

Convini



**Sustainability report
2023**



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Together we make progress for the future

2023 marked the most successful year in Convini's history. I want to express my gratitude to all our dedicated employees for their outstanding efforts and to all our customers who have entrusted us once again. It feels particularly rewarding to note another record year when the external environment was marked by recession, eroded purchasing power, and lingering effects of the pandemic. This serves as proof that we have an exceptionally attractive offering and a strong team!

Throughout the year, we continued to grow and solidify our position as the European market leader in smart unmanned food stores and workplace coffee solutions. Our group turnover reached SEK 870 million, an increase of 16 percent compared to the previous year, moving us closer to our goal of becoming a billion-kronor company. Our operations in Germany accounted for the largest growth, with a 76 percent increase compared to last year. In addition to Berlin, we established ourselves in Hamburg and the significant North Rhine-Westphalia region.

We continue our journey to become a staple in workplaces across Europe. With a leading position comes both greater responsibility for sustainability and more opportunities to make a difference. This year, we made several important advancements. Our overall carbon footprint decreased by 14.6 percent per revenue krona compared to last year. We are persistently working to increase circularity and reduce our impact. Like previous years, we continued to fund carefully selected external climate projects, thereby balancing our operational impact.

A milestone in 2023 was getting our climate goals approved by SBTi, a testament that we

are contributing purposefully and scientifically to achieving the global climate goals. Now, we encourage all our partners to meet the criteria and get their climate goals approved by SBTi. Through our market position, we aim to influence and drive positive change in the industry.

Other progress I'd like to highlight includes our ongoing transition to a 100% electric vehicle fleet. More and more of our transports are green, and we are pushing forward industry development. On the product range side, we achieved our goal of 100% certified coffee and offered our customers more plant-based milk alternatives for office coffee. In collaboration with Consupedia, the world's largest database for food sustainability, we declared the sustainability of our store assortment, making it easy for our customers and consumers to make sustainable choices.

You can read about this and much more in this report. We have a clear vision of becoming a role model in sustainability within our industry. By sharing our progress and challenges, we hope to inspire more sustainable actions.

This is our fifth sustainability report. It reflects the year 2023 and covers our Swedish operations. It has been prepared in accordance with the Annual Accounts Act.

We are proud of our progress but humbly recognize that there is much left to do. Together, we make progress for the future!

Mats Palmquist, CEO



Sustainability highlights in 2023



Great Place To Work® certified

with improved score compared to previous year



Our climate goals were approved by **Science Based Targets initiative (SBTi)**



We reduced the climate footprint in our own operations by

-14,6%



19 new electric vehicles yet another step towards 100 % electric-powered fleet



Measured eNPS 32 indicates high employer attractiveness

100% certified coffee assortment



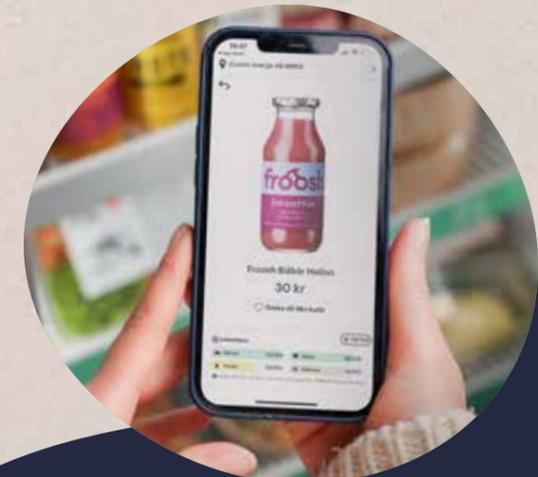
We saved over **100 000** products from being wasted



New purchasing policy endorsing ECC – for improved living conditions for chickens



12 500 runners in the relay Convinistafetten



We sustainability-labeled our assortment

About Convini

Convini is a family business founded in 1995 by Anders Enqvist. Our mission has remained unchanged nearly 30 years since inception—we help people at work feel good and achieve more.

We provide innovative and sustainable end-to-end solutions for food, coffee, and fruit in the workplace; everything needed for well-being and energy at work, 24/7.

We handle everything from installation to operation. Our employees regularly visit our clients to keep them stocked with coffee, tea, breakfast, salads, sandwiches, lunches, snacks, and cold drinks.

Convini operates in Stockholm, Gothenburg, and Malmö as well as in Germany in Berlin, Cologne, Hamburg, and Düsseldorf. The main owners of the Convini Group are the Enqvist family and AB Max Sievert.

Convini's revenue streams come partly from over 5,000 client companies, to which Convini is contracted as a service partner for food stores and coffee, and partly from the hundreds of thousands of consumers who buy products in Convini's stores.

A family business
founded in
1995



2,300
Convini stores

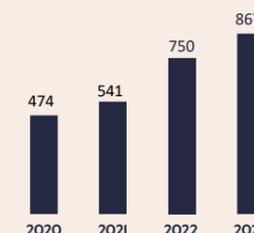
4,500
coffee machines

5,000
client companies

>350,000
consumers



Approximately
300
employees



Turnover in MSEK
2020-2023

*Figures on this page refer to Sweden and Germany. The content on the other pages of the report refers only to Sweden.

A woman with long brown hair is smiling and pouring milk from a black pitcher into a white coffee cup. A croissant is on a plate next to the cup. The background is blurred.

Mission

We help people at work feel good and achieve more.

Vision

Together we are building a great company making us the preferred choice for any workplace.

Business Idea

With smart food and beverage solutions, we provide people at work with positive energy round-the-clock – tasty, easy and convenient.

In dialogue with our stakeholders

Convini has five main stakeholder groups, each of which influences us and has expectations of us in terms of sustainability.

We engage in a continuous dialogue on sustainability with all these groups. We ask for their feedback, monitor which issues are relevant to them and adapt our sustainability strategy, priorities and actions accordingly.

MAKES
SENSE!

Client companies

Approx. 5 000 companies, authorities and organisations, all of which are our customers and in turn employers.

Type of dialogue

Annual survey sent to all client companies.
Ongoing dialogue with contact persons via email, telephone and personal visits.

Consumers

More than 350,000 consumers who use the services and products offered by Convini: food, drinks, coffee and fruit in the workplace

Type of dialogue

Annual survey sent to all consumers. Ongoing communication via focus groups, the Convini app, email, customer service, telephone, social media and personal visits.

Employees

Approx. 270 employees at Convini in Stockholm, Gothenburg and Malmö.

Type of dialogue

Annual employee survey. Ongoing information and opinion gathering via daily contact, meetings, the @convini app and pulse monitoring.

Suppliers

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

Type of dialogue

Close, ongoing dialogue with all our suppliers and partners about the demands we place on them and how we can work together on sustainability issues.

Authorities

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

Type of dialogue

We closely monitor legislation, updates and news on rules and guidelines.

We operate according to the UN's global goals

Convini works actively and broadly to ensure that sustainability permeates the entire organisation and is included in all relevant decisions and processes.

We operate based on the 17 Sustainable Development Goals (SDGs) agreed by the UN in 2015. Of the 17 goals, we have selected five that are particularly important to us and our organisation:

- No. 3 good health and well-being
- No. 5 gender equality
- No. 8 decent work and economic growth
- No. 12 responsible consumption and production
- No. 13 climate action



Our sustainability vision

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

For us, the word leading means that we:

- work towards a circular business model
- aim to be climate positive by 2025
- are a role model for other companies, customers and employees



From vision to action

We see sustainability as having several important dimensions: environment, health and well-being, human rights, and social responsibility, both internally and externally.

- The work is led and driven by our sustainability manager, who is part of the Convini management team.
- Each year, a strategic plan is drawn up covering seven focus areas. All the areas are permeated by social, economic, and environmental sustainability aspects. The strategic plan outlines activities and objectives that are then anchored and decided on by the board.
- The management team continuously monitors the status of this work and makes decisions to ensure that we work towards our established sustainability goals. The group represents different areas of the company to ensure input and commitment from all of Convini.
- Convini is quality certified according to ISO 9001 and environmentally certified according to ISO 14001. This means that we are evaluated by independent auditors every year.
- It is important to us that we inform and engage all our employees on sustainability issues. Sustainability is a standing item at major meetings, kickoffs and department meetings. All teams have set their own goals in this area, while sustainability targets are also set at the individual level during employee appraisals.



