

Ability

Facility Management
Real Estate Services
Cleaning
Ability Food
Hotel
Maintenance

SUSTAINABILITY REPORT 2023



Sustainability Report 2023

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Climate report 2023

Our climate accounts have been prepared in collaboration with Energi.ai.

You can find the reports on pages 45-53.

The sustainability journey

During the Sustainability Journey, we have defined our five main goals.

These can be found on pages 18-40.



Leader

We take responsibility

Sustainability is at the heart of everything we do. It's 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's Sustainable Development Goals provide guidelines for our approach and our work.

Sustainability is a driver of innovation, and we are constantly working to ensure responsible business practices by safeguarding employees, people, society and

Reporting is a means, not an end.

Aleksandra Savic, Sustainability Group

the environment around us.

We work according to a framework based on the UN Guiding Principles on Business and Human Rights (UNGP), and the OECD's 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 are constantly working to improve both our own processes and value chains and influence our suppliers to do the same.

Aleksandra Savic,
Planner and HSE
Coordinator

Head 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 of Facility Management; complete operational services in cleaning, canteen operations, 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 caretaking, maintenance, reconstruction, waste, outdoor areas and cleaning.

Cleaning

Ability is an experienced and professional turnkey supplier to offices and commercial buildings. Nordic Swan Ecolabelled cleaning takes place through competent employees, modern equipment, choice of methods and sustainable technology.

Ability Food

Ability operates over 80 small and large canteens across the country, where we also aim to inspire better diets and richer dining experiences. Several companies have needs beyond lunch and we can assist with both meeting food, trust shop and fruit delivery. Our flexible solutions are adapted to every company's needs and budget.

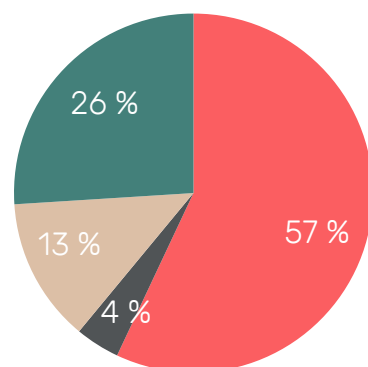
Hotel

Ability's hotel department takes care of everything from cleaning to hotel operations. We offer help with house economics services, food service and janitorial services.


Maintenance of outdoor areas

Ability helps you maintain your outdoor areas and green areas; leaf removal, lawn mowing, snow removal, salting, hedge cutting, waste removal and more.

What we do



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



CEO Frode Standahl

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 completely unique working environment. Professional excellence and enthusiasm are the common denominator for all our employees. We create a framework that gives your employees a good and productive working day.

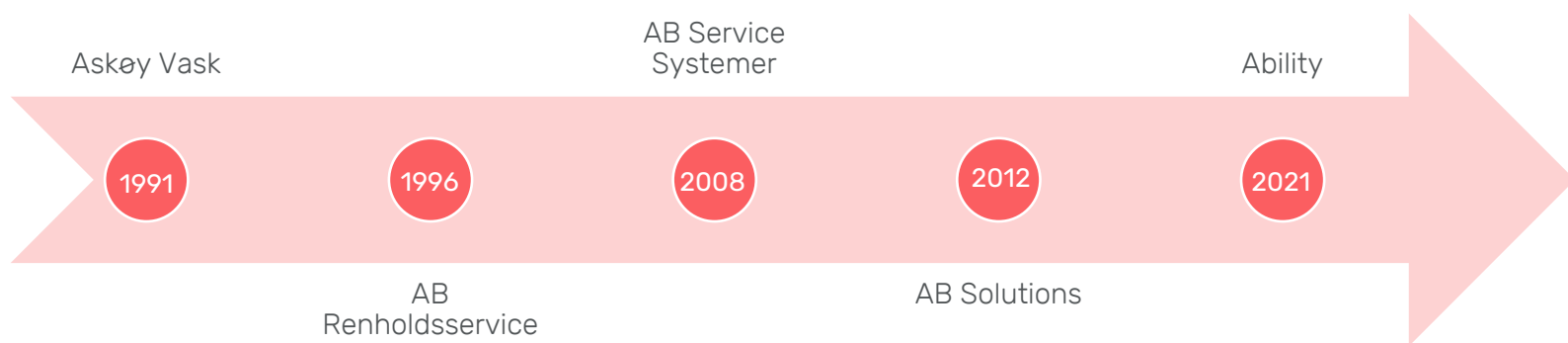
A welcoming and clean working environment, in addition to healthy and good food, is the key to less sick leave and increased well-being. We believe that continuous dialogue with our customers

We believe that sustainability and diversity are strengths that benefit all our customers.

Frode Standahl, CEO

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

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



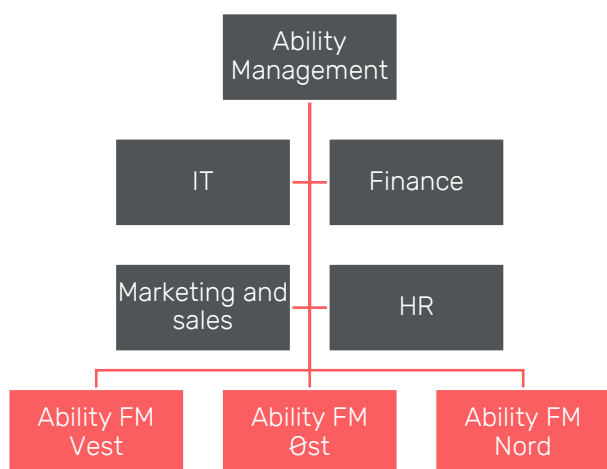
ABOUT US

Organization

In 1991, the Standahl brothers started cleaning services on Askøy outside Bergen. Since then, the company has grown into a nationwide group with over 1,800 employees from 75 different nations.

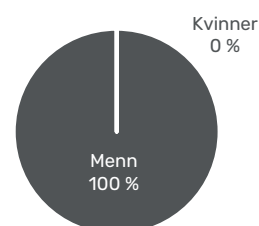
Organization

A simplified organizational chart that shows our organization and ownership structure.



Board

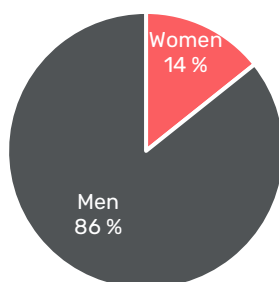
The board consists of 4 people, none of whom are women. The proportion of women is then 0%.



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

Corporate Executive Management

The corporate management of Ability consists of three regional managers in addition to the general manager and the heads of finance, IT, sales and HR; A total of 7 people, of which 1 is a woman.



The proportion of women is then 14%.



Frode Standahl is CEO and helped start the company in 1991.



Erik Rødder is Sales and Marketing Director and has worked in the company since 1998.



Vidar Clausen has worked as CFO since 2013 and has a solid background in the consulting industry.



Bjarte Karlsen joined 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 has worked as Regional Director West in Ability since 2016 and has extensive experience from Facility Management.

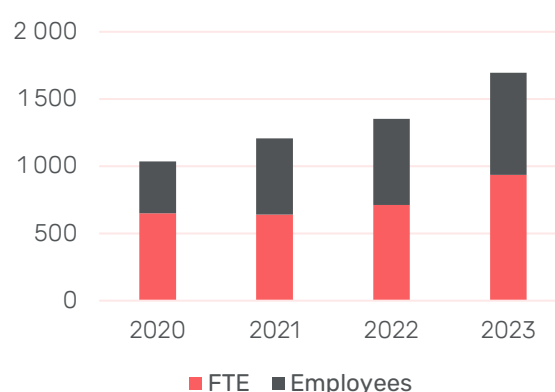


Nils Øyvind Hillestad has worked as Regional Director East since 2012. He also took over responsibility for Region North in 2023.

Employee data

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

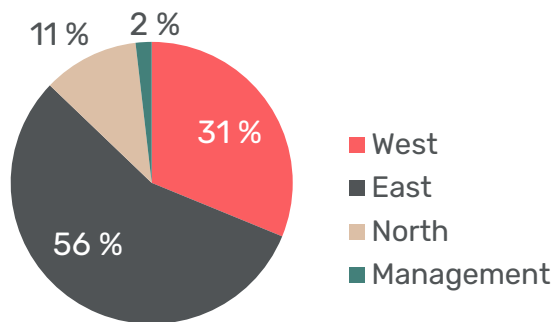
FTEs vs. employees



	Employees	FTEs
2021	1 207	640
2022	1 352	713
2023	1 696	935

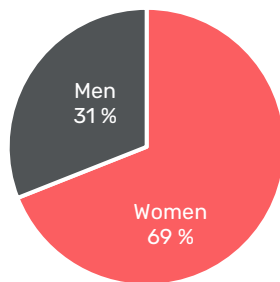
	Permanent employees	Percent permanent	Temp	Percent temps
2021	745	62 %	462	38 %
2022	830	61 %	522	39 %
2023	994	59 %	702	41 %

Number of employees per region

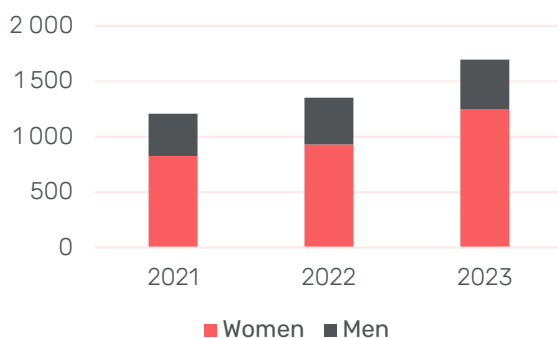


Gender balance

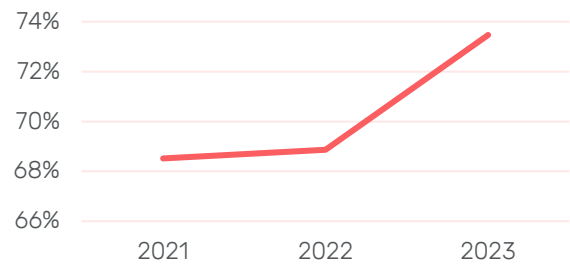
The cleaning industry has traditionally been a female-dominated profession. We see that temporary services, which have a high degree of machine use at work, have a higher proportion of men. We have prepared an Activity and Reporting Report (ARP) that shows how we actively work to even out the gender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



Gender balance



Proportion women

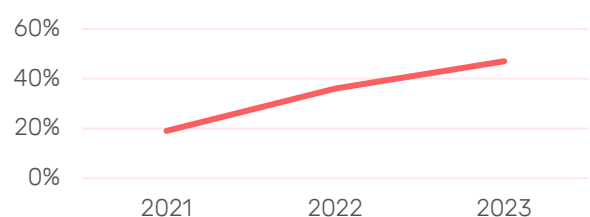


	Women	Men	Total
2021	827	380	1 207
2022	931	421	1 352
2023	1 246	450	1 696

Turnover development nationally

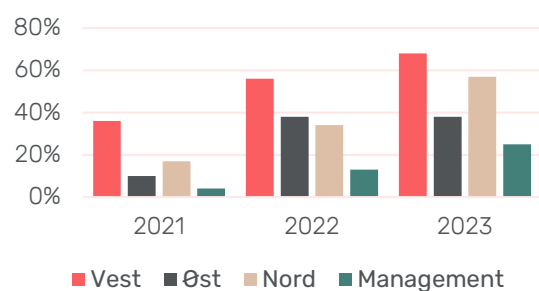
The cleaning industry is an important portal into working life, where many people get their first work experience and introduction to Norwegian society. This, combined with large fluctuations, with contracts entering into and expiring, means that the industry has a high turnover. One of the reasons for high turnover in 2023 is that we lost IKEA as a customer and thus lost approx. 200 employees in the event of a business transfer.

Turnover



Turnover by region

Turnover per region



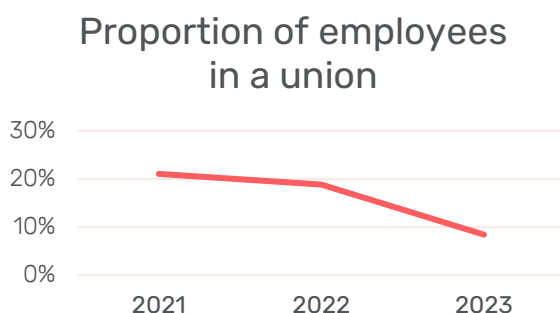
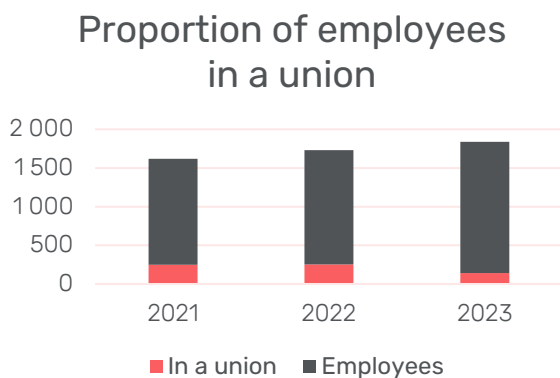
Sick leave

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

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



Unionization



* Basis taken from the number of people who pay the membership fee via salary.

