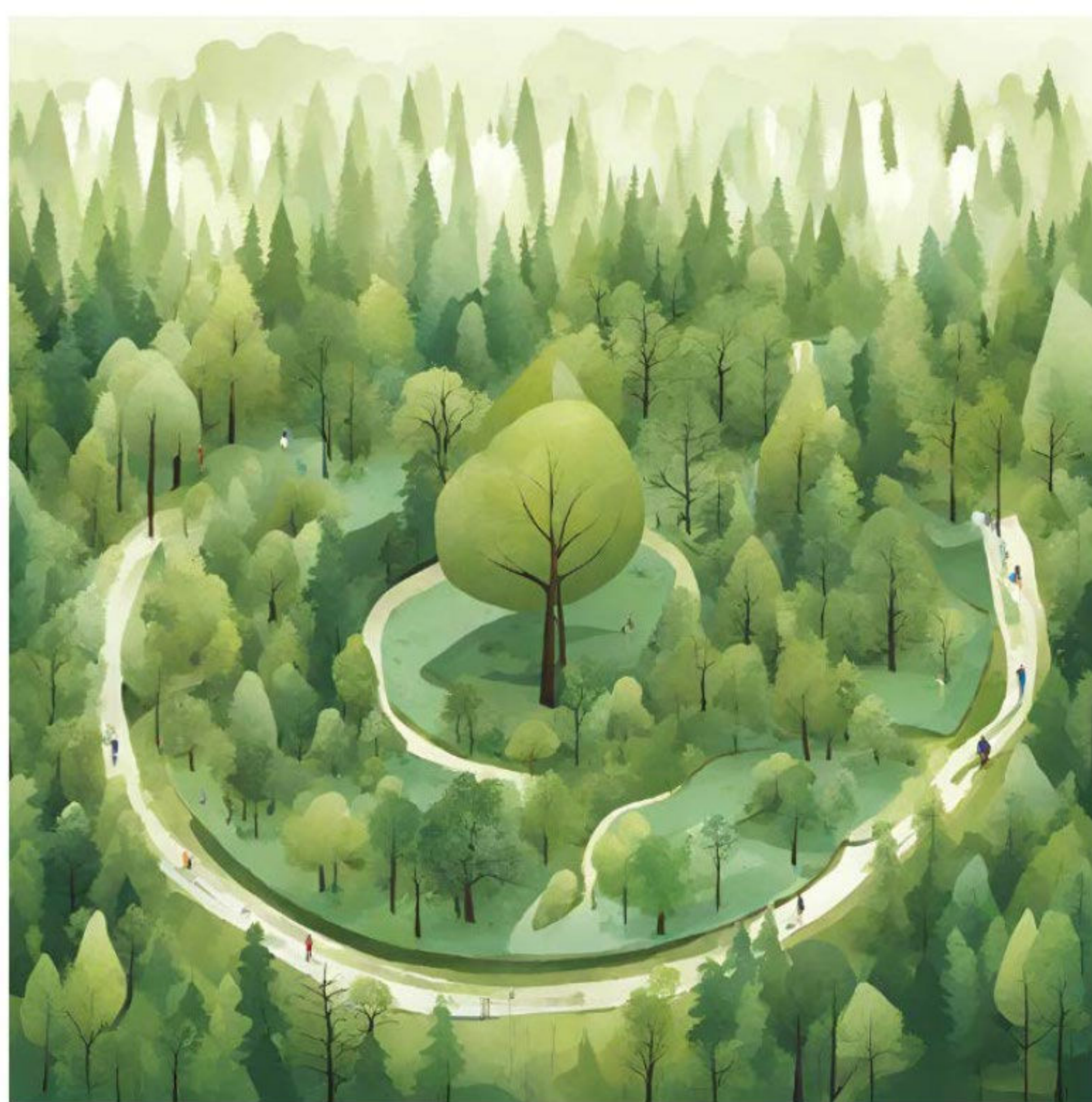


# CSR and Sustainability Policy 2024

**Processpumpar**  
NORDEN



# Processpumpar sustainability policy

## Our focus model

### A better future with Processpumpar

Our products, competence and good service are essential in our sustainability work. We provide pumps and agitators that make our customers' operations more efficient.

