

# Ability

Facility Management  
Real Estate Services  
Cleaning  
Ability Food  
Hotel  
Maintenance

## SUSTAINABILITY REPORT



# Sustainability Report 2022

## Content

We take responsibility.....	3	Our ISO certificates.....	31
What we do .....	4	Nordic Swan Ecolabel Cleaning .....	33
Enthusiasm in everything .....	5	Memorandum of Understanding .....	34
Organization.....	6	KuttMatsvinn (cut food waste) .....	35
Mission, vision and values.....	10	Ringer i Vannet .....	36
Social responsibility .....	11	Ability Academy.....	37
We work according to the UN Sustainable Development Goals.....	12	Innovation – an overview.....	38
UN Global Compact.....	16	Technological development .....	39
Our environmental policy .....	19	Robotics.....	41
Climate accounting 2022 .....	21	Viima – intelligent cleaning.....	42
The Transparency Act.....	24	Competence development.....	44
NHO Reiseliv Purchasing Chain .....	27	Electrification of the car fleet .....	45
How we work with sustainability .....	28	As much reuse as possible .....	46
HSE and quality are important.....	29	Meat-Free Month* .....	47
Our certifications.....	30	Introduction of intranets .....	49

## Ability Academy

We have a thorough training system for our employees, where we use both internal expertise and external professionals.

[Read more about Ability Academy.](#)

## Sustainability throughout operations

Sustainability is the starting point for all our operational services. In our canteen operations, we focus on reducing food waste, reducing plastic use and focusing on locally produced food.

[Read more about KuttMatsvinn and the Memorandum of Understanding.](#)

## Technological development

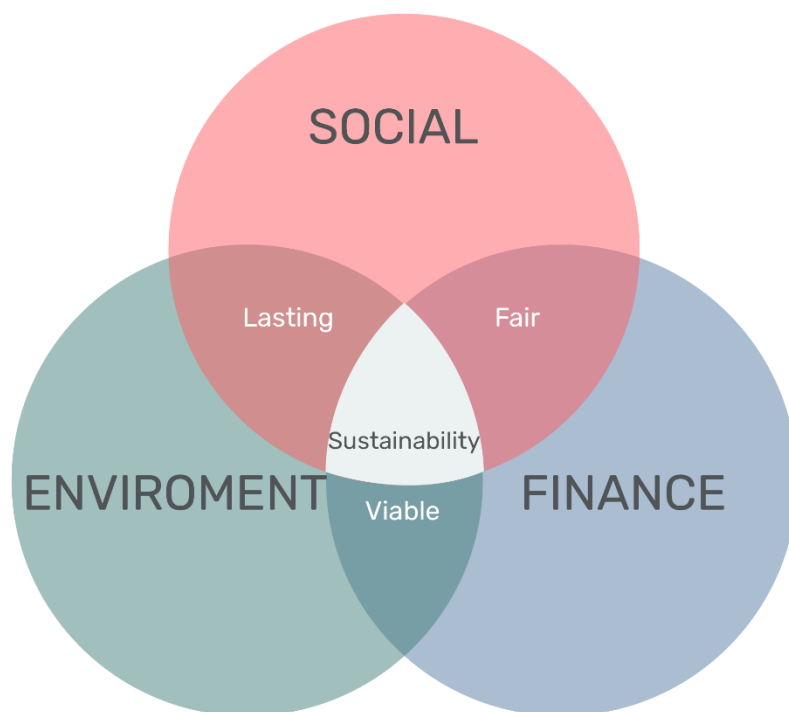
Ability is aiming towards a fully digital delivery of services; app for food ordering, onboarding app, facility management system, sensor technology and streamlining.

[Read more about technological developments.](#)

## Cleaning without chemicals

With only a little water, Viima has three times greater cleaning effect than traditional cleaning systems. It's good for the environment.

[Read more about Viima.](#)



Leader

## We take responsibility

Sustainability is at the heart of everything we do. It is not just about cutting environmentally harmful chemicals from our products, it's also about people.

Ability's approach to sustainability is constantly evolving. We will work in a sustainable and responsible manner, and the UN Sustainable Development Goals provide guidelines for our approach and our work.

Sustainability is a driver of innovation and vi am constantly working to secure responsible business practices at stream take care of employees, people, society and the environment around us.

### Reporting is a means, not an end.

**Aleksandra Savic, Leader of the Sustainability Group**

We work according to a framework based on the UN Guiding Principles on Business and Human Rights (UNGP), and the OECD model

for due diligence for responsible business conduct.

Although we are well underway with the work and have implemented several measures, we still have a way to go and can still improve. We work continuously to improve both our own processes and value chains and influence our suppliers to the same.

**Aleksandra Savic,**  
Planner and HSE  
Coordinator

Leader of the  
Sustainability Group  
in Ability and  
participant in the UN Global Compact.



## ABOUT US

# What we do

Ability is one of Norway's leading suppliers within facility management: complete operational services within cleaning, canteen operation, hotel operations, office support, property management and janitorial services.

### Real Estate Services

We take care of your buildings and facilities and offer property services such as caretaker, maintenance, conversions, waste, outdoor areas and cleaning.

### Cleaning

Ability is an experienced and professional total supplier to offices and commercial buildings. Swan-labelled cleaning takes place through competent employees, modern equipment, choice of method and sustainable technology.

### Ability Food

Ability operates 50 small and large canteens across the country, where we also aim to inspire better diets and richer food experiences. More companies have needs beyond lunch. We can assist with everything you need, such as meeting food and fruit delivery. Our flexible solutions are adapted to your company's needs and budget. We can also measure customer satisfaction among your guests.

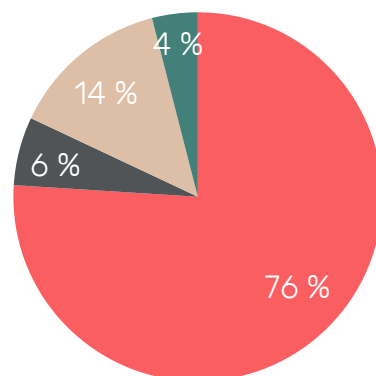
### Hotel

Ability's hotel department can take care of everything from cleaning to operations at your hotel. We offer help with housekeeping services, food service and janitorial services.

### Maintenance of outdoor areas

Ability helps you maintain your outdoor areas and greenery; foliage removal, lawn mowing, snow removal, salting, mowing hedges, disposing of waste and more.

## What we do



- Cleaning
- Real Estate Services
- Ability Food/Canteen
- Hotel





## ABOUT US

# Enthusiasm in everything

We are constantly working on sustainable solutions for our customers and see diversity and inclusion as a strength.

In 1991, the Standahl brothers started cleaning services on Askøy outside Bergen. Since then, the company has become a nationwide group with over 1300 employees from 75 different nations. They contribute to a unique working environment. Professional excellence and enthusiasm are common denominators for all our employees. We create a framework that gives your employees a good and productive working day.

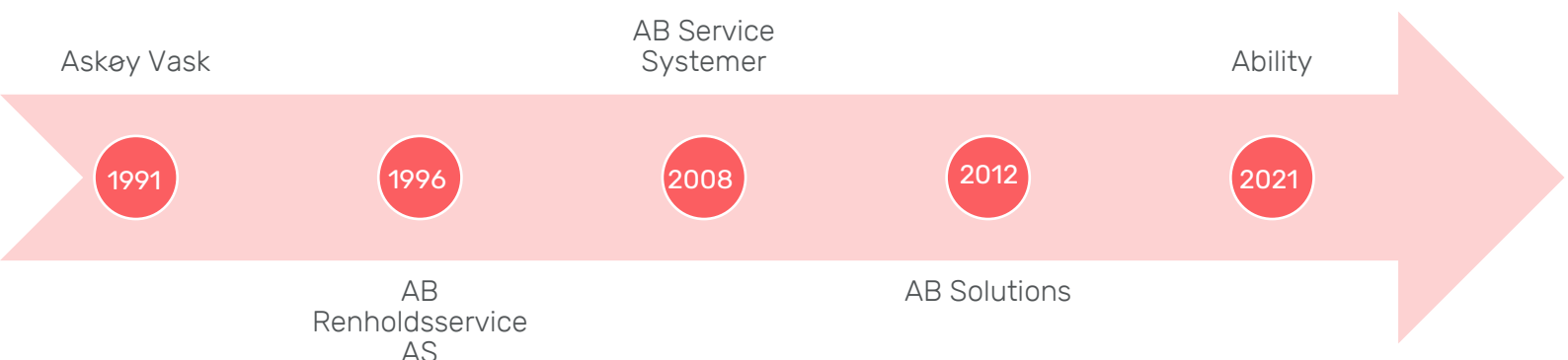
A welcoming and clean working environment, in addition to healthy and good food, is the key to less sick leave and increased well-being. We believe that continuous dialogue with our customers

makes us better. Our knowledge and your needs create the solutions of the future.

**We believe that sustainability and diversity is a strength that benefits all our customers.**

Frode Standahl, CEO

Ability is headquartered in Bergen, with regional offices in Oslo, Stavanger and Trondheim. Geographically, we cover the entire country, from Lindesnes to Hammerfest. We also have a network of other partners around the country.



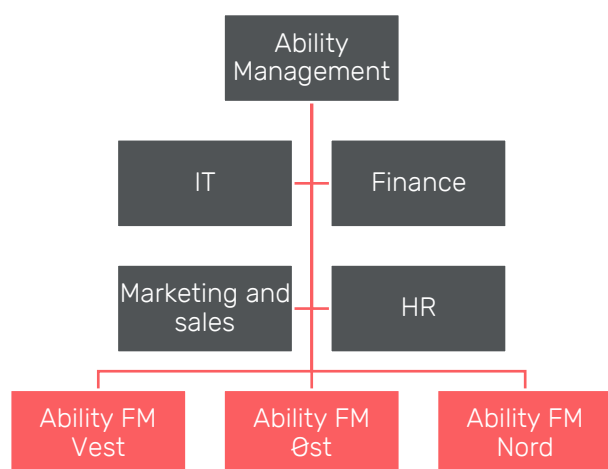
## ABOUT US

# Organization

In 1991, the Standahl brothers started cleaning services on Askøy outside Bergen. Since then, the company has become a nationwide group with over 1 300 employees from 75 different nations.

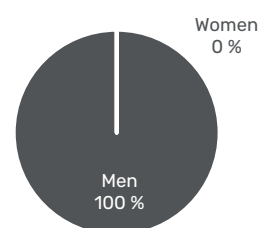
### Organization

A simplified organizational chart showing our organization and ownership structure.



### Board

The board consists of 4 people, none of whom are women. The proportion of women is then 0 %.

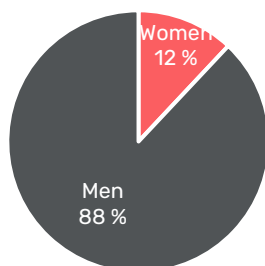


The chairman of the board is Frode Standahl, deputy chairman Bjarne Tarjei Haugen, board members Erik Rødder and Vidar Geir Clausen.

## Group Management

The management in Ability consists of four regional managers in addition to the general manager and the heads of finance, IT, sales and HR; a total of 8 people, 1 of whom is female.

The proportion of women is then 12 %.



### Frode Standahl

Managing Director and co-founder of the company in 1991.



### Erik Rødder

Sales and Marketing Director. Has worked in the company since 1998.



### Vidar Clausen

has worked as CFO since 2013 and has a solid background from the consulting industry.



### Bjarte Karlsen

started as CTO in 2020 and has an international background from the IT industry.



### Elin Storsæt

started as HR Director in May 2022 and has professional responsibility for HR and HSE at group level.



### Kenneth Lundberg

Regional Director West in Ability since 2016. Has extensive experience from facility management.



