

Ability

Facility Management
Real Estate Services
Cleaning
Ability Food
Hotel
Maintenance

Sustainability Report 2024





Sustainability Report 2024

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Climate accounts 2024

With the support of Energi.ai, we have calculated our emissions for 2021 to 2024, and we continue to work to reduce our carbon footprint by replacing financial figures with more detailed, real values. Read the full climate accounts on pages 51–61.

Our 5 focus areas:

1. Enthusiastic team players p. 21
2. Modern cleaning and methods p. 28
3. Sustainable meals full of appetite p. 34
4. Circularity & Environmental Considerations p. 39
5. Efficient buildings and management p. 44



HSEQ and Sustainability Manager Marianne Stople leads the Sustainability Group and a participant in the UN Global Compact.

LEADER

Our sustainability journey

Sustainability is a natural part of Ability's identity and business. We are on a journey where we are constantly learning, improving, and evolving to meet the demands of today and tomorrow.

Ability's approach to sustainability is constantly evolving and with sustainability as an integral part of our strategy, we unite innovation, responsibility and long-term goals to make a positive contribution to people, society and the environment. 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 not just a goal, but a continuous process.

Marianne Stople, HSEQ and Sustainability Manager

Our framework is based on the UN Guiding Principles on Business and Human Rights (UNGP), and the OECD's model for due diligence for responsible business conduct.

New in this year's report is that for the first time we have included elements from the EU's standards for sustainability reporting, the European Sustainability Reporting Standards (ESRS). This means that we have worked to identify and report on the most material topics in accordance with the requirements of ESRS, which provides increased transparency and quality in our sustainability reporting. We see this as an important step in developing our reporting in line with new regulations and expectations from our stakeholders.



Frode Standahl is chairman and CEO of Ability.

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. Founder and main owner Frode Standahl has since the start been a significant driving force in developing the company into a Norwegian family-owned FM group with over 1,800 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

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

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

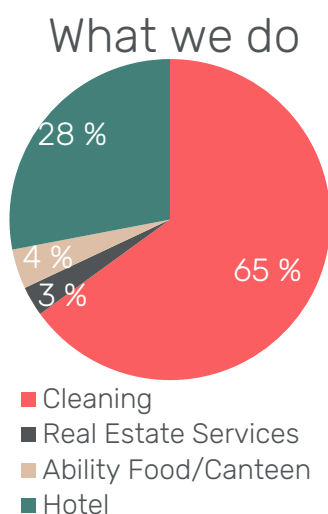
Frode Standahl, CEO

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

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 buildings and facilities and offer property services such as janitorial services, maintenance, conversions, waste 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 solutions are adapted to 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.

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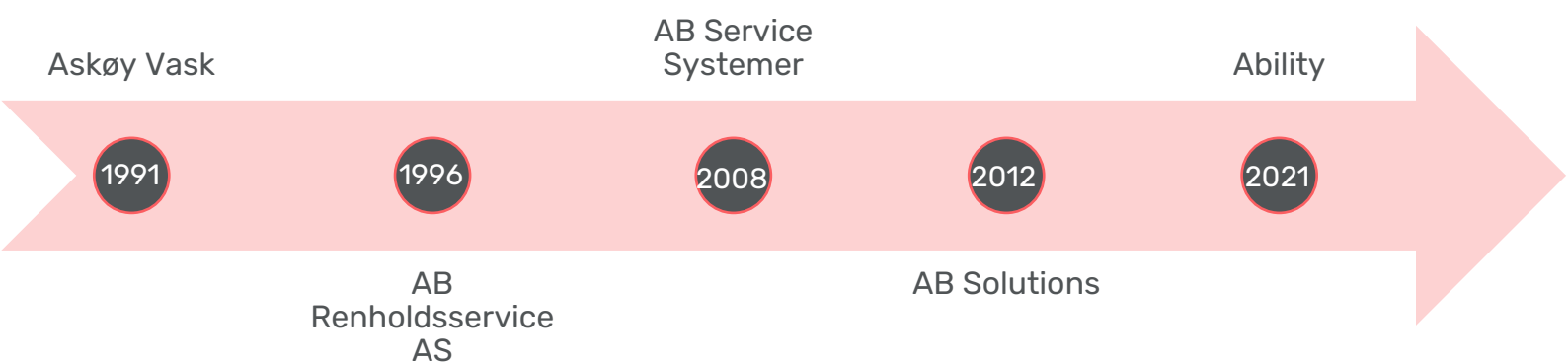
Maintain outdoor areas

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

6 offices

Ability is headquartered in Bergen and has offices in Oslo, Stavanger, Trondheim, Haugesund and Kristiansand.





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.

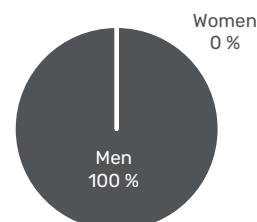
Organization

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



The Board

The board consists of 4 people, none of whom are women. The proportion of women is then 0%. Our goal for 2025 is to increase the proportion of women to 20%.

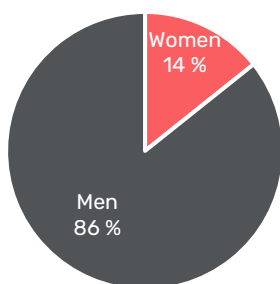


The chairman of the board is Frode Standahl, deputy chairman Bjarne Tarjei Haugen, board member Erik Rødder and board member Vidar Geir Clausen.

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



Silje Gaugstad started as HR Director in August 2024 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 FM.

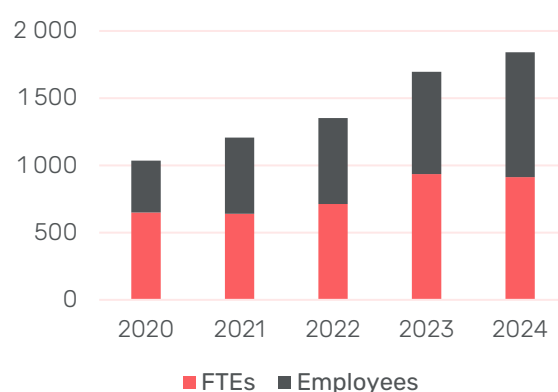


Nils Øyvind Hillestad has worked as Regional Director East since 2012. He also took over responsibility for Region North in 2023.

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

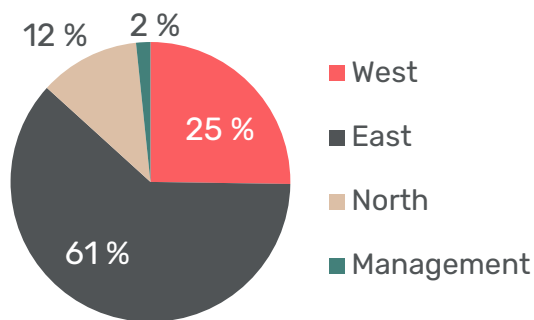


	Employees	FTEs
2021	1 207	640
2022	1 352	713
2023	1 696	935
2024	1 842	913

	Permanent employees	Percent Perm*	Temp	Percent Temp*
2021	145	62 %	462	38 %
2022	830	61 %	522	39 %
2023	994	59 %	702	41 %
2024	1 140	62 %	702	38 %

*of total FTEs

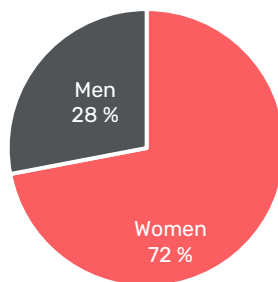
Employees per region



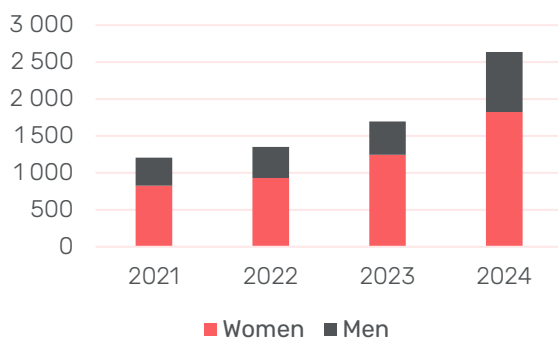
Gender balance

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.

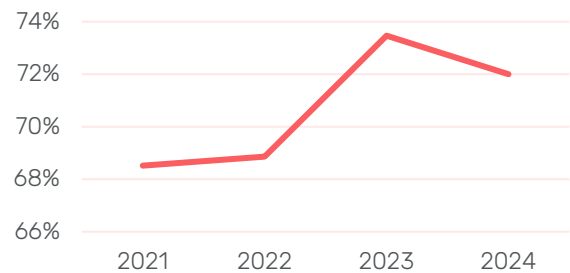
[Read the full ARP-report here \(Norwegian\).](#)



Gender balance



Proportion women

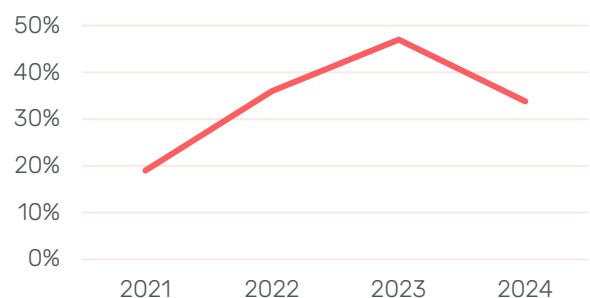


	Women	Men	Total
2021	827	380	1 207
2022	931	421	1 352
2023	1 246	450	1 696
2024	1 323	519	1 842

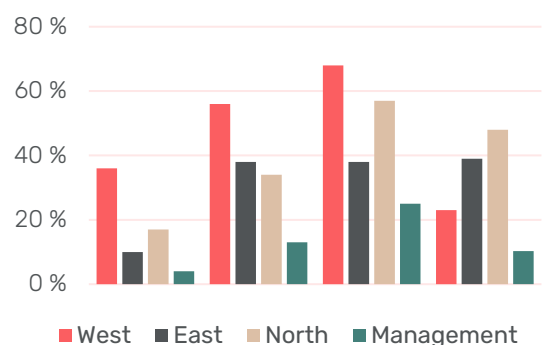
Turnover

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 the conclusion and expiration of contracts, means that the industry has a high turnover.

Turnover



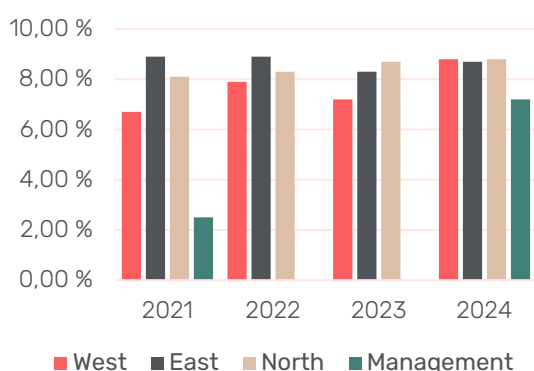
Turnover per region



Sick leave

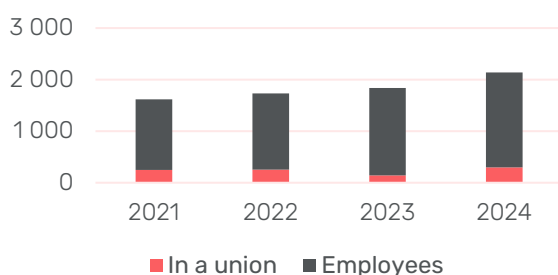
We see that sickness absence has increased in recent years. The increase is partly due to a high workload in connection with the ERP project, as well as an increase in cases of illness such as influenza, amplified by the after-effects of the COVID-19 pandemic. To combat high sickness absence, all managers with personnel responsibility have undergone training in how to handle and follow up on this.