Employee representatives

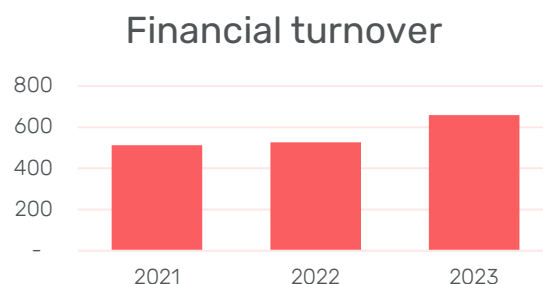
Union representatives have an important task in the company, on behalf of our employees. They actively participate in all projects that have an impact on our employees and their everyday work. Projects that have been carried out recently have been the relocation of the head office, changes in the organisation, business transfers and many other small and large processes where the involvement of employee representatives is essential. Ability is very pleased with the collaboration with union representatives and considers the position they hold to be essential for efficient operations.

Work environment committee

AMU is carried out in each region. The meetings are held in each quarter, 4 times a year. Participants in AMU are safety representatives, employee representatives, regional directors, HSE coordinators and occupational health services. The manager of AMU is every two years, with the company and with the employee. The leader has a double vote and the BHT has no voting rights in votes.

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 who form the basis for growth and profitability.





HR Director Elin Storsæt.

ABOUT US

Mission, vision and values

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

Mission

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

Human resources, culture and development are important focus areas in Ability. We set strategy and goals for the future and make sure that the employees are on the team.

Elin Storsæt, HR Director

Vision

Enthusiasm in everything!

Values

Our five fundamental values – TOYS – are reflected in all our activities. They tell us what we expect from each other and how we work and act internally and externally.

Team player (Lagspiller)

We 'play' each other well and together we create a pleasant workplace.

Enthusiasm (Entusiasme)

We stimulate initiative, participation and well-being for all employees. We are an active partner and focus on a comprehensive service solution for our customers.

Competence (Kompetanse)

We deliver quality at all levels, both internally and externally, by means of continuous competence enhancement.

Efficient (Effektiv)

We are forward-looking, have optimal logistics and communication. We have the most efficient methods and equipment possible.

Respect (Respekt)

We show respect for the people around us.



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 generations to come.

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. Internally in the organization, 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 hinder economic, democratic and social development. Ability completely distances itself from such activities.



STRATEGY

Our environmental policy

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

Through the environmental management system (ISO 14001:2015), we shall strive for a resource utilisation that provides the best possible environmental benefit within a responsible financial framework, and in accordance with the relevant legislation.

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

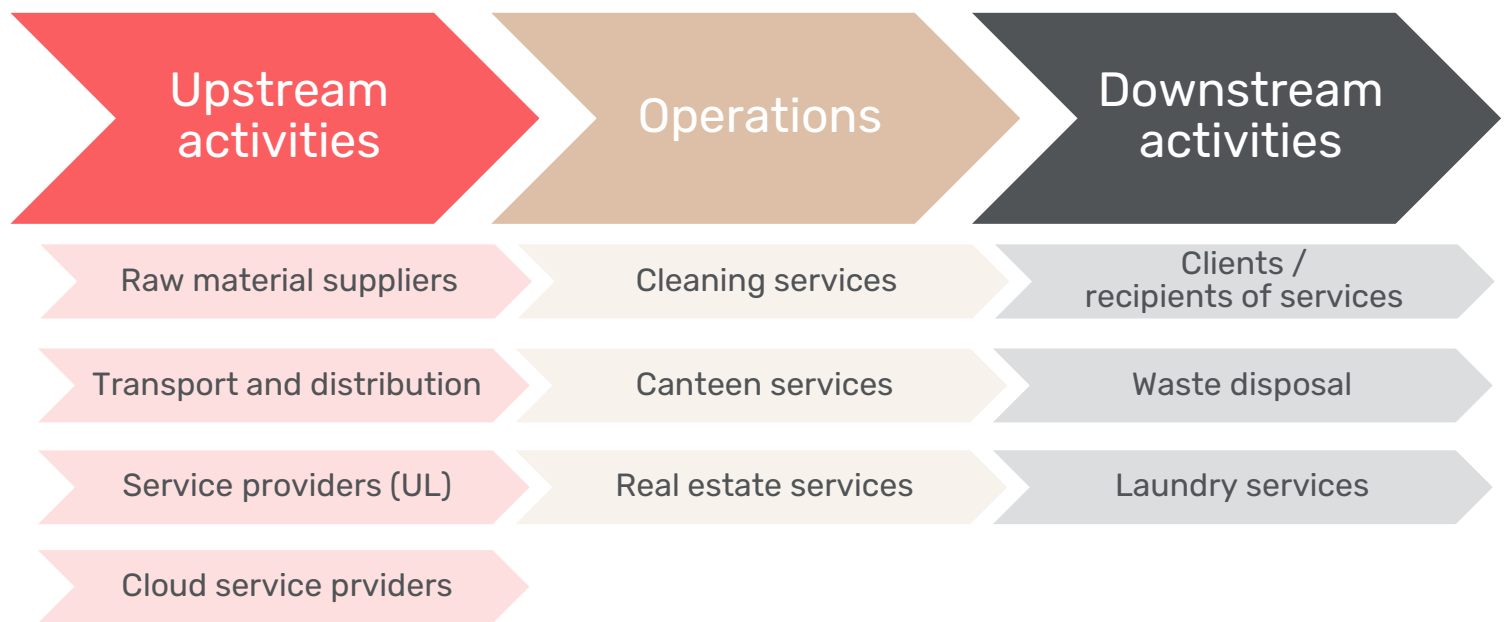
The company must at all times have defined objectives for reduced environmental impact in relation to the existing level, based on the

measures mentioned in the above point.

Ability's environmental management system, its objectives and sub-goals, must 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.



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



ANALYSIS

Our value chain

Goods and services are important for our operations. Different processes are part of the production of delivered goods or services performed.

Upstream activities

Upstream activities are everything that happens from raw material extraction for the supply of raw materials. The activities are essential to ensure that the raw materials are available in sufficient quantity and in the right quality.

Raw material suppliers

Like many other industries, it is in upstream activities that you find the biggest challenges that the company is indirectly a part of. The production and extraction of raw materials and materials used in cleaning products, data storage and food products lead to significant greenhouse gas emissions and impacts on nature. With global supply chains also come challenges with social conditions.

Transport and distribution

The transport of purchased goods entails climate challenges. The transport of goods,

whether by sea, air or road, leads to CO2 emissions. In addition, the extensive logistics operations lead to increased energy consumption and strain on infrastructure.

Service Provider (UL)

Geographically, Ability covers large parts of the country. Norway is an elongated country with far more towns than cities. In order to be able to deliver services in a larger geographical area, Ability therefore chooses to connect with sub-suppliers who perform the services to the same quality and standard as under "own management".

Cloud service provider

Digital solutions such as applications, licenses, network products depend on servers and data storage capacity from our suppliers' data centres. Data centres require large amounts of energy to both operate and cool.

Own operations

Cleaning services

Cleaning services account for approximately 57% of Ability's deliveries. Cleaning is the biggest driver in all regions. Ability's cleaning service is Nordic Ecolabelled. A Nordic Swan Ecolabelled cleaning service takes the environment into account and is sustainable – among other things because a high proportion of eco-labelled cleaning agents are used that minimise the consumption of unnecessary chemicals and meet requirements for efficient transport,

Canteen services

Ability operates approx. 70 large and small canteens across the country. Regardless of size, the slogan "sustainable lunch break full of appetite" applies. A sustainable lunch break full of appetite is about making good choices that facilitate a healthier day for ourselves and the environment we live in. It starts with choosing the right ingredients. Where possible, and when possible, short-distance and Norwegian products are chosen. This is to reduce transport emissions and to support Norwegian agriculture. Furthermore, we reduce the use of red meat and saturated fat.

Real estate services

At Ability, we provide a varied range of services related to the operation of real estate. Our goal is to exercise value-preserving measures, and cost-effective operation of property. We provide all maintenance services in building and construction; exterior cleaning, maintenance of green facilities, building and construction,

maintenance and service of waste solutions, clean-up and removal of waste.

Downstream activities

Downstream activities are follow-up of our clients, waste management and coordination of laundry services:

Clients/recipients of services (customer)

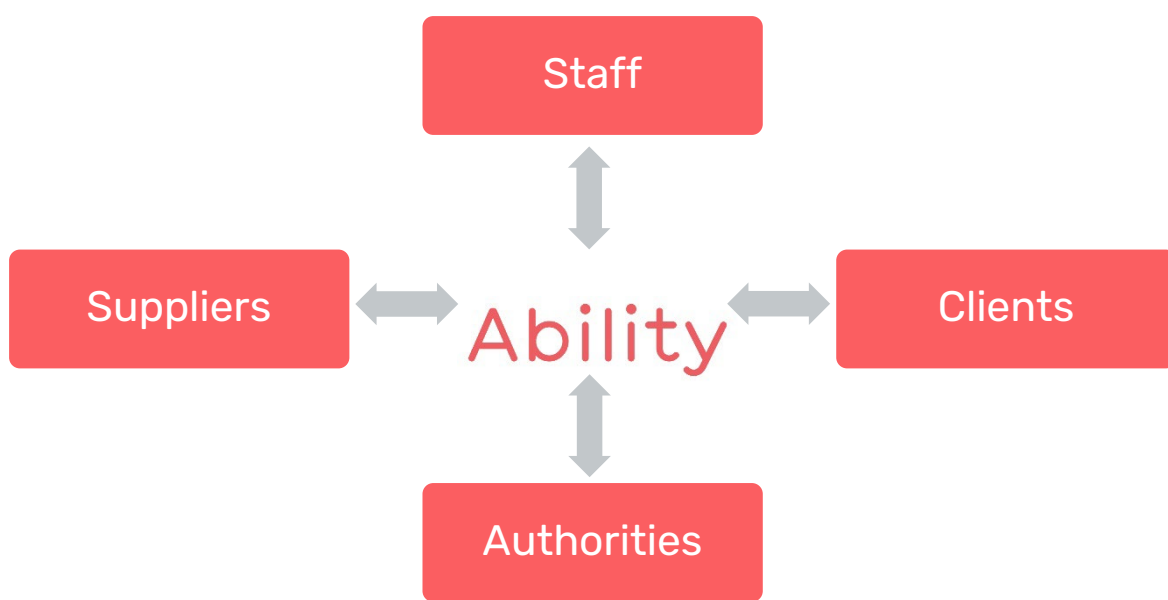
The customer is the last link in the value chain, and a downstream activity for us. In light of consumers' significant use of our services, we have a relationship with this link as part of our influence. This includes climate and environmental impact, health and well-being for our customers.

Waste disposal

Ability FM is a member of Green Dot Norway. As a member of Green Dot Norway, Ability takes environmental responsibility, and pays for used packaging to be collected and recycled. Through this system, material-recycled packaging. This saves energy, limited resources and reduces CO2 emissions. End-of-life and discarded machines (cleaning machines) are delivered for recycling.

Laundry services

Laundry services are circular economy. Cleaning of mats, mops, cloths and other textiles is done by Ability's partners. By using laundry services in the value chain, the environmental footprint is reduced.



ANALYSIS

Stakeholders

Which stakeholders influence and are affected by Ability.

Clients, authorities and individuals will influence us in different ways – and we will also influence them. Through collaboration and communication as well as our values PLAY, we get an increasingly better overview of how we can make a positive difference. The knowledge that our employees in operation acquire on a daily basis among our clients is an important factor in understanding our stakeholders, their expectations and attitudes. This insight is important when developing your own organization.

Staff

We focus on creating a safe and developing workplace, with a particular emphasis on competence development and environmentally friendly practices.

Clients

Our clients expect sustainable solutions and high quality of the services we provide, and we work closely with them to meet and exceed these expectations. Public contracting authorities place particular emphasis on reducing CO2 emissions.