Our key sustainability issues

Section	Material	Description of risks/impacts	Risk/impact management	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 in Sweden. We co-operate with suppliers who work actively on sustainability issues. We aim to increase our share of products with a low carbon footprint. Through guidance, labeling and inspiration on our digital spaces, we make it easier for our customers to make active choices. We have sustainability-labeled all our dishes to make it easier for customers to make active choices. Our suppliers carry out a risk and sustainability analysis.	Convini's Code of Conduct Convini's risk & sustainability analysis Convini's purchasing policy	Percentage of suppliers who have approved Convini's Code of Conduct. Percentage of suppliers who have submitted a risk & sustainability analysis. Share of certified coffee. Share of recyclable packaging. Percentage of suppliers that comply with our purchasing policy. Waste reporting
	Transport	All customer deliveries are made using our own transport vehicles; the fuel they use has an impact on the environment and climate.	Optimisation of delivery schedules and routes. Choosing the latest technology when purchasing new cars. Our transport vehicles are fuelled with 100% fossil-free diesel (HVO100). We have started to phase in electric transport vehicles. Our company cars are 100% electric.	100% HVO100 100% electric company cars Vehicle policy	Fuel type and volume Green electricity Total kWh Number of electric vehicles
	Food waste	A small proportion of the products we supply to customers are not sold before their expiry date and therefore need to be thrown away. This has a negative impact on both the environment and society.	Dialogue with suppliers. We apply the principle of FIFO (first in first out) to minimise food waste. We work with organisations and companies to give products that would otherwise have been thrown away a second chance. Optimisation of product mix and fill rates at the shop level.	Handbook for shop managers Self-monitoring programme	Number of products saved. Cash transaction value of delivered and sold value
	Equipment & machines	The equipment and machinery we provide have an impact on the climate due to their components, energy consumption and manufacture.	We choose high-quality and energy-efficient equipment and machinery. Our coffee machines switch to economy mode when not in use. We have effective procedures for reusing and recycling machinery. We extend their lifespan by replacing worn-out parts. Used machines are recycled in accordance with current legislation.	We repair and reuse equipment whenever possible. Assessments are conducted by our recycling department.	Number of recycled machines
Sustainable supply chain  	Human rights & animal welfare	Some of our products are grown and produced in countries where there is a risk of human and animal rights not being respected.	We choose suppliers who are well established on the Swedish market and can clearly demonstrate the measures they take to minimise risk. We have a high proportion of certified products. We place demands on our suppliers through our Code of Conduct and carry out a risk and sustainability analysis before entering a cooperation agreement. Auditing of high-risk suppliers.	Convini's Code of Conduct Convini's risk & sustainability analysis Convini's purchasing policy	Percentage of suppliers who have approved Convini's Code of Conduct. Percentage of suppliers who have submitted a risk & sustainability analysis. Number of high-risk suppliers

Our key sustainability issues

Section	Material	Description of risks/impacts	Risk/impact management	Policies and guidelines	Indicators
Health and wellbeing 	Food safety	There is a risk that the cold chain will be broken and products will spoil, resulting in health risks. Risk that suppliers and staff do not comply with food handling rules and guidelines	We take preventive steps through our training and self-monitoring programmes for hygiene and food safety procedures. High-risk suppliers are subject to additional checks through site visits and document submissions. Working with suppliers who are well established in the market and sell through other channels. Vehicles with controlled cooling and freezing zones. External auditing of control bodies, e.g. the environmental administration in each municipality.	Self-monitoring programme Risk & sustainability analysis Traceability requirements	Reported customer complaints Controls on high-risk suppliers
Health and wellbeing 	Health aspects of product offering	Excessive intake of unhealthy products combined with sedentary habits can have a negative impact on health	We inspire people to choose a healthy lifestyle and highlight healthy product options. We have a product team that works continuously to ensure a balanced offering. We have sustainability-labeled our assortment, health being one of four parameters, to make it easier for consumers to make healthy choices.	Our product range is based on four cornerstones: sustainability, health, variety and enjoyment	Percentage of products classified as better alternatives
Our workplace  	Gender equality & safe workplace	For us, promoting equal treatment, inclusion and respect is a matter of course, but there is a risk that this is not adhered to by everyone. Some of our operations present a risk of both physical and mental health problems.	We follow health and safety laws and regulations to ensure a safe and healthy workplace, with room for differences and diversity, free from discrimination. As an employer, we are bound by collective agreements. We conduct regular employee surveys. There are safety representatives in each department to whom employees can turn. Safety audits are carried out every year. We encourage our employees to adopt a healthy lifestyle and offer a healthcare allowance. Audit of external control bodies in accordance with ISO certification rules.	Staff handbook Health and safety policy Alcohol & drug policy Gender equality policy Environmental & quality policy Safety representative policy Guidelines against bullying and harassment	Number of long- and shortterm sickness absences Gender distribution Employee engagement
Financial sustainability and business ethics 	Ethics and responsible business	There is a risk of companies and individuals not acting ethically. In some of our activities, there is a given risk of corruption.	We have systems in place to ensure ethical business practices and employee behaviour. Our co-operation with suppliers is governed by our Code of Conduct. We have a policy on whistleblowing. Audit of the company's annual accounts by the company's selected auditor.	Staff handbook Health and safety policy Financial handbook Anti-corruption policy Policy on whistleblowing	Annual follow-up through external auditing Number of suspected corruption cases reported Key financial indicators

Reduced climate footprint

We are both pleased and proud that the total climate footprint of our own operations, calculated per SEK of turnover, continues to decrease.

Our total carbon footprint amounted to 585 tons of CO₂e in 2023. This represents a reduction of 14.6% per SEK of turnover compared to last year.

The calculations, conducted according to the Greenhouse Gas Protocol GHG, include emissions from electricity and heat, our own vehicles, supplier deliveries (third-party transport), business travel, office supplies and commuting to and from work.

The change in Scope 1 is linked to the addition of refrigerant in one of our cooling systems, which accounted for 23.5 tons of CO₂e. The increase in Scope 2 is linked to increased electricity consumption, for example, more electric cars being charged. The reduction in Scope 3 is related to a decrease in the number of ton-kilometers from third-party transport.

For the emissions that occur in our own operations, we have chosen to invest in two climate projects to balance our climate impact. We know that we need to do even more and we will continue to reduce our footprint. Read more about the projects on page 16.

Our carbon footprint decreased by
-14,6%
 per SEK of turnover*

EMISSIONS FROM OUR ACTIVITIES PER GHG SCOPE	Ton CO ₂ e 2021	Ton CO ₂ e 2022	Ton CO ₂ e 2023
Scope 1	92	27	50
Scope 2	97	33	37
Scope 3	324	533	498
Total	513	593	585



The table shows our total footprint in tons in relation our yearly turnover in MSEK.



Scope 1
 Direct emissions from fossil fuels in our own operations: e.g.
 -transport vehicles
 -company cars
 -leaked refrigerants in our facilities



Scope 2
 Indirect emissions from energy (electricity/heat) in owned or leased facilities.