Through our broad knowledge, commitment and personal relationships, we help you with products and sustainable solutions that have low energy consumption, long life and the highest possible efficiency, which leads to increased profitability and reduced negative environmental impact.

Processpumpar places great emphasis on sustainability, which is important to us, to you as a customer, and to society at large. Therefore, our work is based on the UN 's sustainability goals **agenda 2030**, and in accordance with **ISO 26000** .



# Triple Bottom Line – People · Planet · Profit

We focus as much on environmental and social consideration as we do on profitability



# Responsibility of Processpumpar

Our sustainability policy includes the principles identified in ISO 26000 – for sustainable business and to maximize our contribution to sustainable development.

## RESPONSIBILITY

We are a small company, but we know that we are big enough to influence our surroundings and the people and the environment we come into contact with. We know that we have a responsibility and want to contribute to a sustainable society in the ways we can.

## INTEREST RESPECT

We always have a perspective that means we think about how decisions and activities will affect customers, employees, suppliers and the society around us. Where we create value, we take responsibility. For example, that our products are good through and through and that the solutions we recommend are based on this.

## BUSINESS ETHICS & TRANSPARENCY

We strive to behave ethically in all relationships and situations. For us, this means being honest and showing care and respect for everyone we have a relationship with. We try to be as transparent as possible, when we can be.



## LAWS & GUIDELINES

We continuously update our knowledge of laws, standards and guidelines in the markets in which we operate. We affirm Human Rights and ensure that our partners do the same.

## KNOWLEDGE & FOLLOW-UP

We ensure that our employees and other relevant stakeholders are aware of this policy and also understand and act on it. We follow up and evaluate compliance annually.

# Processpumpar maximization analysis

We have used ISO26000 to determine focus areas that maximize our contribution to sustainable development

**TARGET 5-5**



**ENSURE FULL PARTICIPATION IN LEADERSHIP AND DECISION-MAKING**

**TARGET 8-4**



**IMPROVE RESOURCE EFFICIENCY IN CONSUMPTION AND PRODUCTION**

## A5: Successful employees

Employees with high competence and strong commitment are our company's greatest asset for creating value for our customers.

Therefore, we are a workplace where we encourage personal development and own initiative. Respect for each other, cooperation and closeness are crucial to our success.



## K7: Successful customers

We achieve success through our customers. We create the greatest benefit by contributing to our customers' development. With our competence and commitment, we ensure that we give our customers the best conditions to reach their goals.

**TARGET 8-4**



**IMPROVE RESOURCE EFFICIENCY IN CONSUMPTION AND PRODUCTION**

**TARGET 7-3**



**DOUBLE THE IMPROVEMENT IN ENERGY EFFICIENCY**

**TARGET 8-2**



**DIVERSIFY, INNOVATE AND UPGRADE FOR ECONOMIC PRODUCTIVITY**

**TARGET 9-4**



**UPGRADE ALL INDUSTRIES AND INFRASTRUCTURES FOR SUSTAINABILITY**

## S4: Sustainable solutions

Processpumpar's culture is reflected in our products and high competence with a focus on long life, long time between failures (MBTF) and low energy consumption. The goal is to contribute with sustainable solutions that promote the environment, economy and personal safety.

## M3: Working for the climate

We will reduce our CO2 footprint through wise logistics, good energy sources, direct deliveries and environmentally friendly travel. Through commitment, personal relationships and high competence, we offer optimized solutions which provide a proven effect for our customers' sustainable development.