### Nils Øyvind Hillestad

has worked as Regional Director East since 2012. He is also responsible for Region North.



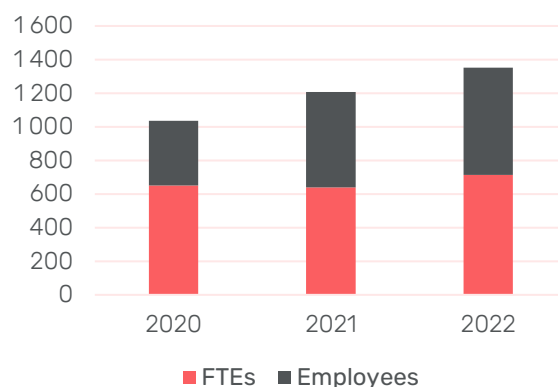
### Petter Grødem-Johansen

Is Regional Manager Stavanger and has extensive experience in restaurant and canteen operations.

## People data

The cleaning industry is an important portal into working life and an integration channel. There are also many part-time positions.

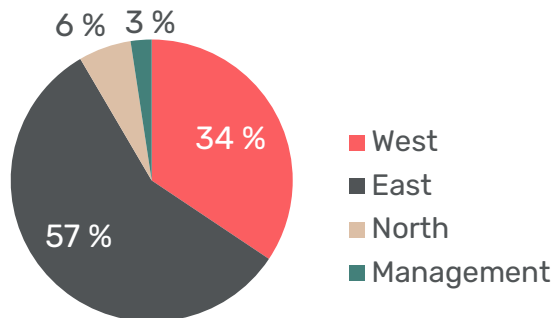
### FTEs vs. employees



	Employees	FTEs
2020	1 035	650
2021	1 207	639,5
2022	1 352	713

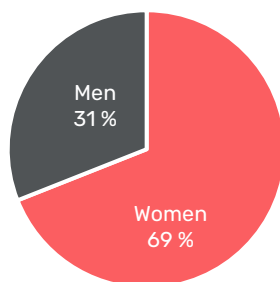
	Permanent employees	Percent permanent	Temp	Percent temps
2020	706	72 %	329	28 %
2021	745	62 %	462	38 %
2022	830	61 %	522	39 %

## Number of employees per region

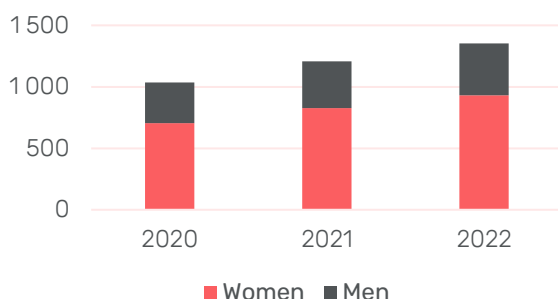


## Gender balance

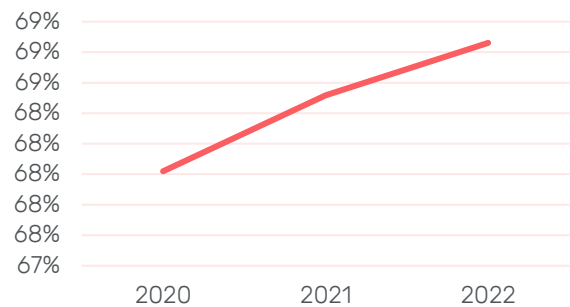
The cleaning industry has traditionally been a female-dominated profession. We see that temporary services, which have a high degree of machine use in their work, have a higher proportion of men. We have prepared an Activity and Reporting Report (ARP) that shows how we actively work to even out the gender differences. [Read the full ARP report here.](#)



## Gender balance



## Proportion women

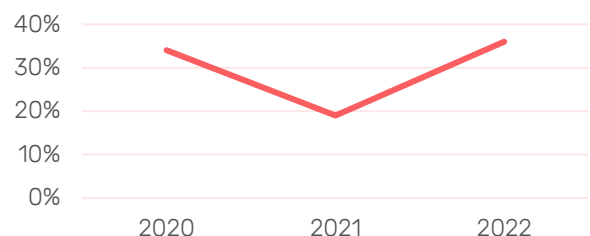


	Women	Men	Total
2020	704	331	1 035
2021	827	380	1 207
2022	931	421	1 352

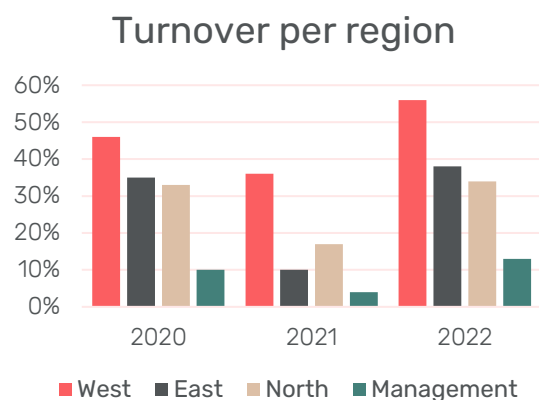
## Turnover development nationally

The cleaning industry is an important portal into working life where many get their first work experience and introduction to Norwegian society. This, combined with large fluctuations, with contract start ups and expiring, means that the industry has a high turnover.

## Turnover



## Turnover per region

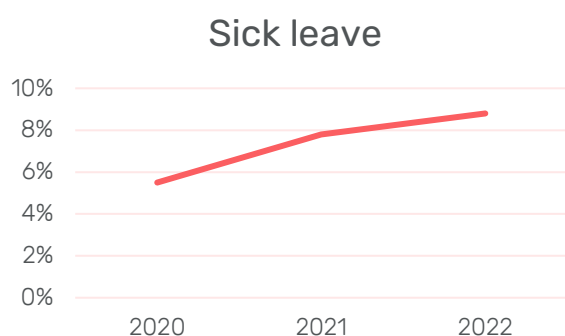




## Sick leave

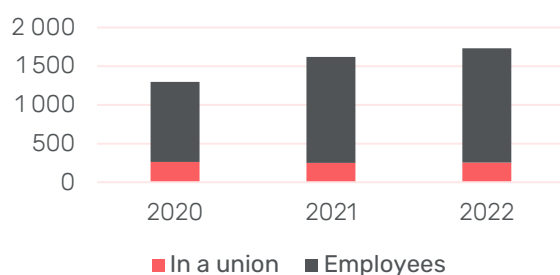
We see that sick leaves has increased in recent years. Much of this has to do with the fact that we now, post Corona, have a lower threshold for staying at home when we have cold symptoms.

In order to combat high sickness absence, all managers with personnel responsibility have undergone training in how to handle and follow up on this.

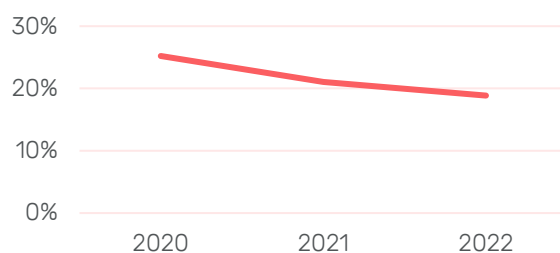


## Unionization

### Proportion of employees in a union



### Proportion of employees in a union



\* Number of employees who pay their union fee via salary.

## Employee representatives

Employee representatives have an important task in the company, on behalf of our employees. They actively participate in all projects that have an impact on our employees and their everyday work. Projects that have been carried out recently have been relocation of the main office, organizational changes, business transfers and many other small and large processes where the involvement of employee representatives is significant. Ability is very pleased with the cooperation with employee representatives and considers the position they hold as essential for effective operations.

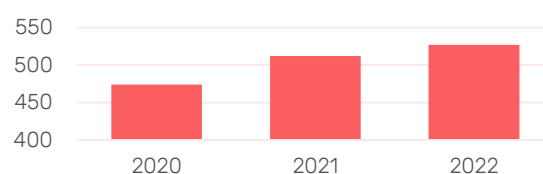
## Work environment committee

AMU is conducted in each region. The meetings are held quarterly, 4 times per year. Participants in the working environment committee are our ombudsman, employee representative, regional directors, HSE coordinator and occupational health services. The head of AMU is elected every other year, alternating between company and employee representatives. The leader has a double vote and the BHT has no right to vote when voting.

## Finance

Ability has a long-term and ongoing focus on growth, profitability and healthy liquidity, which creates security and predictability for our employees. Satisfied employees result in satisfied customers that form the basis for growth and profitability.

### Financial turnover





HR Director Elin Storsæt.

## ABOUT US

# Mission, vision and values

We simplify people's everyday lives and safeguard values through digitized and sustainable solutions. We succeed through competent and motivated employees.

### Mission

We simplify everyday life and safeguard values through digitized and sustainable solutions. We succeed through competent and motivated staff.

Human resources, culture and development are our focus areas. We set the strategy and goals for the future and ensure that the employees are part of the team.

Elin Storsæt, HR Director

### Vision

Enthusiasm in everything!

### Values

Our five fundamental values – LEKER – shall be reflected in all our operations. They are the ones who tell us what to expect from each other, how we work and how we act both internally and externally.

### Lagspiller (Team player)

Together we make the best team.

### Entusiasme (Enthusiasm)

We stimulate our employees to take initiative and take active part in the day to day focus on customer satisfaction.

### Kompetanse (Competence)

We are to deliver quality in every aspect of our organization, focusing on empowerment, training, and heightening competence throughout the organization.

### Effektiv (Efficiency)

Focus on efficiency through innovation and at all times right use of methods and equipment.

### Respekt (Respect)

We must show respect for the people around us, and the work we do.



## STRATEGY

# Social responsibility

Corporate social responsibility is about taking ethical and business responsibility for society and the environment so that our business operations are compatible with sustainable development for the benefit of people today and for the generations to come.

In order to increase focus and awareness of what we believe is a natural responsibility for all companies, we are therefore a member of the UN Global Compact. Within the organisation, we will strive to follow the UN Global Compact's ten principles, and try to influence our subcontractors and partners to do the same.

Corruption, bribery and anti-competitive activities destroy markets and impede economic, democratic and social development. Ability completely distances itself from such activities.





## STRATEGY

# We work according to the UN Sustainable Development Goals

Ability shall be a pioneer for sustainable development in the operation of staff restaurants. We are confident that the goods we offer are of the right quality and produced safeguarding people, animals and the environment.

Ability is a medium-sized player with a big vision. In our concepts and everything we do, we aim to meet our commitments for future generations. KuttMatsvinn 2020 is part of our processes to share best practices on preventing food waste and treatment. We shall be a pioneer for sustainable development in the operation of staff restaurants, and shall be confident that the goods we offer are of the right quality that is produced in a way that safeguards people, animals and the environment. All our operations are conducted in a responsible

manner, and we therefore work together with carefully selected partners to achieve this goal.

Ability will take its share of responsibility and work in accordance with the UN Sustainable Development Goals. We will ensure that there will still be sustainable production and that our suppliers have a high focus on this. In a partnership with Ability, sustainability is an important element. This has resulted in a resilient vision; "Norway's best at sustainable operation of staff restaurants".



## UN Sustainable Development Goals

The UN Sustainable Development Goals are the world's joint work plan to eradicate poverty, fight inequality and stop climate change by 2030.

The UN Sustainable Development Goals consist of 17 goals and 169 targets. The goals will serve as a common global direction for countries, businesses and civil society.

[More about the Sustainable Development Goals on the UN's website.](#)

### Environmental profile

Ability has ambitions to contribute to fulfilling at least 5 of the UN's 17 sustainability goals. Through the choice of goals, Ability will highlight values we think are extra important in the beginning;

- Good health and quality of life (3)
- Decent work and economic growth (8)
- Less inequality (10)
- Responsible consumption and production (12)
- Climate Action (13)

### 3 - Good health and quality of life

Ability has set itself the goal of ensuring good health and promoting quality of life for all. We want to make it easier for everyone to have a

balanced and varied diet, made with healthy and locally sourced foods.