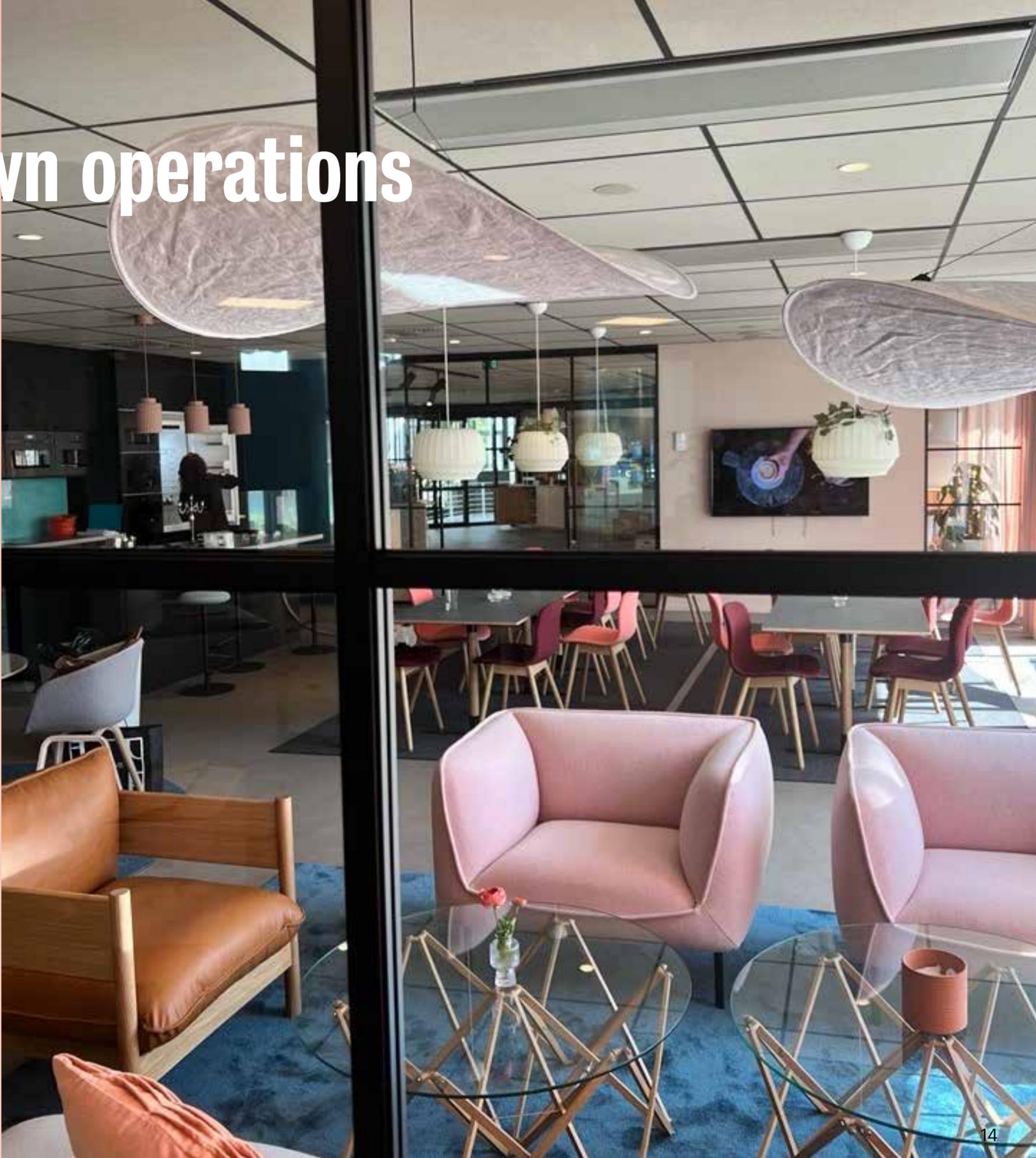
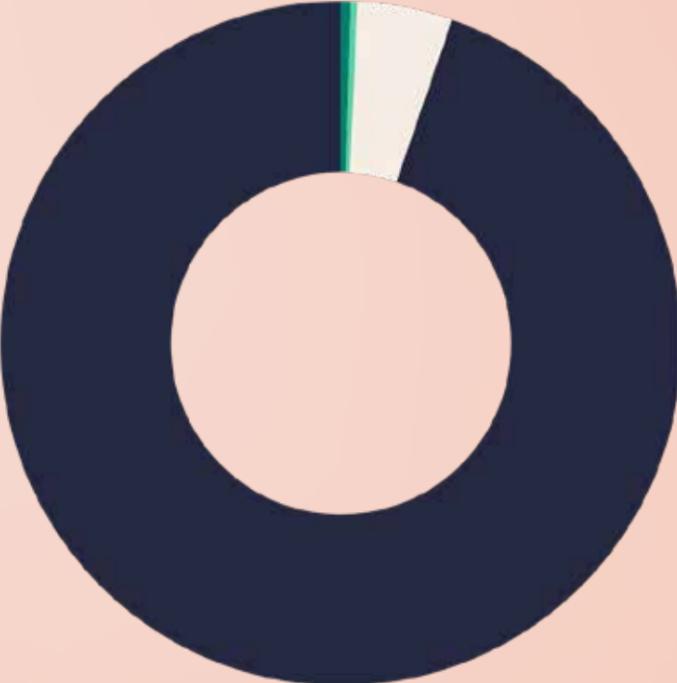


Scope 3
 Indirect emissions from all other sources in our own business: e.g.
 -business travel
 -third-party transport
 -office supplies
 -commuting to and from work

Low impact from our own operations

Our collaboration with Consupedia has enabled us to also measure the climate footprint of sold products. We can confirm that a very small portion of the total climate footprint comes from our own operations, which is detailed on page 13. In 2023, this portion was about 5%. The remaining climate footprint comes from sold products.

The primary reason that emissions from our own operations are so small is the transition to fossil-free transports to our clients, the use of green electricity at our facilities, and that all our company cars are electric.



Science-based climate goals approved by SBTi

We were very proud when our climate goals were approved by the Science Based Targets initiative (SBTi). This is an important milestone on Convini's path to being the leading sustainable company in our industry and a role model for other companies.

SBTi is a global body that advocates for companies to set climate goals based on the latest science and in line with what is needed for us to collectively meet global emissions targets. Having our climate goals approved by SBTi is a significant acknowledgment that we are contributing ambitiously and scientifically to achieving the global climate goals.

Convini also works to encourage and eventually require our suppliers to meet the criteria and have their climate goals approved by SBTi. This effort is part of being a role model for other companies and using our market position to influence and drive positive change in our industry. By engaging the entire supply chain, we aim to create an even greater positive impact on the planet.

SBTi Goal Monitoring

We have set a goal to reduce our impact in Scope 1 and 2 by 46% by 2030 compared to the baseline year of 2019. We see that we are already far ahead of this target. In 2023, the carbon footprint in Scope 1 and 2 decreased by 87% compared to the baseline year of 2019.



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

About the Science Based Targets initiative

The Science Based Targets initiative is a global collaboration among several major players and research organizations such as CDP, WRI, WWF, We Mean Business, and the UN Global Compact. SBTi defines and promotes best practices for science-based targets. They provide companies with guidance on setting climate goals that align with what science deems necessary to meet the objectives of the Paris Agreement.

Investing by financing two climate projects

We are constantly working to reduce our emissions to net-zero. We are not there yet. That is why we choose to finance selected climate projects to balance the climate impact of our operations.

This means that we contribute to a reduction in greenhouse gases equal to the increase our operations have caused. Climate financing helps facilitate a sustainable transition in other parts of the world, both from a climate and social perspective.

Convini's choice of climate projects is based partly on actual on-site-contributions and partly on quality guarantees in the form of certifications. Together with Atmoz Consulting, we have selected two projects that match Convini's ambitions.

Boreal Mix Biodiversity

Boreal Mix works to increase carbon storage and biodiversity in Swedish forests. By supporting Boreal Mix, we contribute to the preservation of forests with high natural values and promote biodiversity. FightCOtwo provides financial support to forest owners to preserve forests with high natural values, thereby maintaining the carbon stock in the forest and increasing species richness. This results in a more robust and resilient ecosystem, ready to face extreme weather and provide many species with a safe place to live.

Bhadla Solar Park

In one of India's most polluted districts, the Bhadla Solar park is an important step towards renewable energy supply. The project utilizes the untapped solar potential in the region and contributes to strengthening the unstable power grid. Bhadla Solar is part of the world's largest solar initiative and the solar park is located in the Rajasthan region.



**YOUR WAY.
EVERY DAY.**



More circular flows

Linear or circular thinking – what is the difference? Most business models used today are linear. Simply put, this means that products are manufactured, used, and ultimately, disposed of. In contrast, a circular business model is based on keeping materials and products in circulation and minimizing waste; products are manufactured, used, and reused. The circular model aims to create value and benefit for the customer and preserve that value through reuse and recycling. Simply put, it's more sustainable!

Convini has always valued quality and long-term thinking is in our DNA. We have extensive experience in working in a circular way, for example, by extending the lifespan of machines, and renovating and recycling as a normal part of our work. Several of the activities and goals linked to circular thinking are described in this sustainability report.