Sick leave

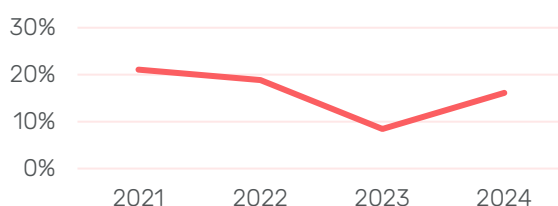


Unionization

Proportion of employees in a union



Proportion of employees in a union



* 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 projects that have an impact on our employees and their everyday work. Projects that have been carried out recently have been mergers of operations, companies / changes in the organization, 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 them essential for efficient operations.

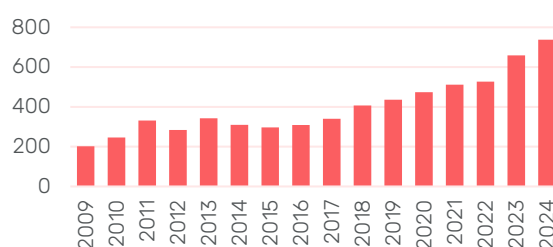
Work environment committee

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 with the company and with the employee every other year. 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.

Financial turnover





HR Director Silje Gaugstad

ABOUT US

Mission, vision and values

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

At Ability, human resources, culture and development are central to our work to build a strong and sustainable organization. We prepare clear strategies and goals for the future and ensure that our employees are involved and engaged in the processes.

Silje Gaugstad, HR Direktør

Mission

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

Vision

Enthusiasm and alt!

Values

Our five fundamental values – LEKER – are reflected in all our activities. They tell us what we expect from each other and how we work and act internally and externally. LEKER stands for Team Player, Enthusiasm, Competence, Efficiency and Respect.

Team player

We play each other well through cooperation, support and mutual trust. Together, we create an inclusive and motivating working environment where everyone has the opportunity to contribute and develop.



AMU meetings both physically and digitally.

Enthusiasm

We promote initiative, commitment and well-being among all employees, and meet both colleagues and customers with energy and a positive attitude. As an active partner, we offer comprehensive service solutions with enthusiasm and drive.

Competence

We ensure quality at all levels by investing in the continuous development of our professional expertise – both internally in the organization and in meetings with customers.

Effectively

We work purposefully and forward-looking, with a focus on good logistics and clear communication. Through the use of efficient methods and modern equipment, we ensure high quality and smooth deliveries.

Respect

We meet everyone with consideration, openness and understanding. Respect characterizes how we interact with colleagues, customers and partners – we listen, acknowledge differences and treat everyone with equality.



Cleaner Chaison Belgium and Operations Manager Anila Gull at Radisson Gardermoen.

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.

Through its Code of Conduct, Ability has defined key requirements for our activity:

1. We are committed to conducting our activities with integrity and high standards
2. We comply with all legal requirements that apply in the market in which we operate
3. The company takes social responsibility and focuses on ethical trade that takes social responsibility in a broad sense and safeguards human rights, labour rights, fellow human beings, development and the environment in connection with our purchases and operations
4. We have an open dialogue with those who are affected by our activities

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. We will 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. Ability keeps up to date on developments in society and follows restrictions that come from national authorities. Suppliers we use sign self-declarations related to the Transparency Act.



Operations Manager Anila Gull and cleaner Apichaya Kristiansen at Radisson Gardermoen.

STRATEGY

Our environmental policy

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

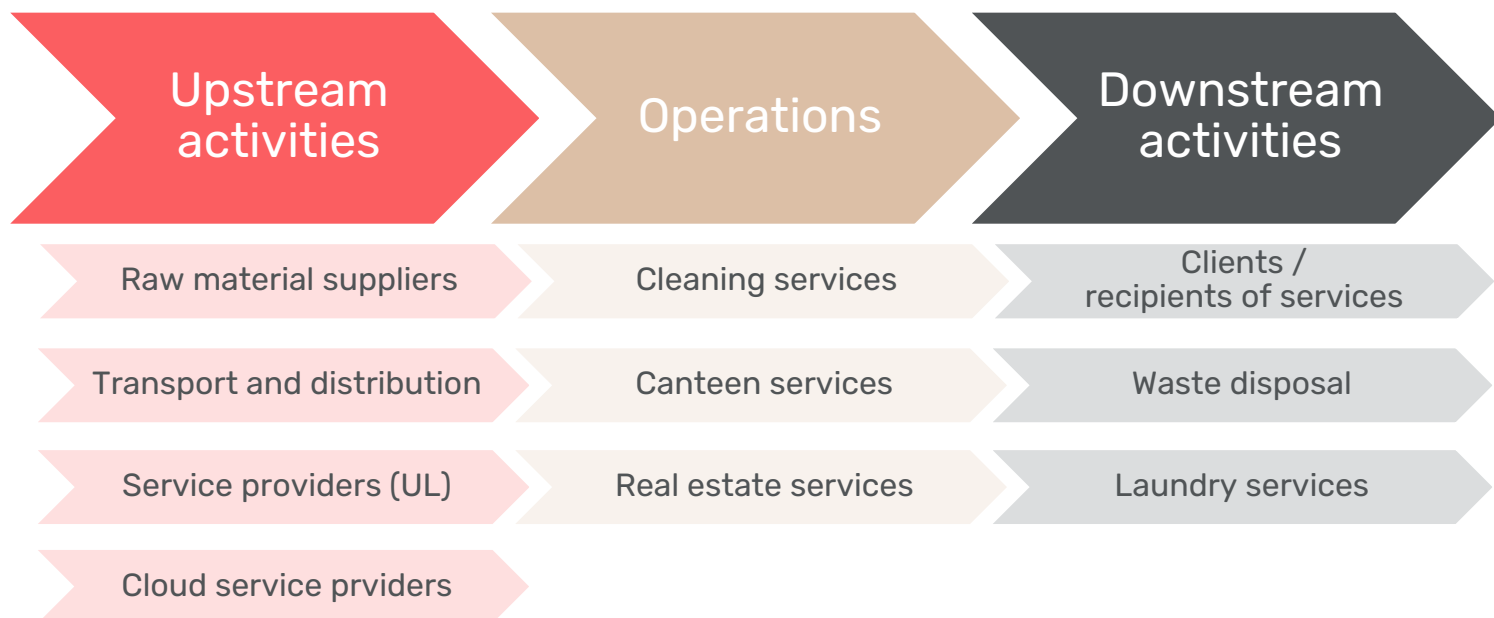
Through the environmental management system (ISO 14001:2015), we shall strive for a resource utilisation that provides the best possible environmental benefit within a responsible financial framework, and in accordance with the relevant legislation. Ability will annually create an environmental plan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

Ability is dependent on a number of goods and services to be able to deliver our solutions. Our value chain consists of many processes – from raw material delivery to finished service – and is crucial for us to be able to deliver high-quality, sustainable services.

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 UL (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 rely 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 make up approx. 65% of all 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. 80 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 us 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)

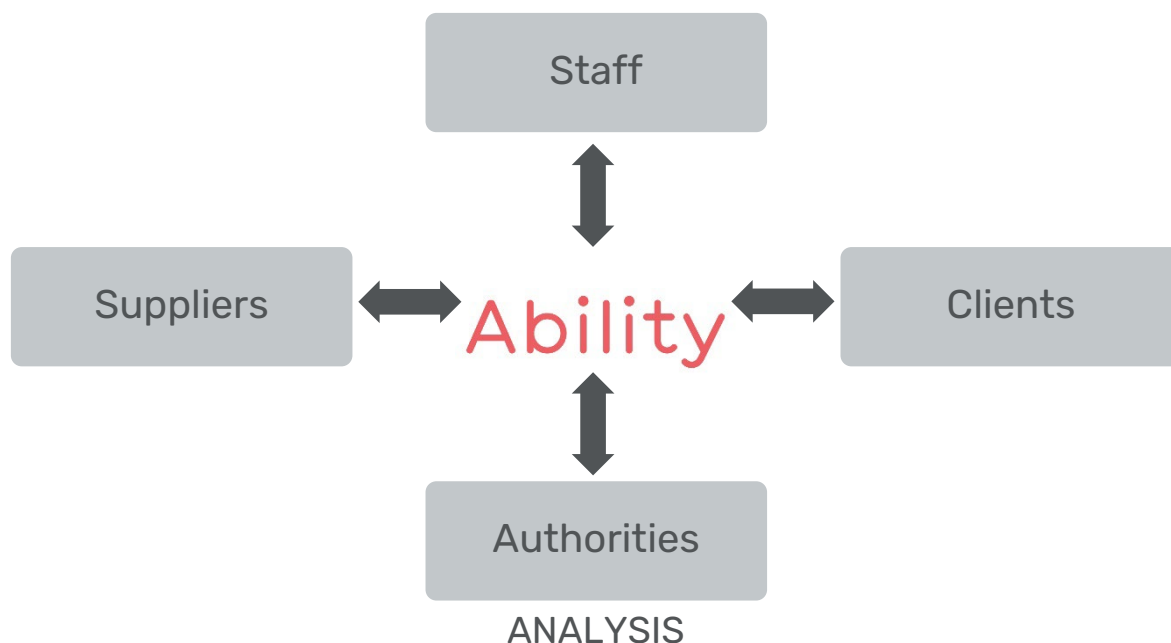
The customer is the last link in the value chain, and a downstream activity for us. In light of consumers' significant use of our services, we have a relationship with this link as part of our influence. This includes climate and environmental impact, health and well-being for our customers.

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.



Stakeholders

An analysis of 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.