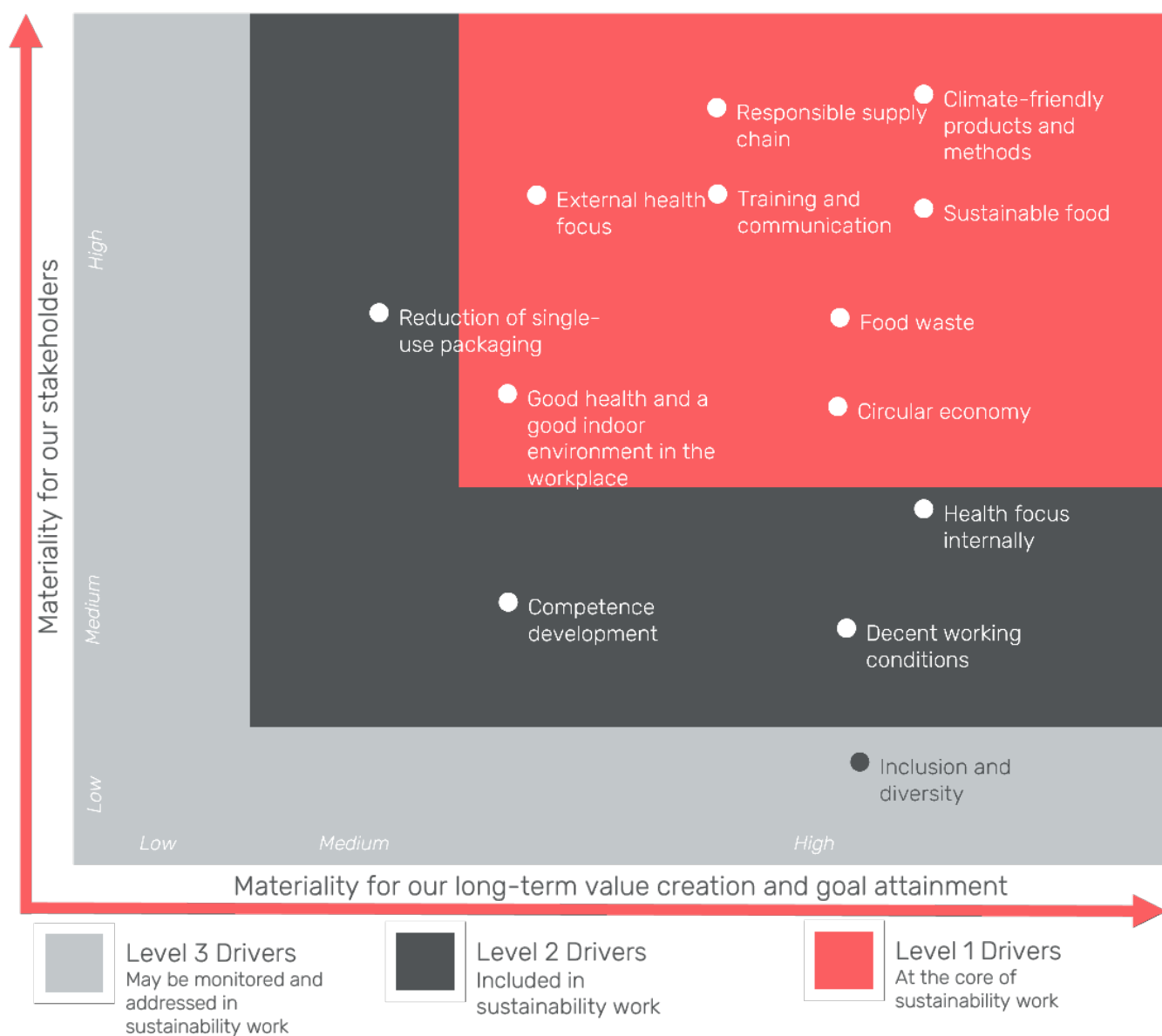
Authorities

Governments play a significant role in setting the frameworks and regulations that govern our business, and we actively work with them to ensure compliance and promote good sustainable practices. Ability is an approved cleaning company by the Norwegian Labour Inspection Authority. It is forbidden to purchase cleaning services from companies that are not approved.

Suppliers

Ability has many different suppliers, be it different suppliers of chemistry, food, technology, and other relevant input factors. Vendors. Both suppliers and Ability want long sided and transparent collaborations characterized by trust and stability. Supplier cooperation is a source of development and innovation, as well as competitive advantage.

In many cases, some of these groups will be represented by various interest groups such as trade unions, environmental and human rights organizations.



ANALYSIS

Significant topics

Through a materiality analysis, Ability has identified what we believe is most important to focus on in our sustainability work.

Background

A materiality analysis is carried out to assess what is most important to focus on in Ability's sustainability work. Here, the company's impact on the environment, people, society and economy is taken as a basis, and further what is significant for Ability's most important stakeholders. The purpose is to identify the most relevant and critically important areas the company should work on. In this way, Ability can

implement measures and prioritize these in the best possible way.

The materiality analysis

In 2021, Ability participated in several project workshops under the auspices of NHO. The purpose of the project was to develop a common methodology for work with sustainability in cleaning and canteens. The project prepared a materiality analysis, which

Ability has later adapted to even better meet our own stakeholders.

Our stakeholders are mainly employees, clients, authorities and suppliers. Please see [the separate chapter on stakeholders](#).

Significant sustainability themes

In the materiality analysis, we identified the following areas where we believe we have the greatest impact through our services and deliveries:

- Responsible supply chain
- Climate-friendly products and methods
- Sustainable food
- Training and communication
- External health focus
- Good health and a good indoor environment in the workplace
- Food waste
- Circular economy
- Reduction of single-use packaging
- Health focus internally
- Competence development
- Decent working conditions
- Inclusion and diversity

This list is a net list. Our field of expertise is constantly evolving, and we will therefore also continuously consider other additional initiatives in our daily work.

Five defined main areas

The most important sustainability topics we came up with have then been divided into five main areas. These are the ones we primarily focus on in our sustainability work:

1. Enthusiastic team players
2. Sustainable meals full of appetite
3. Modern cleaning and methods
4. Circularity & environmental concerns
5. Efficient buildings and management

In the next chapters, we'll delve into our sustainability journey and present each of our five key areas.



OUR GOALS

The sustainability journey

Ability's goal is to be a pioneer for sustainable development in facility services. The products in our deliveries must be produced in a way that takes care of people, animals and the environment.

For us, sustainability is about creating positive value for people, the environment and our business. With a broad customer portfolio and significant impact in the industry, we have a great responsibility. Structured work on sustainability helps to reduce risk and create profitability. Therefore, we have now started a sustainability journey for the coming years.

We have mapped emissions based on financial figures and aim to reduce absolute emissions by 4% annually towards 2030 (subject to changes as we receive experience data), measured against baseline 2021.

The sustainability journey is systematic and targeted work within our prioritised sustainability areas, to meet our own and our customers' expectations for development and results.

Our main areas

We have identified five main areas that we believe we have the greatest impact on through our services and deliveries.

1. Enthusiastic team players
2. Sustainable meals full of appetite
3. Modern cleaning and methods
4. Circularity & environmental concerns
5. Efficient buildings and management

Ability is a medium-sized player with a big vision. In our concepts and everything we do; we aim to safeguard our commitments for future generations. KuttMatsvinn waste is part of our processes to share best practices on food waste prevention and treatment.

We will be a pioneer in sustainable development in the operation of staff restaurants and we are confident that the products we offer have the right quality that

is produced in a way that safeguards people, animals and the environment. All our business is done in a responsible manner, and we therefore work together with carefully selected partners to achieve this goal.

Ability will take its share of the responsibility and works according to the UN's sustainability 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's Sustainable Development Goals consist of 17 goals and 169 sub-goals. The

goals are intended to 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 meeting several of the UN's sustainability goals. Through the choice of main areas, Ability will highlight the sustainability goals we think we have the greatest impact on through our work;

- 3. Good health and quality of life
- 4. Good education
- 8. Decent work and economic growth
- 10. Less inequality
- 11. Sustainable cities and communities
- 12. Responsible consumption and production
- 13. Stopping climate change





OUR GOALS

Enthusiastic team players

The goal of enthusiastic team players is central to ensuring decent working conditions, good employee ship, a positive working environment, HSEQ, inclusion and continuous competence development.

UN Sustainable Development Goals

The goal supports several of the UN's Sustainable Development Goals, including:

4 – Quality education

Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all.



Sub-goal 4.3 is about ensuring equal access for women and men to quality technical and vocational training and higher education,

including university education, at an affordable price.

Target 4.4 is intended to achieve a significant increase in the number of young people and adults who have skills, including in technical and vocational subjects, that are relevant for employment, decent work and entrepreneurship.

Target 4.5 aims to eliminate gender differences in education and training and ensure equal access to all levels of education and training for vulnerable groups, including persons with disabilities, indigenous peoples and children in vulnerable situations.

8- Decent work and economic growth

Well-being at work is good business. Through committed and motivated employees who are passionate about their tasks, have decent salaries 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 is paid and uses "Fair Trade" products where possible.



Target 8.5 is about achieving full and productive employment and decent work for all women and men, including young people and people with disabilities, and achieving equal pay for equal work.

Target 8.8 shall protect workers' rights and promote a safe and secure environment for all workers, including labour immigrants and especially female immigrants, and workers in precarious employment.

10- Less inequality

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



Target 10.2 shall, by 2030, ensure the empowerment and promote social, economic and political inclusion of all, regardless of age, gender, disability, race, ethnicity, national origin, religion, or economic or other status.

Current situation

There is a high workload as we also have to compete on price. The cleaning industry is an important portal and integration channel to both working life and Norwegian society, because there are no special requirements for formal qualifications.

Facilities

Competence development and training will become more important in order to compete on more than just price. The market is also demanding more formalized skills and trade certificates. Increased interaction among cleaners in the workplace can also promote learning and development. Increased skills and trade certificates not only contribute to a more qualified workforce, but also increase pride in the profession.

Sustainability training also represents an important opportunity for employees. By educating chefs and other personnel in sustainable food production, we can ensure an understanding of the sustainable measures being implemented. Training aimed at guests, customers and various stakeholders can also increase awareness.

Competence in leadership is crucial, where the entire organization is involved and managers communicate the measures of the greater benefit for the company, the employees and society in general.

Our measures

HSE and quality are important to us

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 have a safe environment for our customers.

HSE Policy

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

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

We believe that undesirable incidents can be avoided, and we therefore work continuously to ensure the working environment. We will endeavour to comply with all applicable laws, regulations, and our own additional requirements. We will constantly work to facilitate the conditions so that the work can be carried out in a safe manner. 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 undesirable incidents occurring. To support this work, employees are encouraged to report incidents so that we can determine the cause and take action 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 sickness absence, occupational accidents and emissions have been decided.

A close collaboration with the occupational health service and other relevant partners has been established and development plans have been prepared.

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

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

International Labour Organization

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

Decent working life

In Ability, all employees are free to organize themselves within their trade union. Ability has a collective agreement with [the Norwegian Labour Union](#) (NAF) and Negotia and we are a member of NHO Service and Trade.

Diversity and competence development

Ability is concerned with diversity and has people from 75 different nationalities working every day. We offer our employees Norwegian courses, and our module-based training available to our employees leads to a theoretical vocational test.

Rings in the water

Ability has signed an agreement that will help us recruit through Ringer i Vannet to all our departments in Norway. This is a step on the way for us to work to achieve our goals with the inclusion work in the group.

Ringer i Vannet maps the companies' needs and finds the right person for jobs. People who have fallen outside the labour market thus have an opportunity to get out and into paid work.

Competence development

We are concerned with competence development and encourage our employees to increase their competence and have pride in their own profession.

We note that more and more of our customers also want cleaning operators with greater professional formal expertise.

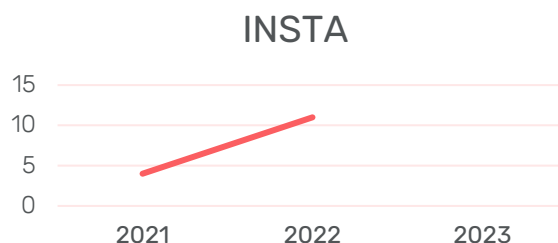
Certificate

All our employees are encouraged to take a trade certificate and have this covered for as long as they are employed by the company. This applies to both a certificate as a cleaning operator and in the food industry.



NS-INSTA-800 Level 4

We encourage our cleaners to constantly develop. Several of our cleaners therefore participate in two-day intensive courses with subsequent exams in NS-INSTA 800 level 4.



Norwegian courses

All employees who wish to participate in Norwegian courses will have this covered. We use Folkeuniversitetet as a supplier.



Ability Academy

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

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

We continuously develop and make available courses and trainings in Ability Academy.

Bjarte Karlsen, CTO

Infection control course

Ability conducts regular physical infection control courses for its own employees. This enables them to carry out correct and

correct infection control cleaning at our customers' premises.



UN Global Compact

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 behave 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.