Convini is steering towards a circular business model. More specifically, this means that we aim to contribute to more circular flows, reduced use of virgin materials, and reduced waste management.

We see a need for more knowledge about circular thinking both internally at Convini and with our partners. In the spring of 2024, we will conduct a double materiality analysis (DMA), which is a mandatory part of the new directive for sustainability reporting, CSRD. This analysis will provide us with deeper insights into our company and will help us pave the way to a more circular business.





Sustainable equipment and recycling

The coffee machines, water dispensers, refrigerators, freezers, and other equipment we install for our customers are carefully selected, of the highest quality, and designed to consume the lowest possible amount of energy. The coffee machines we offer enter energy-saving mode when not in use, and the fridges and freezers in our stores are of the highest energy class.

Working with high-quality machinery and equipment with long lifespans is a given for us. This reduces the risks of operational downtime and errors, which in turn leads to fewer service visits, fewer environmentally damaging transports, and fewer write-offs. And happier customers!

More than 2,300 of the coffee machines at our customer locations are digitally connected. This means that we can remotely and in real-time monitor how they are used, whether they are functioning properly, any faults that occur and how much coffee is consumed. Some issues can be resolved online or via phone support.

We can also determine if the amount of coffee supply is sufficient and when it is time for a refill. This minimizes the number of service visits and vehicle usage, which impacts traffic and the environment.

Today, about 5% of reported fault are resolved digitally or via phone support. Our aim is to increase this figure through training and technology development. The rate of fault reports decreased by 5.4% in 2023.

Our skilled technicians work actively with a recycling system that involves taking care of and reusing equipment to maximize its lifespan and contribute to a sustainable and circular operation. They maintain, prevent, renovate, and recycle as a natural part of their work process. When it is finally time to discard a machine, they ensure that it is recycled in the most sustainable way possible.

Our recycling team gave new life to

730

machines

Plan for sustainable plastic use

Naturvårdsverket has developed a roadmap for sustainable plastic use that aims to inspire companies to take action. The roadmap is based on existing legislation, strategies, and goals at both the national and EU levels, as well as globally.

Convini contributes to the roadmap and works towards the set goals. The plan helps us understand the direction and what sustainable plastic use entails.

So, what does sustainable plastic use mean? In short, it means that plastic is used in the right place, in resource-efficient, climate-efficient, toxin-free, and circular flows with negligible leakage. Below are some parts of the roadmap that we are working with.



After the arrow symbols → we explain how Convini acts on each part.

Resource-smart use

- Single-use plastic → Transition to reusable alternatives in both plastic and other materials.
- Linear business model → Transition to a more resource-smart operation.
- Unnecessary use and high waste → Reduce material usage, avoid unnecessary use and wastage, increase the lifespan of machines and equipment.

Raw material and production with minimal environmental impact

- Plastic made from fossil raw material → Increase the share of recycled or bio-based materials in packaging.
- Lack of knowledge about content → Provide clear and easily accessible information for our consumers and customers.
- Lack of design for circularity → Pressure manufacturers to make recycling or reuse easier.

Significantly increased and high-quality material recycling

- Less than 10% of the plastic used in Sweden is recycled → Increase the recycling of plastic materials, significantly contributing to achieving climate goals.
- Previously, the focus was on collection volumes and mixed flows → Pressure manufacturers to simplify the recycling process.

Reduce leakage of plastic into nature

- Plastic enters nature → Ensure no material escapes into nature through easily accessible collection and recycling systems.

For more information about the roadmap, please visit www.naturvardsverket.se

“Convini makes me proud!”

Joakim Lindecrantz has been working with Convini for six years and has experienced several different roles during this time. Currently, he is a Coffee product specialist in Malmö. He is interested in sustainability issues and he studied circular economy at Lund University, during a parental leave last year.

How important is it for you that Convini has a pronounced sustainability approach?

Incredibly important! Sustainability issues are important to me, and I want to share that focus with my employer. Convini proves that it is possible to successfully manage a company in terms of both profitability and sustainability. I know that our customers, competitors, and suppliers are inspired by us and that our sustainability efforts create ripple effects. It makes me proud! Convini is at the forefront and leading the development in our industry. It feels bold and cool to be a part of it.

What sustainability aspects do you influence in your daily work?

One of my tasks is to carefully calibrate the coffee machines before they are sent to our client companies. This involves making small but important adjustments and settings, for example, for the right grinding degree. The aim is to make the customer’s coffee taste perfect. With the right calibration, the coffee machine will also work more efficiently, which means it wears less and its lifespan increases. This contributes to increased circularity.

Another part of my work is client meetings where I advise on the choice of coffee and other products. Here, I can share knowledge and encourage more sustainable choices. Now that we have reached our goal of a 100% certified coffee assortment, this task is quite easy!

In your opinion, is there something particularly important for Convini in the coming years regarding sustainability?

Keep it up! Continue to lead and pull the industry in the right direction. Internally, we can spend more time spreading knowledge and understanding to all employees so that everyone can see how they can contribute sustainably and circularly in their everyday lives.



SINNES SCHYSST!



A greener delivery

Convini visits client companies daily, and all deliveries are made with our own vehicles and employed drivers. This allows for maximum control over the transport chain and efficient route planning. A key goal is to transition to a fully electric vehicle fleet.

This year, we purchased ten Volkswagen ID. Buzz Cargo vans to deliver coffee and technical services to our customers. The ID. Buzz Cargo is one of the few commercial vehicles developed from the ground up as an electric vehicle. They are delivered carbon-neutral by Volkswagen and are charged with 100% renewable electricity.

Besides the environmental and practical benefits, the minibuses' iconic and retro design really stands out. Our vehicles are very visible on the streets, and it feels good that through our choice of ID. Buzz Cargo, we demonstrate our commitment to climate-friendly transport. We are also very pleased with our own Convini graphic wrap, which we think suits the bus's design well. Both nice and stylish, that's what we like!

When it comes to temperature-controlled transport, Convini stands out in the industry with its custom-built 3.5-ton vehicles that ensure products maintain the correct temperature in an unbroken cold chain. Our fridge/freezer vehicles are gradually being replaced with electric vehicles, and until they are replaced, they are powered by fossil-free fuels.

Closer to the goal of 100% electrically powered

Hello Joakim! You are the Vehicle Manager here at Convini, and your work is very much focused on how we can make our cars and transport as sustainable as possible.

What would you say are the three most important issues we worked on in 2023 to become more sustainable in terms of vehicles and transport?

- 1** Launching new 100% electric vehicles: We have deployed new 100% electric vehicles that deliver both chilled and frozen products to our customers in an unbroken cold chain. The project has had a very positive outcome. Besides environmental benefits, we have received great feedback about the electric vehicles being quieter, more comfortable, and well-appreciated by our customers.
- 2** Solar-powered refrigeration systems: We have implemented the first vehicle with a cooling system driven by solar cells/panels while the vehicle is servicing our customers. This is yet another example of how we actively work towards relying solely on renewable energy sources, both large and small scale.
- 3** Long-term goal for a fully electric fleet: Our long-term goal is to operate all tasks across our various business units with 100% electric vehicles by 2028. This journey and efforts continued in 2023. Currently, 40% of our vehicle fleet is electric-powered. By 2024, we aim to reach 60%. In 2023, our coffee operations and technical service in Malmö became our first two operational departments to be fully electrified, resulting in happier drivers and more efficient operations. och en effektivare drift som resultat.

What are you looking forward to working on in 2024?

Certainly, continuing to electrify our fleet and diligently working towards our clear 100% goal. We have also started several exciting projects aimed at sustainable improvements. For instance, these projects involve making even better assessments of the environmental impact of our vehicles, increasing the utilization rate of our vehicles, and exploring opportunities for replacing the refrigerant we use in the cars.



MAKES SENSE!

SINNESSCHYSST
KAFFE!



What do our consumers think?

As in previous years, we conducted surveys targeted at our customers and consumers, both to measure satisfaction and to gather comments and suggestions for improvement in various areas. This year's surveys generated about 20,000 responses with a response rate of approximately 7%. This was a fantastic response and provided loads of invaluable insights for us to work with.