We have therefore [signed the agreement on facilitating a healthier diet](#) and [cut food waste](#).



## 8 - Decent work and economic growth

Well-being in work is good business. Through committed and motivated employees who are passionate about their tasks, have decent wages and receive training on the tasks to be solved, opportunities and further development are achieved. Ability also has a responsibility to ensure that the farmer gets paid and uses "Fair Trade" products where possible.



### International Labour Organization

Ability follows the International Labour Organization (ILO)'s call for companies, authorities and the social partners to work for good working conditions and social dialogue in the workplace.

### Decent work

In Ability, all employees are free to organize within their union. Ability has a collective agreement with [Norsk Arbeidsmandsforbund](#) (NAF) and we are a member of NHO - Service.

### 10 - Less inequality

In Ability we practice religious freedom and allow this as well as political opinion and sexual orientation to be the employee's personal topics that Ability does not question. A culture has been established where we respect each other regardless of religion and personal beliefs. With so many different religions that exist among Ability employees, this is absolutely essential for the company.



## Ringer i vannet (rings in the water)

Ability is committed to inclusion and has formalized this through an agreement with "Ringer i Vannet". This gives people who for various reasons have fallen outside the labour market an important opportunity to return to work.

## UN Global Compact

In order to increase focus and awareness of what we believe is a natural responsibility for all companies, we are a member of the UN Global Compact. In Norway, the Working Environment Act and other laws and regulations help to ensure that Norwegian companies act in an orderly manner in relation to many of the defined human rights. Nevertheless, Ability as a company and employer has a responsibility beyond this to ensure that we treat our employees with equality and fairness.

Corporate social responsibility is about taking ethical and business responsibility for society and the environment so that Ability's business operations are compatible with sustainable development, for the benefit of people today and for generations to come.

[See separate chapter on UN Global Compact.](#)

## Diversity and competence development

Ability is committed to diversity and has people from 75 different nationalities at work every day. We offer our employees Norwegian language courses, and our module-based training available to our employees leads to a theoretical exam. [Read more about this in a separate chapter on competence development.](#)

## 12 - Responsible consumption and production

Through sustainable operations at all levels, we place emphasis on finding the best solutions to ensure sustainable consumption and

production patterns in our business. We do this through, among other things, reducing food waste, waste management, conscious choice of environmentally friendly packaging, working methods and more.



### Food waste

The letter of intent has been terminated, but the work continues in the hospitality industry as well as members of purchasing chains (FBK No. 12). Ability has signed the declaration of endorsement on the reduction of food waste and the cooperation agreement. [Read more about this in a separate chapter about food waste.](#)

### Healthier diets

The memorandum of understanding on facilitating a healthier diet is an agreement between the health authorities and the food industry and runs until 31<sup>st</sup> December 2025. [Read more about this in a separate chapter on the letter of intent.](#)

### Cleaning supplies

Cleaning supplies are largely influenced by the customer base and the design of the customer's building. Furthermore, the customer's own environmental focus also has an impact on, for example, the use of soft plastics. Where the customer has environmental stations, this is a contributor to the reduction of soft plastic.

In Ability, we focus on reuse in cases where this is possible, and fill the bags to full capacity to reduce the number of bags used. From 2019, we have switched to using co-ex garbage bags. The bags consist of a new material, co-extruded polyethylene, which means that the waste bags are thinner, more durable and better for the environment. This provides a double benefit. Thinner bags mean less consumption of plastic, and as they are both thinner and easier to transport, CO<sub>2</sub> emissions are also reduced.

### Grønt Punkt Norway

As a member of Grønt Punkt Norway, we take responsibility for all packaging types through return systems approved by the Norwegian Environment Agency. [Read more about this in a separate chapter on Grønt Punkt Norway.](#)

### Good and correct cleaning

The basis for good and correct cleaning lies in the choice of correct methods, correct products and careful operation. We are a modern cleaning company and use the cleaning methods that through research prove to be the most beneficial for health, safety and the environment, both for our customers and their buildings that we clean, our employees and the environment.

Ability uses Viima microcloths and mops, and has chosen to mainly use dry methods in the daily cleaning. Dry methods reduce strain on our cleaners, minimise material damage, improve cleaning efficiency and are environmentally friendly. Cleaning chemistry is only used when needed. For example, by stain removal. [Read more about this in chapter one about Viima.](#)

### Nordic Swan Ecolabel

Ability is Nordic Swan certified and uses only environmentally friendly chemistry. Our main range of daily cleaning is our own chemical range prepared by PLC. In this series, environmental considerations have the main focus. The products are all Ecolabelled. All packaging, spray cans, spray bottles and soak bottles are marked with Norwegian instructions for use, warning text and label symbol, as well as degree of dilution. In addition, each chemical product is marked with its own QR code that is linked to Ecolabel's safety sheets. [Read more in the chapter about the Nordic Swan Ecolabel.](#)

### 13 - Climate action

Ability wants to help stop climate change. We have the attitude that 'Every little bit goes' and try as far as possible to reduce emissions. [Read more about this in the chapter on climate accounting.](#)



### The car fleet

In Ability we currently have 15 emission-free cars out of 69 active. The strategy towards 2025 is to continuously switch to emission-free cars. [Read more about this in chapter one on electrification of the car fleet.](#)

### Sustainable cities and communities.

In Ability, we use Teams as a meeting channel to the extent possible. We hope to reduce the number of journeys. The environmental impact is measured against the number of man-years in the administration, as these employees are responsible for the group's travel activities. For 2022, Ability reduced its travel activity compared to the pre-Corona years by 80%. [Please also see separate chapter about our flights.](#)

## STRATEGY

# UN Global Compact

In order to increase focus and awareness of what we believe is a natural responsibility for all companies, we are a member of the UN Global Compact.

In Norway, the Working Environment Act and other laws and regulations help to ensure that Norwegian companies act in an orderly manner in relation to many of the defined human rights. Nevertheless, Ability as a company and employer has a responsibility beyond this to ensure that we treat our employees with equality and fairness. Corporate social responsibility is about taking ethical and business responsibility for society and the environment so that Ability's business operations are compatible with sustainable development, for the benefit of people today and for generations to come.

In order to increase focus and awareness of what we believe is a natural responsibility for all companies, we are a member of the UN Global Compact.

Corruption, bribery and anti-competitive activities destroys markets and prevents economy and social and democratic development. Ability tolerate not such activities.

**Internally, we will strive to follow the ten principles for responsible business conduct drawn up by the UN Global Compact and try to influence our subcontractors and partners to do the same.**

Frode Standahl, CEO

Ability is one of Norway's largest privately owned service companies and delivers a wide range of services and service solutions within cleaning, canteen operations and property service. In our industry, people are central and we depend on our around 1 300 employees to work together to succeed. At Ability, we consider it our duty to support the UN Global Compact and we focus on integrating the ten principles into our everyday operations.

### Human rights

*Principle 1: Companies should support and respect the protection of internationally recognized human rights, and*

*Principle 2: ensure that they are not complicit in human rights violations.*

Ability has defined ethical guidelines and a work code that all employees are informed about, and must sign for, upon employment. These, together with our values, form [LEKER](#); (Teamplayer, Enthusiasm, Competent, Effective and Respect) the basis for the kind of culture we want to have in the company.

ISO certification in accordance with standards 9001:2015 and 45001:2018 implements checks on internal routines for personnel management and safety. In addition to a focus on streamlining processes, these controls also aim to control equal treatment across projects and



departments. To help managers and middle managers in the follow-up of employees, the HR department has designed a framework tool that all managers must follow. The framework tool includes standardised contracts, training plans, follow-up plans and more.

## Work

*Principle 3: Companies shall uphold freedom of association and ensure that the right of employees to engage in collective bargaining is recognized in practice, and*

*Principle 4: abolish all forms of forced labour;*

*Principle 5: ensure the genuine abolition of child labour, and*

*Principle 6: Ensure that discrimination in employment is abolished.*

Ability is bound by the collective agreement – the Cleaning Agreement – and the Main Agreement between NHO and LO. All employees in Ability are free to organize themselves and there is a trustee system in the organization. The "Regulations relating to official approval of cleaning enterprises and the purchase of cleaning services", from 8 May 2012, aims to safeguard the safety, health and working environment of employees in cleaning enterprises. Ability is registered as an approved cleaning company. The regulations for the approval of cleaning companies and the duty of care that buyers of cleaning services have help to ensure the right wages for employees within our industry.

Ability does not use child labour in its work and this should also apply to our partners and suppliers. According to our Code of Conduct, we will live by the principle "We offer equal opportunities regardless of race, color, gender, sexuality, nationality, religion and ethnicity. We do not accept any form of harassment, bullying or discrimination based on the above."

## Environment

*Principle 7: Companies should support a precautionary approach to environmental challenges, and*

*Principle 8: take the initiative to promote increased environmental responsibility, and*

*Principle 9: Encourage the development and use of environmentally friendly technologies.*

Since March 2016, Ability has provided Nordic Swan ecolabelled (Svanemerket) cleaning services. By becoming Nordic Ecolabel, we have carried out a major replacement of cleaning agents and focused on environmentally friendly driving, reduction in the consumption of plastic and increased use of dosing equipment for the cleaning agents used. Ability is ISO certified according to ISO 14001:2015 which is an international standard for environmental management systems. We have set specific environmental targets and aim to reduce the negative environmental impacts identified by the company.

As a control member of Grønt Punkt Norway, we also require our Norwegian suppliers to pay remuneration for their packaging use via membership in Grønt Punkt Norway or similar schemes that report recycling to the Climate and Pollution Agency.

## Anti-corruption

*Principle 10: Businesses should fight any form of corruption, including extortion and bribery.*

In its code of conduct, Ability has clarified a philosophy around business ethics. It states that "Corruption, bribery and anti-competitive activities destroy markets and impede economic, social and democratic development. Ability does not tolerate such activities."

Ability confirms that we as a company are committed to operating in accordance with laws and regulations concerning the rights and obligations of employees. We also have a requirement towards our suppliers and subcontractors that they must also comply with the current regulations.

## The 8 basic ILO conventions

Ability follow The International organization of Labour (ILO) and its invitation to companies, authorities and interested parties to work for benefits, good working conditions and social dialogue in the workplace. This is called the 8 basic ILO conventions.

Vegetarian ingredients provide significantly lower CO2 emissions and are to a greater extent than before a desired main element in menu compositions. By offering a balanced ratio between the different food groups, our food offer will help reduce our CO2 emissions and provide employees with a full and healthy meal.

Animal products are used to a greater extent than before only as an accompaniment to

the main course. All products offered are clearly marked with origin and any allergens in addition to any price.

We are concerned that guests should receive good and correct information about the food, so that they have the opportunity to make the right choices every time they visit us. Because we want to produce food "from scratch", we also have significant control over the ingredients of the dishes so that we avoid the use of allergens, where there are good alternatives for this. We want everyone to be able to share the joys of the meal, but we are not necessarily able to satisfy all needs – every day. However, we strive to deliver the best meals within the financial framework we agree on at all times, and put a lot of prestige into delivering great tasteful experiences made with love and respect for the raw materials.



**United Nations**  
Global Compact

The United Nations Global Compact is a United Nations Sustainable Business Initiative and the world's largest corporate sustainability initiative.

[Ability has been a member of the UN Global Compact since 19 November 2012.](#)



## STRATEGY

# Our environmental policy

Through its environmental policy, Ability shall work actively to reduce the company's negative environmental impact.

Through the environmental management system, we shall strive for resource utilisation that provides the best possible environmental benefit within a responsible financial framework, and in accordance with the relevant legislation.