How we work with the working environment

Throughout 2023, Ability has worked purposefully with several measures that benefit the working environment. There has been a particular focus on increasing the number of safety delegates and union representatives. These positions are important in connection with tripartite

cooperation, employee participation and employee involvement.

Each region of Ability has social gatherings. These gatherings have both academic and social content. In Ability, these gatherings are important as they build team spirit in an everyday life that for many can be experienced as lonely.

Through employee appraisals, Ability follows up on the individual employee. The purpose is to best facilitate the working day for the individual and get to know the individual.

Intranet: Ability Central

To ensure employee involvement and belonging, an intranet was launched in the autumn of 2022; Ability Central - a common information portal for all employees with important and useful information and news about both the company and colleagues. The intranet functions as a reference work, is culture-building and streamlines the work in everyday life. Service employees get a guest login with their own email and password.

Access control is taken care of, and you get differentiated information according to which grouping you belong to. In this way, the intranet will be perceived as relevant to the users.

Further information:

- [Agreement Ability and Ringer i Vannet](#)
- [Ability Central](#) (requires login)
- [Norwegian Labour Union](#) (NAF)
- [Ability Academy](#) (requires login)



OUR GOALS

Modern cleaning and methods

In our commitment to sustainable development, we have defined the goal of modern cleaning and methods as a key component.

UN Sustainable Development Goals

This goal is anchored in several of the UN's Sustainable Development Goals, including:

3- Good health and quality of life

Ensure good health and promote quality of life for everyone, regardless of age.

Sub-goal 3.4 is about reducing premature mortality caused by non-communicable diseases through prevention and treatment and promoting mental health and quality of life.



Target 3.9 is about reducing the number of deaths and illnesses caused by hazardous chemicals and polluted air, water and soil.

12- Responsible consumption and production

Through sustainable operations at all stages, we emphasize finding the best solutions to ensure sustainable consumption and production patterns in our business. We do this through reduction of food waste, waste management, conscious choice of environmentally friendly packaging, working methods and more.



Current situation

We have already implemented several measures to reduce the environmental impact of our cleaning services. Our methods include minimal use of chemicals, and we use dry and modern technologies such as microfiber, steam and ionized water. These methods help to reduce the use of chemicals and at the same time achieve high cleaning quality. We have also introduced labelling schemes to promote the use of sustainable products, creating increased awareness among our employees and customers.

Furthermore, we work smarter by optimising working methods, improving ergonomics and adjusting the cleaning frequency based on real needs. This includes assessing whether daily cleaning is always necessary, which can lead to both resource savings and better working conditions for our cleaners.

Facilities

We see several future opportunities to improve our sustainable cleaning. One of the most promising is to set industry standards for what is considered clean, such as INSTA 800. This will contribute to a greater understanding of performance among our cleaners and ensure a consistent quality across our services.

Good and correct cleaning also has a significant impact on the lifespan of fixtures and surfaces, while also contributing to a healthy and good indoor climate. This underpins our vision of delivering services that are not only environmentally friendly, but also provide long-term benefits for our customers.

Furthermore, we want to utilize technological solutions to optimize cleaning frequencies and schedules. Through innovative tools, we

can adapt our services to actual needs, which both saves resources and improves efficiency.

To measure and improve our efforts in this area, we will establish simple and common measurement parameters for the use of chemicals, plastics and fossil fuels. This will give us better insights and management tools to continuously improve our sustainability efforts.

Our measures

1. Mops and cleaning supplies
2. Green Dot Norway
3. Good and correct cleaning
4. Chemistry
5. The Nordic Swan Ecolabel
6. Viima

Mops and cleaning supplies

The cleaning equipment is largely influenced by the customer base you have, 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 plastic. Where the customer has recycling stations, this is a contributor to the reduction of soft plastic.

At 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 plastic consumption, and as they are both thinner and easier to transport, CO2 emissions are also reduced.

Green Dot Norway

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

Good and correct cleaning

The basis for good and correct cleaning lies in the choice of the right methods, the right products and systematic implementation. 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 service employees and the environment around us.

Ability uses Viima microcloths and mops and has chosen to mainly use dry methods for daily cleaning. Dry methods provide less strain for our cleaners, minimize material damage, provide better cleaning effect, and are environmentally friendly. Cleaning chemistry is only used when needed, for example for stain removal.

Chemistry

Ability's goal is to consume chemistry where at least 85% of the chemistry in the cleaning delivery is eco-labelled. To achieve this goal, the company is working on standardizing product ranges. We also have a close collaboration with Nilfisk on the delivery of modern scrubber dryers and eco-flex systems where the focus is on reducing the consumption of both chemistry and water in the cleaning process.

The Nordic Swan Ecolabel

Since March 2016, Ability has delivered the Nordic Swan Ecolabelled Cleaning. We have an annual review of the products we use to ensure the most environmentally friendly operation possible.

Ability only uses environmentally friendly chemistry. All packaging, spray cans, splash bottles and soaked bottles are marked with Norwegian instructions for use, warning text and label symbol, as well as the degree of dilution. In addition, each chemical product is marked with its own QR code that is linked to EcoOnline's safety sheet.

The Nordic Swan Ecolabel's environmental requirements for cleaning services

Swan-labelled cleaning services are best in class when it comes to 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 agency, including:

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



The licence was renewed in November 2022.

Viima - intelligent cleaning

In Norway, we were the first supplier of Viima mops and cloths made of Japanese composite fibre. The products save the environment and clean without chemicals by disinfecting surfaces through mechanical removal of bacteria and viruses. Viima has also been awarded the EU Environmental Award for its cleaning technology.

Ability offers cleaning with Viima to customers who want this instead of today's traditional cleaning method with microfiber.

Viima mop and cloth do not consist of microfiber, but of composite fibre. These ultra-thin fibres attract the dust particles with static electricity by dry method and have an efficient absorption capacity with capillary forces by wet/humidified method.

Reducing the amount of dust in indoor air and reducing the use of chemicals provides a significant improvement in the indoor climate.

Today's traditional cleaning methods with microfibre work via a chemical coupling, while Viima's innovation is based on a mechanical coupling. This means that, in addition to the use of composite fibres, it is possible to ensure even less use of cleaning agents in cleaning as well as emissions to the local environment, while at the same time making surfaces cleaner than with today's traditional cleaning methods.

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

Erik Rødder, Sales and Marketing Director

Viima's cloths 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 fibre (Viima)	Humid	90 %
Composite fibre (Viima)	Dry	68 %

Composite fibres remove bacteria

Viima's tests show that their composite fibre mops are much more effective at removing dust and dirt, both by dry and damp methods, than microfiber mops. In addition, cleaning with the Viima mop is 41% more effective by dry method than traditional microfiber mop in its optimal working area as humidified. Cleaning with Viima mop in a humidified state is 85% more effective than microfiber in a humidified state. The Viima mop reduces the number of infectious staphylococci from about two billion to zero without the use of chemicals. This means that there can be no intersecting 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 Norwegian Directorate of Health, the same regulations will also be introduced in Norway within a few years. Tests of three different types of cloths currently used for cleaning show that there is 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 the composite fibre cloths from Viima setting a new standard in the industry by disinfecting all surfaces, without the use of chemicals.

Better working environment

Our experience is that the use of Viima technology provides a better working and indoor environment and also ensures a lower level of sick leave, not only for our own employees. The reduction of the use of chemicals also prevents skin irritations and possible allergic reactions in other ways via chemicals. We also see that the mop has far less friction, which means a lower workload on the arms and shoulders of our employees. Since both the mop handle 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 lifts and less inconvenience of bending over to change the mop or twist the cloth. Measurements and customer analyses (Viima) show up to 35% reduced workload when using the Viima mop compared to previous mops and methods.

Further information:

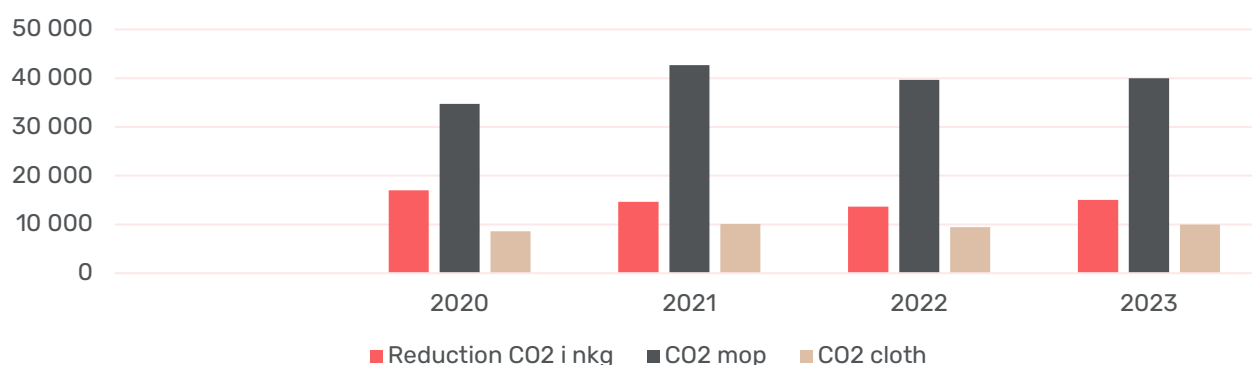
- [The certificate for the Nordic Swan Ecolabelled Renhold Ability FM Vest AS \(pdf\)](#)
- [The certificate for the Nordic Swan Ecolabelled Renhold Ability FM Øst AS \(pdf\)](#)
- [Nordic Swan Ecolabelled Cleaning \(external page\)](#)
- [More about Viima](#)

Viima Cleaning System

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

Calculations	2021		2022		2023	
CO2 Viima	42 668	10 125	39 681	9 416		
CO2 common	61 304	12 294	57 013	11 433		
Reduction CO2 (kg)	14 665		13 638			

Viima - CO2 emissions and reductions





OUR GOALS

Sustainable meals full of appetite

The goal is to emphasize finding the best solutions to ensure sustainable consumption and production patterns throughout our canteen and catering operations.

UN Sustainable Development Goals

3- Good health and quality of life

Sub-goal 3.4 is about reducing premature mortality caused by non-communicable diseases through prevention and treatment and promoting mental health and quality of life.

Target 3.9 is about reducing the number of deaths and illnesses caused by hazardous chemicals and polluted air, water and soil.



12- Responsible consumption and production

Through sustainable operations at all stages, we emphasize finding the best solutions to ensure sustainable consumption and production patterns in our operations. We do this through reduction of food waste, waste management, conscious choice of environmentally friendly packaging, working methods and more.

Target 12.3 is about halving food waste per capita worldwide, both in retail and among consumers, and reducing waste in the production and supply chain, including post-harvest waste.



Current situation

Canteen and serving affect food waste in the user's own production, supply chain and via the user's eating habits. There is also still uncertainty related to the definition of what sustainable food is, although there is a greater focus on this in the industry (both among customers and canteen suppliers) on sustainable food production and consumption. The consumption of sugar, salt, saturated fat and red meat is also above the recommendations in the dietary guidelines. The canteens have an opportunity to influence guests to also make good choices at home by delivering good sustainable dining experiences.

Facilities

We have great opportunities to influence in a positive way, for example by becoming better at using the same ingredients in several servings. This can help streamline logistics, reduce food waste and emissions in the value chain.

We have a great opportunity to influence through conscious choices of menus and the location in the canteen (e.g. reduction of meat, more vegetarian options and local food). We can also influence and collaborate with wholesalers and direct distributors to shift purchasing in a more sustainable direction and contribute to better health by serving more plant-based food and fish, and reducing sugar, salt and saturated fat. in the canteens.

Through our canteen operations, we can facilitate for our guests to have healthier options to choose from.

Andreas Lokøy, tender and concept manager for canteens

We work systematically to reduce food waste, improve waste management, choose even more environmentally friendly packaging, and implement more efficient working methods. We have set four key areas where we focus our environmental efforts:

1. The letter of intent
2. KuttMatsvinn (Cut food waste)
3. Food safety and health focus
4. Vendors

Our measures

The letter of intent

The Memorandum of Understanding, or Affiliation Agreement on Facilitation for a Healthier Diet, is an initiative to achieve the Directorate of Health's recommendations.

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 fruit and berries, vegetables, coarse grain products, fish and seafood in the population.

Why join?

We at Ability want to make it visible, both to clients and canteen guests, that we take healthy eating seriously, and we do so when we now commit to this letter of intent. Every day, we serve breakfast, lunch, meeting food and overtime food to thousands of guests.

We at Ability are investing heavily in the canteen segment and want to compete with the really big ones. With this letter of intent, we clearly show in which direction we want to go.

We want to make it easier for everyone to have a balanced and varied diet, made with healthy and short-distance foods.