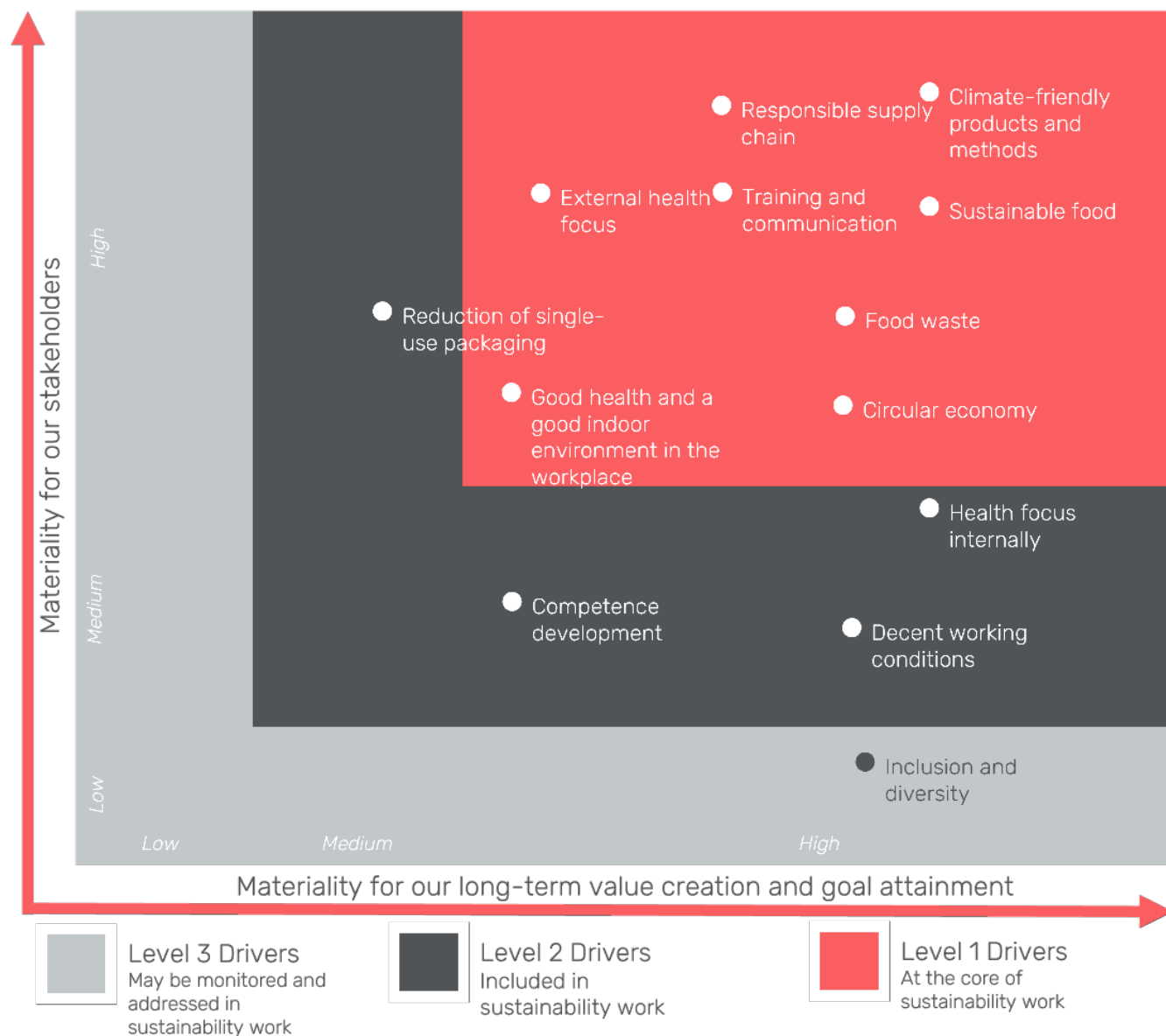
Authorities

Governments play an important 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.

Vendors

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

Double materiality analysis

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

Background

In our double materiality analysis, we have examined the actual and potential impacts, risks and opportunities of our business related to climate and environment, social conditions and business ethics. Double materiality means that we both assess and report on how sustainability factors affect Ability, and how Ability affects the environment and society.

The materiality analysis provides guidelines for 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

From 2024 onwards, Ability uses double materiality analysis to identify and prioritize sustainability topics. The analysis assesses both how Ability affects people and the environment (from the outside-in), and how external factors affect Ability (inside-out). Our most important stakeholders in the analysis are employees, clients, authorities and suppliers. This provides a comprehensive basis for our sustainability work. Please see [the separate chapter on stakeholders](#).

Although the analysis did not lead to major changes in which topics we identify as significant, it helped to **reinforce the importance of several areas** – both strategically and operationally.

One area that was particularly strengthened through double materiality analysis is **responsible supply chain**. The analysis highlighted that Ability not only has a direct impact on working conditions and the environment through its own services, but also a significant indirect impact through the choice of suppliers, products and subcontractors.

In dialogue with stakeholders – especially clients and authorities – it became clear that there are increasing demands for documentation, control and improvement measures related to responsible procurement. At the same time, we see increased risk in the form of new requirements for transparency legislation, EU sustainability regulations and expectations of social and environmental diligence throughout the value chain.

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:

1. Responsible supply chain
2. Climate-friendly products and methods
3. Sustainable food
4. Training and communication
5. External health focus
6. Good health and a good indoor environment in the workplace
7. Food Waste
8. Circular economy
9. Reduction of single-use packaging
10. Health focus internally
11. Competence development
12. Decent working conditions
13. 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

We have organised the sustainability topics we have identified into five main areas that provide structure to our sustainability work and help us prioritise efforts where we have the greatest impact and responsibility:

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

For each of these main areas, we assess how they support relevant goals in the **UN Sustainable Development Goals (SDGs)**, and how they align with requirements and expectations in the **EU's sustainability standards (ESRS)**. This ensures that our reporting is future-oriented, comprehensive and in line with both global and European frameworks for responsible business conduct.

In the next chapters, we go into more detail on our sustainability journey and present each of these five main areas – with examples, actions and results.

Clear link between materiality analysis, goals and indicators

As part of our work with dual materiality analysis, Ability has identified the topics that are most important both for the company's impact on people and the environment, and for how sustainability issues can affect us as a business.

To ensure that we work purposefully and transparently, we have linked each significant topic to:

1. A concrete goal, which describes the desired development
 2. Measures, which describe what we are doing to achieve the goal
 3. KPIs, which allow progress and compliance to be measured
 4. Relevant ESRS standards, which provide reporting with a solid foundation in accordance with new legal requirements
- This approach strengthens our reporting and makes it easier for stakeholders – such as customers, authorities and employees – to understand how we work with sustainability in practice. The work is also an important step towards future CSRD reporting in line with European requirements.

Significant topic	Target	Effort	KPIs/Indicators	ESRS reference
Responsible supply chain	All suppliers must undergo a due diligence assessment in accordance with the Transparency Act	Updated self-declaration forms, control of compliance	% suppliers with due diligence % with signed ethical guidelines	ESRS S2, G1-2, G1-3
Climate-friendly products and methods	Increase the proportion of chemical-free and Nordic Swan Ecolabelled cleaning services	Using Viima and eco-labelled products	% cleaning carried out without chemicals % use of eco-labelled products	ESRS E1-1, E1-5
Sustainable meals	Reducing the environmental impact of canteen operations	Increased use of local and plant-based ingredients	Share of meat-free meals Share of local food / short-distance Food waste in kg per canteen	ESRS E5-1, E5-2
Training and communication	Increased awareness of sustainability across the organisation	E-learning and modular training for employees	% employees completed sustainability module Number of training hours per employee	ESRS S1-5, G1-1
Health and well-being at work	Reduce sick leave and strengthen HSE culture	AMU, union representative structure, follow-up routines	Sickness absence rate Number of HSE non-conformities reported and followed up, results from annual employee survey	ESRS S1-6, S1-7
Circularity and waste management	Increase the share of recycled waste and reduce plastic use	Grønt Punkt-membership, use of laundry services	% waste to material recycling. Number of washable textiles in circulation	ESRS E5-4, E2-2
Energy use and emissions	Reduce Scope 1-2 emissions and improve data quality in climate accounting	Electrification of car fleet, transition from financial to physical data	CO2e per full-time equivalent Share of electric cars Share of data with physical measurement value	ESRS E1-6, E1-7



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. Cut Food 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 will be 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 takes its share of the responsibility and works in accordance with the UN's Sustainable Development Goals and the EU's sustainability standards ESRS. We 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 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 at FN.no.](#)

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;

1. Good health and quality of life
2. Good education
3. Decent work and economic growth
4. Less inequality
5. Sustainable cities and communities

6. Responsible consumption and production
7. Stopping climate change

ESRS – European Sustainability Reporting Standards

To meet new regulatory requirements and strengthen our sustainability reporting, Ability has started preparing for the implementation of the ESRS. This is a key part of the EU's sustainability strategy and will soon become mandatory for companies.

ESRS gives us the ability to document progress and risk in a consistent and verifiable way, helping us to link our actions and goals directly to both internal improvements and external expectations. This makes us better equipped to communicate our sustainability journey to customers, suppliers, employees and authorities. Our five priority areas – enthusiastic team players, sustainable meals, modern cleanliness, circularity and efficient management – align well with the key requirements of ESRS. This makes it natural for us to use ESRS as part of our further development and improvement in sustainability.

To strengthen our sustainability reporting and meet future requirements, this year's report has for the first time adopted the framework from the EU Sustainability Standards (ESRS). These standards, which are part of the EU's Corporate Sustainability Reporting Directive (CSRD), are intended to ensure a more uniform and comparable sustainability reporting in Europe.

Through our dual materiality analysis, we have identified which ESRS topics are most relevant to Ability. We will therefore focus in particular on the following standards in the future:

1. ESRS E1 – Climate change

We are responsible for reducing our greenhouse gas emissions and adapting to climate change, particularly through methods, energy use and transport in our services. This is particularly relevant in the main areas of *Circularity & Environmental Considerations* and *Efficient Buildings and Management*.

2. ESRS E5 – Resource use and circular economy

Our efforts to reduce food waste, single-use packaging and increase material recycling directly comply with the requirements of this standard. It supports our work with *circular solutions* and responsible use of resources.

3. ESRS S1 – Own workforce

The ability to take care of employees through training, focus on health, diversity and safe working conditions is a central part of our identity and operations. This covers several of our significant topics within *health focus*, *competence development* and *decent working conditions*.

4. ESRS S2 – Workers in the value chain

We are also responsible for the working conditions and rights of suppliers and subcontractors. Our work on *responsible supply chains* is therefore closely linked to this standard.

5. ESRS S3 – Affected communities

We provide services with great proximity to users and local communities. It requires that we continuously assess our impact on people and surroundings, and contribute positively to *inclusion, diversity and quality of life*.

6. ESRS G1 – Business Ethics

Ethical operations, transparency and compliance with laws and standards are a recurring theme throughout Ability's business. We want to strengthen our work on responsible business practices and due diligence in line with the requirements of this standard.



OUR GOALS

Reporting in line with ESRS

With the introduction of the ESRS through the EU's CSRD directive, the requirements for sustainability reporting are tightened.

Status

Ability is not yet obliged to report according to the CSRD (Corporate Sustainability Reporting Directive), but we have already started the work of adapting to the requirements. Here is an overview of which ESRS standards we have fully covered, partially, or plan to include in 2024.

The way forward

In 2025, we plan to systematise and visualise risk assessments per ESRS standard, develop

clearer **targets and key performance indicators** (KPIs) for each relevant topic, and assess **data quality and sources**, particularly in climate data (E1), supplier data (S2) and corporate governance (G1).

This work will help ensure that Ability is well prepared for upcoming reporting requirements and can use sustainability data strategically – both internally and in customer, tender and tender contexts.

ESRS	Theme	Status 2024	Comment
ESRS 1	General principles	● Fully covered	Principles of double materiality, reporting limits and stakeholders are incorporated
ESRS 2	General information	● Partially covered	Organizational structure, strategy, guidelines and risk are discussed, but need further structuring
ESRS E1	Climate change	● Partially covered	Climate accounts included with physical values, but goals and measures can be strengthened
ESRS E2	Pollution	● Partially covered	We deliver Nordic Swan Ecolabelled cleaning and limit emissions as far as possible
ESRS E3	Water and marine resources	● Partially covered	We use dry methods to reduce water consumption
ESRS E4	Biodiversity	● Not relevant	Not considered significant, but monitored
ESRS E5	Resource use and circularity	● Fully covered	Circularity, plastic reduction and reuse well documented
ESRS S1	Own employees	● Fully covered	Extensive coverage of employees, inclusion, trade unionisation, HSE and training
ESRS S2	Workers in the value chain	● Partially covered	Due diligence and requirements for suppliers discussed, but without quantitative data
ESRS S3	Affected communities	● Not relevant	Increased local involvement may become more relevant
ESRS S4	Consumers and end users	● Not relevant	Not considered significant in 2024
ESRS G1	Corporate governance	● Partially Covered	Ethics, anti-corruption and governance structure discussed, but not systematically structured



Hedi Jalal Rahman and Patrycja Bugalska work well together.