**TARGET 9-4**



**UPGRADE ALL INDUSTRIES AND INFRASTRUCTURES FOR SUSTAINABILITY**

**TARGET 7-3**



**DOUBLE THE IMPROVEMENT IN ENERGY EFFICIENCY**

## R2/R3 Equality and ethical business

Diversity strengthens our competence and ability to do a good job and achieve our and our customers' goals. Business ethics, cooperation, equality and mutual respect are an essential part of our corporate culture. This also includes the requirements we place on our partners.

**TARGET 5-5**



**ENSURE FULL PARTICIPATION IN LEADERSHIP AND DECISION-MAKING**

**TARGET 8-8**



**PROTECT LABOUR RIGHTS AND PROMOTE SAFE WORKING ENVIRONMENTS**

# Our contribution to sustainable development

## Focus area



### S4: Sustainable solutions

Processumpars culture is reflected in our products and high competence with a focus on long life, long time between failures (MTBF) and low energy consumption. The goal is to contribute with sustainable solutions that promote the environment, economy and personal safety.

### Sustainability goals 2023

- Our business proposals contain CO2 footprint and LCC analysis so that the customer can assess the benefit PPAB delivers for the customer.

### Sustainability goals 2024

- 100% of our selected main suppliers responded that they can / when they can deliver CO2 footprints in their quotes and order acknowledgments

### Sustainability goals 2025-2030

- Introduce CO2 footprint and LCC in our business proposals

### Activities

- Carry out supplier survey in 2024
- Develop collaboration with our suppliers to promote technology and knowledge in the most sustainable choices in flow technology.
- Develop our business proposals

### What values are created:

- Engaged and well-being employees
- Competence development
- Reduced CO2 footprint
- Improved lifetime and operational reliability (MTBF)
- Sustainable economy for our customers
- Profitability for Processumpar.

The effort supports the following sustainability areas:

### Agenda 2030

|   |   |
|---|---|
| <b>TARGET</b> 9-4   | <b>TARGET</b> 8-2   |
|   |   |
| UPGRADE ALL INDUSTRIES AND INFRASTRUCTURES FOR SUSTAINABILITY | DIVERSIFY, INNOVATE AND UPGRADE FOR ECONOMIC PRODUCTIVITY |

# Our contribution to sustainable development

## Focus area



### K7: Successful customers

We achieve success through our customers. We create the greatest benefit by contributing to our customers' development. With our competence and commitment, we ensure that we give our customers the best conditions to reach their goals.

### Sustainability goals 2023

- CSI  $\geq$  90%
- $\geq$  20% of our customers we ask in CSI 2023 know about PPAB's work with sustainable development.

### Sustainability goals 2024

- $\geq$  20% of our customers we ask in CSI 2024 believe that we contribute to the customer's sustainable development

### Sustainability goals 2025 - 2030

- Our customers give PPAB CSI  $\geq$  90% on sustainable development

### Activities

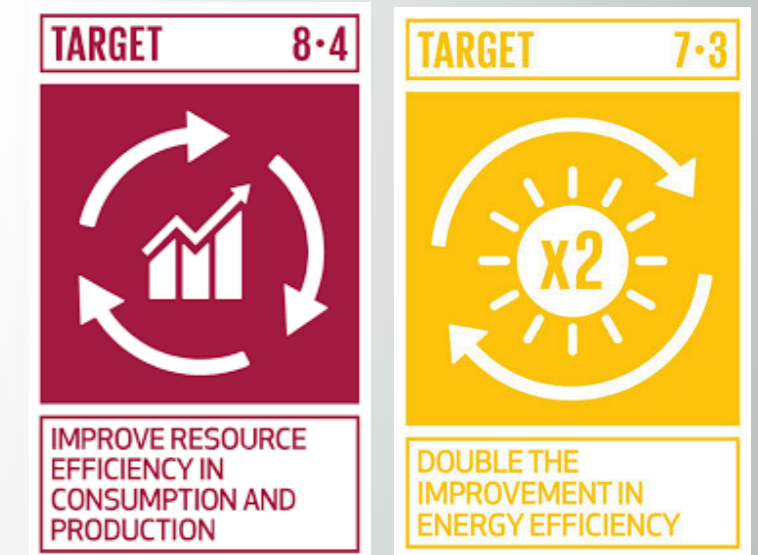
- Include questions about sustainable development in our CSI survey for 2023
- Train and develop our staff to be able to make our customers aware of needs and solutions for sustainable development
- Before questions in the 2024 CSI survey regarding sustainable development