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

KuttMatsvinn (cut food waste)

One of the biggest environmental challenges in the food industry is food waste. According to Matvett (ref. Mapping report for the food industry (2021), Matvett), 75 kilos of food were thrown away per capita in 2020. This corresponds to 1.1 million kilograms of edible food daily. Food waste in the entire food industry was 180,000 tonnes. This corresponds to 33 kilos per capita and an annual financial loss of more than seven billion kroner.

We have signed the Declaration of Commitment to the Reduction of Food Waste and the Cooperation Agreement to combat this. Our continuous initiatives include menu planning, listening to guests' wishes, recording and measuring food waste, and training employees through internal competitions and theme days such as "Food Rescuer". We encourage you to see, smell and taste the food before it is thrown away, and we arrange fixed leftover days to reduce waste.



Food safety and health focus

We work systematically with food safety and correct handling of food to ensure that our customers receive safe and healthy meals. This also includes the proper training of our staff. We have procedures in place for storing, preparing and serving food, including the use of temperature-controlled environments to prevent deterioration and contamination. Through these measures, we ensure that the food we serve is not only nutritious, but also safe for our customers.

The consumption of sugar, salt, saturated fat and red meat is still above recommendations. Good dining experiences in the canteen can influence employees to make good choices at home as well. We can contribute to better health by serving more plant-based diets and fish, and by working with customers and other stakeholders to promote healthy eating habits.

We also want to show that a meat-free lunch can be just as good as one with meat, and at the same time better for the environment. By reducing our intake of red meat, especially beef, we contribute to a healthier diet and reduce our climate footprint. This is in line with recommendations from the World Health Organization, the UN Climate Panel, and the Directorate of Health's dietary advice.

Further information:

- [NHO – About the letter of intent](#)
- [Endorsement agreement on facilitation for healthier diets](#)
- [Declaration of approval on the reduction of food waste](#)
- [Cut Food Waste – Cooperation Agreement](#)
- [The canteen concept Ability Food](#)



OUR GOALS

Circularity & environmental concerns

Through targeted initiatives, we work to minimize our environmental impact and promote a circular economy.

UN Sustainable Development Goals

11 – Sustainable cities and communities

Through sustainable operations at all stages, we focus on finding the best solutions to ensure that we contribute to making cities and communities inclusive, safe, resilient and sustainable.



Target 11.6 is about reducing the negative impact of cities and local communities on the environment (measured per capita), with particular emphasis on air quality and waste management in the public or private sector.

12- Responsible consumption and production

Through sustainable operations at all stages, we emphasize finding the best solutions to ensure sustainable consumption and production patterns in our operations.



Target 12.4 shall achieve a more environmentally friendly management of chemicals and all forms of waste throughout their life cycle, in accordance with internationally agreed frameworks, and significantly reduce emissions of chemicals and waste to air, water and soil in order to minimise their harmful effects on public health and the environment.

And sub-goal 12.5 is about significantly reducing the amount of waste through prevention, reduction, material recycling and reuse.

Current situation

Ability FM is certified according to the ISO 14001:2015 standard for environmental management. Environmental management is an integral part of our quality management system and encompasses all our regions, business areas and activities. The ISO standard confirms that we as a company have an environmental focus that permeates our entire quality system. Ability's environmental work has a goal of continuous improvement.

Facilities

Ability sees great opportunities to influence in a positive way, for example by requesting circular products from our suppliers. For example, we emphasize that various cleaning machines are designed in such a way that it safeguards the entire life cycle, including that the various parts and components are re-included in the cycle.

Our measures

We seek to integrate sustainable practices into all aspects of our business. We have identified seven key areas where we focus our environmental efforts:

1. Responsible supply chain
2. Transport
3. Reduction of packaging and plastics
4. Waste and source sorting
5. Cleaning supplies
6. Office Supplies
7. Cloths and mops

Responsible supply chain

In accordance with the Transparency Act, we have carried out our due diligence assessments and [the report is published on our website](#).

NHO Reiseliv Procurement Chain

As a member of NHO Reiseliv Procurement Chain, we have security and support with supplier follow-up that NHO performs.

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

Goods and services supplied to our customers must be produced under conditions that are compatible with the requirements described in the procurement 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 place of production.

The Ability Group is a member of the NHO Reiseliv Procurement



Chain, which conducts the work with supplier follow-up towards a goal of a more sustainable Norwegian business sector.

Working together to achieve the goals

In order to achieve more sustainable procurement, NHO and Ability set clear requirements for ourselves and for our partners. All suppliers and contractual

partners in the Procurement Chain must respect fundamental requirements for human rights, labour rights and the environment. In this way, we can feel confident in the products we buy. Goods that are procured must be produced under conditions that are compatible with the requirements described in the procurement 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 place of production. NHO maps all existing partners and keeps us updated on industries or products that are believed to involve risk. New suppliers must document and achieve a certain level in their self-reporting before they become suppliers in the chain.

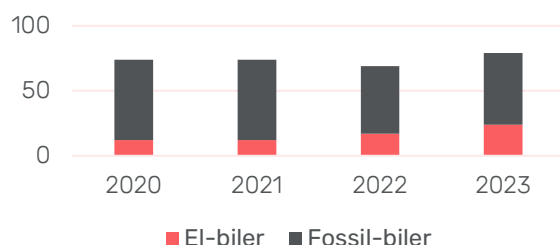
Transport

In Ability, we use Teams as a meeting channel to the extent possible. With this, we hope to be able to reduce the need for travel.

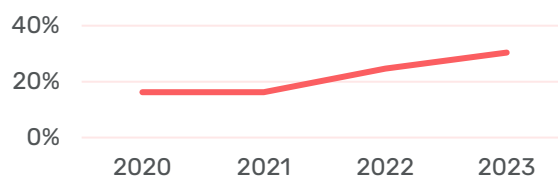
Electrification of the car fleet

As part of our focus on sustainability, the cars in our fleet are continuously replaced with electric cars. Ability currently has 24 emission-free cars out of a total of 79 cars. The share of electric cars has increased from 25% to just over 30% during 2023.

Electric vs. fossil cars

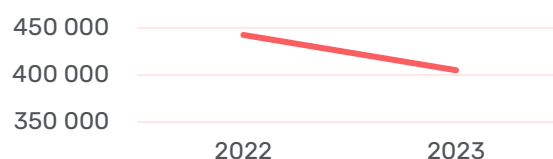


Proportion electric cars



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

CO2 emission vehicles

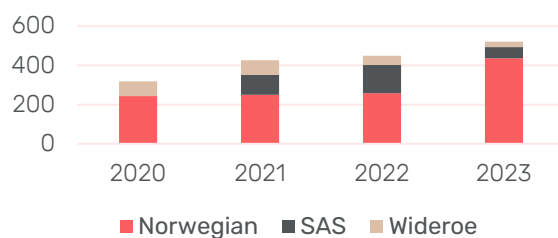


Flights

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 the start-up of large projects, we are dependent on local presence. Therefore, unfortunately, the number of flights has increased quite a bit in 2023. However, we expect a decline in the number of flights in 2024 when several of our major new contracts are in regular operation.

	2020	2021	2022	2023
English	243	250	259	437
Widerøe	75	75	48	27
SAS	-	102	143	57
Total	318	427	450	521

Flights



Waste and source sorting

Sorting of waste is largely influenced by the customer base you have, 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 plastic. Where the customer has recycling stations, this is a contributor to the reduction of waste and an increased degree of source sorting.



Reduction of packaging and plastics

We work purposefully to reduce plastic consumption and increase the recycling of plastic. We have implemented strict sourcing guidelines, prioritizing eco-friendly options and products with minimal plastic packaging. In our canteens, we have replaced single-use plastic with reusable or biodegradable alternatives. For cleaning and janitorial services, we use equipment and materials made from recycled and sustainable materials. Furthermore, we have set up effective recycling systems at all our workplaces and provide training for employees to ensure that plastics are sorted and recycled correctly. This holistic focus on plastic reduction and recycling helps us contribute to a more sustainable future.

At 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, as part of moving away from the use of virgin plastic. 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. Thinner bags mean less plastic consumption, and as they are both thinner and easier to transport, CO2 emissions are also reduced.



Cleaning supplies

Ability uses eco-labelled paper and soap where delivery allows. The focus is that 100% of the soap and paper delivered to our customers should be eco-labelled.

Office Supplies

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



Cloths and mops

We work purposefully to reduce the environmental impact of the use of cloths and mops. We have implemented a system for reuse and recycling, where we use cloths and mops made from environmentally friendly and recyclable materials. We also choose laundries with energy-efficient machines and environmentally friendly detergents in mind to minimize water and energy consumption.

Internal training programs for our employees are designed to promote effective cleaning techniques that reduce the need for frequent replacement of cloths and mops.

Through these measures, we reduce both the amount of waste and the overall environmental impact of our cleaning operations.



Small sensors collect data.

OUR GOALS

Efficient buildings and management

Sustainability is a driver of innovation. Services based on data analysis and actual needs reduce the environmental burden and operating expenses.

UN Sustainable Development Goals

11 – Sustainable cities and communities

Through sustainable operations at all stages, we focus on finding the best solutions to ensure that we contribute to making cities and communities inclusive, safe, resilient and sustainable.



Target 11.6 is about reducing the negative impact of cities and local communities on the environment (measured per capita), with particular emphasis on air quality and waste management in the public or private sector.

12- Responsible consumption and production

Through sustainable operations at all stages, we emphasize finding the best solutions to ensure sustainable consumption and production patterns in our operations.



Target 12.4 shall achieve a more environmentally friendly management of chemicals and all forms of waste throughout their life cycle, in accordance with internationally agreed frameworks, and significantly reduce emissions of chemicals and waste to air, water and soil in order to minimise their harmful effects on public health and the environment.

And sub-goal 12.5 is about significantly reducing the amount of waste through prevention, reduction, material recycling and reuse.

Current situation

Digitalization is in full swing in our industry. Through sensor technology, we simplify and streamline the everyday life of our customers. We measure and adapt our services after thorough analysis of the data collected.

Be it the use of meeting rooms, notification of full waste bins, temperature in refrigerators or air quality, to name a few.

Facilities

There are great opportunities for both time and environmental savings by using technology. Our enthusiastic IT department has identified the following key areas where we focus our environmental efforts:

1. Data-driven
2. System integration
3. Sensors and demand-driven cleaning
4. Robotics

Data-driven

Ability will deliver relevant services to our customers today and in the future. Innovation is a prerequisite for us to develop as a company. When the environment changes with new demands on services, we must also change. You and your business will

always benefit from our professional curiosity and ability to renew, innovate and restructure.

Our digital solutions are constantly being renewed in collaboration 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

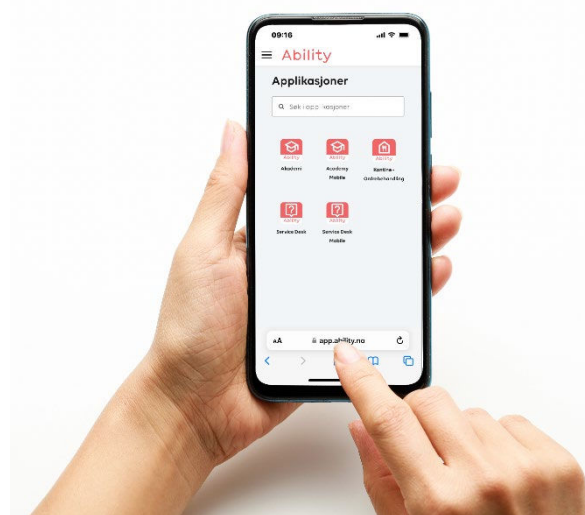
Our goal is a fully digital delivery of services.

Bjarte Karlsen, CTO

common system for facility management.

In-house developed 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 system for facility management.



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.

System integration

On larger projects, we can through system integrations give everyone a full overview in real time and predict the need for cleaning in the coming period. In this way, operations are streamlined and adapted to the real need at any given time.

Good experiences with hotel systems

We have good experience in setting up integration between our systems and, for example, a hotel system, so that everyone gets a full overview in real time. Rosters can be drawn up according to room occupancy and the distribution of cleaning types; whether the guests are staying several nights or if there is departure cleaning. The house economist can assign tasks to the service employees. The tasks show both the room number and the types of services to be performed; Departure cleaning or 'overnight-stay' cleaning.



When a room is prepared, this, and any additional services, are entered into the system. In real time. This means that the hotel reception at all times has an overview of which rooms have been cleaned and available for check-in.

Detailed overviews

In the same system, the service employees register if extra services are carried out such as extra cleaning, refilling the minibar, extra bed linen, towel or the like.