OUR GOALS

Enthusiastic team players

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

ESRS – European Sustainability Reporting Standards

In line with the new requirements from the EU through the Corporate Sustainability Reporting Directive (CSRD), we have started the process of adapting our sustainability reporting to the European Sustainability Reporting Standards (ESRS). These standards will ensure comparable, reliable and relevant sustainability information across European businesses. For Ability, this means a more structured and transparent reporting in areas such as employee relations, inclusion, HSE and competence development – topics we already have a

strong focus on through our goal of "Enthusiastic Team Players".

In the long term, the ESRS E, S and G modules (Environment, Social and Governance) will characterise the way we set and report on our goals. In particular, ESRS S1-S4 are relevant here, as they cover matters related to own employees, workers in the value chain, affected communities and consumers. Ability will implement this gradually and use this standard to strengthen our work with human rights, decent work and social inclusion throughout our value chain.

UN Sustainable Development Goals

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

4 – Quality education

The UN's Sustainable Development Goal no. 4 – quality education.



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 working environment for all workers, including labour immigrants and especially female immigrants, and workers in precarious employment.

10- Less inequality

At Ability, 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 for the company.



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 channel for integration into working life and Norwegian society because there are no special requirements for formal qualifications.



HR Director Silje Gaugstad, HSEQ and Sustainability Manager Marianne Stople and HR Advisor Siri Anne Haugland.

Facilities

Competence development and training will become more important in order to be able to compete on more than just price. The market is also demanding more formalised skills and trade certificates.

Increased interaction among cleaners in the workplace can also promote learning and development. Increased competence and trade certificates contribute not only to a more qualified workforce, but also to increase pride in the profession among the employees.

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.

Furthermore, competence in leadership is crucial, where the entire organization is involved and managers communicate the measures in the context 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.

HMS 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 run in

alignment 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 in Ability receive an HSE course for safety representatives, 40 hours or equivalent approved course. This also applies to all members of AMU, who must complete a 40-hour course in HSE or equivalent. Our managers also receive courses 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 accessible to our employees leads to a theoretical vocational test.

Ringer i vannet

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

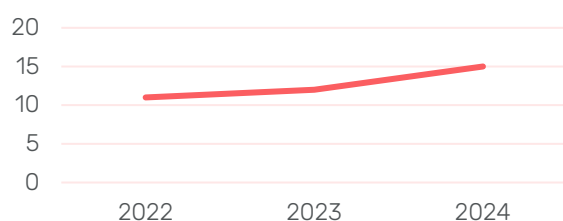
We are concerned with competence development and encourage our employees to increase their competence and have pride in their own profession.

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. In 2024, 15 of our employees completed vocational training. In total, 4.33% of our employees had a trade certificate at the end of 2024.

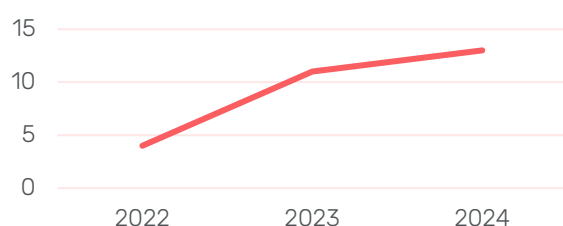
Trade certificate



NS-INSTA-800 Level 4

We encourage our leaders to constantly evolve. Several of our operations managers and operations coordinators therefore participate in a two-day intensive course with subsequent exams in NS-INSTA 800 level 4. In 2024, 13 of our managers completed the certification.

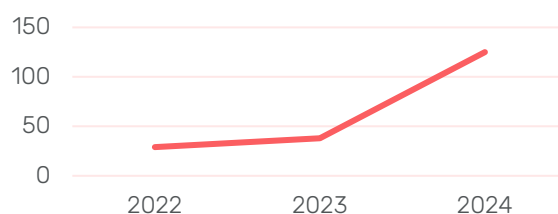
INSTA



Norwegian courses

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

Norwegian courses



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.

Infection control course

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

Bjarte Karlsen, CTO

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.

Motimate

Ability has acquired a series of courses developed by NHO Service and Trade in collaboration with Motimate – a user-friendly app for digital learning. The course covers both basic competence (level 1) and vocational competence (level 2) in cleaning. The course provides participants with increased knowledge of current industry

standards, which is essential for ensuring professional and efficient cleaning. The course helps to raise the quality of our cleaning services and ensures that the work is carried out in line with best practice. In addition, it facilitates a safer and more efficient working environment for our employees.

How we work with the working environment

We strengthen the working environment through targeted measures such as competence development, good facilitation and close follow-up of employees. Prevention and follow-up of sickness absence are central, with a focus on early dialogue, systematic solutions and support when needed.

This contributes to higher well-being, lower sickness absence, increased quality of services and a more sustainable working life. Throughout 2024, 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.

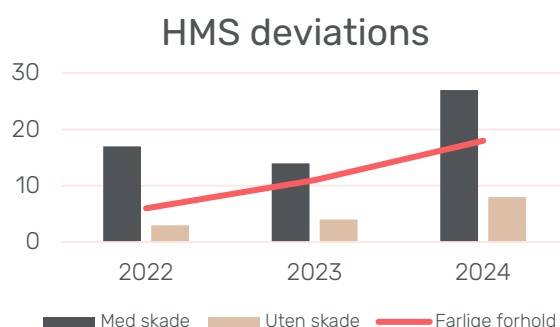
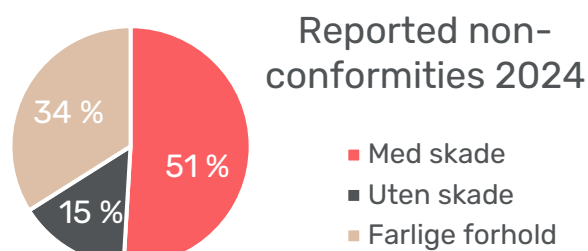
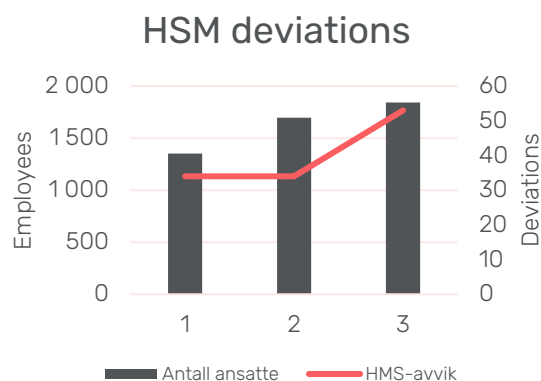
Each region of Ability has social gatherings. These gatherings have both academic and social content. In Ability, these gatherings are important as they build team spirit in an everyday life that for many can be experienced as lonely.

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.

Deviations in MSolution

It is important that all employees report HSE non-conformities through the MSolution system. This is one of the most important ways the company can ensure a safe, sustainable and pleasant working environment – both for employees and customers. Every deviation is an opportunity to learn and improve, and this is how we build a safer workplace for everyone.

Ability focuses on all employees reporting HSE non-conformities and we see a steady increase in reported incidents. Going forward, Ability will continue to strengthen its work with HSE by facilitating an open and active reporting culture.



Ability has also made a poster that can be hung up in the workplaces that emphasizes the importance of this. It is in both Norwegian and English and has a QR code directly into the system. Our ambition is

to further develop a culture where non-conformance reporting is a natural reflex, and where all employees take active ownership of HSE work.

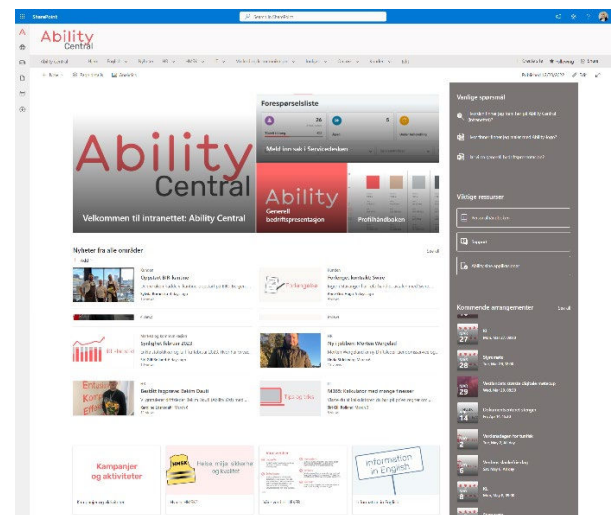
Ability Home-app

In 2024, all employees got access to a mobile app. In the app, employees will find applications they have access to, courses available in Ability Academy and Motimate, active cases in ServiceDesk, Visma Employee, Workplace Folder, Famac, Msolution, CatalystOne, HSE handbook, search function and news from the Intranet.

Intranett: 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 have their own login with email and their own 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.

Particularly important information is also sent out from the intranet directly by e-mail.

An open API has also been created against the HOME App, so that the latest news is always there as well.

More information:

- [Agreement Ability and Ringer i Vannet](#)
- [Ability Central](#) (requires login)
- [Norsk Arbeidsmandsforbund](#) (NAF)
- [Ability Academy](#) (requires login)



Cleaner Ruta Badauskiene works daily at Forum Jæren.

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.

ESRS – European Sustainability Reporting Standards

In light of the requirements of the EU's Corporate Sustainability Reporting Directive (CSRD), Ability works systematically to integrate the principles of the European Sustainability Reporting Standards (ESRS) into our business. For our work with modern cleaning and methods, ESRS E1 (climate change), E5 (resources and circular economy), and S1 (own employees) are particularly relevant. These standards provide a structured framework for measuring and reporting on factors such as chemical use, plastic consumption, energy efficiency, as well as health and safety aspects of cleaning work.

By implementing ESRS, we can more easily document our sustainability improvements in modern cleaning methods, and at the same time contribute to professionalizing the industry. The standard focuses on both environmental impact and social sustainability and will enable us to report more precisely on how our services contribute to better health, less environmental impact and responsible use of resources – values we already live by through measures such as Nordic Swan Ecolabelled cleaning and chemical reduction.

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.

Target 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. Grønt Punkt Norway
3. Good and correct cleaning
4. Chemistry
5. The Nordic Swan Ecolabel

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

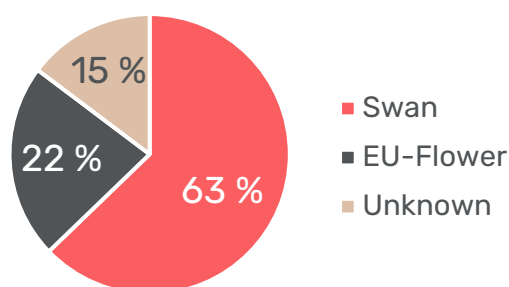
cleaning methods that through research prove to be the most beneficial for health, safety and the environment, both for our customers and their buildings that we clean, our service employees and the environment around us.