Ability shall annually create an environmental plan based on analysis of which resource use affects the environment in different ways, and grade these. The company shall carry out an annual audit of its environmental management system.

The company shall at all times have defined goals for reducing environmental impact in

relation to the existing level, based on the measures mentioned above. Ability's environmental management system, its objectives and targets, shall be known to the company's employees. It is the responsibility of every leader to bring this into all forums where it is natural to present and discuss this.

The company's environmental policy is part of our module-based training, and is a natural part of the basic training provided to any new employee. The training is graded between service employees and their managers.

## Our focus areas

In Ability, we work to reduce our environmental impact. For 2022, we have identified five environmental aspects impacted by our operations for which we have drawn up objectives, or are working towards a baseline for:

- Chemistry
- Transport (equipment, personnel)
- Waste
- Cleaning supplies
- Office supplies

### Chemistry

Ability has a goal for 2022 to have a chemical consumption where at least 85% of the chemistry in the cleaning delivery is eco-labelled. To achieve this goal, the company is working on standardization of product range. We also work closely with Nilfisk to supply modern scrubber dryers and eco-flex systems that focus on reducing the consumption of both chemistry and water in the cleaning process.

### Transport

We currently have 17 emission-free cars out of 69 active ones. The strategy towards 2025 is to continuously switch to emission-free cars. The use of electronic aids has reduced the need for travel. The environmental impact is measured against the number of FTEs in the administration, as it is these employees who are largely responsible for the travel activities in the Group.

Read more about [our commitment to electrify the car fleet](#).

## Waste

Cleaning supplies are largely influenced by the customer base and the design of the customer's buildings. Furthermore, the customer's own environmental focus also has an impact on, for example, the use of soft plastics. Where the customer has environmental stations, this is a contributor to the reduction of soft plastic. In Ability, we focus on reuse in cases where this is possible, and fill up the bags to full capacity to reduce the number of bags used. From 2019, we have switched to using co-ex garbage bags. The bags consist of a new material, co-extruded polyethylene, which means that the waste bags are thinner, more durable and better for the environment. This provides a double benefit for the environment. Thinner bags mean less consumption of plastic, and as they are both thinner and easier to transport, CO2 emissions are also reduced.

### Cleaning supplies

Ability uses the environmental label paper and soap where delivery allows. The focus is that 100% of soap and paper delivered to our customers under the auspices of Ability should be the ecolabel.

### Office supplies

Copy paper: 99% of the paper must be ecolabelled. Batteries: Only eco-labelled batteries should be used at our offices.



## STRATEGY

# Climate accounting 2022

Initially, we have focused on scope 2 and 3 in our climate accounts. This is an ongoing process and we aim to include scope 1 during 2024.

Tons  
CO2e

### Scope 1 - Direct emissions

Fuels	Volume	Unit	Average	Source	Factor	Emission
- Total fuel (own vehicles and other consumption)						0
Oil and gas	Volume	Unit		Source	Factor	Emission
- Total oil and gas						0
Other emissions or products	Volume	Unit		Source	Factor	Emission
- Total process emissions (fossil)						0
<b>Total scope 1 - Direct emissions</b>						<b>0</b>

### Scope 2 - Indirect emissions

Description	Volume	Unit	Or. warranty	Source	Factor	Emission
- Electricity office Bergen	201022	KWh (annual)		NVE: kg CO2/KWh	0,402	80,81
- Electricity office Stavanger	71822	KWh (annual)		NVE: kg CO2/KWh	0,402	28,87
- Electricity office Oslo	116428	KWh (annual)		NVE: kg CO2/KWh	0,402	46,80
- Electric office heating North	16738	KWh (annual)		NVE: kg CO2/KWh	0,402	0,18
- Electricity Office North	28500	KWh (annual)		NVE: kg CO2/KWh	0,402	11,46
<b>Total scope 2 - Indirect emissions</b>						<b>156,67</b>

### Scope 3 - Other indirect emissions

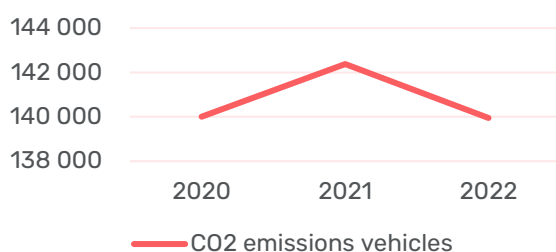
Description	Volume	Unit	Average	Source	Factor	Emission
- Vehicle Park Management		km (annually)				-
- Car Park West		km (annually)				55,46
- Car Park East		km (annually)				82,43
- Fleet North		km (annually)				20,58
- Flights inland t/r Mng.	314	Travel		UN/NHO	0,332	104,25
- Flights inland t/r Mng.		Travel		UN/NHO	0,807	-
- Flights EU t/r Mng.	42	Travel		UN/NHO	0,332	13,94
- Domestic flights to the East		Travel		UN/NHO	0,807	-
- Flights EU to/r East	46	Travel		UN/NHO	0,332	15,27
- Domestic flights to the West		Travel		UN/NHO	0,807	-
- Flights EU t/r West	48	Travel		UN/NHO	0,332	15,94
- Domestic flights to the North		Travel		UN/NHO	0,807	-
- Flights EU t/r North		Travel		UN/NHO	549,8	0
- Residual waste for incineration		tons (annually)		SSB: kg CO2 /tons of waste	549,8	0
-Buffer		employees		SSB / Trefadder AS	2	
<b>Total scope 3 - Other indirect emissions</b>						<b>307,87</b>

<b>Total CO2 emissions (tons)</b>	<b>464,54</b>
<b>CO2 emissions (tons) per employee</b>	<b>0,32</b>
<b>Number of tons to become climate neutral</b>	<b>465</b>



## CO2 emissions vehicle fleet

### CO2 emission vehicles

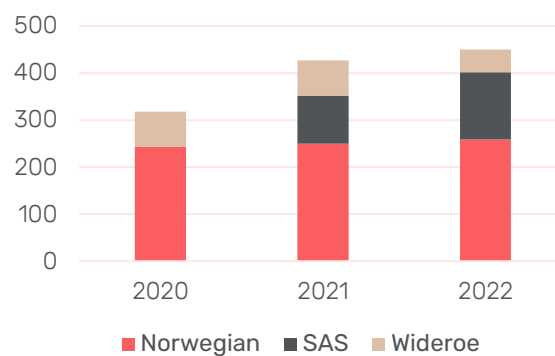


## Flights

We are continuously working to reduce the number of flights and have increased the proportion of digital meeting activities. However, in connection with inspections related to large tenders and start-ups, we are dependent on local presence. Therefore, the number of flights has increased somewhat in 2022. However, we expect a decline in the number of flights in 2023 when major new contracts are over in regular operation.

	2020	2021	2022
Norwegian	243	250	259
Widerøe	75	75	48
SAS	0	102	143
<b>Total</b>	<b>318</b>	<b>427</b>	<b>450</b>

### Flights



## Viima cleaning system

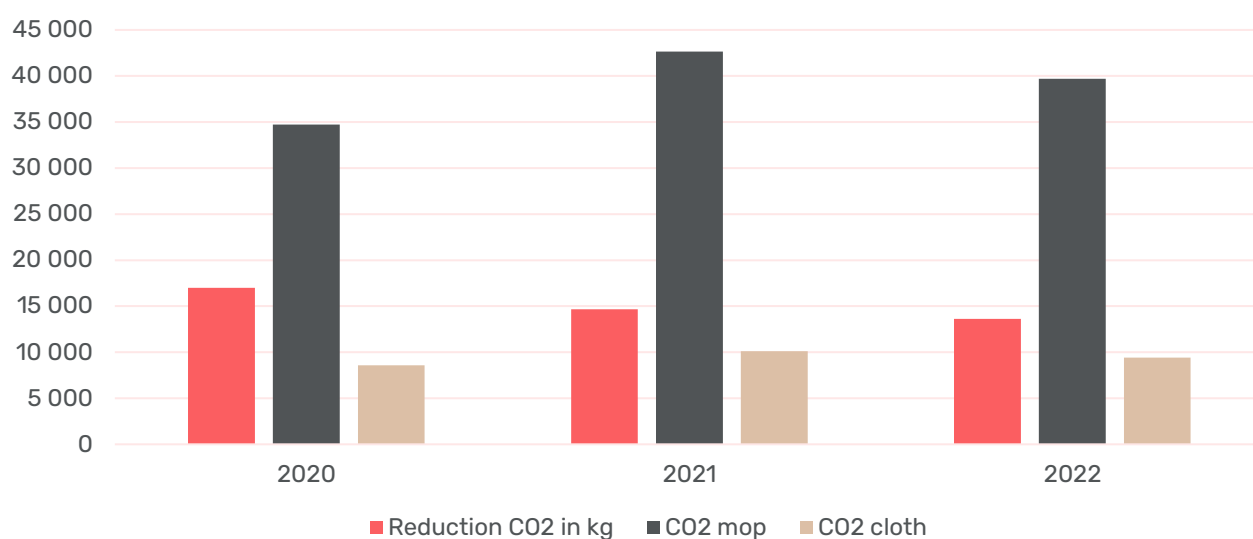
CO2 calculations of Viima cleaning system compared to traditional mops and wipes.

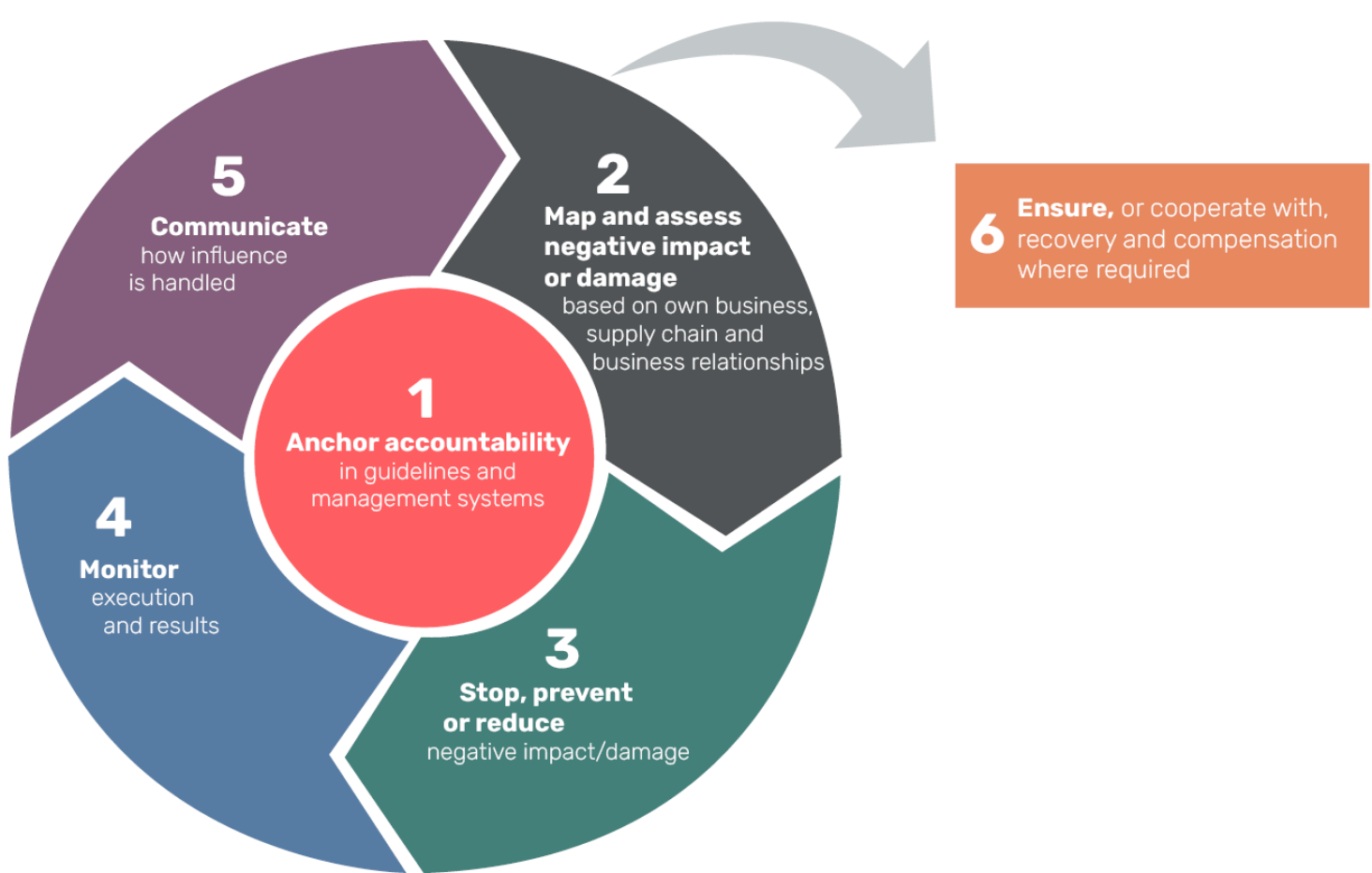
Viima system	2020		2021		2022	
	Combi mop	Viima cloth	Combi mop	Viima cloth	Combi mop	Viima cloth
Number washed in total - in pieces	1 304 080	999 677	1 673 838	1 234 129	1 556 669	1 147 740
Number of kilograms in total mops (per piece 0.087 kg)	113 455		145 624		135 430	
Number of kilograms in total cloths (per piece 0.028 kg)		27 991		34 555	0	32 136
CO2 calculation per kg	0,306	0,306	0,293	0,293		
CO2 calculation all	34 717	8 565	42 668	10 125	39 681	9 416