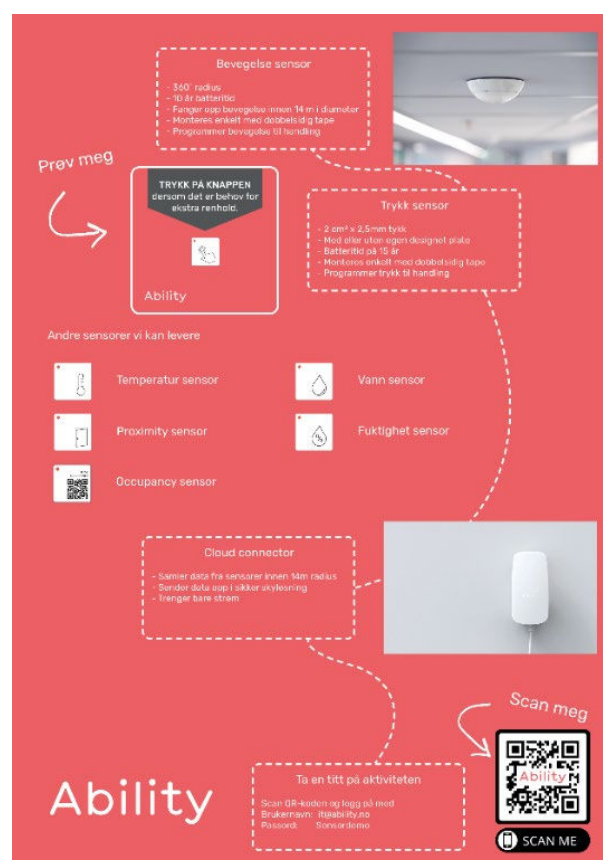
Historical data and future prospects

All this data is available digitally, and you can retrieve both historical data and future prospects such as room occupancy in the future and expected staffing needs. Reports can be set up as needed and you can choose overall total reports or break it down completely to a specific room or cleaning type.

Sensors and demand-driven cleaning

The use of sensors and analysis of data reduces 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 requirements and provides a computerized picture of the need for cleaning. Sensor-controlled cleaning reduces the use of water, chemistry, is cost-effective, timesaving, 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.

Robotics

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

Whiz Vacuum Cleaner

Whiz is operated by and works in collaboration with the cleaners. It is instructed and can tick up to 600 cleaning routes and vacuums 1500m² of carpet on one charge. This means that cleaners can spend their time on more demanding cleaning work.

Fast and efficient

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

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

STRATEGY

UN Global Compact

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 behave 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.

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 destroy markets and hinder the economy, and social and democratic

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

Frode Standahl, CEO

development. Ability does not tolerate such activities.

Ability is one of Norway's largest privately owned service companies and delivers a wide range of services and service solutions in cleaning, canteen operations and property service. In our industry, people are central, and we depend on our approximately 1300 employees to play as a team 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 shall support and respect the protection of internationally recognised human rights, and

Principle 2: ensure that they do not contribute to human rights violations.

Ability has defined ethical guidelines and work regulations that all employees are informed of, and must sign, upon employment. These, together with our values, form TOYS; (Team Player, Enthusiasm, Competent, Efficient and Respect) basis for the type of culture we want to have in the company.

Through ISO certification in accordance with standards 9001:2015 and 45001:2018, checks are carried out on internal routines for personnel management and security. In

addition to a focus on streamlining processes, these controls also aim to ensure equal treatment across projects and departments. To help managers and middle managers in following up employees, the HR department has designed a framework tool that all managers must follow. The framework tool consists of, among other things, standardised contracts, training plans, follow-up plans and more.

Work

Principle 3: Companies shall uphold the freedom of association and ensure that the right of employees to bargain collectively is recognised in practice, and

Principle 4: abolish all forms of forced labour,

Principle 5: ensure the effective abolition of child labour, and

Principle 6: ensure that discrimination in working life is abolished.

Ability is bound by the collective agreement – the Cleaning Agreement – and the Basic Agreement between NHO and LO. All employees in Ability are free to organize themselves and there is a union representative system in the organization. Through the "Regulations on official approval of cleaning enterprises and on the purchase of cleaning services", from 8 May 2012, the intention is 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 in our industry.

Ability does not use child labour in its work and is concerned that 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, colour, 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 shall 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 technology.

Since March 2016, Ability has provided Nordic Ecolabelled cleaning services. By being awarded the Nordic Swan 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 goals and aim to reduce the negative environmental impacts that the company has identified.

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

Anti-corruption

Principle 10: *Businesses should fight all forms of corruption, including extortion and bribery.*

In its Code of Ethics, Ability has specified a philosophy of business ethics. This states that "Corruption, bribery and anti-competitive activities destroy markets and hinder economic, social and democratic development. Ability does not tolerate such activities."

With this, Ability confirms that we as a company are committed to operating according to laws and regulations regarding the rights and obligations of employees. We also have a requirement against our suppliers and subcontractors that they must also comply with the regulations in force at any given time.

The 8 basic ILO conventions

Ability follows the International Labour Organization's (ILO) call on companies, governments and social partners to work for good working conditions and social dialogue in the workplace. This call is written in what are 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 relationship between the different food groups, our food offering 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 labelled with origin and any allergens in addition to any price.

We are concerned that users 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. As we want to produce the 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 in the pleasures of the table, 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 good taste experiences made with love and respect for the ingredients.



**United Nations
Global Compact**

The United Nations Global Compact is a UN initiative for sustainable business and the world's largest corporate initiative for sustainability.

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

STRATEGY

Climate accounts 2023

Ability has entered into an agreement with Energi.ai on climate accounting and has uploaded accounting figures for 2021, 2022 and 2023.

How we work with sustainability

Ability has set up an interdisciplinary sustainability group that collaborates internally to increase understanding of and share knowledge about our impact on the environment and sustainability.

The group has representatives from the departments of Purchasing, Tenders, Marketing, HR and Finance.

In 2023, 2 meetings were held with a focus on the determination of our sustainability goals. These were then taken up by the corporate management and decided. The sustainability group has then obtained information and compiled this in this sustainability report.

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

Energi.ai

Energi.ai delivers climate accounts in line with the GHG Protocol.

Our climate accounts cover large parts of the basis for both subsidiaries and parent companies within Scope 1, Scope 2 and Scope 3.

In the future, Ability will go into more detail in Scope 1, 2 and 3 to find potential climate savings and reductions, as well as replace financial figures with real values.

Consolidation report

2023

Total emission in portfolio

4 507 104

Kg CO2e

* Alle tall er i Kg CO2e

Org nr
889724412

Aggregated level
All companies

Number of companies
4

Scope 1

- 0 Stationary combustion
- 0 Fugitive Emissions
- 405 061** Mobile combustion

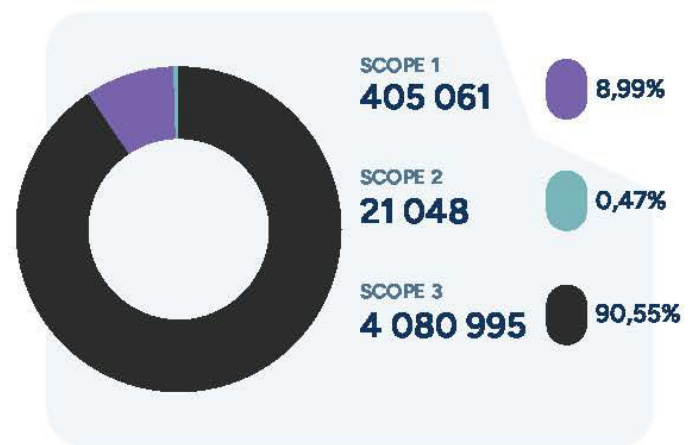
Scope 2

- 21 048** Emissions from purchased energy

Scope 3

- 2 230 493** Purchased goods and services
- 417 640** Capital goods
 - 0 Fuel and energy-related activities
- 158 504** Upstream transportation and distribution
- 46 950** Waste generated in operations
- 191 650** Business travel
 - 0 Employee commuting
- 1 035 652** Upstream leased assets
- 107** Downstream transportation and distribution
 - 0 Processing of sold products
 - 0 Use of sold products
 - 0 End of life treatment of sold products
 - 0 Downstream leased assets
 - 0 Franchises
 - 0 Investments

Top companies with highest emission	Total emissions
ABILITY FM ØST AS	2 339 750
ABILITY FM VEST AS	1 380 518
ABILITY FM NORD AS	410 258
ABILITY MANAGEMENT AS	376 578
Total	4 507 104



Top 5 areas of emission	Total emissions
Purchased goods and services for sale	1 503 514
Rent office machines	841 461
Fuel, gazonline and dielsel	396 584
Automobiles (B)	368 471
Inbound freight	144 683
Total	3 254 713

Companies list

Company	Ownership %	Consolidate %	Total emissions
ABILITY MANAGEMENT AS	100%	100%	376 578
ABILITY FM ØST AS	100%	100%	2 339 750
ABILITY FM VEST AS	100%	100%	1 380 518
ABILITY FM NORD AS	100%	100%	410 258

Consolidation report

2023

- Org nr
889724412
- Ownership in %
100%
- Consolidation in %
100%
- Type
Mother company

Total emissions

376 578

Kg CO₂e

* Alle tall er i Kg CO₂e

Scope 1

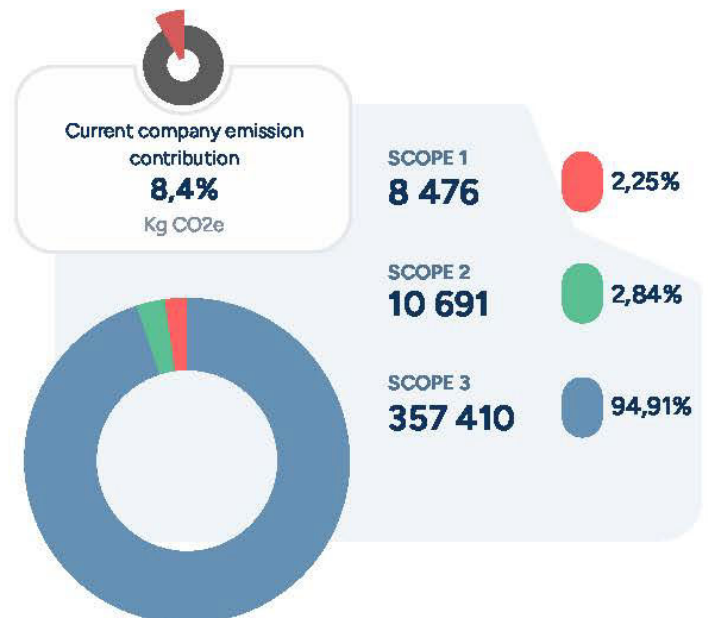
- 0 Stationary combustion
- 0 Fugitive Emissions
- 8 476** Mobile combustion

Scope 2

- 10 691** Emissions from purchased energy

Scope 3

- 214 292** Purchased goods and services
 - 5 826** Capital goods
 - 0 Fuel and energy-related activities
 - 0 Upstream transportation and distribution
- 29 731** Waste generated in operations
- 79 113** Business travel
 - 0 Employee commuting
- 28 417** Upstream leased assets
 - 32** Downstream transportation and distribution
 - 0 Processing of sold products
 - 0 Use of sold products
 - 0 End of life treatment of sold products
 - 0 Downstream leased assets
 - 0 Franchises
 - 0 Investments



Top 5 areas of emission	Total emissions
Newspapers, magazines and subscriptions	84 414
Travel expenses - spend	62 055
Interest and currency loss	30 321
Waste - renovation	26 455
Free car	16 360
Total	219 606

Consolidation report

2023

- Org nr
911463830
- Ownership in %
100%
- Consolidation in %
100%
- Type
Daughter company

Total emissions

2 339 750

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- Stationary combustion
- Fugitive Emissions
- 215 776** Mobile combustion

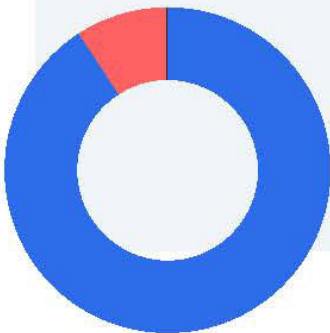
Scope 2

- 848** Emissions from purchased energy

Scope 3

- 1 061 630** Purchased goods and services
- 241 204** Capital goods
 - Fuel and energy-related activities
- 96 010** Upstream transportation and distribution
- 8 054** Waste generated in operations
- 69 577** Business travel
 - Employee commuting
- 646 606** Upstream leased assets
 - Downstream transportation and distribution
 - Processing of sold products
 - Use of sold products
 - End of life treatment of sold products
 - Downstream leased assets
 - Franchises
 - Investments

