



**We are Convini.
The people who
work here.**

Facts about our workplaces

At Convini in Sweden, we have a total of about 220 employees in three locations: Stockholm, Gothenburg and Malmö.

The proportion of women and men in 2021 is in line with previous years. We are pleased that in some parts of the organisation we have increased the share of women and will use these as examples to learn from in other parts of the organisation. On the leadership side, we continue to see a need to attract and recruit more women and have a plan for doing so in future leadership appointments, which includes launching a leadership development programme for individuals interested in leadership roles in the future. This is a good way to develop, refine and create the conditions for future appointments. No leadership positions were filled during the year.

Diversity is important and contributes to a more inclusive climate in which differences are seen as an asset and contribute positively to the team and business. This is something we are actively working on in all our workplaces in all different respects. It enriches the workplace and gives us breadth in meeting our customers. When we recruit, we do so on the basis of merit, experience and education.

We believe that everyone is equally valuable and has the right to equal treatment and respect regardless of ability,

age, nationality, sexual orientation, etc. At Convini, we have zero tolerance for harassment and discrimination.

We are measuring and following up short- and long-term sick leave and both have improved compared with 2020. Like most other companies and industries, Convini's employees have been affected by family isolations and sick children as well as the fact that everyone has to stay home at the slightest cold symptoms. This has at times posed major challenges, especially for our supply organisation, but it has also forced us as a company to be solution focused and work as a team across departmental boundaries.

We continue to have a very low level of work-related absence. This is thanks to our preventive work in detecting ill health at an early stage and, in some cases, before it becomes acute.

Our systematic occupational health and safety work is carried out in cooperation between the safety representative and employer. To protect the psychosocial working environment, we encourage an ongoing dialogue between managers and employees in everyday life about our working environment.

Gender distribution	Total employees		In leadership roles	
	2021	2020	2021	2020
Share of women	32%	33%	15%	18%
Share of men	68%	67%	85%	82%

Sick leave	Total		Short term		Long term	
	2021	2020	2021	2020	2021	2020
Annual average	3,99%	4,90%	2,17%	2,38%	1,82%	2,52%



**ZERO TOLERANCE
FOR CORRUPTION!**

Ethics and responsibility

A long-term approach is and always has been a fundamental principle at Convini. The company should remain profitable and survive and evolve for many generations to come. Long-termness goes hand in hand with sustainability, responsibility and ethics. We attach great importance to acting responsibly and ethically in all situations, both socially and environmentally. We have developed a set of policies and procedures to ensure that we act correctly and set out how we deal with any deviations.

It does of course start with us, how Convini as a company acts towards its own employees, customers, suppliers and other people in the world around us. Responsible business includes everything from human rights, safe products and environmental responsibility to the company's social responsibility to promote diversity, equality and good working conditions. This is regulated in several documents, including our Staff Handbook, Finance Handbook and Health & Safety Policy.

It is also about how our own employees act in relationships with customers and suppliers. Guidelines for this are included in our Staff Handbook and induction training. In December 2021, the new Whistleblower Act came into force, although it will not actually apply to Convini until two years from now.

As part of our sustainability work, we have chosen to introduce this type of reporting with immediate effect to actively combat corruption, financial irregularities and other misconduct in society.

As in any business, there is a risk that Convini's employees may be exposed to bribery. Our anti-corruption policy clarifies what this includes and how employees should act. We have zero tolerance for corruption. No suspicious cases were reported during the year.

We also expect our suppliers and partners to act responsibly and ethically, according to a code of conduct that we ask them to sign up to. It sets out requirements and expectations for suppliers in terms of the environment, working conditions, health and safety, anti-corruption, ethics and health.

The fact that we choose a large proportion of certified products (e.g. Fairtrade, Rainforest Alliance, KRAV) for our range also ensures that our suppliers act responsibly.

Just some of the things we do



**Certified in accordance
with ISO 9001 & 14001**



**Sorting at source
and recycling**



**Target to become climate
positive by 2025**



**Climate-labelling
of all dishes**



93% certified coffee



**100% fossil-free fuels
in our delivery vehicles**



**All our company cars
are now electric**



**Code of conduct that
specifies requirements for
suppliers**



**Highlighting
plant-based meals**



**Food waste is reduced
through various
partnerships**



**Renewable
electricity in all
our offices**



**Digitally connected
coffee machines**

Some of our sustainability goals

Convini's sustainability work runs through the entire company. Below are a few of the 35 goals that we will be working towards in 2022, all of which can be linked to the UN Global Goals.

- ✔ Increase the employee engagement index to 85
- ✔ No long-term absences as a result of workplace injuries
- ✔ Increase the share of sales of low carbon footprint meals to 30%
- ✔ Reduce our carbon footprint per SEK of revenue by 10%
- ✔ Reduce the share of incinerated waste by 10%
- ✔ Reduce our fuel consumption per SEK of revenue
- ✔ Measure our employer commitment and reach an index of 70
- ✔ Declare the carbon footprint for all our in-shop products
- ✔ Increase the share of plant-based milk alternatives to 15%
- ✔ Increase the proportion of faults rectified without a site visit by 10%
- ✔ All suppliers to comply with our Code of Conduct
- ✔ 40% of our range of single-portion dishes to be vegetarian





Our measures have produced results

It has been an intense and eventful year. Despite many challenges, it feels great to have made so much progress, not least in the area of sustainability. It is inspiring to see the actions we have taken produce such clear results. I am thinking, for example, of our decision to switch to 100% fossil-free fuels in our transport vehicles, which was a big reason we were able to reduce our carbon footprint by a whopping 53% compared to 2020.

It is great to see the commitment of our customers and suppliers. There is great awareness of sustainability, and for many it is as high on the agenda as it is for us. Among our employees, we feel there is a huge amount of interest and drive from within to create a sustainable company, sustainable working life and sustainable future together. It is good that so many are helping! We are now continuing to work towards our vision of being a sustainability leader in our industry.

Thank you for your interest in our sustainability work. If you have any questions or ideas that you would like to raise, please do not hesitate to contact me.

We are only at the beginning of Convini's sustainability journey – our work continues!

Oscar Nordbrandt
Supply Chain & Sustainability Manager



We are Convini. An unpretentious crew characterised by team spirit, service focus and professionalism – with a constant drive to do and be better.

At Convini, happy faces, commitment and being a problem solver is a part of our everyday life. It is in our DNA. We encourage you to take personal responsibility and initiatives. It is in this spirit that we challenge ourselves and think differently, every day.

Join us on our journey. Together we develop a great company – today and tomorrow.



Convini

Convini