Old system	2020		2021		2022	
	Traditional mop	Traditional cloth	Traditional mop	Traditional cloth	Traditional mop	Traditional cloth
Number of kilograms in total mops (per piece 0.125 kg)	163 010		209 230		194 584	
Number of kilograms in total cloths (per piece 0.034 kg)		33 989		41 960		39 023
Total CO2 calculation - low rated	49 881	10 406	61 304	12 294	57 013	11 433
Reduced total CO2 - per article	15 164	1 841	12 496	2 169	11 621	2 017

Calculations	2020		2021		2022	
CO2 calculation Viima	34 717	8 565	42 668	10 125	39 681	9 416
CO2 calculation common	49 881	10 406	61 304	12 294	57 013	11 433
Reduction CO2 in kg	17 005		14 665		13 638	

## Viima - CO2 emissions and reductions





## STRATEGY

# The Transparency Act

Ability works to implement due diligence to comply with the requirements of the Transparency Act.

The Transparency Act (Åpenhetsloven) entered into force on 1 July 2022 and is intended to promote Norwegian companies' respect for fundamental human rights and decent working conditions in their own operations and in the supply chain. The Act imposes a duty of disclosure on enterprises and a duty to, among other things, carry out due diligence. Ability has worked to implement due diligence to comply with the requirements of the Transparency Act.

## Ethical and responsible business interaction

At Ability, we are committed to ethical and responsible business interaction. This is integrated in our values which are teamplayer, enthusiasm, competent, efficient and respectful. We respect, support and promote human rights as articulated in the UN Declaration of Human Rights and the ILO's core conventions.



We operate in accordance with principles of good corporate governance and act as a good corporate citizen in all societies in which we operate, and we expect our suppliers to do the same.

We are committed to maintaining a high ethical standard in our business through our Code of Conduct. It is also expected that all our suppliers, and our own employees, comply with this standard of responsible social, environmental and ethical practices.

## Notification and reporting system

Ability has created a whistleblowing and reporting system that enables employees, customers, business partners and other stakeholders to report problematic issues or concerns in a secure and confidential manner.

[Go to the notification system.](#)



## Report

If you perceive that an employee, customer, business partner or other stakeholder is violating the Ability Code of Conduct or relevant laws and regulations, we encourage you to speak up and report this. By reporting, you act in line with our Code of Conduct and values, helping to protect our business and reputation.

If you have any questions, please contact [post@ability.no](mailto:post@ability.no).

## Due diligence

We are required to implement due diligence to comply with the requirements of the Transparency Act, and we have therefore sent out a survey to those of our suppliers who are not part of the NHO Purchasing Chain. [Read the report on our due diligence.](#)



## Self-reporting form for suppliers on corporate social responsibility

A self-reporting form is sent out to all our suppliers. We ask for information about the company, contacts and the safeguarding of corporate social responsibility. This is to be able to comply with the transparency act's requirements for due diligence.

## NHO Purchasing Chain is exempt

We are part of the NHO Purchasing Chain and our suppliers who are also involved here have already responded to a thorough form sent out by NHO. These are therefore exempt from responding to self-reporting form from us.

## Supply chain follow-up

On the following page you will find the documentation on the executed supply chain follow-up.

## Leverandørkjedeoppfølging

**FIRMA:** NHO Reiseliv Innkjøpskjeden  
**Adr:** Middelthunsgate 27, 0368 Oslo  
**Orgnr.:** 977 188 210

Har siden 2015 benyttet Factlines tjeneste i sin oppfølging av samfunnsansvar og etiske retningslinjer i leverandørkjeden. NHO Reiseliv Innkjøpskjeden har vedtatt etiske retningslinjer og foretar periodisk kontroll gjennom egenrapportering og risikoevaluering.

### 2022 EGENRAPPORTERING FOR LEVERANDØRER

Egenrapporteringen inkluderer følgende emner:

SJEKKET

Samfunnsansvar, strategi og retningslinjer



Leverandørkjede: oppfølging, innsikt og kontroll



Produksjonsland og risikovurdering



Styringssystemer i virksomheten



Arbeidsforhold og rettigheter



Miljø



Konfliktmineraler



Anti-korrupsjon



Oslo, 20. desember 2022

**Factlines AS**

Siri Engesæth - Daglig leder

**2022**  
QUALIFIED BY  
**FACTLINES**





# NHO Reiseliv

## Innkjøpskjeden STRATEGY

## NHO Reiseliv Purchasing Chain

As a member of NHO Reiseliv Purchasing Chain, we have the security and support in the work with supplier follow-up NHO performs.

Strict requirements are imposed on suppliers and NHO is working towards a goal of a more sustainable business sector. NHO uses the UN's definition of sustainable development: "Development that meets the needs of people living today, without compromising the ability of future generations to meet theirs; within the three dimensions climate and environment, economy and social conditions".

Goods and services delivered to our customers must be manufactured under conditions that are compatible with requirements described in the purchasing chain's ethical guidelines. The requirements are based on the 10 principles of the UN Global Compact and are based on key UN conventions, ILO conventions and national labour legislation at the production site.

Ability is a member of the NHO Reiseliv Purchasing Chain, which is engaged in supplier follow-up towards the goal for a more sustainable Norwegian business sector.

### Together to achieve the goals

In order to achieve more sustainable purchasing, NHO and Ability set clear requirements for ourselves and for our partners. All suppliers and contractual partners in the Supply Chain must respect basic requirements relating to human rights, labour rights and the environment. In this way, we can feel confident in the products we buy. Goods procured must be manufactured under conditions that are consistent with requirements described in the purchasing chain's ethical guidelines. The requirements are based on the 10 principles of the UN Global Compact and are based on key UN conventions, ILO conventions and national labour legislation at the production site. NHO maps all existing partners and keeps us updated on industries or products that are assumed to involve risk. New suppliers must document and achieve a certain level of self-reporting before they become suppliers in the chain.



## STRATEGY

# How we work with sustainability

How Ability has organized the work with sustainability and sustainability reporting internally in the organization.

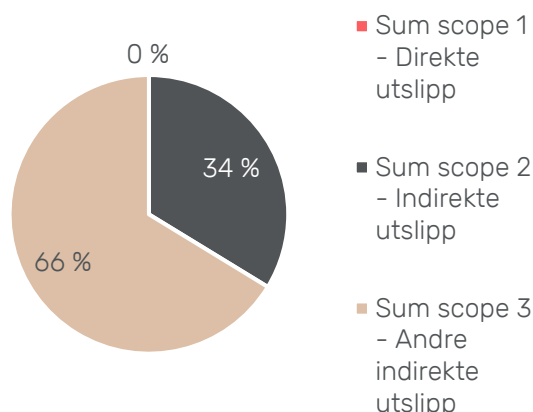
Ability has set up an interdisciplinary sustainability group that collaborates internally to increase the understanding of and share knowledge about our impact on the environment and sustainability. The group has representatives from the departments; Purchasing, Tendering, Marketing, HR and Finance.

In 2022, 3 meetings were held focusing on the setting of our sustainability goals. These were then taken up by the group management and decided. The sustainability group has then provided information and compiled this in a sustainability report.

This sustainability report will be a living document and will be continuously updated internally in the company. In the event of significant changes, this shall also be updated and republished on our website ([ability.no/baerekraft](https://ability.no/baerekraft)).

In our Climate Accounts, we have initially focused on scope 2 and 3, and aim to include scope 1 by 2024.

[See our climate accounts in a separate chapter.](#)



## HSEQ

# HSE and quality are important

HSEQ stands for Health, Environment, Safety and Quality. Our overall goal is to protect people, the environment and material assets, preserve the life and health of all employees, and provide a safe environment for our customers.

### HSE Policy

All Ability employees have a responsibility to ensure a fully satisfactory working environment. Managers are responsible for ensuring that service delivery is conducted in accordance with Ability's vision, values and business ethics, laws and regulatory requirements. The HSE work aims to create safe and healthy workplaces, protect the external environment and protect property.

Good and structured HSE work leads to lower absence due to sickness and lower turnover. This means higher delivery reliability for our customers.

We believe that unwanted incidents can be avoided, and we therefore work continuously to safeguard the working environment. We will endeavour to comply with all applicable laws, regulations and our own additional requirements. We will constantly work to create conditions so that the work can be carried out safely. In this way, we ensure that personnel, the environment and material assets are not exposed to damage or other negative impacts.

In order to achieve our goals, it is important that we focus on preventive measures, and are aware that this reduces the likelihood of unwanted incidents occurring. To support this work, employees are encouraged to report accidents so we can determine the cause and take steps to avoid recurrence.

### Health, Safety and Environment (HSE) training

Health, safety and the environment is a very important area and is always in focus. The company's strategy describes the work to create safe and healthy workplaces and protection of the external environment. Clear targets for reducing absence due to sickness, occupational accidents and emissions have been decided.

Close cooperation with the occupational health service and other relevant partners has been established and development plans have been drawn up.

All safety delegates must complete HSE courses for safety delegates, 40 hours or an equivalent approved course. All members of AMU must also complete 40 hours of HSE or equivalent courses. In addition, all senior managers must have courses in HSE for managers.

A review of our HSE binder is part of the introduction plan for all new employees. Everyone with supervisory responsibility must review the HSE system and familiarise themselves particularly well with the responsibilities and tasks of supervisors, as well as the requirements for HSE planning, both for the internal and external environment.

[Read more about this in the chapter on competence development.](#)



# Our certifications

Our certifications highlight our focus on service, sustainability, and a healthy and safe working environment.

## Separate chapter for ISO and the Nordic Swan Ecolabel

Ability is ISO certified within the standards for quality, environment and working environment. These are so important that we have lifted these out in separate chapters. Read more about our [ISO certificates in the following chapter](#) and [about the Nordic Swan Ecolabel Cleaning](#).

## Government-approved company

All our subsidiaries are approved cleaning companies. Check it out on the [Norwegian Labour Inspection Authority's website](#).

## Approved apprenticeship

We are an approved canteen apprenticeship company. We are in the process to be approved as an apprenticeship in cleaning.