We are pleased to note that sustainability continues to engage. When asked "Which of the following sustainability issues do you consider most important to Convini?", nearly 70% answered a sustainable assortment. Packaging and food waste are other important issues.

We aim to be a role model in sustainability

Convini's sustainability vision includes being a role model for sustainability in our industry. We are humble and know that we have a lot left to do to get there.

Out of curiosity, we asked our consumers to evaluate the statement "Convini is a role model in its industry in the area of sustainability." The responses showed an improvement from 5.3 to 5.6 on a seven-point scale. It is exciting to see that we are moving in a positive direction. This motivates us to continue working and strive to achieve even higher values.

TOP 3

Sustainable assortment **67%**

Recyclable packaging **53%**

Reduced food waste **49%**

Convini is an industry role model in the field of sustainability

average value **5,6**

Convini is clear about its ambitions and objectives for sustainability

average value **5,2**



We offer
100%
certified coffee!

A more climate-smart assortment

Sustainability is a key parameter in our work to develop our assortment and in how we choose products and suppliers. The majority of the products we sell are produced or processed in Sweden, often locally where we operate. This proximity to our suppliers is important to us and beneficial for the climate. The suppliers we work with are well-established in the Swedish market and are all focused on reducing their carbon footprint.

Through actively working on our product range together with our suppliers, we now offer a wide selection of eco-labelled products, products with low climate impact, and recyclable packaging.

To make it easier for consumers to make informed choices, we have declared the sustainability of our assortment in collaboration with Consupedia, the world's largest database for sustainability information about food products. Each product is scored from 1 to 100 based on the parameters of climate, health, fairness, and water. The higher the score, the better the sustainability choice.

Our customers have a strong interest in our assortment. We receive many tips and suggestions through our annual customer survey and through ongoing dialogue across various channels. This provides us with great support as we develop our assortment.

Trends in 2023

The proportion of vegetarian options as a percentage of sales decreased from 23% to 20% since 2022. Vegetarian options accounted for 28% of the total assortment. One explanation is a slight decrease in consumer interest, but also that some vegetarian products have been discontinued by suppliers. Therefore, we see a need for more communication to highlight the vegetarian assortment and to find more good products that consumers are demanding.

More and more of our customers are requesting sustainable and certified coffee. We have worked diligently and in 2023, we achieved our goal of a 100% certified coffee assortment. This is something both we and our customers are excited about!

The proportion of customers who chose plant-based milk alternatives was 16%, a decrease of about 1% compared to 2022. However, the actual volume of plant-based milk alternatives has increased by 27% and the trend continues to be positive. Our long-term goal is to reach a volume share of 25%. Throughout the year, we have expanded the assortment with more brands and products that are compatible with more machine models.

A cup of coffee with Matte

Hello Matte! You're Convini's foremost coffee specialist and coffee geek. With a big added dose of sustainability.

What do you consider important when it comes to sustainability and coffee?

The most important thing is that the coffee is grown under fair conditions, that farmers are properly compensated, and that the cultivation has minimal environmental impact. With sustainability certifications, it is clearer for the coffee drinker that the coffee has been grown under the right conditions and that it has been carefully checked by a third party. Safe and Sinnesschysst, as we say at Convini!

Can you tell us about three key coffee issues that we have worked on at Convini during 2023 to become more sustainable?

1 Achieving a 100% sustainable certified coffee assortment: The coolest thing is that we have now reached our goal of a 100% sustainably certified coffee assortment. No matter which coffee our customers choose to drink, they can be assured that it is certified and grown under fair conditions. We have maintained ongoing dialogue and good cooperation with our coffee suppliers. For example, with our local coffee supplier Kersh Kafferosteri, we developed new, more sustainable packaging that also make it clearer that the coffee is organically grown.

2 Sustainability beyond environmental impact: Sustainability is about much more than just the environment. Our new collaboration with Mode Cold Brew is unique in many ways, such as a portion of their profits going to the Tim Bergling Foundation. The Tim Bergling Foundation works to improve mental health among young people, who are our future. That's what I call sustainability!

3 Promoting plant-based alternatives to milk: We continue to encourage more customers to use plant-based alternatives to milk. This involves being clearer about which coffee machines are best suited for plant-based milk and exploring more plant-based options to expand our assortment.t.



What are you looking forward to in the coffee year 2024?

I am excited to participate and gather inspiration at the Nordic Coffee Fest in Gothenburg, the most sustainable coffee festival in the world. The focus will be on sustainability, specialty coffee, small local roasters, and new innovative brewing methods and coffee machines.

I also look forward to continuing to educate Convini's staff, and helping our customers make better and more sustainable choices for coffee and coffee machines. Other highlights for 2024 include more Barista & Breakfasts, our new event concept where we invite customers and partners to a barista breakfast with various themes and interesting lectures, for example, with the Tim Bergling Foundation.

Sustainability-labeled assortment

To make it easy for our consumers to make informed decisions, we have sustainability-labeled our assortment in collaboration with Consupedia, the world's largest database for complete sustainability information about food products. Those shopping at Convini stores can now easily access the sustainability declaration directly in the app.

Using AI technology, Consupedia calculates the impact of products on various parameters within health, fairness, and the environment. Each product is scored on a hundred-point scale. The highest sustainability score is 100, and the closer to 100 points, the more sustainable the choice.

By offering our customers a transparent and easily accessible sustainability declaration, we aim to facilitate informed choices that benefit our health, social justice, and the environment.

When making a purchase at a Convini store, each product's score for nutritional value, climate impact, water usage, and social justice is presented. Therefore, when it is time for a satisfying lunch or an energy boost in the afternoon, it now becomes easy for consumers to make a sustainable choice.

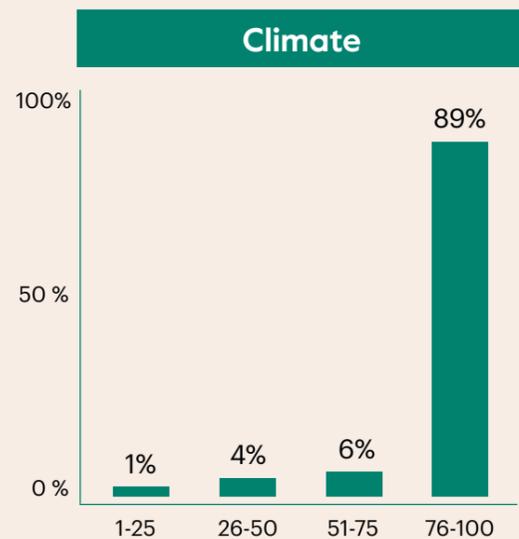
The sustainability-label covers four parameters:



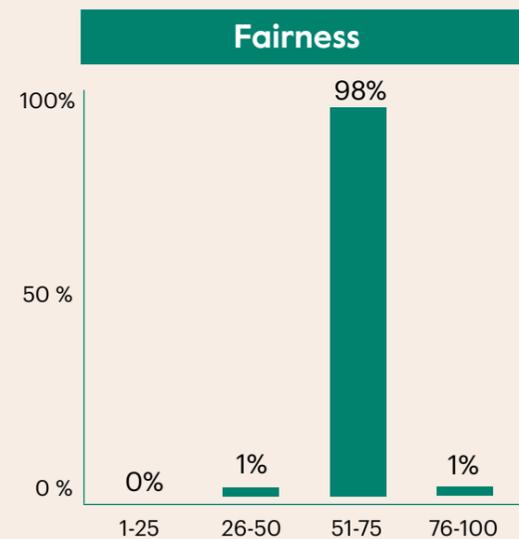
How sustainable were the purchases?

We are pleased to note that many of our consumers purchase products with high sustainability scores. Below, we present the results of the choices our consumers made during 2023, divided by the four different parameters.