### What values are created:

- Competence development
- Reduced CO2 footprint
- Improved Lifetime and Operational Reliability (MTBF))
- Sustainable economy for our customers
- Profitability for Processpumpar.
- Pride of our employees

The effort supports the following sustainability areas:

### Agenda 2030



# Our contribution to sustainable development

## Focus area



### A5: Successful employees

Employees with high competence and strong commitment are our company's greatest asset for creating value for our customers.

Therefore, we are a workplace where we encourage personal development and own initiative. Respect for each other, equality, cooperation and closeness are crucial for our success.

### Sustainability goals 2023 - 2030

- Winning temp  $\geq 8.8$  (max 10.0)
- eNPS  $\geq 60$  (scale -100 to + 100)
- Winning temp "Meaningfulness"  $\geq 9.0$  (max 10.0)
- Winning temp "feels respected" 10.0 (max 10.0)
- Employee interviews with 100% of employees annually
- Short-term sick leave  $\leq 1\%$
- Damage rate 0

### Activities

- Monthly meeting with follow-up of Winning temp to inform and involve everyone
- Annual employee meetings
- Annual planning of competence development and implementation of training courses
- On- boarding for new employees
- Work according to ISO 45001 and to certify this in 2025

### What values are created:

- Engaged and well-being employees
- Better performance
- Easier to recruit
- Long-term employment
- Increased competence
- Improved profitability for Process pumps.

The effort supports the following sustainability areas:

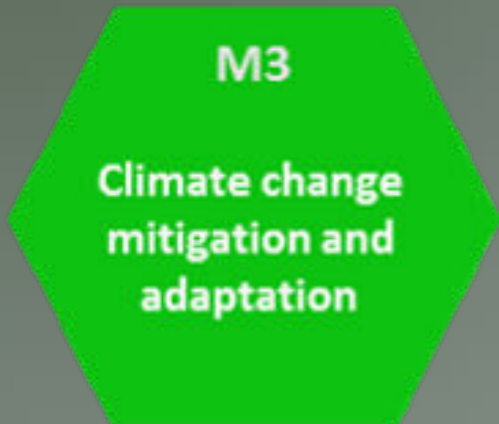
### Agenda 2030





# Our contribution to sustainable development

## Focus area



### M3: Working for the climate

We will reduce our CO2 impact through good logistics, renewable energy, direct deliveries, and environmentally conscious travel

Through commitment, personal relationships, and high competence, we offer optimized solutions, which provide a proven effect for our customers' sustainable development.

The effort supports the following sustainability areas:

### Agenda 2030

|   |   |
|---|---|
| TARGET 9-4  | TARGET 7-3                                  |
|   |   |
| UPGRADE ALL INDUSTRIES AND INFRASTRUCTURES FOR SUSTAINABILITY | DOUBLE THE IMPROVEMENT IN ENERGY EFFICIENCY |

### Sustainability goals 2023 and 2024

- 75% direct deliveries
- 100% electric or charged hybrid cars
- 50% renewable electricity and district heating
- Sustainability goals 2025 - 2030
- 100% CO2 neutral by 2030
- 100% electrified cars 2026
- 100% renewable electricity /district heating 2026

### Activities

- To measure our scope 1, 2 in 2023
- To start measuring according to scope 3 in 2023
- To be able to calculate the carbon footprint of products in 2024 and to use this in marketing and sales (%)
- All employees have completed the " Climate e-training"

### What values are created:

- Reduced CO2 footprint
- Image enhancing
- Improved lifetime and operational reliability (MTBF)
- Sustainable economy for our customers
- Profitability for Processpumpar.