## Achilles

Ability holds the following certifications; Network, Oil & Gas, TransQ and UNCE.



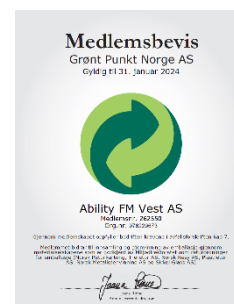
## StartBANK

Ability FM Øst is registered in the supplier register StartBANK, which sets requirements for services for the building and construction industry. StartBANK id: 140438.

[See certificate from StartBANK here.](#)

## Control member of Grønt Punkt Norway

Through its membership, the company meets the requirements of chapter 7 of the Waste Regulations. The member contributes to the collection and recycling of packaging through the material companies approved by the Norwegian Environment Agency as return schemes for packaging (Norsk Returkartong, Treretur AS, Norsk Resy AS, Plastretur AS, Norsk Metallgjenvinning AS and Sirkel Glass AS).



Ability FM Vest AS. Org.nr. 976229673. Member No. 262550. Valid until January 31, 2024. [See the membership certificate here.](#)

Ability FM East AS. Org.nr. 911463830. Member No. 300193. Valid until 31 January 2024. [See the membership certificate here.](#)

## Member of NHO/NHO Service

As a member of NHO Service, Ability follows the current tariff for the various disciplines related to the company.

## EcoVadis

At the time of writing, we are in an application process to be certified according to [EcoVadis](#).



Certificate of Registration

## Ability Management AS

Org. nr. 889 724 412  
Damsgårdsveien 131, 5160 LAKSEVÅG (HK)

QMS 10070

Sertifikatets innehaver har demonstrert et  
kvalitetssystem i henhold til kravene i:

**NS-EN ISO 9001:2015**

Sertifisert virksomhetsområde:

Facility Management, kantine, daglig og temporært renhold, eiendomstjenester

*Autorisert signatur*

Sertifisert 1. gang: 09.07.2012  
Re-sertifisert: 20.10.2021  
Sist endret: 22.10.2021  
Gyldig til: 09.07.2024



The Certificate remains the property of Scandinavian Certification AS, to whom it must be returned on request.



Certificate of Registration

## Ability Management AS

Org. nr. 889 724 412  
Damsgårdsveien 131, 5160 LAKSEVÅG (HK)

HS 10070

Sertifikatets innehaver har demonstrert et system for  
helse & sikkerhet i henhold til kravene i:

**NS-EN ISO 45001:2018**

Sertifisert virksomhetsområde:

Facility Management, kantine, daglig og temporært renhold, eiendomstjenester

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Damsgårdsveien 131, 5160 LAKSEVÅG (HK)

EMS 10070

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miljøstyringssystem i henhold til kravene i:

**NS-EN ISO 14001:2015**

Sertifisert virksomhetsområde:

Facility Management, kantine, daglig og temporært renhold, eiendomstjenester

*Autorisert signatur*

Sertifisert 1. gang: 09.07.2012  
Re-sertifisert: 20.10.2021  
Sist endret: 22.10.2021  
Gyldig til: 09.07.2024



The Certificate remains the property of Scandinavian Certification AS, to whom it must be returned on request.

## HSEQ

# Our ISO certificates

Ability is ISO certified within the standards for quality, environment and working environment. The certifications highlight our focus on service, sustainability, and a healthy and safe working environment.

## Quality and Management Certification - ISO 9001:2015

Ability meets the requirements of NS EN-ISO 9001:2015, as well as all relevant laws and regulations.

We put service in a system in a way that will ensure quality at all levels. We will deliver what we have agreed with our customers in the private and public sectors. We will look for new service areas that make everyday life more efficient for everyone we work with. This allows our customers to focus on their own business operations.

We work with continuous improvement in all our processes.

A quality system according to ISO 9001:2015 ensures:

- Focus on customer requirements and expectations
- Focus on management's commitments
- management of internal processes
- appropriate internal communication;
- Established tasks, responsibilities and competence needs for employees
- greater efficiency
- Basis for assessing improvements

[View the certificate at ISO 9001:2015.](#)

## **Certification within internal working environment - ISO 45001:2018**

In Ability, the individual is the main resource in the delivery of our services. We will offer a healthy and safe working environment and are committed to focusing on continuous improvement.

As part of the certification process for Internal Working Environment ISO 45001, we have mapped processes and handling of hazard identification, risk assessment, working environment management, competence, training and communication.

We also work closely with the occupational health service to minimise the risk to our employees.

An occupational health and safety management system in accordance with ISO 45001:2018 ensures:

- that the company meets requirements for safe workplaces, mental safety and good physical health
- control of the working environment aspects to prevent hazards
- cost savings
- increases the ability to reduce employee exposure to occupational health and safety risks
- an effective tool for continuous improvement

[View the certificate at ISO 45001:2018.](#)

## **Certification in the field of external environment - ISO 14001:2015**

Through its environmental policy, Ability shall actively work to reduce the company's negative environmental impact. Through our environmental management system, we shall strive for resource utilisation that provides the best possible environmental benefit within a responsible financial framework, and in accordance with the relevant legislation.

Through our environmental management system, we will ensure that statutory requirements and regulations, as well as certification requirements, are followed up in a satisfactory manner.

We ensure that the company's environmental policies, procedures and goals are subject to audit from both internal and external sources.

We focus on continuous improvement in our environmental work and want with the certification to show that we take a social responsibility in relation to the external environment.

An environmental management system in accordance with ISO 14001:2015 ensures:

- focus on reducing the impact on the environment
- Strengthened reputation
- cut costs by reducing waste, waste, energy consumption, etc.
- raising awareness of how the business affects the environment
- control of environmental aspects to prevent negative environmental impact

[View the certificate at ISO 14001:2015.](#)





HSEQ

## Nordic Swan Ecolabel Cleaning

Ability has since March 2016 delivered the Nordic Swan label cleaning services. We have an annual review of the products we use to ensure the most environmentally friendly operation possible.

### The Nordic Swan Ecolabel's environmental requirements for cleaning services

Swan-labelled cleaning services are best in class on the environment – partly because they use a high proportion of eco-labelled cleaning agents, minimise the consumption of unnecessary chemicals and satisfy requirements for efficient transport.

The requirements cover the entire operation of a cleaning company, including:

- Environmental and health requirements for chemicals used
- Reduction in the amount of chemicals used
- Requirements for efficient transport
- Requirements relating to waste volumes and waste management

The license was renewed in November 2022.

#### Documents:

[The certificate for the Nordic Ecolabel Renhold Ability FM Vest AS \(pdf\).](#)

[The certificate for the Nordic Ecolabel Renhold Ability FM Øst AS \(pdf\).](#)

[Read more about the Nordic Swan Ecolabel Cleaning \(external page\)](#)



# Letter of intent

The letter of intent, or the endorsement agreement on facilitation of a healthier diet, is an effort to achieve the Directorate of Health's recommendations.

## About the letter of intent

The letter of intent on facilitating a healthier diet is an agreement between the health authorities and the food industry and runs until 31 December 2025.

The agreement has specific goals for a reduced intake of salt, added sugar and saturated fat, and goals for an increased intake of fruits and berries, vegetables, whole grain products, fish and seafood in the population.

## Why join?

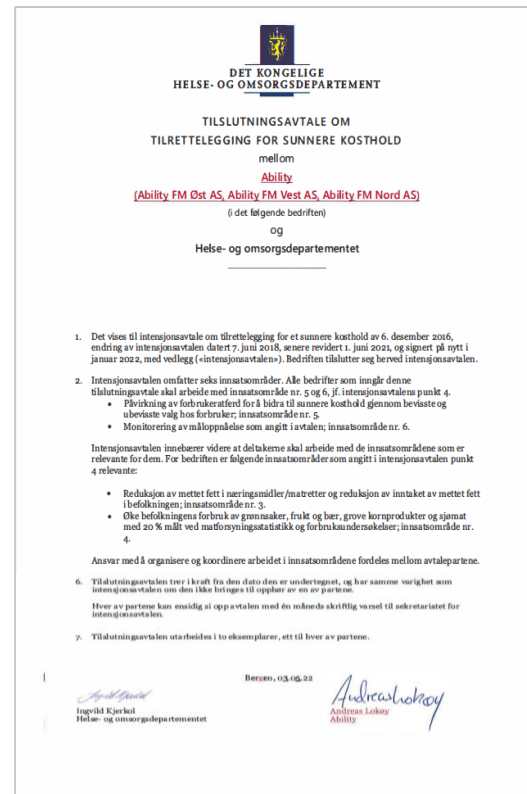
We at Ability want to highlight, both to clients and canteen guests, that we take a healthy diet seriously, and we do that when we commit to this letter of intent. Every day we serve breakfast, lunch, meeting food and overtime food to thousands of guests.

Ability is focusing on canteen operations and wants to compete in the big league. With this letter of intent we state clearly in which direction we want to go.

[Read about the agreement on NHO's website.](#)

## Documents:

[Endorsement agreement on facilitation of healthier diets](#)



Through our canteen business, we can facilitate that our guests have healthier options to choose from.

Andreas Lokøy, tender and concept manager for canteens



HSEQ

## KuttMatsvinn (cut food waste)

Food waste is edible food that is thrown away. And edible food should not be thrown away.

The letter of intent has been terminated, but the work will be continued by the hospitality industry as well as members of purchasing chains (FBK no. 12)

### Continuous measures

- Menu planning
- Responsive to desires
- Register and measure food waste
- Involvement of employees and training in food waste (internal competitions)
- Dare to be "out of stock"
- Matredder (food rescuer)
- Theme day "Matredder"

### Theme day "Matredder"

In the topic Matredder, the chefs get a crash course on how to become a food rescuer. The chefs also make various dishes from ingredients we might not normally use.

### Matredder (food rescuer) tips:

- Look, smell and taste
- Have a fixed leftover day a week
- Go treasure hunting on the "down-priced" shelves in the store
- Make juices and smoothies from fruits and vegetables

### Documents:

[Declaration of support on the reduction of food waste](#)  
[Samarbieds agreement cuts food waste](#)





From left: Special Advisor in Work & Inclusion Christine Schaanning and HR Director in Ability Elin Storsæt.

HSEQ

## Ringer i Vannet

“Ringer i Vannet” (ripple effect) helps employers recruit labor.

Ability has signed an agreement that will help us to recruit through “Ringer i Vannet” to all our departments in Norway.

### Rings in the Water

Rings in the Water maps the companies' needs and finds the right person to work. People who have fallen outside the labour market thus get an opportunity to get out and into paid work.

I look forward to seeing the results of the collaboration.

Elin Storsæt, HR Director

[Read more about the agreement with Ringer i Vannet on the website of Work and Inclusion.](#)





HSEQ

## Ability Academy

We have a thorough training system for our employees, where we use both internal expertise and external professionals.

### Self-produced APP: Ability Academy

Ability Academy is the name of our in-house developed training programme. Here you will find standardized training programs consisting of instructions videos (see picture above) and questions related to these.