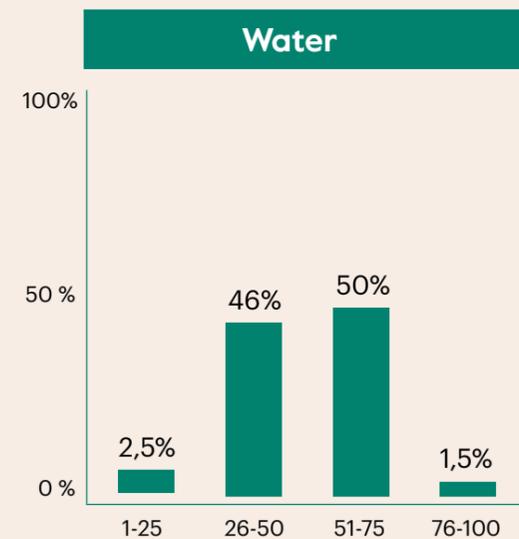
We will carry these results into 2024, to see if and how we can influence our customers to consume even more sustainably.



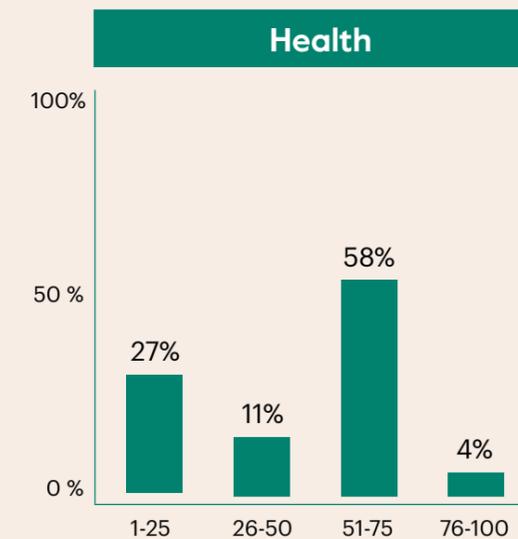
More than 89% of all sold products scored 76 or higher on climate.



Over 98% of all sold products scored 51 or higher on fairness.



Over 50% of all sold products scored 51 or higher on water.



62% of all sold products scored 51 or higher on health.v

Some of our green friends

In our pursuit of the most sustainable assortment possible, we join forces with our suppliers. We have a close and open cooperation and engage in ongoing dialogue about products, packaging, certifications, and development ideas. Often, it is a mutual exchange of knowledge and inspiration. We are good friends collaborating for a greener future!

Here are a few of our suppliers who stand out with a pronounced sustainability profile:

Bogawantalawa – climate-positive teas

The vibrant boxes of flavorful, organic teas from Bogawantalawa are cherished by many Convini customers. And they taste even better knowing that Bogawantalawa is the world's first certified climate-positive tea company. They are pioneers in sustainable tea cultivation and have been climate-positive since 2019. Their vision is to offer tea that does not burden either the planet or its people. Their sustainable efforts in tea cultivation involve 100% renewable energy from solar and hydro power, measures for the natural preservation of rainforests and water, climate-smart agricultural centers, and regenerative farming. That's something to have a cup of tea to! Or, as Bogawantalawa says: Enjoy and support a sustainable future – one sip at a time!



Rscued – rescued fruit in a bottle

In the Convini store, you can find several refreshing and delicious products from Rscued. Since 2015, this company has been passionate about reducing food waste and making something good out of the fact that about 40% of all fruit grown in the world is thrown away. Their vision is simply to rescue as much fruit as possible! Rscued manufactures juices, smoothies, lemonades, and shots from rescued fruits and vegetables. The flavors vary with the seasons and depend on what arrives at their fruit rescue factory in Helsingborg. All fruits and vegetables are sorted by hand. And the little that is left over is composted and turned into vegan potting soil, so that new fruits and vegetables can grow!



Fighting food waste

Food waste is a global issue, and Convini has long been actively working to minimize food waste daily across all parts of the supply chain. Through clear internal processes, efficient logistics, short lead times from manufacturer to customer, and meticulous operational routines, we have worked towards our goal of reducing food waste in our operations by 50% by 2025. Through partnerships with various organizations, we have rescued thousands of products nearing their expiration date each year.

In the fall of 2023, we ran a project in collaboration with students from the Stockholm School of Economics to make further progress in the fight against food waste. The project provided us with deeper insights and more suggestions for actions. Through careful monitoring and analysis, we have increased our understanding of causes, correlations, and how actions within different departments can impact and minimize waste.

Awareness that the effort needs to be conducted broadly within our organization, i.e., across multiple departments and roles, has increased. The routines in daily delivery and store operations are important to minimize food waste, but there are also opportunities to influence earlier in the supply chain, for example, through our sales representatives conducting needs analyses with customers for a tailored assortment, our purchasers maintaining close cooperation with suppliers regarding shelf life, delivery intervals, and volumes, and ensuring efficient warehouse management.

Despite measures and meticulous processes across all departments, there are products in our stores approaching their expiration date, and to rescue them, we need to seek external solutions, i.e., collaborations with various partners, such as Matmissionen/Stadsmissionen.

In 2023, we conducted a pilot project with the platform Too Good To Go (TGTG), which operates in several countries. TGTG provides a platform where consumers can purchase a surprise bag containing food that would otherwise have been discarded. The outcome of the test was very positive, and we received great feedback from our customers. In 2024, we will explore opportunities to expand our collaboration with Too Good To Go to give good food a second chance through their services.

As we sum up the year, it is gratifying to see that we managed to rescue more products from being discarded compared to last year. Over 100,000 products were saved through our partners Matmissionen and Too Good To Go, doubling the previous year's numbers—an absolutely fantastic achievement!

We saved
over 100 000
products!

Six steps to manage food waste

1. Supplier collaboration: Engage with suppliers on sustainability dates, volumes, and delivery intervals.
2. Sales dialogues: Tailor client companies' assortments through active sales consultations.
3. Logistics efficiency: Optimize warehouse management and streamline logistics.
4. Rigorous operations: Implement strict operational routines for deliveries and store management.
5. Matching demand: Regularly adjust inventory to align with actual demand.
6. Product rescue: Partner with external organizations to salvage near-expiry products.

Requirements on suppliers for a sustainable value chain

We live in a world that is constantly changing, with significant global conflicts impacting supply chains. However, through great flexibility, clear focus, and close dialogue with our suppliers, we have managed to maintain a high level of service and availability for our customers. Many companies have become aware of the importance of a sustainable supply chain, in all stages from raw materials to end products.

We place great importance on building long-term business relationships where both we and our suppliers can evolve 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 have the same high standards for all. Before a supplier starts working with us, our code of conduct must be signed, and a risk and sustainability analysis conducted through our sustainability platform, where about 70 questions must be answered.

The outcome of the analysis will then determine whether further review should be conducted, such as site visits, presentation of audit reports, or other documents verifying that our suppliers comply with rules and guidelines. The assessment model covers social, environmental, and economic criteria, as well as factors such as delivery security and food safety. The risk and sustainability analysis provide

a broader picture of our suppliers' sustainability efforts and how they address Convini's key sustainability issues and goals.

We highly value suppliers who work with certified products and raw materials. We require that if palm oil is used in the product, it must be 100% certified. Wild-caught fish or seafood must be MSC-certified, and cocoa used in products must be certified or sustainably labeled. As quality is one of our core values, we choose established suppliers, which gives us low risk exposure.

Our suppliers are at the forefront of their sustainability efforts, and many of our goals are shared with them. This gives us better opportunities to achieve our long-term company goals. In 2023, we continued to develop our approach to ensure that our suppliers work towards a sustainable future. Among other initiatives, we have supported ECC's (European Chicken Commitment) criteria and introduced a new policy regarding the purchase of chicken from our suppliers. If a supplier does not meet our requirements, we will terminate the collaboration.

In the fall of 2024, together with the Stockholm School of Economics, we will undertake a project on the path to a more sustainable value chain



Improved living conditions for chickens

In 2023, Convini decided to endorse the European Chicken Commitment (ECC) criteria. With a new purchasing policy that imposes requirements on suppliers and producers, Convini aims to improve the living conditions for chickens. The ECC consists of criteria developed by around thirty animal rights and animal welfare organizations in Europe, including Djurens Rätt. The purpose of these criteria is to raise the minimum standard of living conditions for chickens. Based on the latest research on animal welfare, the criteria include providing more space for chickens to move around and eliminating the use of fast-growing “turbo chickens.”

The decision means that all Convini suppliers who sell chicken products must meet the ECC criteria by 2026. Additionally, Convini has set a goal to phase out caged eggs from all products sold in all markets by 2025. This decision includes whole eggs, liquid eggs, other egg products, and eggs in composite products.