# Our contribution to sustainable development

## Focus area



### R2/R3 Equality and ethical business

Business ethics, cooperation, equality, and mutual respect are a part of our company's culture. Diversity strengthens our competence and ability to do a good job and achieve our and our customers' goals. This also includes the cooperation we have and the demands we place on our partners.

We must be an attractive employer for everyone, regardless of gender, age, ethnicity, etc.

### Sustainability goals

- All our suppliers are rated on their equality and ethics by 2023 at the latest .
- $\geq 30\%$  women as employees
- $\geq 30\%$  women in management team
- Winningtemp \*) Feels free from harassment and discrimination 10.0 (max 10.0)

### Activities

- Equality, cooperation, and respect for each other is a guiding star in our internal and external work.
- Carry out supplier survey in 2023
- All employees have undergone the training "Code of Conduct"

### What values are created:











- Engaged and well-being employees
- Higher competence
- Easier to recruit
- Image enhancing
- Profitability for Processpumpar.

The effort supports the following sustainability areas:

### Agenda 2030



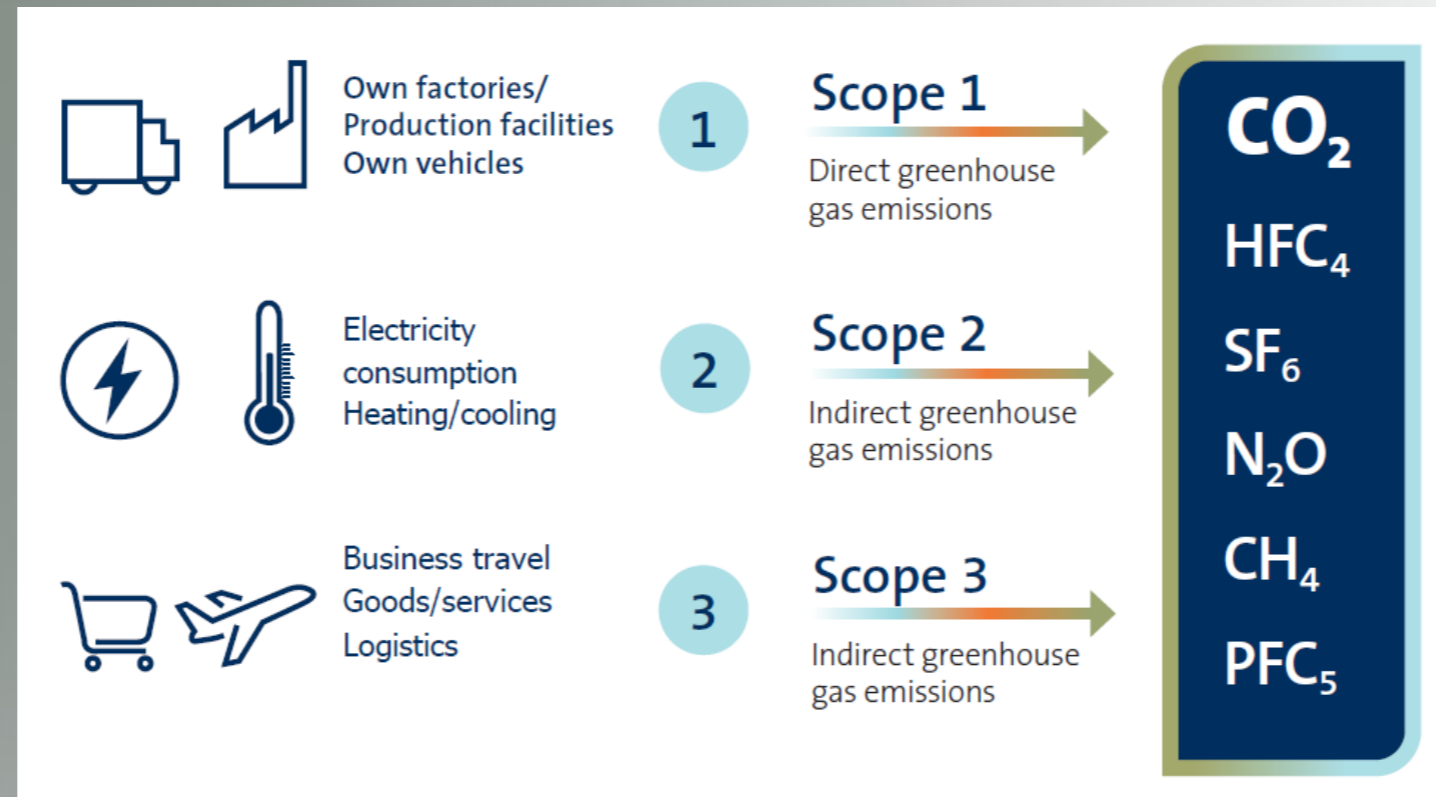
# Summary of goals and results

| ISO 26000 area                             | Overall goals   | Target 2023  | Outcome 2022  | Outcome 2023  | Goal 2024   | Supports PPP               | Agenda 2030   |
|--|---|--|---|---|---|----------------------------|---|
| <b>S4: Sustainable solutions</b>           | Our business proposals contain CO2 footprint and LCC analysis so that the customer can assess the benefit PPAB delivers for the customer.   | Processpumpar sustainability process included in all our quotations.   | • -   | • 100%  | • 100% of our selected main suppliers responded that they can / when they can deliver CO2 footprints in their quotes and order acknowledgments  | Planet and Profit          |       |