Cleaning chemistry is only used when needed, for example for stain removal.

Chemistry

In 2024, Ability had a goal of a chemical consumption where at least 85% of the chemistry in the cleaning delivery is eco-labelled. To achieve this goal, we are working on standardization of the product range. 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.

In 2024, Ability used 16982 litres of chemicals for ordinary cleaning, of which 85% were labelled with the Nordic Swan or EU Ecolabel.





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:

1. Environmental and health requirements for chemicals used
2. Reduction in the amount of chemicals used
3. Requirements for efficient transport
4. Requirements for waste volumes and waste management



The licence was renewed in January 2025.

More information:

[Ability FM AS at svanemarket.no](https://www.svanemarket.no)

[Certificates at ability.no](https://www.ability.no)



May Tove Gudmestad Madland works in the canteen at Forum Jæren.

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.

ESRS – European Sustainability Reporting Standards

Ability is actively working to meet future requirements in accordance with the CSRD and the associated reporting requirements in ESRS. For our commitment to sustainable meals, ESRS E1 (climate change), E5 (resources and circular economy) and S3 (impact on local communities and consumers) are particularly relevant. These standards help us highlight our efforts to reduce food waste, use resources more efficiently, and promote healthier food choices among our customers and guests.

Through measures such as Cut Food Waste and the Letter of Intent for a Healthier Diet, we already follow many of the principles that

ESRS is based on. Furthermore, these standards will be central in our development of more systematic reporting on how menu choices, food safety, and environmentally friendly procurement affect our value chain. We take responsibility for both direct and indirect effects of our canteen operations and want to be an industry leader in sustainable food service.

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.

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. Cut Food waste
3. Food safety and health focus
4. Vendors
5. Guest satisfaction

Our measures

The letter of intent

The Letter of Intent, or the 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](#).

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.

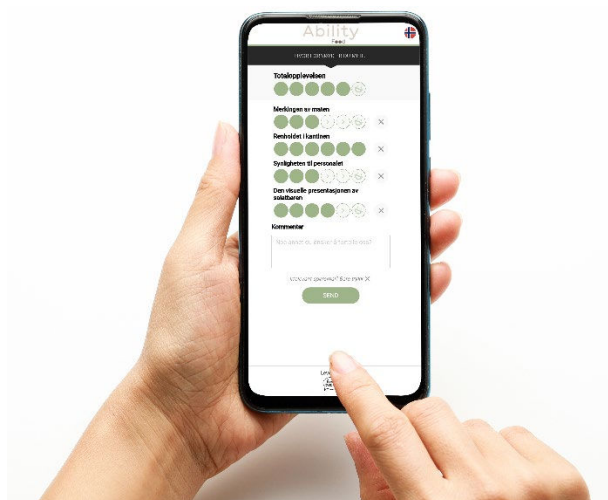
Suppliers

Ability Food has a strong focus on strategic supplier collaboration to ensure high quality and sustainability in all stages of food production.

Our culinary team is constantly working to innovate the canteen service, focusing on sustainability, profitability, people, the environment and good taste. We work closely with our suppliers to ensure that the raw materials we use are of the highest quality and meet our strict social responsibility requirements, including ethical guidelines, environmental requirements and anti-corruption. This collaboration is a source of development and innovation and gives us a competitive advantage in the market.

Guest satisfaction

In several of our canteens, we use table riders with information about Ability, as well as a QR code that leads directly to a tool for feedback; *Foodback*. This system gives our canteen guests the opportunity to give immediate and structured feedback on their experience – an important part of our work with continuous improvement and user-oriented sustainability.

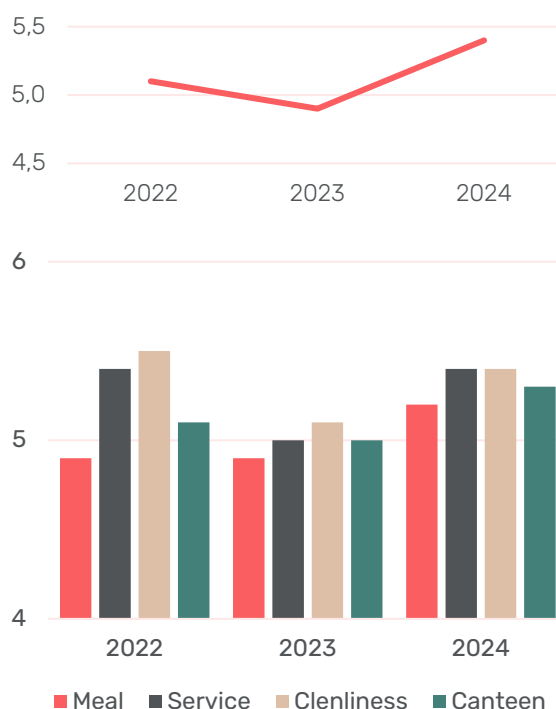


Guests rate the canteen experience in four main areas: **meal**, **service**, **cleanliness** and **physical conditions in the canteen**. The goal

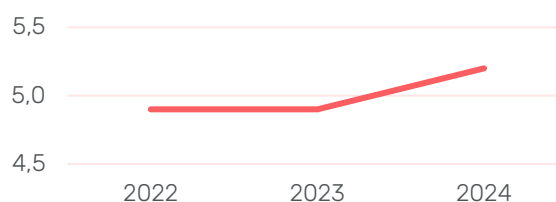
is to achieve an overall satisfaction score of **4.8 or higher**. This insight gives us a data-driven basis for improvements and highlights where our canteen solutions create value.



Overall impression

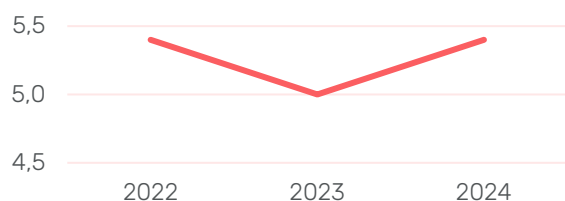


Meal



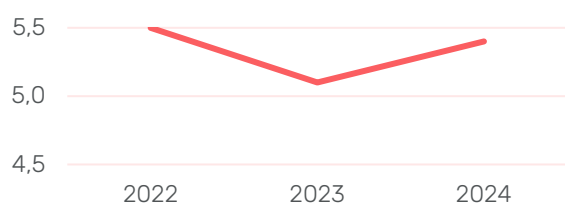
Guests give feedback on the visual presentation, variety and selection of drinks, salads, breads, cold cuts and hot dishes.

Service



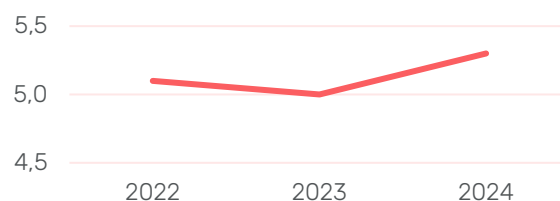
Here, the staff's cooperation, reception of guests, service when paying and general visibility in the premises are assessed.

Cleanliness



Guests give scores based on the cleanliness of the staff's work clothes, cutlery, plates and general level of cleanliness in the canteen.

Canteen



Feedback is given on conditions such as acoustics, queue management, labelling of food, temperature and other physical conditions in the premises.

More information:

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



The carpark is continuously replaced with emission-free cars – as far as possible.

OUR GOALS

Circularity & environmental concerns

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

ESRS – European Sustainability Reporting Standards

Ability is preparing to report in accordance with ESRS, and within this goal, ESRS E5 (resource use and circular economy), E2 (pollution), and E4 (biodiversity and ecosystems) are particularly relevant. These standards provide a comprehensive framework for measuring and improving our efforts related to resource utilisation, waste reduction and material recycling, as well as measures to reduce emissions and impacts on nature.

Our approach to circularity includes the use of eco-labelled and reusable materials, sorting systems, and collaboration with certified suppliers. ESRS helps us to concretise and document the effect of measures such as reduced use of single-use packaging, efficient waste management and environmentally friendly transport. This enables a more detailed and comparable sustainability reporting and enables us to meet both customers' and authorities' expectations for circular practices.

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 in the work 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. NHO uses the UN's definition of sustainable development: "Development that 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 us 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.

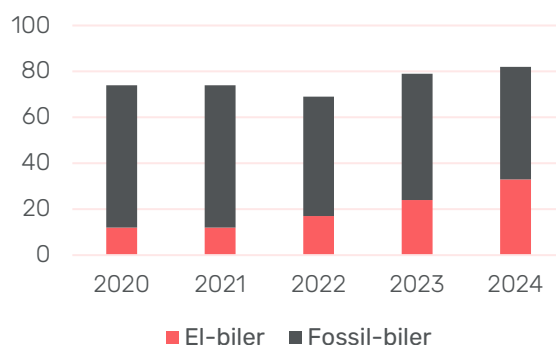
Transport

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

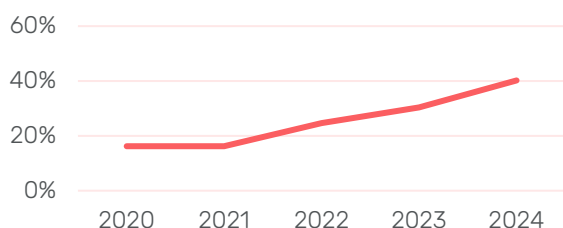
As part of our focus on sustainability, the cars in our fleet are continuously replaced with electric cars. Ability currently has 33 emission-free cars out of a total of 82 cars. The share of electric cars increased from 30% to just over 40% during 2024.

Elektrisk vs. fossil biler



The goal towards 2025 is to increase the share of electric cars to 45%.

Andel el-biler

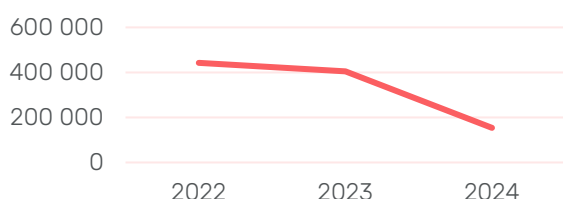


Full electrification not possible

Although we are continuously working to increase the share of electric cars in our fleet, there are some of our services that still require the use of fossil-fuelled cars, including the Ionic window cleaning system, salting and ploughing. This is due to equipment we depend on that is mounted permanently on vehicles and that requires to be fossil-fuelled.

Of course, we are following developments and hope that we can get more environmentally friendly products on the market shortly.

CO2 emission vehicles

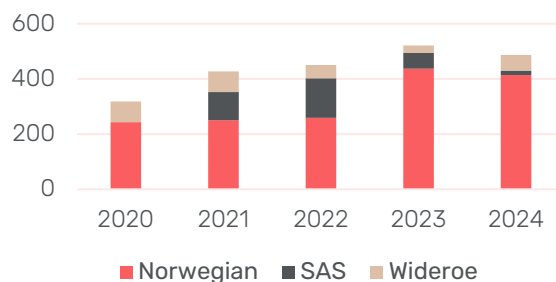


Flights

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.

	2021	2022	2023	2024
Norwegian	250	259	437	414
Widerøe	75	48	27	16
SAS	102	143	57	57
Total	427	450	521	487

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.



Riktig kildesortering sparer miljøet!

MATAVALL

JA TAKK!