We help people at work feel good and achieve more.





Our own coffee sustainability expert

Convini's very own Master Barista & Authorized SCA Trainer, Matte Carlson Wahlberg, was the first person in Sweden to be certified in Coffee Sustainability at two different levels, Foundation level and Intermediate level. This coffee-focused sustainability training is hosted by global industry organization SCA, the Specialty Coffee Association, in collaboration with sustainability experts The Chain Collaborative.

Matte is also one of only three people in Sweden licensed to train and certify through the Coffee Skills Program, the world's largest training system developed by the Specialty Coffee Association. With his certification in Coffee Sustainability, Matte shares his sustainability knowledge within Convini. As a member of Convini's assortment group and an active trainer at Convini, his expertise is invaluable in daily work with the coffee assortment, supplier contacts, packaging, and more.

In 2023, Matte worked on enhancing Convini's unique Barista Team – more about this can be found on page 42. We are also very proud on behalf of Matte for being asked to serve as a judge in several barista competitions scheduled for 2024. This is a clear sign of Matte's coffee expertise! The first opportunity is the Swedish Coffee Championships in March, where Sweden's top barista will be crowned.





Convini

LOKRUS
SLOW
SPORT

MEAL DEAL
50%
FELIX
HALLLOUMI HOTPOT

Go't & bilar
ORIGINAL

SKESSOM
FELIX
HALLLOUMI HOTPOT
PASTE ALFREDO
SPAGHETTI

Inspiring healthy habits

We want people at work to feel good and perform better, so it is important for us to actively inspire our customers to make better and healthier choices more often. We highlight health and well-being in our communication with customers. This can be seen on our website as well as in newsletters, campaigns, and messages in the Convini app and store displays.

In our communications, we want to highlight healthy products, encourage choices of more vegetarian options, the importance of eating regularly to maintain a steady energy balance, and finding time for a much-needed break, or perhaps a workout session during lunch.

In our strategy for our product range, health is one of four main areas that we focus on. We are working with our suppliers to offer more meals, snacks, and drinks with nutritious ingredients that contribute to better well-being.

To make it easier for our consumers to choose healthier options, there is now a health value on a scale of 1-100 for each product, with higher scores indicating better health benefits.

Currently, over 60% of our products have a health value of 51 or higher. Our ambition is to increase this proportion in 2024 and to add more nutritional information on our products, making it easier for consumers to make informed choices.



Encouraging movement and well-being

We are working on several initiatives to encourage both our own and our customers' employees to engage in physical activity and wellness. One of the biggest events is the relay, Convinistafetten, which takes place in August every year. Tens of thousands of runners will gather for Sweden's largest corporate relay. Since 2016, Convini has been one of the event's main sponsors, and from 2022, we became the title sponsor, entering into a deeper collaboration with the organizer, Marathongruppen.

We share a common ambition to promote community and well-being at workplaces. The 2023 event was a fantastic two-day festival with about 12,500 runners participating in teams, enjoying a lovely picnic, coffee, and other activities organized by Convini. As preparation for the two relay days, we organized training and technique sessions in partnership with Urban Tribes, offering Convini's customers the opportunity to train running for free with knowledgeable instructors.

In the fall of 2022, we also launched the team competition Convini Challenge, in collaboration with the wellness company Challengize. The purpose of the Convini Challenge is to reduce sedentary behavior, lower the threshold for everyday physical activity, both at home and at work, and encourage doing so in a fun way with colleagues. All activities are logged in an app, and teams compete to accumulate as many points as possible. We hope to encourage movement and well-being, and that participants will maintain their new good habits.

Due to the significant interest among our corporate clients in encouraging their staff to be more active, we decided to continue with the Convini Challenge. A new edition of the Convini Challenge is set to start at the beginning of 2024.



Together we improve!

We truly believe in TOGETHERNESS and in the commitment that arises when people do things collectively. Engagement and well-being in the workplace are integral parts of our DNA and our mission; to help people at work feel good and perform better. This applies to both our 4,600 client companies and our own employees and workplaces. We see engagement, community, and comfort as key factors for a sustainable work life and long-term business operations. Over the year, we have continued this work and taken several important steps.

Measuring engagement and employer attractiveness

Achieving 100% engagement from all our employees each day is a dream and a long-term goal we strategically work towards. Engagement is also perishable, requiring daily active efforts; by measuring and following up, making changes, and measuring again. We conduct frequent pulse surveys and have maintained an engagement level of about 80 throughout the year, demonstrating strong stability and that we are taking the right actions to maintain it.

We understand that employees who feel good are more likely to be engaged. Workplace well-being is linked to factors such as physical and psychosocial work environment, workload, social cohesion, and the ability to influence one's daily work.

Certified by Great Place to Work®

To strengthen our employer brand, we have continued our partnership with the survey and certification company Great Place To Work®. Annually, our employees complete a comprehensive survey about us as an employer, a survey that is answered by millions of respondents globally. This gives us a clear understanding of how we compare to other companies and what we need to further develop to become one of the most attractive workplaces in our industry.

This year, we improved our result by four index points, which is a significant increase over a short period for a company of our size. We are, of course, proud of this! To spread the word about all we do, we participated in the Great Place to Work® podcast during the fall.

Improved score in Great Place To Work®

Great Place To Work®

Certifierad
MAR 2023 – MAR 2024
SVERIGE





Well-being
at work

Convini Wellness for well-being and community

As part of the effort to promote well-being and create a sense of community, many projects are driven by our employee initiative, Convini Wellness. Here, activities related to health, well-being, and community are created at Convini as a workplace. The work has evolved in 2023, including both joint activities for all offices and local initiatives.

Interactive
app
@convini

High engagement in our digital universe

Our digital communication platform, @convini, enables entirely new ways for us to communicate by efficiently gathering information, spreading news, showcasing efforts, and celebrating successes—all in an interactive, intuitive app-based format. Over the past year, we have continued to clarify its central point to be the natural channel for information sharing. Through the app, we have also been able to improve our pre- and onboarding process for new employees, partly by providing lots of information in one place so they quickly feel a sense of inclusion and community.

eNPS as an important measure of attraction

As a complement to frequent employee surveys, we measure our eNPS quarterly, an indicator of how likely our employees are to recommend us as an employer. This metric, previously well-known from a consumer perspective, is now increasingly used in an employer context as well. Our eNPS of 32 at the end of the year is considered very good.

We scored
eNPS 32

Convini x Handels-
högskolan

Partnership with the Stockholm School of Economics

A collaboration that has successfully continued over the year to build our employer brand in the long term is the partnership with the Stockholm School of Economics and the Executive Trainee Module (XTM) course. The cooperation aims to both showcase the complexity and development drive of our operations and to drive our development with the help of very talented students. Parts of the work will continue in the spring of 2024 with a master's thesis.

Investing in leadership with Convini Leaders

A sustainable and engaged leadership is essential for a sustainable working life. Over the past few years, we have systematically guided our leaders through the Convini Leaders leadership program. The program aims to enhance and develop self-leadership among leaders and improve their ability to lead and develop teams and individuals. In addition to theoretical components, the program largely involved self-reflection and was closely tied to the leaders' own work, including coaching at both the team and individual levels. Moreover, besides developing our leaders' capabilities, the program has built important bridges between our business areas and created valuable networks for our leaders.

We invest in leadership!

270 suggested improvements

Continuous improvements as a way to build engagement

Our work with continuous improvements, aimed at constantly developing our operations for the better, has continued with the same enthusiasm and engagement as in previous years. This work is based on our employees' ability to influence the development of their work by being encouraged to contribute improvement ideas and suggestions for their implementation. In this way, we have multiple forums where everyone can express their opinions and come up with suggestions to develop both their everyday work life and Convini at large.

In 2023, our employees suggested a total of 270 improvements, averaging about one suggestion per employee. We think that's something to be proud of! The power comes from within, from all of us who work at Convini. No idea is too small to be raised. Together, through continuous improvements in our everyday work, we are developing a sustainable and great company.



Camilla Wemner
Head of HR



A dedicated and specially trained Barista Team



All of Convini's 150 employees working with coffee are certified baristas via the Specialty Coffee Association. Having our baristas certified and further educated through the SCA is a clear stamp of quality and a unique feature in our industry.