Current company emission contribution
51,9%
Kg CO2e



SCOPE 1
215 776 9,22%

SCOPE 2
848 0,04%

SCOPE 3
2 123 126 90,74%

Top 5 areas of emission	Total emissions
Purchased goods and services for sale	781 047
Rent office machines	559 668
Fuel, gazonline and dielsel	215 776
Automobiles (B)	202 883
Inbound freighth	96 010
Total	1 855 383

Consolidation report

2023

- Org nr
976229673
- Ownership in %
100%
- Consolidation in %
100%
- Type
Daughter company

Total emissions

1 380 518

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stationary combustion
- 0 Fugitive Emissions
- 128 777** Mobile combustion

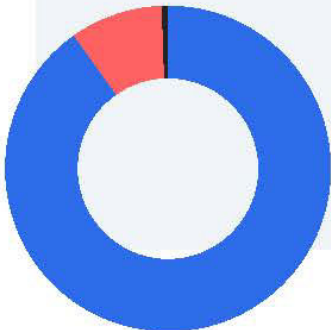
Scope 2

- 7 829** Emissions from purchased energy

Scope 3

- 797 369** Purchased goods and services
- 74 278** Capital goods
 - 0 Fuel and energy-related activities
- 48 673** Upstream transportation and distribution
- 9 159** Waste generated in operations
- 29 699** Business travel
 - 0 Employee commuting
- 284 707** Upstream leased assets
 - 28** Downstream transportation and distribution
 - 0 Processing of sold products
 - 0 Use of sold products
 - 0 End of life treatment of sold products
 - 0 Downstream leased assets
 - 0 Franchises
 - 0 Investments

Current company emission contribution
30,6%
Kg CO2e



SCOPE 1	128 777	9,33%
SCOPE 2	7 829	0,57%
SCOPE 3	1 243 913	90,1%

Top 5 areas of emission	Total emissions
Purchased goods and services for sale	631 772
Rent office machines	226 798
Fuel, gazonline and dielsel	128 777
Automobiles (B)	69 876
Inbound freight	48 673
Total	1 105 896

Consolidation report

2023

- Org nr
951401919
- Ownership in %
100%
- Consolidation in %
100%
- Type
Daughter company

Total emissions

410 258

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stationary combustion
- 0 Fugitive Emissions
- 52 031 Mobile combustion

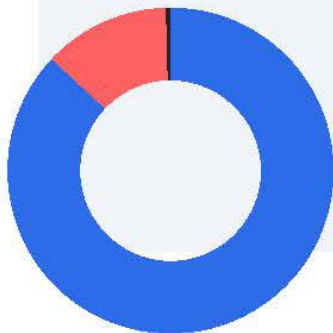
Scope 2

- 1 680 Emissions from purchased energy

Scope 3

- 157 202 Purchased goods and services
- 96 332 Capital goods
 - 0 Fuel and energy-related activities
- 13 821 Upstream transportation and distribution
 - 5 Waste generated in operations
- 13 261 Business travel
 - 0 Employee commuting
- 75 923 Upstream leased assets
 - 1 Downstream transportation and distribution
 - 0 Processing of sold products
 - 0 Use of sold products
 - 0 End of life treatment of sold products
 - 0 Downstream leased assets
 - 0 Franchises
 - 0 Investments

Current company emission contribution
9,1%
Kg CO2e



SCOPE 1	52 031	12,68%
SCOPE 2	1 680	0,41%
SCOPE 3	356 546	86,91%

Top 5 areas of emission	Total emissions
Automobiles (B)	95 711
Purchased goods and services for sale	90 696
Rent office machines	54 996
Fuel, gazonline and dielsel	52 031
Counteraccount for 52	15 329
Total	308 763

Klimarapport for 2023

ABILITY FM ØST AS
Org.nr: 911463830
NACE kode **81.210**
Bransje **Rengjøring av bygninger**
Adresse **Karihaugveien 89, 1086, OSLO, Norge**
Antall ansatte **1065**

OM RAPPORTEN

Rapporten er levert basert på regnskap utarbeidet av ABILITY MANAGEMENT AS. Klimaøregnskap er fullautomatisert i henhold til internasjonale standarder (GHG).

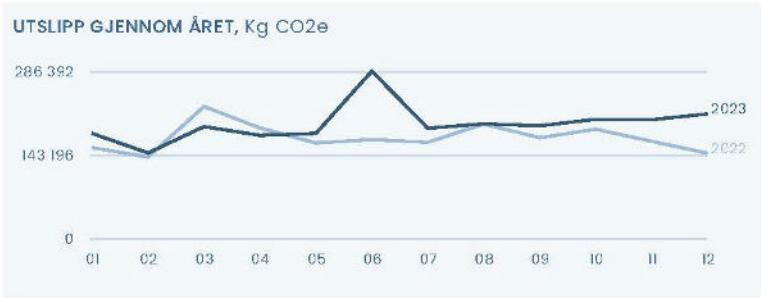
I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING
398 728
KNOK

TOTALT UTSLIPP
2 356 551
Kg CO2e

UTSLIPPSINTENSITET
5,91
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT
2 213
Kg CO2e per ansatt



Tallene bak sammenligningen er basert på livssyklusanalyse for utslipp per bransje.

Basert på høyest og lavest utslipp, ser dere hvor vi ligger på skalaen innen deres bransje.



102 459
ANTALL TRÆR PER ÅR FOR Å KOMPENSERE FOR PRODUSERT UTSLIPP

MULIG SKATT AV CO2E I 2030
453 074 NOK

Den norske Regjeringen foreslår avgifter på utslipp. Forslaget ligger på 2000 per tonn CO2e fra 2030, for scope 1 og 2. Basert på deres utslipp ville da dette vært deres klimaavgift:

10 STØRSTE UTSLIPP TILKNYTTET KONTO			10 LEVERANDØRER MED HØYEST UTSLIPP		
HOVEDBOKSKONTO		UTSLIPP KG CO2E	LEVERANDØR		UTSLIPP KG CO2E
1230	Inv. Biler - anskaffelse	202 883	Textilia Group A/S	5 707 241	288 970
6433	Leie mopper	175 977	LeasePlan Norge AS	2 113 611	223 206
6434	Leie mopper, Viima	173 794	Stil Tekstilservice AS	4 112 213	181 812
7000	Bil - Drivstoff diesel	159 615	Tine AS	2 238 328	130 500
4035	Underlev. innenfor region	145 550	NorEngros Johs Olsen	7 512 360	125 017
4243	Innkjøp kantine for videresalg	115 774	Servicegrossisten Øst AS	5 758 113	89 703
6432	Leie/leasing av rengjøringsmaskiner	110 297	Brage Finans AS	1 143 919	58 464
4242	Råvarer kantine 15% sats	110 020	Pro Byggtjenester AS	2 219 798	50 167
4060	Innkjøp for videresalg	96 010	Insider Facility Solutions AS	4 039 650	48 782
4032	Underlev. utenfor region	89 749	1 Oslo Renholdsservice AS	3 644 120	43 001

Klimarapport for 2023

ABILITY FM VEST AS

Org.nr: 976229673
NACE kode 81.210
Bransje Rengjøring av bygninger
Adresse Damsgårdsveien 131, 5160, LAKSEVÅG, Norge
Antall ansatte 438

OM RAPPORTEN
Rapporten er levert basert på regnskap utarbeidet av ABILITY MANAGEMENT AS. Klimaøregnskap er fullautomatisert i henhold til internasjonale standarder (GHG). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING

188 333
KNOK

TOTALT UTSLIPP

1 419 064
Kg CO2e

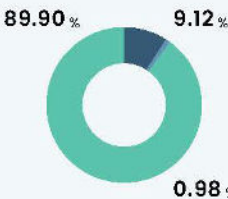
UTSLIPPSINTENSITET

7,53
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT

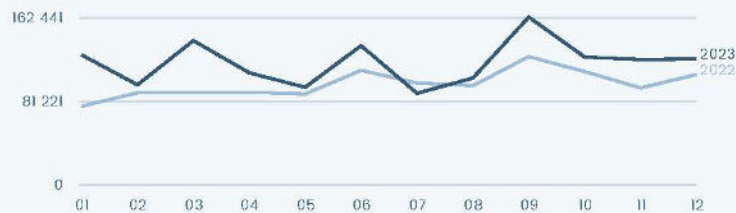
3 240
Kg CO2e per ansatt

UTSLIPP PER SCOPE



SCOPE 1KG CO2E
129 416
SCOPE 2KG CO2E
13 968
SCOPE 3KG CO2E
1 275 681

UTSLIPP GJENNOM ÅRET, Kg CO2e



Tallene bak sammenligningen er basert på livssyklusanalyse for utslipp per bransje.
Basert på høyest og lavest utslipp, ser dere hvor vi ligger på skalaen sammenlignet med bransjen.



DIN
UTSLIPPSINTENSITET
7,53
Kg CO2e per KNOK

GJENNOMSNI TT LIG
UTSLIPPSINTENSITET
I BRANSJEN
12,98
Kg CO2e per KNOK

61 699

ANTALL TRÆR PER ÅR FOR Å KOMPENSERE FOR PRODUSERT UTSLIPP

MULIG SKATT AV CO2E I 2030
286 768 NOK

Den norske Regjeringen foreslår avgifter på utslipp. Forslaget ligger på 2000 NOK per tonn CO2e fra 2030, for scope 1 og 2. Basert på selskapets utslipp vil da dette være klimaavgiften.

10 STØRSTE UTSLIPP TILKNYTTET KONTO

HOVEDBOKSKONTO	UTSLIPP KG CO2E
4242 Råvarer kantine 15% sats	407 702
7000 Bil - Drivstoff diesel	91 301
6434 Leie mopper, Viima	83 939
1230 Inv. Biler - anskaffelse	69 876
4032 Underlev. utenfor region	66 265
4243 Innkjøp kantine for videresalg	62 829
4010 Forbruk,kjemi og småutstyr	52 242
6433 Leie mopper	51 112
4060 Innkjøp for videresalg	48 673
6435 Leie kluter, Viima	37 832

TOPP 10 LEVERANDØRER MED HØYEST UTSLIPP

LEVERANDØR	KOSTNAD IHHT REGNSKAP KNOK	UTSLIPP KG CO2E
Textilia Group A/S	3 021 787	155 817
LeasePlan Norge AS	1 446 739	118 069
Måkestad Engros AS	5 658 429	88 489
Tine	1 514 981	87 725
D Danielson AS	3 201 142	49 938
Coca-Cola Europacific Partners Norge AS	848 181	49 449
Nortura SA	720 525	42 007
Ability Management AS	13 953 611	38 546
Hagavik Hjemmebakeri AS	647 530	37 751
Norengros Kjosavik Emballasje Vest AS	2 193 424	34 169

Klimarapport for 2023

ABILITY FM NORD AS

Org.nr: 951401919

NACE kode 81.210

Bransje Rengjøring av bygninger

Adresse Vestre Rosten 77, 7075, TILLER, Norge

Antall ansatte 204

OM RAPPORTEN

Rapporten er levert basert på regnskap utarbeidet av ABILITY MANAGEMENT AS. Klimaeregnskap er fullautomatisert i henhold til internasjonale standarder (GHG). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING

73 294
KNOK

TOTALT UTSLIPP

430 380
Kg CO2e

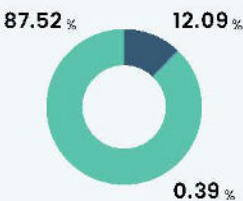
UTSLIPPSINTENSITET

5,87
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT

2 110
Kg CO2e per ansatt

UTSLIPP PER SCOPE



SCOPE 1 KG CO2E
52 031

SCOPE 2 KG CO2E
1 680

SCOPE 3 KG CO2E
376 669

UTSLIPP GJENNOM ÅRET, Kg CO2e



Tallene bak sammenligningen er basert på livssyklusanalyse for utslipp per bransje.

Basert på høyest og lavest utslipp, ser dere hvor vi ligger på skalaen sammenlignet med bransjen.