**We continuously develop and present courses and trainings in the Ability Academy APP.**

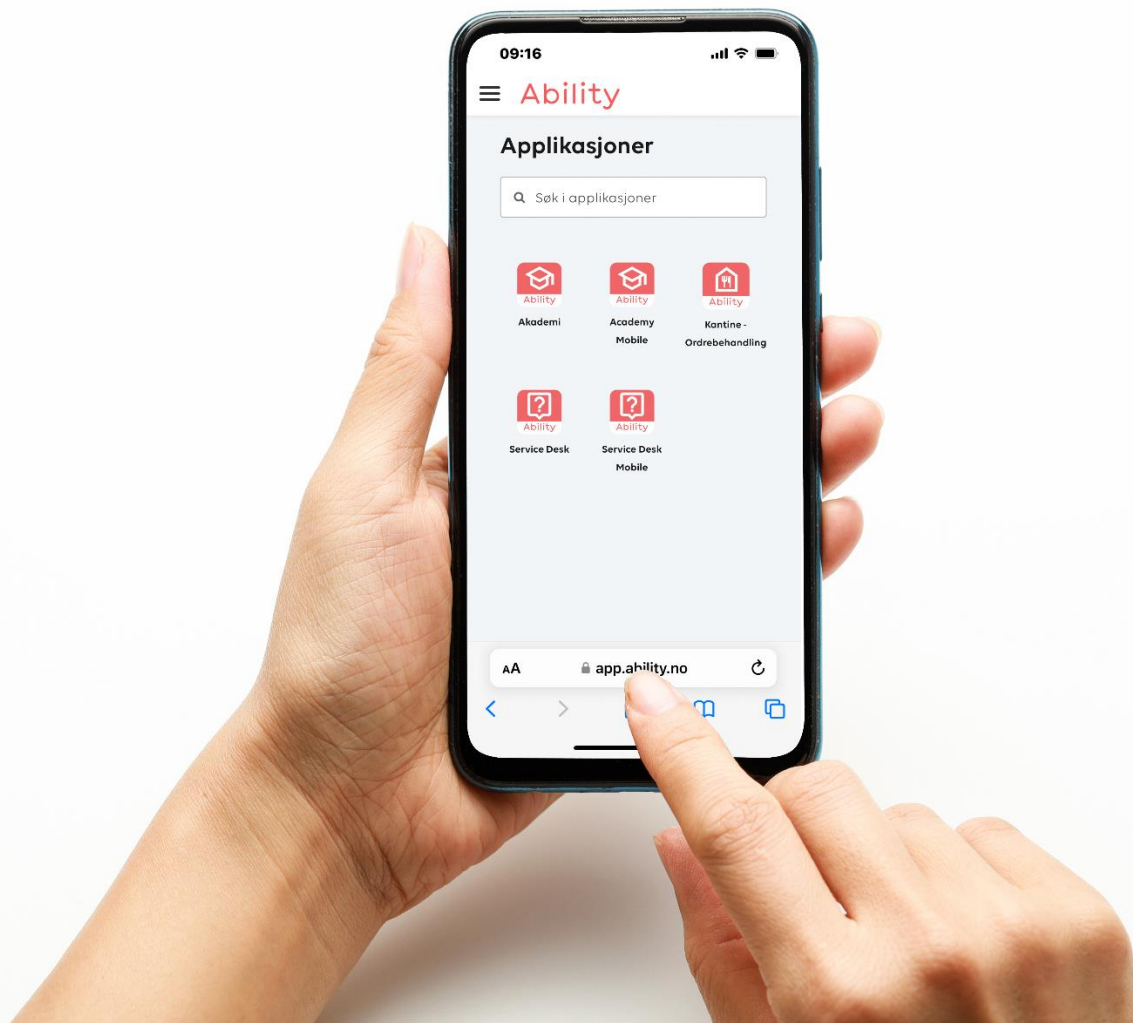
Bjarte Karlsen, CTO

### Infection control courses

Ability conducts regular physical infection control courses for its own employees. This enables them to carry out correct infection control measures at our customers' premises.







## INNOVATION

# Innovation – an overview

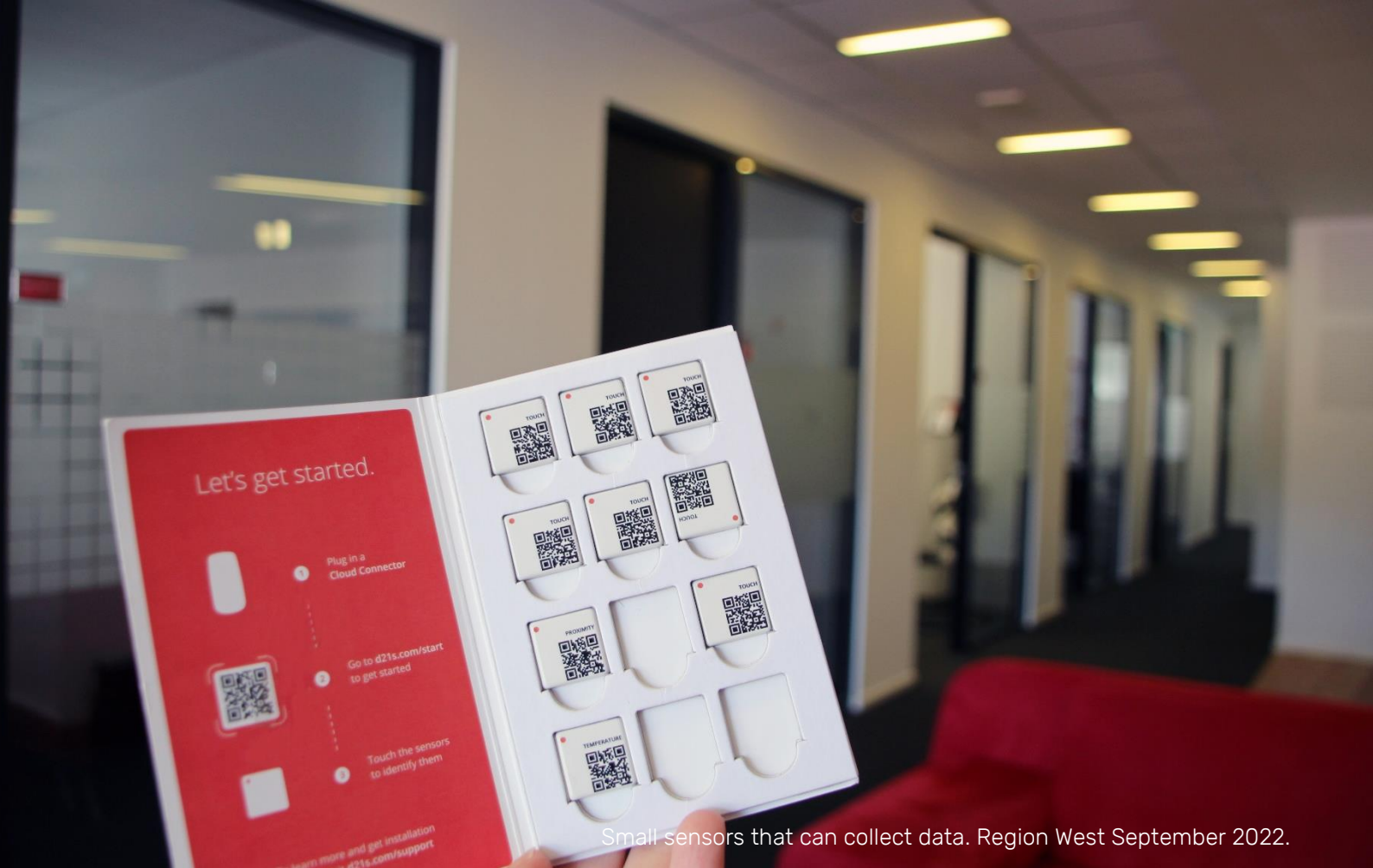
Sustainability is a driver of innovation in our industry. Services based on data analysis and actual needs reduce both the environmental impact and the customer's operating expenses.

### Self-produced APPS

Our digital solutions are constantly evolving. Our goal is a fully digital delivery of services. This means that everything from food orders to meeting rooms and onboarding apps will be gathered in a common facility management system.

Our goal is a fully digital delivery of services.

Bjarte Karlsen, CTO



Small sensors that can collect data. Region West September 2022.

## INNOVATION

# Technological development

Through sensor technology, everyday life is simplified and streamlined. We can measure and adapt our services based on data analysis and thus reduce both the environmental impact and the customer's operating expenses.

### Digital, simple and efficient

Ability deliver relevant services to our customers today and in the future. Innovation is a precondition for us to develop as a company. When the environment changes with new demands on services, we too must change. You and your business will always benefit from our professional curiosity and ability to renew, innovate and adapt.

### Digital solutions

Our digital solutions are constantly being renewed in cooperation with selected IT

companies. Our goal is a fully digital delivery of services. This means that everything from food orders to meeting rooms and onboarding apps will be gathered in a common facility management system.

### Sensor

Digitalisation is in progress throughout our industry. Through sensor technology, we can simplify and streamline the everyday lives of our customers. We measure and adapt our services according to thorough analysis of the data collected.



Small sensors that can collect data. Region West September 2022.

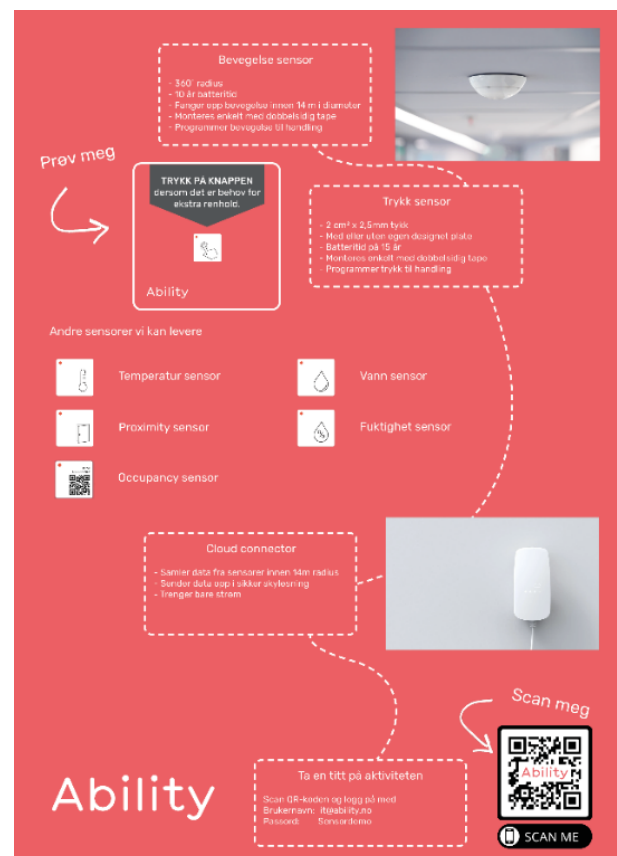
Be it the use of meeting rooms, notification of full waste bins, temperature in the refrigerator or air quality, to name a few. The use of sensors and analysis of data reduces the environmental impact and operating expenses.

Ability together with Disruptive Technologies and FamacWeb can offer innovative demand-driven cleaning using sensor technology. Ability has developed its own AI that interprets data from sensors and triggers activities in FamacWeb and/or other systems. This makes it easier to comply with INSTA's requirements and provides a computerized picture of the need for cleaning. Sensor-controlled cleaning reduces the use of water, chemistry, is cost-effective, time-saving, and provides a real overview of actual needs.

## M-Solution and FamacWeb

Ability uses both M-Solution and FamacWeb in its cleaning deliveries. These are web-based software for management, operation, maintenance and development of buildings

and can be used on PC / Mac, tablet and smartphone (responsive design). The client is given the opportunity to have a full overview of the cleaning activities on their building.





Whiz Robot. Picture from Boss Europe.

## INNOVATION

# Robotics

More and more of our customers want to use robots as part of their cleaning.  
We offer the collaboration cobot Whiz in or service solutions.

### Whiz vacuum cleaner

Whiz is operated by and works in collaboration with the cleaners. It is instructed and can be instructed to remember up to 600 cleaning routes and vacuums 1500m<sup>2</sup> of carpet on one charge. This means that the cleaners can spend their time on more demanding tasks.

### Fast and efficient

Whiz works faster and more efficiently than manual vacuum cleaners. It also provides a deeper carpet cleaning.

The cleaners receive a technical review of the machine, maintenance routines, operation of the robot and a test drive.