- Matrester
- Eggeteier
- Kaffesedler og kaffepulver
- Små bær
- Toppene

NEI TAKK!

- Rensningsmidler
- Rensningsmidler
- Rensningsmidler
- Rensningsmidler
- Rensningsmidler

RESTAVFALL

JA TAKK!

- Tegnede avfall og papir
- Krukker, kopper og glass
- Blått og grønt avfall
- Plast som ikke er emballasje
- Boksapen og boks

NEI TAKK!

- Gjenvinnbare materialer
- Fastt avfall
- Boksapen
- Boksapen
- Boksapen

PAPIRAVALL

JA TAKK!

- Tegnede avfall
- Avfall og emballasje
- Magasin og avis
- Hvit papir og papir
- Plast i boks

NEI TAKK!

- Tegnede papir
- Boksapen
- Boksapen
- Boksapen
- Boksapen

PLASTEMBALLASJE

JA TAKK!

- Plastemballasje
- Plastemballasje
- Plastemballasje
- Plastemballasje
- Plastemballasje

NEI TAKK!

- Plast som ikke er emballasje
- Tegnede plastemballasje
- Plastemballasje med papir
- Plastemballasje
- Plastemballasje

Ability Entusiasme i all

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.



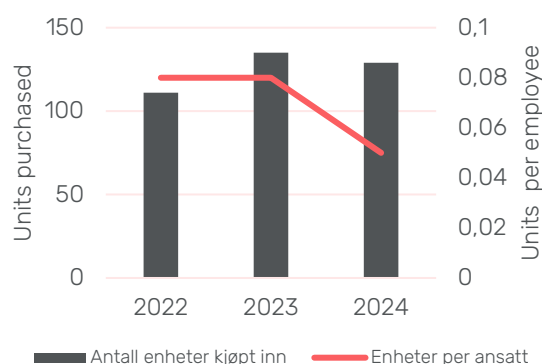
Cleaning supplies

Ability uses eco-labelled paper and soap where delivery allows. The focus is that 100% of the soap and paper delivered to our customers under the auspices of Ability should be eco-labelled. In 2024, 96% of soap and paper were eco-labelled.

Office Supplies

Copy paper: 99% of the paper must be eco-labelled. Ability also aims to reduce the purchase of copy paper by 40%. From 2023 to 2024, we had a reduction of 37.5% (purchased copy paper divided by employees).

Purchase copypaper



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 provide opportunities for saving time and the environment.

OUR GOALS

Efficient buildings and management

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

ESRS – European Sustainability Reporting Standards

In our commitment to sustainable real estate management and building management, we will report in accordance with relevant parts of ESRS, in particular ESRS E1 (climate change), E2 (pollution), and E5 (resource use and circular economy). These standards help us document how our services contribute to energy efficiency, reduction of greenhouse gas emissions and better management of resources in buildings.

By combining modern technology with long-term operation and maintenance, Ability ensures reduced energy costs and better environmental performance for customers. This includes measures such as energy-efficient lighting, smart building automation, and green maintenance strategies. ESRS gives us tools to measure these improvements in a structured way and highlight how we contribute to a lower carbon footprint and more sustainable commercial buildings in Norway through our property operations.

UN Sustainable Development Goals

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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

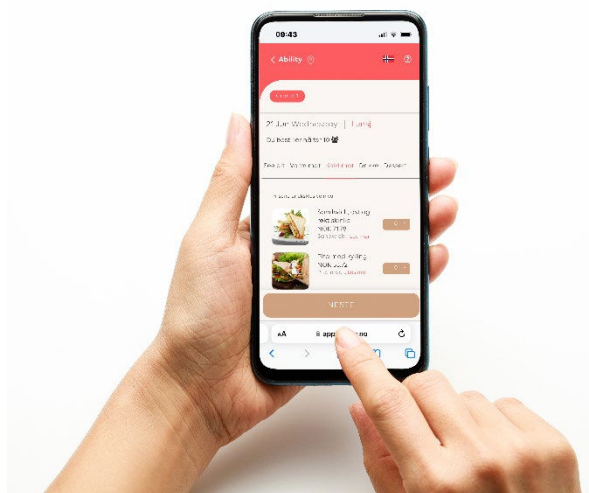
Data-driven

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.

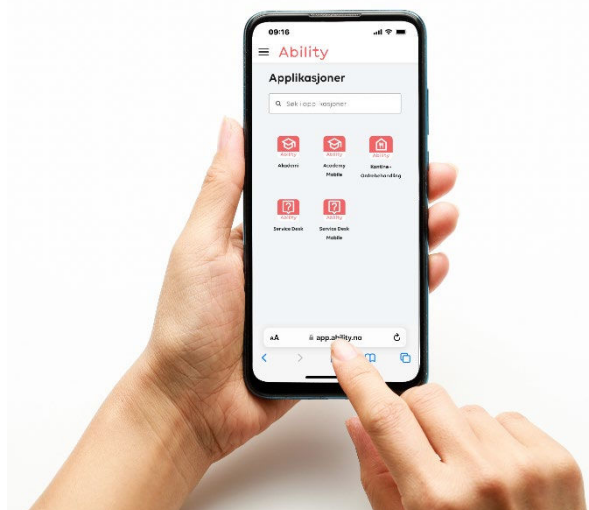
Our digital solutions are constantly being renewed in collaboration with selected IT companies. Our goal is a fully digital delivery of services. This means that everything from food orders to meeting rooms and onboarding apps will be gathered in a common system for facility management.

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.

Our goal is a fully digital delivery of services.

Bjarte Karlsen, CTO

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

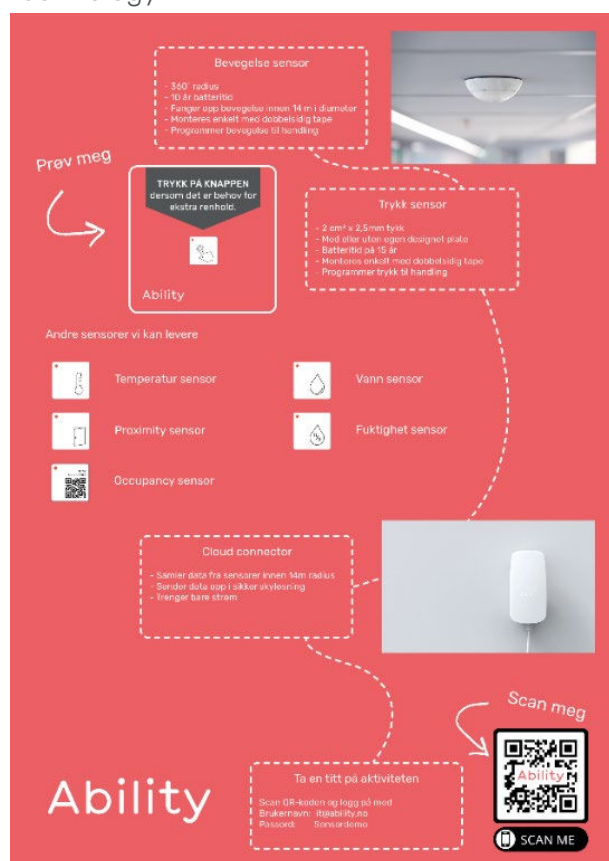
All this data is available digitally, and you can retrieve both historical data and future

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 development. Ability does not tolerate such activities.

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, administrerende direktør

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 1800 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, authorities and the 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 ratio 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](#)



HSEQ and Sustainability Manager Marianne Stople has retrieved the climate accounts and all reports.

STRATEGY

Climate accounts 2024

Ability has entered into an agreement with Energi.ai on climate accounting and has uploaded accounting figures for 2021, 2022, 2023 and 2024.

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 2024, the group has focused on including the EU's sustainability standards ESRS in Ability's sustainability work. Going forward, the group will work towards developing sub-goals related to the Sustainable Development Goals.

The Sustainability Group has provided information and compiled it in this

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

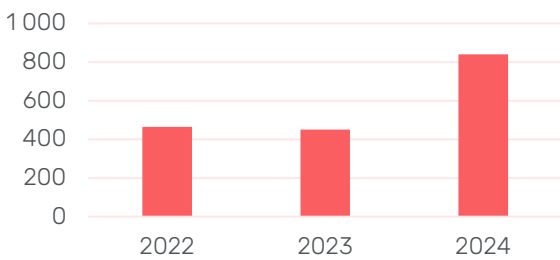
In November 2024, a merger was carried out in which Ability's three operating companies were merged into one. Two of the companies were merged into the third, which continued operations and reporting. This organisational change has directly affected the climate accounts for 2024. As a result of the merger, the total emissions attributed to the continued operating company have increased compared with previous years. This is not necessarily due to a real increase in emissions at group level, but to a change

in how emissions are reported: Where previously there were three separate accounts, it is now reported as one consolidated account for the new operating company.

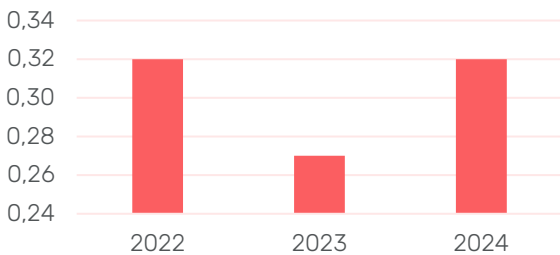
Energi.ai

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.

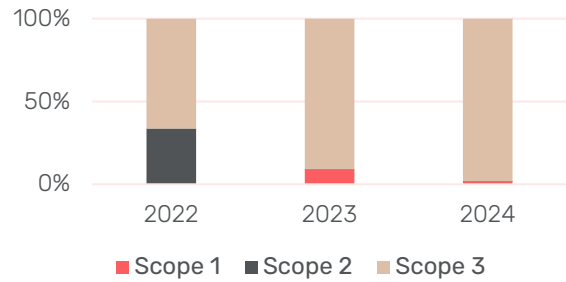
Emissions in tons CO2



Emissions per employee



Distribution by scope



We encourage the reader to interpret the development in the climate accounts in light of the aforementioned merger. An increase in total emissions does not necessarily mean that the business has become less sustainable, but that it is reported by a larger and more complex operating company.