In 2023, we took our coffee offering to the next level with a newly specialized Barista Team consisting of 17 members who have undergone additional training and certification by the SCA. The team functions as a mobile coffee experience for Convini's customers, offering various types of events such as coffee tastings and latte art classes.

Besides providing our customers with an enhanced coffee experience at the workplace, the Barista Team also plays a significant role in the skill development of Convini's employees. Team members come from different departments within the company and are given the opportunity to further enhance their coffee expertise, thanks to more advanced training and certifications via the Specialty Coffee Association.

Convini's Barista Team is truly passionate about sharing their extensive knowledge and love for coffee. Being part of the team also adds variety to their daily work, as our baristas switch their regular duties to go out to customers and conduct events and trainings, which is experienced as fun, enriching, and motivating for the baristas.



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

Our workplace in numbers

At Convini in Sweden, we are approximately 270 employees in three locations: Stockholm, Gothenburg, and Malmö.

The gender distribution between men and women has evened out somewhat compared to 2022. On the leadership front, we continue to see a need and desire to recruit more women. We also see a great opportunity to balance the gender distribution over time with a structured process for talent supply and development of future leaders. This year, we have filled two leadership positions, both of which were women.

Diversity is important and contributes to a more inclusive work climate where differences are seen as an asset and positively contribute to teams and operations. This is something we actively work on at all our workplaces, in all respects. It enriches the workplace and gives us a breadth in dealing with our customers. When we recruit, we do so based on merit, experience, and education. We believe in everyone's equal value, the right to equal treatment, and respect regardless of gender, age, nationality, sexual orientation, etc. At Convini, we have zero tolerance for harassment and discrimination.

We measure and monitor sickness absence, both short-term and long-term. For the year, we had a total sickness absence rate of 3.4%, with short-term absence accounting for the

vast majority. The new reality has shown that employee behavior has changed in the wake of the pandemic, with a generally lower tolerance for presenteeism at workplaces. This, combined with the fact that most of our employees do not have the option to work from home, means that they need to stay home, contributing to short-term absenteeism. Short-term absenteeism has at times posed significant challenges, especially for our delivery organization. However, it has also made our company solution-focused and encouraged teamwork across departmental boundaries.

We continue to have low work-related sickness absence. We work preventively to address work-related stress issues and injuries through close dialogues with employees, and thus have been able to prevent absenteeism.

Our systematic work environment efforts are carried out in collaboration between safety representatives and the employer. To protect the psychosocial work environment, we encourage day-to-day dialogue between managers and employees in daily life regarding our work environment.



Sickness absences	Total		Short term		Long term	
	2022	2023	2022	2023	2022	2023
Year average	4,02%	3,4%	2,69%	2,3%	1,33%	1,1%

Gender distribution	Total employees		In leadership roles	
	2022	2023	2022	2023
Ratio of women	33%	35%	19%	21%
Ratio of men	67%	65%	81%	79%



Acting ethically and responsibly

Long-termism is and always has been a fundamental principle at Convini. The company aims to be profitable, enduring, and to evolve for many generations to come. This long-term approach goes hand in hand with sustainability, responsibility, and ethics. It is greatly important to us that we act responsibly and ethically at all times, both socially and environmentally. We have developed a range of policies and procedures to ensure that we act appropriately and manage any deviations.

This begins internally with how Convini as a company behaves towards our own employees, customers, suppliers, and others in our environment. Responsible business practices cover everything from human rights, safe products, and environmental responsibility to the company's social responsibility to promote diversity, equality, and good working conditions. These are regulated in several documents, including our employee handbook, finance manual, and workplace safety policy.

It also concerns how our own employees interact with customers and suppliers. Guidelines for this are included in our employee handbook and orientation training. Through our whistleblower function, employees and external individuals can report suspicions of corruption. By doing this, we comply with the whistleblower

act and help to combat corruption, financial improprieties, and other societal misconduct.

As in any business, there is a risk that Convini's employees might be exposed to bribery. Our anti-corruption policy clarifies the rules and how employees should act. We have a zero-tolerance policy towards corruption. This year, no suspected cases have been reported. We also expect our suppliers and partners to act responsibly and ethically according to a code of conduct that we require them to sign. This code includes demands and expectations on assortment suppliers regarding the environment, working conditions, workplace safety, anti-corruption, ethics, and health.

To further strengthen control in the supply chain, we have implemented a data-driven platform for collecting sustainability data from our suppliers this year. About seventy questions are asked, and from the answers, we derive a risk profile. This allows us to assess the supplier and take action if necessary. The fact that we choose a large portion of certified products (e.g., Fairtrade, Rainforest Alliance, KRAV) for our assortment also ensures that suppliers act responsibly.

**ZERO TOLERANCE
OF CORRUPTION!**



Food safety is key

Since Convini deals with food, proper and hygienic handling is of utmost importance. The most common causes of food poisoning, often stem from improper food handling or breaks in the cold chain. We have purpose-built vehicles equipped with both freezer and refrigeration zones, ensuring that products maintain the correct temperature during transport and when restocking at customer locations.

As an employer, we are responsible for ensuring our employees have adequate knowledge of food handling. Our self-control program includes a set of guidelines and procedures to ensure that Convini's operations are conducted safely, securely, and in compliance with the law.

The self-control program covers routines for hygiene, training, purchasing, receiving goods, handling, temperature control, and cleaning. It also includes procedures for handling complaints. Our employees are briefed on the self-control program and its contents. Supervisors and department heads of employees who handle food must have in-depth knowledge of food hygiene.

Annual external audits are conducted to ensure compliance with these rules.

Just some of the steps we are taking



Certified according to
ISO 9001 & 14001



Our goal is to be climate
positive by 2025



Sorting and recycling
at source



Sustainability-labeled
assortment



100% certified coffee



100% fossil-free
fuels in our delivery vehicles



All our company cars
are electric



Our code of conduct sets
requirements for suppliers



Climate goals
approved by SBTi



Food waste is reduced
through various
partnerships



Renewable electricity
in all our offices



Great Place To Work®
certified

Our focus for 2024

Convini is working hard to achieve our sustainability vision. Our focus for the upcoming year can be grouped into four main areas:

- 1** Conduct a double materiality assessment (DMA) of our business
- 2** Continue the transition to a 100% electric vehicle fleet
- 3** Continue developing a sustainable workplace
- 4** Minimize food waste

Our sustainability journey continues

Entering 2023, we set the goal to declare the sustainability of our assortment. It was challenging at times, but we succeeded, and it feels truly rewarding. This will assist our customers in making sustainable choices.

The continued reduction in our climate footprint is a clear validation that our efforts are yielding results. Joining the Science Based Targets initiative (SBTi) has also been a milestone for us as a company. Even initiatives that do not directly impact our footprint have had positive effects, such as investments in our role as an employer and workplace. These too are sustainable advancements!

It is important not only to look back at what we are pleased with, but also to reflect on what we have learnt and how it can take us forward. Overall, it is stimulating that we are constantly learning and increasing our organization's competence on sustainability.

Some lessons we take into 2024

- 1** Globally and nationally, sustainability issues are rapidly evolving. New findings, deeper insights, and changing requirements, such as how companies should report sustainability, are to be expected. Nothing is static - sustainability is an area of constant change! We follow these developments with excitement and keen interest to stay updated and further advance our sustainability work.
- 2** The transition to a 100% electric vehicle fleet is progressing, and we are very proud of the advances we have made over the year. However, we also see some challenges, including both internal factors such as electricity supply and external factors such as regulations. Additionally, the availability of electric vehicles that suit our operations is limited.
- 3** We have noticed some changes in what is important to our customers. The economic situation in society seems to have caused sustainability to slip down in customers' priority lists to some extent. Nevertheless, we will continue our journey and make the necessary investments to achieve our goals.

The year 2024 is full of new initiatives, goals, and projects. We continue to work with the vision of becoming a role model in sustainability 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 reach out to me. Convini's sustainability journey continues, join us on this journey!

Oscar Nordbrandt
Supply Chain & Sustainability Manager



We are Convini. An unpretentious crew characterized 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