| <b>K7: Successful customers</b>            | We create the greatest benefit by contributing to our customers' development. The long-term goal is that our customers give PPAB CSI >90% on sustainable development.   | <ul style="list-style-type: none"> <li>• CSI ≥ 90%</li> <li>• ≥ 20% of our customers we ask in CSI 2023 know about PPAB's work with sustainable development.</li> </ul>  | <ul style="list-style-type: none"> <li>• CSI 95%</li> <li>• -</li> </ul>  | <ul style="list-style-type: none"> <li>• CSI 92%</li> <li>• 35%</li> </ul>  | <ul style="list-style-type: none"> <li>• CSI &gt;90%</li> <li>• &gt;20% of our customers we ask in CSI 2024 believe that we contribute to the customer's sustainable development</li> </ul>   | Planet, People and Profit  |       |
| <b>A5: Successful employees</b>            | Employees with high competence and strong commitment are our company's greatest asset for creating benefit for our customers and long-term sustainable profitability for Processpumpar.   | <ul style="list-style-type: none"> <li>• Winning temp *) total ≥8.7</li> <li>• eNPS **) ≥ 60</li> <li>• Winning temp *) feels respected ≥ 9.0</li> <li>• Winning temp *) range Meaningful ≥ 9.0</li> <li>• Short-term sick leave &lt;1%</li> <li>• Staff interview with everyone (100%)</li> </ul> | <ul style="list-style-type: none"> <li>• 8.6</li> <li>• 19</li> <li>• 9.6</li> <li>• 8.5</li> <li>• 0.003%</li> <li>• 100%</li> </ul> | <ul style="list-style-type: none"> <li>• 8.9</li> <li>• 68</li> <li>• 9.6</li> <li>• 9.3</li> <li>• 0.0%</li> <li>• 100%</li> </ul> | <ul style="list-style-type: none"> <li>• WinningTemp *) overall ≥8.8</li> <li>• eNPS **) ≥ 70</li> <li>• WinningTemp *) feels respected 10.0</li> <li>• WinningTemp *) area "Meaningful" ≥ 9.1</li> <li>• Short-term sick leave &lt;1%</li> <li>• Staff interview with everyone (100%)</li> </ul> | People and Profit          |     |