Konsolideringsrapport

Org nr
889724412

Aggregert nivå
Alle selskap

Antall selskap
4

Totalt utslipp
i porteføljen

8 401 597

Kg CO2e

* Alle tall er i Kg CO2e

2024

Scope 1

- 0 Stasjonær forbrenning
- 0 Flyktige utslipp
- 154 098 Mobil forbrenning
- 0 Fysisk eller kjemisk prosessering

Scope 2

- 26 660 Utslipp fra innkjøpt energi

Scope 3

- 4 627 952 Kjøp av varer og tjenester
- 1 013 985 Kapitalvarer
 - 0 Drivstoff- og energirelaterte aktiviteter
- 30 371 Oppstrøms transport og distribusjon
- 16 790 Avfall fra driften
- 715 811 Forretningsreiser
 - 0 Ansattes pendling
- 1 815 931 Oppstrøms leide eiendeler
 - 0 Nedstrøm transport og distribusjon
 - 0 Bearbeiding av solgte produkter
 - 0 Bruk av solgte produkter
 - 0 End of life behandling av produkter
 - 0 Nedstrøms leide eiendeler
 - 0 Franchising
 - 0 Investeringer

Selskap med høyest utslipp	Totalt utslipp
ABILITY FM ØST AS	6 040 704
ABILITY FM VEST AS	1 385 386
ABILITY MANAGEMENT AS	623 266
ABILITY FM NORD AS	352 242
Totalt	8 401 597



Topp 5 områder av utslipp	Totalt utslipp
Varer og tjenester for salg	2 449 850
Annen leiekostnad	1 050 735
Biler, lastebiler, varebil (B)	938 365
Andre driftsmidler	743 042
Reise - hotell, måltider, taxi, tog, fly	594 678
Totalt	5 776 671

Selskapsoversikt

Selskap	Eierskap %	Konsolidering %	Totalt utslipp
ABILITY MANAGEMENT AS	100%	100%	623 266
ABILITY FM NORD AS	100%	100%	352 242
ABILITY FM VEST AS	100%	100%	1 385 386
ABILITY FM ØST AS	100%	100%	6 040 704

Konsolideringsrapport

2024

Org nr
889724412

Eierskap i %
100%

Konsolidering i %
100%

Type
Morselskap

Totalt utslipp

623 266

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stasjonær forbrenning
- 0 Flyktige utslipp
- 2 822 Mobil forbrenning
- 0 Fysisk eller kjemisk prosessering

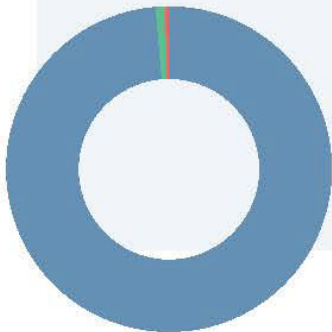
Scope 2

- 5 994 Utslipp fra innkjøpt energi

Scope 3

- 220 701 Kjøp av varer og tjenester
- 9 045 Kapitalvarer
 - 0 Drivstoff- og energirelaterte aktiviteter
- 288 Oppstrøms transport og distribusjon
- 832 Avfall fra driften
- 129 789 Forretningsreiser
 - 0 Ansattes pendling
- 254 370 Oppstrøms leide eiendeler
 - 0 Nedstrøm transport og distribusjon
 - 0 Bearbeiding av solgte produkter
 - 0 Bruk av solgte produkter
 - 0 End of life behandling av produkter
 - 0 Nedstrøms leide eiendeler
 - 0 Franchising
 - 0 Investeringer

Nåværende fordeling av
selskapets utslipp
7,4%
Kg CO2e



SCOPE 1
2 822 0,45%

SCOPE 2
5 994 0,96%

SCOPE 3
614 449 98,59%

Topp 5 områder av utslipp	Totalt utslipp
Leie datasystemer	222 254
Forskning og utvikling	122 157
Reise - hotell, måltider, taxi, tog, fly	116 633
Konsulenter - revisjons, regnskap, drift, rekruttering	27 303
Leie lokaler	23 653
Totalt	512 000

Konsolideringsrapport

2024

- Org nr
951401919
- Eierskap i %
100%
- Konsolidering i %
100%
- Type
Datterselskap

Totalt utslipp

352 242

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stasjonær forbrenning
- 0 Flyktige utslipp
- 13 709** Mobil forbrenning
- 0 Fysisk eller kjemisk prosessering

Scope 2

- 1 791** Utslipp fra innkjøpt energi

Scope 3

- 206 881** Kjøp av varer og tjenester
- 14 314** Kapitalvarer
 - 0 Drivstoff- og energirelaterte aktiviteter
- 1 967** Oppstrøms transport og distribusjon
- 406** Avfall fra driften
- 44 028** Forretningsreiser
 - 0 Ansattes pendling
- 69 145** Oppstrøms leide eiendeler
 - 0 Nedstrøm transport og distribusjon
 - 0 Bearbeiding av solgte produkter
 - 0 Bruk av solgte produkter
 - 0 End of life behandling av produkter
 - 0 Nedstrøms leide eiendeler
 - 0 Franchising
 - 0 Investeringer

Nåværende fordeling av selskapets utslipp

4,2%

Kg CO2e

SCOPE 1

13 709

3,89%

SCOPE 2

1 791

0,51%

SCOPE 3

336 742

95,6%

Topp 5 områder av utslipp

	Totalt utslipp
Varer og tjenester for salg	95 150
Annen leiekostnad	44 387
Andre driftsmidler	39 791
Reise - hotell, måltider, taxi, tog, fly	32 488
Annen fordel i arbeidsforhold	18 127
Totalt	229 943

Konsolideringsrapport

2024

Org nr
976229673

Eierskap i %
100%

Konsolidering i %
100%

Type
Datterselskap

Totalt utslipp

1 385 386

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stasjonær forbrenning
- 0 Flyktige utslipp
- 20 044 Mobil forbrenning
- 0 Fysisk eller kjemisk prosessering

Scope 2

- 4 625 Utslipp fra innkjøpt energi

Scope 3

- 893 050 Kjøp av varer og tjenester
- 142 983 Kapitalvarer
 - 0 Drivstoff- og energirelaterte aktiviteter
- 6 551 Oppstrøms transport og distribusjon
- 3 138 Avfall fra driften
- 75 405 Forretningsreiser
 - 0 Ansattes pendling
- 239 588 Oppstrøms leide eiendeler
 - 0 Nedstrøm transport og distribusjon
 - 0 Bearbeiding av solgte produkter
 - 0 Bruk av solgte produkter
 - 0 End of life behandling av produkter
 - 0 Nedstrøms leide eiendeler
 - 0 Franchising
 - 0 Investeringer

Nåværende fordeling av selskapets utslipp

16,5%
Kg CO2e

SCOPE 1
20 044

1,45%

SCOPE 2
4 625

0,33%

SCOPE 3
1 360 716

98,22%

Topp 5 områder av utslipp

	Totalt utslipp
Varer og tjenester for salg	599 287
Annen leiekostnad	166 068
Biler, lastebiler, varebil (B)	142 161
Andre driftsmidler	126 527
Reise - hotell, måltider, taxi, tog, fly	67 450
Totalt	1 101 493

Konsolideringsrapport

2024

Org nr
911463830

Eierskap i %
100%

Konsolidering i %
100%

Type
Datterselskap

Totalt utslipp

6 040 704

Kg CO2e

* Alle tall er i Kg CO2e

Scope 1

- 0 Stasjonær forbrenning
- 0 Flyktige utslipp
- 117 522 Mobil forbrenning
- 0 Fysisk eller kjemisk prosessering

Scope 2

- 14 249 Utslipp fra innkjøpt energi

Scope 3

- 3 307 320 Kjøp av varer og tjenester
- 847 642 Kapitalvarer
 - 0 Drivstoff- og energirelaterte aktiviteter
- 22 141 Oppstrøms transport og distribusjon
- 12 414 Avfall fra driften
- 466 588 Forretningsreiser
 - 0 Ansattes pendling
- 1 252 828 Oppstrøms leide eiendeler
 - 0 Nedstrøm transport og distribusjon
 - 0 Bearbeiding av solgte produkter
 - 0 Bruk av solgte produkter
 - 0 End of life behandling av produkter
 - 0 Nedstrøms leide eiendeler
 - 0 Franchising
 - 0 Investeringer

Nåværende fordeling av selskapets utslipp

71,9%

Kg CO2e

SCOPE 1

117 522

1,95%

SCOPE 2

14 249

0,24%

SCOPE 3

5 908 933

97,82%

Topp 5 områder av utslipp

	Totalt utslipp
Varer og tjenester for salg	1 755 414
Annen leiekostnad	840 280
Biler, lastebiler, varebil (B)	796 204
Andre driftsmidler	576 724
Reise - hotell, måltider, taxi, tog, fly	378 107
Totalt	4 346 729

Klimarapport for 2024

ABILITY FM AS
Org.nr: 911463830
NACE kode 81.210
Bransje Rengjøring av bygninger
Adresse 5160, LAKSEVÅG, Norge
Antall ansatte 1844

OM RAPPORTEN

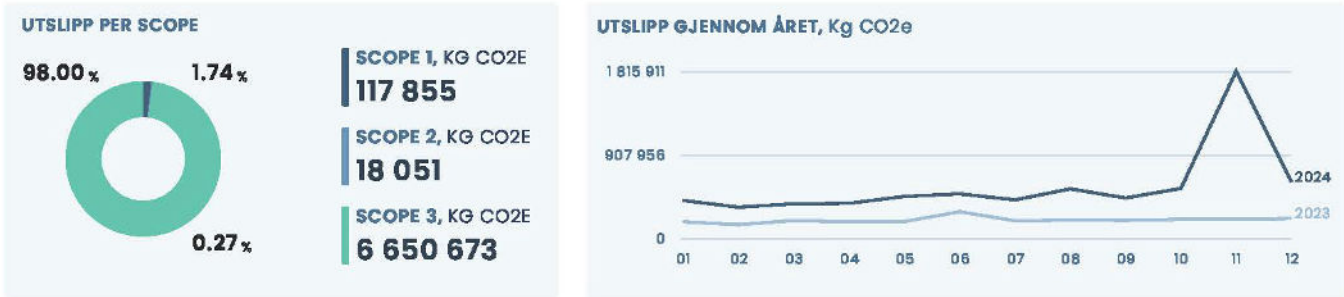
Rapporten er utarbeidet basert på finansielle og aktivitetsdata i henhold til internasjonale standarder for beregning av klimaregnskap (GHG – Green House Gas protokollen). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING
997 906
KNOK

TOTALT UTSLIPP
6 786 579
Kg CO2e

UTSLIPPSINTENSITET
6,8
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT
3 680
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 sammenlignet med bransjen.



295 069
ANTALL TRÆR PER ÅR FOR Å KOMPENSERE FOR PRODUSERT UTSLIPP

MULIG SKATT AV CO2E I 2030
271 812 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.