BRANSJESAMMENLIGNING UTSLIPP



DIN
UTSLIPPSINTENSITET
5,87
Kg CO2e per KNOK

GJENNOMSNTTIG
UTSLIPPSINTENSITET
I BRANSJEN
12,98
Kg CO2e per KNOK

18 713

ANTALL TRÆR PER ÅR FOR Å KOMPENSERE
FOR PRODUSERT UTSLIPP

MULIG SKATT AV CO2E I 2030

107 422 NOK

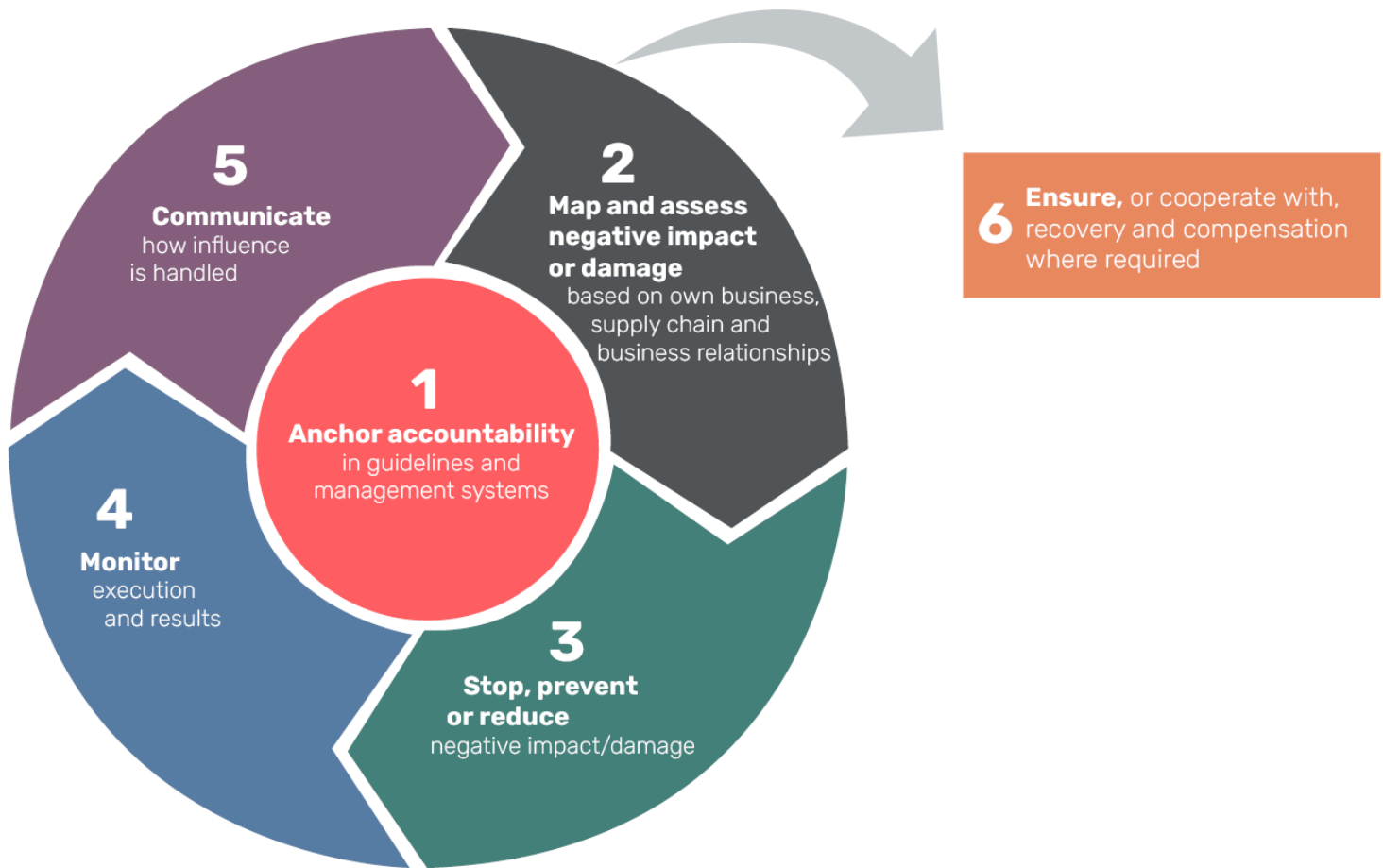
Den norske Regjeringen foreslår avgifter på utslipp. Forslaget ligger på 2000 NOK per tonn CO2e fra 2030, for scope 1 og 2. Basert på selskapets utslipp vil da dette være klimaavgiften.

10 STØRSTE UTSLIPP TILKNYTTET KONTTO

HOVEDBOKSKONTO	UTSLIPP KG CO2E
1230 Inv. Biler - anskaffelse	95 711
7000 Bil - Drivstoff diesel	38 875
4032 Underlev. utenfor region	34 544
6433 Leie mopper	27 218
7133 Reise lav sats (12%)	21 565
5290 OTP, Brukes kun på lønn	16 742
4010 Forbruk,kjemi og småutstyr	16 336
6432 Leie/leasing av rengjøringsmaskiner	15 301
4060 Innkjøp for videresalg	13 821
4242 Råvarer kantine 15% sats	10 623

TOPP 10 LEVERANDØRER MED HØYEST UTSLIPP

LEVERANDØR	KOSTNAD IHHT REGNSKAP KNOK	UTSLIPP KG CO2E
LeasePlan Norge AS	534 055	47 472
Storvask Mma AS	1 242 139	34 324
Norengros Ødegaard Engros AS	1 424 305	22 300
Insider Facility Solutions AS	1 836 925	21 845
Ability Management AS	5 187 991	20 123
Brage Finans AS	350 342	16 198
Textilia Group A/S	246 251	12 692
Nordea Liv AS	1 357 615	7 506
TINE SA	125 814	7 335
Vestre Rosten 77 AS	638 481	6 956



The Transparency Act

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

The Transparency Act entered into force on 1 July 2022 and is intended to help 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 to provide information and a duty to carry out due diligence assessments, among other things. Ability has worked to implement due diligence assessments to comply with the requirements of the Transparency Act.

Ethical and responsible business interaction

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

We operate in accordance with the principles of good corporate governance and act as a good corporate citizen in all communities 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 for responsible social, environmental and ethical practices.

Alert and reporting system

Ability has created a whistleblowing and reporting system that enables employees, customers, business partners and other stakeholders to report problematic conditions 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 Ability's Code of Conduct or relevant laws and regulations, we encourage you to report it. By reporting, you are acting in line with our Code of Conduct and values, helping to protect our business and our reputation.

If you have any questions, please get in touch with post@ability.no.

Due diligence assessments

We are required to initiate due diligence assessments 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 Procurement Chain. [Please also read the report on our due diligence assessments.](#)

Self-report form Corporate Social Responsibility for Suppliers

A self-report form has been sent out to all our suppliers. We ask for information about the company and contact and safeguarding social responsibility. This is to be able to comply with the Transparency Act's requirements for due diligence assessments.



NHO Procurement Chain is exempt

We are part of the NHO Procurement Chain and our suppliers who are also part of this already respond to a thorough form sent out by NHO. These are therefore exempt from answering a self-report form from us.

KGS 26.04.24

Suppliers who are members of NHO Procurement Chain submit a self-declaration form. This is part of the follow-up work NHO Reiseliv Procurement Chain carries out on behalf of members of the chain. We have obtained these applicant declarations for 2023.

Supply chain follow-up

On the following page, you will find the documentation of the completed supply chain follow-up.

Our Certifications

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

Separate chapters for ISO and the Nordic Swan Ecolabel

Ability is ISO-certified within the standards for quality, environment and working environment. ISO and the Nordic Swan Ecolabel are so important to us that we have highlighted these in separate chapters; [our ISO certifications](#) and [the Nordic Swan Ecolabelled Cleaning](#).

Government-approved cleaning company

All our subsidiaries are approved cleaning companies. You can check this on [the Labour Inspection Authority's website](#).

Approved apprenticeship company

We are an approved apprentice company in the canteen.

StartBANK

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

[See the registration certificate from StartBANK here](#).

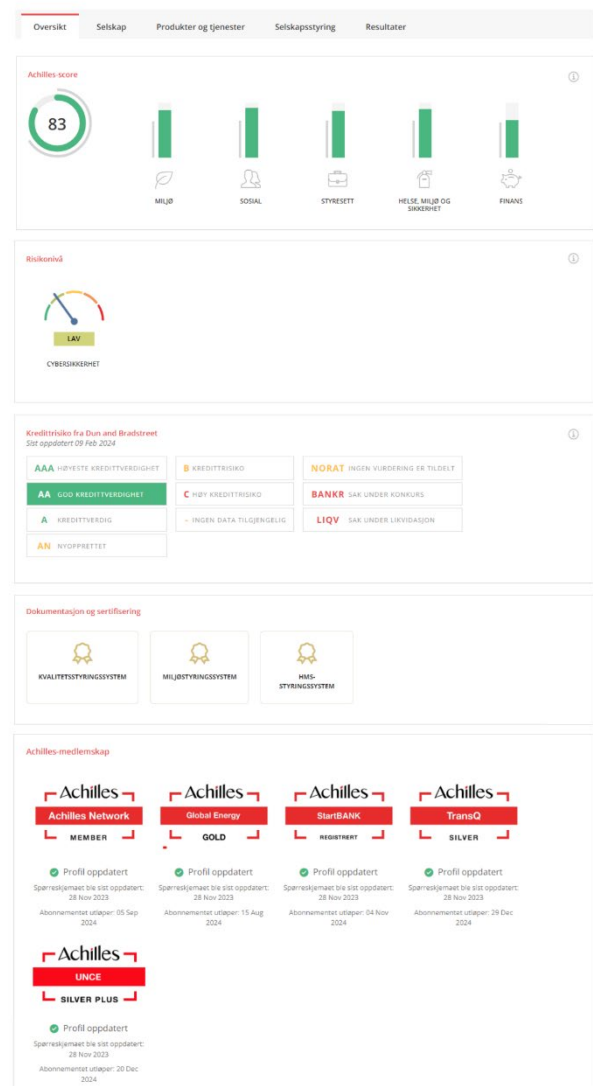
Achilles

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

ABILITY FM ØST AS STARBANK.FLIDA

Achilles ID: 00046571 Norge

Elin Storsætt ☎ +47 96627764 🌐 www.ability.no ✉ elin.storsætt@ability.no



Control member of Green Dot Norway

Through 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.

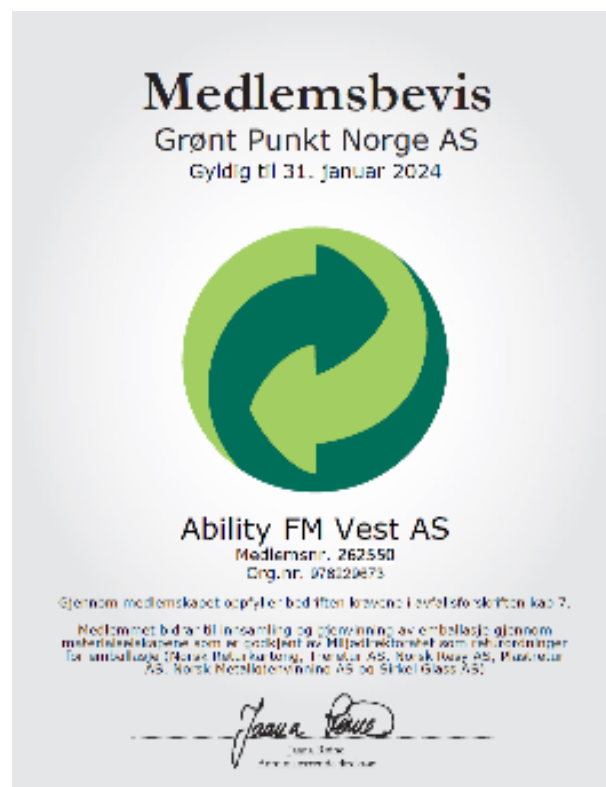
Ability FM Vest AS. Org.nr 976229673.
Member no. 262550. Valid until 31 January 2024. [See the membership certificate here.](#)

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

Member company in NHO/NHO Service and Trade

As a member company of NHO Service and Trade, Ability follows the applicable tariff for the various disciplines associated with the company. We are affiliated with the following collective agreements:

- NAF Cleaning Agreement
- The managers, the management agreement
- FLT, the supervisor agreement
- Fellesforbundet, the national agreement



EcoVadis

We are certified by [EcoVadis](#) and received a bronze medal in April 2023.





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

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)
EMS 10070

Sertifikatets innehaver har demonstrert et
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 certifications

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 systematize service in a way that will ensure quality at all stages. 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 in accordance with ISO 9001:2015 ensures:

- Focus on the customer's requirements and expectations
- Focus on management's obligations
- Management with internal processes
- Appropriate internal communication
- defined tasks, responsibilities and competence needs for employees
- Greater efficiency
- Basis for assessing improvements

[See the certificate of ISO 9001:2015.](#)

Certification in the field of 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 management of hazard identification, risk assessment, working environment management, competence, training and communication.

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

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

- that the company meets the 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

[See the certificate of ISO 45001:2018.](#)

External Environment Certification - ISO 14001:2015

Through its environmental policy, Ability will 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 both internal and external audits.

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

An environmental management system according to ISO 14001:2015 ensures:

- Focus on reducing the impact on the environment
- Strengthened reputation
- Cut costs by reducing wastage, waste, energy consumption, etc.
- Raising awareness of how the business affects the environment
- control of the environmental aspects to prevent negative environmental impact

[See the certificate of ISO 14001:2015.](#)