| <b>M3: Working for the climate</b>         | We will reduce our CO2 impact through good logistics, renewable energy, direct deliveries and environmentally conscious travel. We must be CO2 neutral by 2030 at the latest. 100% of our cars must be electrified by 2026.   | <ul style="list-style-type: none"> <li>• 75% direct deliveries</li> <li>• 100% electric or charged hybrid cars</li> <li>• 50% renewable electricity and district heating</li> </ul>  | <ul style="list-style-type: none"> <li>• 74%</li> <li>• 57%</li> <li>• 25%</li> </ul>   | <ul style="list-style-type: none"> <li>• 77%</li> <li>• 86%</li> <li>• 75%</li> </ul>   | <ul style="list-style-type: none"> <li>• 75% direct deliveries</li> <li>• 100% electric or charged hybrid cars,</li> <li>• 33% electrified cars</li> <li>• 85% renewable electricity and district heating</li> </ul>  | Planet, People, and Profit |   |
| <b>R2/R3 Equality and ethical business</b> | Business ethics, cooperation, equality and mutual respect are an essential part of our corporate culture. Diversity strengthens our competence and ability to do a good job and achieve our and our customers' goals. This also includes the cooperation we have and the demands we place on our partners. We must be an attractive employer for everyone regardless of gender, age, ethnicity. | <ul style="list-style-type: none"> <li>• ≥ 30% women as employees</li> <li>• ≥ 30% women in management team</li> <li>• Winning temp *) Feel free from harassment and discrimination ≥ 10.0</li> </ul>  | <ul style="list-style-type: none"> <li>• 45%</li> <li>• 40%</li> <li>• 10.0</li> </ul>  | <ul style="list-style-type: none"> <li>• 45%</li> <li>• 40%</li> <li>• 9.4</li> </ul>   | <ul style="list-style-type: none"> <li>• ≥ 100% of our main suppliers are rated on their equality and ethics</li> <li>• ≥ 30% women as employees</li> <li>• ≥ 30% women in management team</li> <li>• WinningTemp *) Feel free from harassment and discrimination 10.0</li> </ul>                 | People and Profit          |   |