## INNOVATION

# Viima – intelligent cleaning

We are the only supplier of Viima mops and cloths, made of Japanese composite fiber, in Norway. The products clean without chemicals by disinfecting surfaces through mechanical removal of bacteria and viruses.

### Only one in Norway

Ability is the only one in the Norway that uses research-based cleaning methods developed by the Danish company Viima. These are the most beneficial for health, safety and the environment, both for our customers and their buildings, our service employees and the environment around us. Viima has been awarded the EU Environmental Prize for its cleaning technology. Ability offers cleaning with Viima as an alternative to the current traditional cleaning method with microfiber.

### Composite fiber = better indoor climate

Viima mop and cloth consists of composite fiber. This provides the ultra-thin fiber that in a completely different way ensures the tightening of dust particles with static electricity by dry method and a much more efficient absorption ability with capillary forces by wet/wetted method. Reducing the amount of dust in indoor air and reducing the use of chemicals significantly improves the indoor climate.

Current traditional cleaning methods with microfiber works via chemical coupling, while Viima innovation is based on mechanical coupling. This means that when using composite fiber, you also use less chemicals in the process.

## Viima sets a new standard by disinfecting all surfaces without the use of chemicals.

Erik Rødder, director of sales and marketing

Viima's wipes and mops lead to:

- 90% reduction in the use of chemistry
- 72% reduction in CO2 emissions
- 70% reduction in water use

Material	Condition	% reduction of dirt
Microfiber	Humid	48.2 %
Microfiber	Dry	33,5 %
Composite fiber (Viima)	Humid	90 %
Composite fiber (Viima)	Dry	68 %

## Composite fiber removes bacteria

Viima's tests show that their composite fiber mops are much more effective for removing dust and dirt, both by dry and moist methods, than microfiber mops. Cleaning with the Viima mop is also 41% more efficient by dry method than traditional microfiber mop in its optimal working area as moistened. Cleaning with Viima mop in a moistened state is 85% more effective than microfiber in a moistened state. The Viima mop reduces the amount of infectious staphylococcus from about two billion to zero without the use of chemicals. This

means that there can be no crossing routes of infection when using the Viima mop. It removes all bacteria.

This means, among other things, that Viima documents a cleaning effect that exceeds the requirement for disinfection with only clean water in accordance with the new and strict hygiene regulations in Denmark. According to the Directorate of Health, the same regulations will also be introduced in Norway within a few years. Tests of three different types of cloths that are currently used for cleaning show that there are a significant number of bacteria in ordinary cotton and microfiber cloths during cleaning, while for Viima it is virtually zero. By definition, we are talking about Viima composite fibre cloths setting a new standard in the industry by disinfecting all surfaces, without the use of chemistry.

## Better working environment

Our experience is that the use of Viima technology provides a better working and indoor environment and also ensures a lower rate of sick leave, not only for our own employees. The reduction of the use of chemicals also prevents skin irritations and any other allergic reactions via chemicals. We also see that the mop has far less friction, which results in a lower workload on the arms and shoulders of our employees. Since both the mop shaft and the cleaning trolley are ergonomically optimal and adapted to the use of even less water and no chemicals, this also results in fewer heavy lifting and less inconvenience in bending to change the mop or twist the cloth. Measurements and customer analyses (Viima) show up to 35% reduced workload when using the Viima mop versus previous mops and methods.



Two-day course in NS-INSTA 800 level 4, with subsequent exam, in Region East January 2023. Photo: Karoline Losnedahl.

## EFFORTS

# Competence development

We succeed through competent and motivated employees. We pride ourselves in developing the right competence needed.

### Certificate cleaning operator

We are concerned with pride in the subject and all our employees are encouraged to take a certificate of apprenticeship and get this covered as long as they are employed by the company.

### NS-INSTA-800 Level 4

More and more of our customers want cleaning operators with great professional weight. We at Ability are also concerned with competence development and pride in our

own vocation. Therefore, several of our cleaners participate in two-day courses with subsequent exams in NS-INSTA 800 level 4.

### Norwegian language courses

All employees who wish to participate in Norwegian language courses will receive this coverage. We use Folkeuniversitetet as a supplier.





## EFFORT

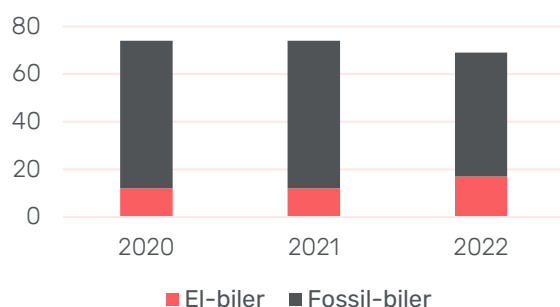
# Electrification of the car fleet

As part of our focus on sustainability, all our new cars are electric.

### Share of electric cars

Ability currently has 17 emission-free cars out of a total of 69 cars. The proportion of electric cars has increased from 16% to 25% during 2022.

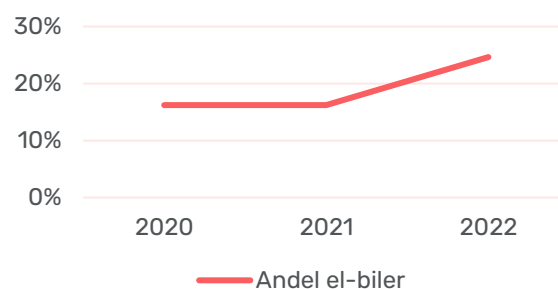
Electric vs. fossil cars



### Strategy 2025

The strategy towards 2025 is to continuously switch to emission-free cars and increase the share of electric cars.

Percentage electric cars







Jackets donated to Fyllingsdalen Theater and their Ukraine action. Region West September 2022

## EFFORT

# As much reuse as possible

We try to be environmentally conscious and do not like to throw away fully usable things. Machines and cars are resold, clothes and other things are donated.

### Help for Ukrainian refugees

Ability moved out of the old premises in October 2022 and in the middle of the move we found several cartons of thick good fleece and winter jackets. These had the old name and logo (we changed the name from AB Solutions to Ability in 2021), but were great good windproof and warm quality products that we didn't want to throw away.

Fyllingsdalen Theater has had its own Ukraine action with occasional drives to Ukraine with blankets, medicines and food.

[Read more about Fyllingsdalen Teater's Ukraine action on their website.](#)

We hope the jackets came in handy!

Now we have donated everything to Fyllingsdalen Theater and their Ukraine action.

Gertie Hegdal, Purchasing Director

### Cars, machinery and more

We sold 11 fossil cars in 2022 and replaced some of these with electric ones. As a member of Renas, the country's leading EE recycling company, we also supply classified cleaning machines for recycling.

[Read more about Renas on their website.](#)



Vegetarian spring rolls during Meat-free month. Region East September 2022. Photo: Even Larsen.

## EFFORT

# Meat-free month\*

The canteens at Ability Food want to show canteen guests that a meat-free\* lunch can be just as good to eat, and even better for the environment.

### Meat-free\* lunch - just as good

Meat, especially beef, is a source of saturated fat in the diet. Ability Food is committed to contributing to a healthier diet by signing the agreement on facilitating a healthier diet, initiated by the Ministry of Health and Care Services. Our focus areas are the reduction of saturated fat, as well as increasing consumption of vegetables, fruits and berries.

\* Applies to beef

### Why do we do this?

Everyone\* says the same thing: that we should change our diet and eat more plant-based and less red meat. It will improve public health, reduce greenhouse gas emissions from agriculture and reduce the pressures of food production on nature.



\* By "all" we mean:

- World Health Organization
- World Food Organization
- Intergovernmental panel on Climate Change
- Eat-Lancet Commission
- The future in our hands
- Forskning.no
- The Norwegian Directorate of Health's dietary advice
- Norwegian Institute of Public Health
- Memorandum of Understanding for a Healthier diet

In September and October, we take responsibility and remove red meats from our menus, replacing it with alternative protein sources. This is how we contribute to a slightly healthier diet.

Even Larsen, prime mover for meat-free month in Ability Food

### Ability Food's food philosophy

What we choose to eat is important – not only for the individual and his body, but also for our planet. Good food choices are sustainable both for us humans, our planet and profitable economically.

### Good for health

Reducing your intake of red meat reduces the risk of cancer and cardiovascular disease. The Norwegian Directorate of Health recommends limiting the amount of red meat and processed meat products to 500 grams per week. This is because a link has been shown between this and an increased risk of cancer of the colon and rectum in addition to an increased risk of cardiovascular disease.

### This results in a lower carbon footprint

A plant-based diet is more sustainable than a diet based on meat. Forskning.no says beef causes nearly eight times as much global warming as meat from chicken and salmon. A joint study of Forskning.no also shows that vegetables grown outdoors have the smallest carbon footprint, but that fruits grown indoors, grains, beans and nuts also have a low footprint.

In Ability, we believe that healthy food has value and beneficial consequences. If guests in our canteens can be motivated to make good food choices in the canteen, we believe the working day will be better, that motivation and a sense of mastery will rise, in addition to achieving increased profitability for our clients.

Andreas Lokøy, Head of Tendering and Concept Canteen

### We reduce water consumption

A high meat consumption also results in higher water consumption and our water consumption may be contributing to other countries' water shortages. According to Future in Our Hands, a 200-gram steak requires over 3,000 gallons of water to produce. Our average vegetable consumption consumes only 4% of what our meat consumption is, and will therefore be more beneficial to the climate. Among the exceptions are chocolate, almonds and avocados that require a high consumption of water.

[Read more about our canteen concept Ability Food.](#)

# Ability Central

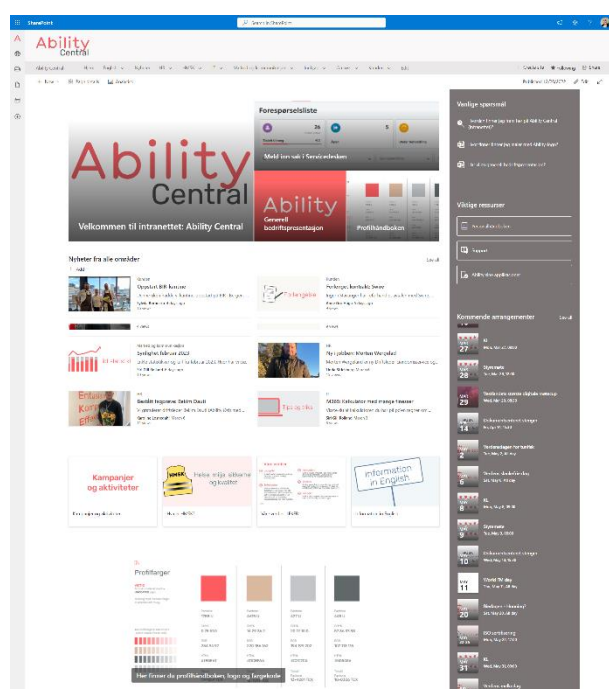
EFFORT

## Introduction of an intranet

To ensure employee involvement and a sense of belonging, an intranet was launched in the autumn of 2022; Ability Central – a common information portal for everyone employed by Ability.

### Everyone has access

All employees in Ability get access to important and useful information and news about both the company and colleagues. The intranet also functions as an encyclopedia, builds culture and streamlines everyday work. Service employees have a guest login with their own email and password.



### Simple, effective and secure

The intranet is responsive and you can log in on browser and on app. Access control is taken care of and you get differentiated information according to which group you belong to. In this way, the intranet will be perceived as relevant to all users.

### Active participation

It has also been opened up for all employees to be able to add and share news themselves. Separate user guides have been prepared and internal webinars held.

### 125 %

According to STI's Sales Insight Report 2022 on what motivates salespeople in Norway, an inspired employee will be 125% more productive than a satisfied employee.

[Go to Ability Central](#) (log in required).