\*) WinningTemp max rating = 10 [How is the temperature calculated? – Winning temp](#)

\*\*\*) eNPS scale -100 to +100 [eNPS - what is it and how does it work? – Winning temp](#)

# CO2 roadmap scope 1 and 2



| <b>Processpumpar Norden AB</b>          |  | Data from Worldfavor / Empower |               |               |               |               |               |              |          |          |          |          | Comments   | Year to reach zero CO2 |
|---|--|--------------------------------|---------------|---------------|---------------|---------------|---------------|--------------|----------|----------|----------|----------|--|------------------------|
| reporting below in CO2e                 |  | 2020                           | 2021          | 2022          | 2023          | 2024          | 2025          | 2026         | 2027     | 2028     | 2029     | 2030     |  |                        |
| Scope 1, Direct                         | Diesel owned and leased vehicles                 | 10100                          | 6500          | 4500          | 2250          | -1500         | -750          |              |          |          |          |          | Last diesel car will be replaced during 2024                       | 2025                   |
|   | Petrol owned and leased vehicles                 | 6000                           | 6100          | 12700         | 17800         | -2500         | -5150         | -5150        | -5000    |          |          |          | 8 cars, 5 PHEVD 2023 3 EVD. 100% EVD latest 2027.                  | 2027                   |
|   | Fuel oil used in combustion                      | 0                              | 0             | 0             |               |               |               |              |          |          |          |          | Not used since our move to Örebro 2016                             | 2017                   |
|   | Natural gas used in combustion                   | 0                              | 0             | 0             |               |               |               |              |          |          |          |          | Not used since our move to Örebro in 2016                          | 2017                   |
| Scope 2, Indirect                       | District heating and cooling consumption         | 6120                           | 5270          | 5820          | 4930          | -1500         | -1500         | -1500        | -430     |          |          |          | District heating fully renewable, discussion with landlord ongoing | 2025                   |
|   | Electricity consumption, non-renewable resources | 1708                           | 1762          | 2146          | 0             |               |               |              |          |          |          |          | Discussions with landlord ongoing                                  | 2025                   |
| <b>Total reduction CO2e (scope 1+2)</b> |  |                                |               |               | -             | -5,500        | -7,400        | -6,650       | -5,430   | 0        | 0        | 0        |  |                        |
| <b>Total CO2e</b>                       |  | <b>23,908</b>                  | <b>19,662</b> | <b>25,146</b> | <b>24,980</b> | <b>19,480</b> | <b>12,080</b> | <b>5,430</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |  |                        |
| CO2e change 2020 to 2021                |  |                                | -18%          |               |               |               |               |              |          |          |          |          |  |                        |
| CO2 change 2021 to 2022                 |  |                                |               | 28%           |               |               |               |              |          |          |          |          |  |                        |
| CO2 change 2022 to 2023                 |  |                                |               |               | -1%           |               |               |              |          |          |          |          |  |                        |
| Reduction, compared with last year      |  |                                |               |               | 1%            | 22.0%         | 38.0%         | 45.0%        | 100%     |          |          |          |  |                        |
| Scope 3, indirect                       | Upstream transportation, road, sea and air       | N.A                            | N.A           | 6,430         | 14,500        |               |               |              |          |          |          |          |  |                        |
|   | Business travel                                  | N.A                            | N.A           | 2,500         | 5,300         |               |               |              |          |          |          |          |  |                        |

# Sustainability Policy rev 1

## Read, Approved and Signed



VD

Mats Aronsson

Datum/Underskrift

2023-12-08

Ekonomichef

Carolina Månviken Dunnett

Datum/Underskrift

2023-12-08

Teknisk säljchef

Martin Andersson

Datum/Underskrift

8/12-23

Regionansvarig norr

Patrik Kjellvås

Datum/Underskrift

03/12-2024

Kundsupport/Hållbarhetsansvarig

Louise Johansson

Datum/Underskrift

2023-12-08

Regionansvarig mitt/Marknadschef

Kim Fagerlund

Datum/Underskrift

Kundsupport Sverige

Malin Sandelius

Datum/Underskrift

Regionansvarig väst

Peter Borg

Datum/Underskrift

Regionansvarig öst

Jimmy Fröden

Datum/Underskrift

Regionansvarig syd

Fredrik Emanuelsson

Datum/Underskrift

8/12-2023


# Sustainability Policy rev 1

## Read, approved and signed



Product Manager PD pumps, Finland

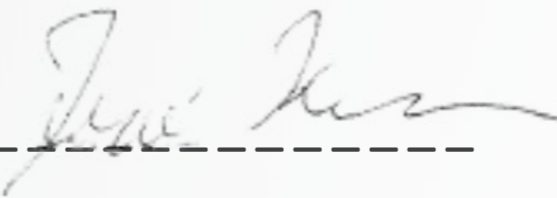
Jari Wassholm

15.2.24 

Date/Signature

Product manager Centrifugal Pumps, Finland

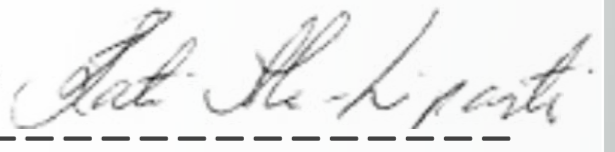
Jyrki Kuosmananen

15.2.24 

Date/Signature

Customer Support, Finland

Kati Ala-Lipasti

15.2.24 

Date/Signature

# A better future with Processpumpar



VALUE-CREATING SOLUTIONS THROUGH COMMITMENT,  
CLOSENESS AND SKILLS