STØRSTE UTSLIPPSAKTIVITETER BASERT PÅ HOVEDBOK			TOPP 10 LEVERANDØRER MED HØYEST UTSLIPP		
HOVEDBOKSKONTO	UTSLIPP KG CO2E		LEVERANDØR	KOSTNAD KNOK	UTSLIPP KG CO2E
4030 Innkjøp av råvarer og halvfabrikata, middel sats	893 999		Ability Management AS	52 144 350	439 197
6490 Annen leiekostnad	840 280		IKKE I BRUK – Ability Fm Vest AS	14 148 098	216 624
4500 Innleid arbeidskraft	798 101		Textilia Group A/S	5 381 232	200 993
1230 Biler anskaffelse	796 043		NorEngros Johs Olsen	6 483 368	183 670
6590 Annet driftsmateriale	576 734		Stil Tekstilservice AS	4 524 520	172 736
6710 Adm. fee	500 573		Tine AS	3 050 233	150 337
7140 Reisekostnad, ikke opplysningspliktig	316 302		Servicegrossisten Øst AS	7 395 854	138 375
5281 Fordel OTP/AFP	186 079		Brage Finans AS	3 830 790	113 978
6400 Leie maskiner	176 062		Måkestad Engros AS	6 044 857	106 041
4300 Innkjøp av varer for videresalg, høy sats	161 692		Insider Facility Solutions AS	6 901 093	104 509

Klimarapport for 2024

ABILITY FM VEST AS
Org.nr: 976229873
NACE kode **81.210**
Bransje **Rengjøring av bygninger**
Adresse **Damsgårdsveien 131, 5160, LAKSEVÅG, Norge**
Antall ansatte **438**

OM RAPPORTEN

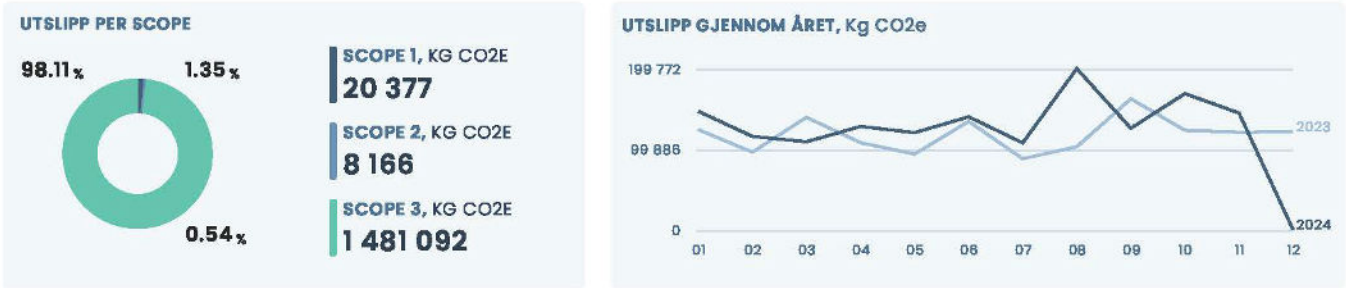
Rapporten er utarbeidet basert på finansielle og aktivitetsdata i henhold til Internasjonale standarder for beregning av klimaregnskap (GHG - Green House Gas protokollen). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING
182 894
KNOK

TOTALT UTSLIPP
1 509 636
Kg CO2e

UTSLIPPSINTENSITET
8,25
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT
3 447
Kg CO2e per ansatt



Klimarapport for 2024

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 utarbeidet basert på finansielle og aktivitetsdata i henhold til internasjonale standarder for beregning av klimaregnskap (GHG – Green House Gas protokollen). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

OMSETNING

76 233
KNOK

TOTALT UTSLIPP

408 451
Kg CO₂e

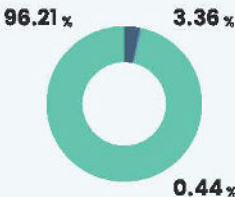
UTSLIPPSINTENSITET

5,36
Kg CO₂e per KNOK

UTSLIPPSINTENSITET PER ANSATT

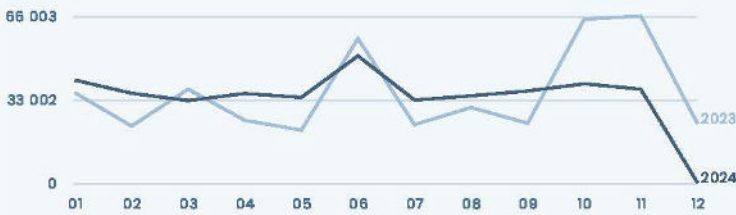
2 002
Kg CO₂e per ansatt

UTSLIPP PER SCOPE



SCOPE 1, KG CO₂E
13 709
SCOPE 2, KG CO₂E
1 791
SCOPE 3, KG CO₂E
392 951

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
5,36
Kg CO₂e per KNOK

GJENNOMSNETTIG
UTSLIPPSINTENSITET
I BRANSJEN
12,98
Kg CO₂e per KNOK

17 759

ANTALL TRÆR PER ÅR FOR Å KOMPENSERE
FOR PRODUSERT UTSLIPP

MULIG SKATT AV CO₂E I 2030

31 000 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.

STØRSTE UTSLIPPSAKTIVITETER BASERT PÅ HOVEDBOK

HOVEDBOKSKONTO	UTSLIPP KG CO ₂ E
4500 Innleid arbeidskraft	49 071
6490 Annen leiekostnad	44 387
6590 Annet driftsmateriale	39 791
6710 Adm. fee	39 324
4030 Innkjøp av råvarer og halvfabrikata, middel sats	31 059
7140 Reisekostnad, ikke opplysningspliktig	28 838
7133 Reise lav sats (12%)	19 427
5281 Fordel OTP/AFP	17 762
4300 Innkjøp av varer for videresalg, høy sats	16 632
7000 Drivstoff transportmiddel	13 709

TOPP 10 LEVERANDØRER MED HØYEST UTSLIPP

LEVERANDØR	KOSTNAD KNOK	UTSLIPP KG CO ₂ E
Ability Management AS	5 458 908	53 519
Nor Tekstil AS	908 318	32 995
Norengros Ødegaard Engros AS	1 214 057	31 235
Insider Facility Solutions AS	1 970 654	29 762
Skyttelpass AS	179 564	16 083
Storvask Mma AS	417 829	14 903
Brage Finans AS	477 406	13 813
Circle K Norge AS	224 708	13 375
Vestre Rosten 77 AS	668 268	10 545
Arena Midt-Norge AS	312 500	10 039

Klimarapport for 2024

ABILITY MANAGEMENT AS
Org.nr: 889724412
NACE kode **81.210**
Bransje **Rengjøring av bygninger**
Adresse **5160, LAKSEVÅG, Norge**
Antall ansatte **33**

OM RAPPORTEN

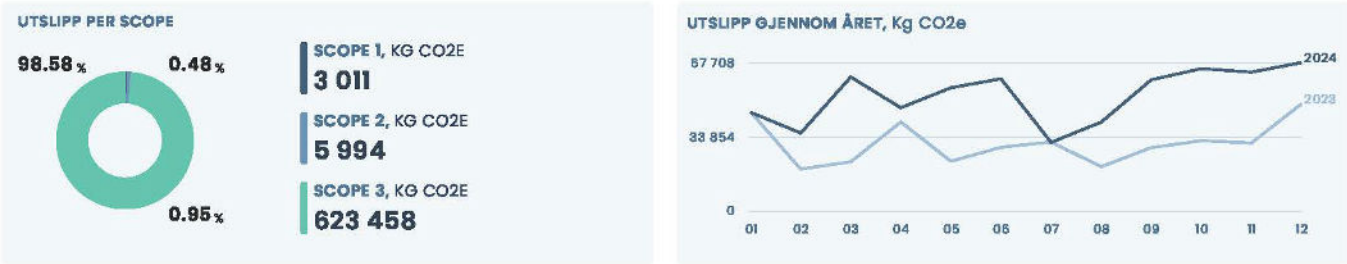
Rapporten er utarbeidet basert på finansielle og aktivitetsdata i henhold til internasjonale standarder for beregning av klimaregnskap (GHG - Green House Gas protokollen). I tillegg til totalt utslipp, ser man fordeling i henhold til omsetning, per ansatt og de ulike scope i henhold til tilgjengelig informasjon.

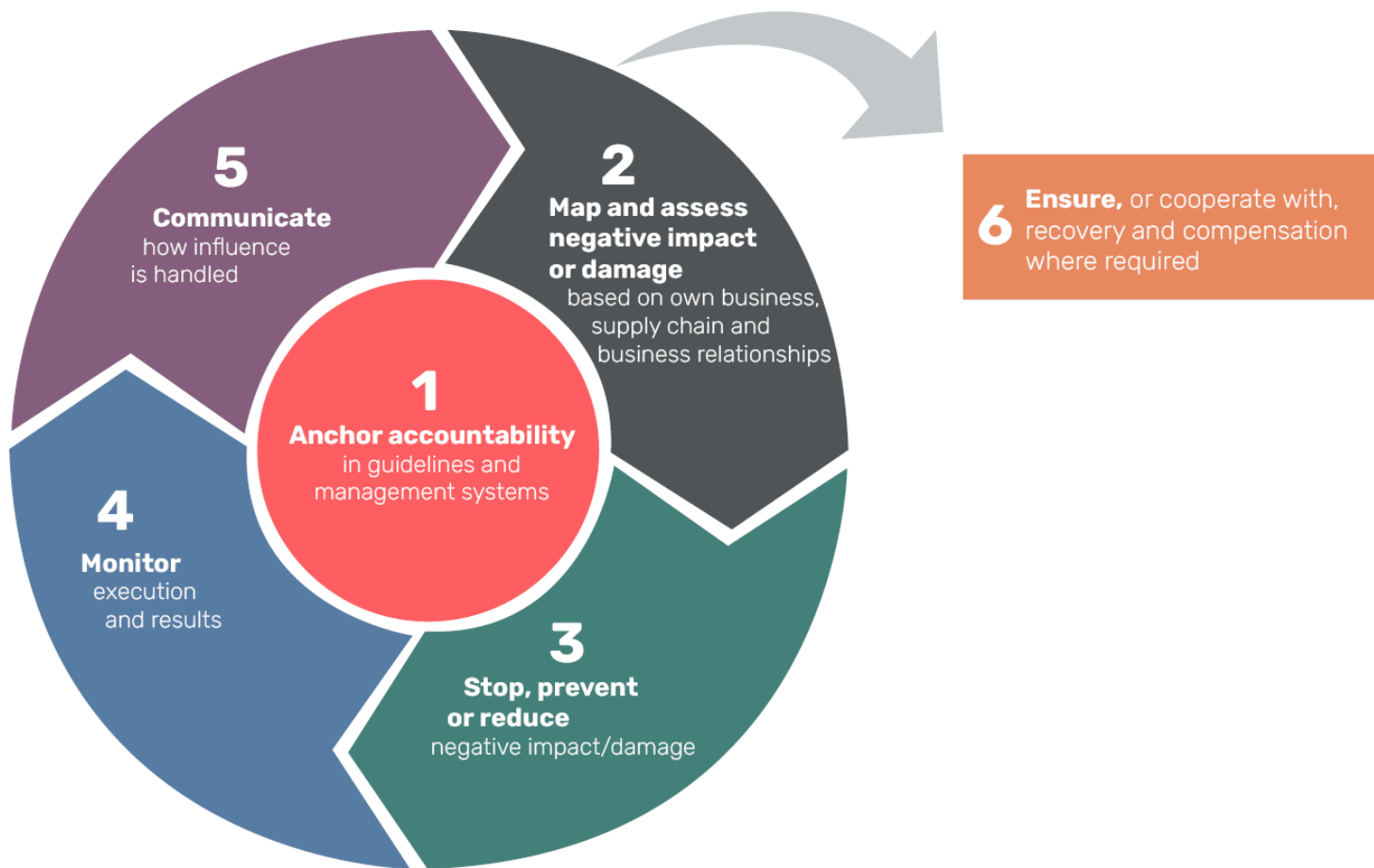
OMSETNING
51 191
KNOK

TOTALT UTSLIPP
632 463
Kg CO2e

UTSLIPPSINTENSITET
12,36
Kg CO2e per KNOK

UTSLIPPSINTENSITET PER ANSATT
19 166
Kg CO2e per ansatt





The Transparency Act

Ability's customers must be confident that safeguarding fundamental human rights is the foundation of our value chains. For us, sustainability also means that we take care of the people in our own organization and in value chains.

Ability is covered by the Transparency Act and shall contribute to promoting 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. This means that we will identify and assess the risk of such breaches, prioritise the risks according to their severity and implement measures to manage them.

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 contact post@ability.no.

Due diligence assessments

Ability

Local Management
Environmental
Business
Human
Information systems

AKTSOMHETSURDERINGER 2024



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.

[Also read the report on our due diligence.](#)

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.

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 2024.

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

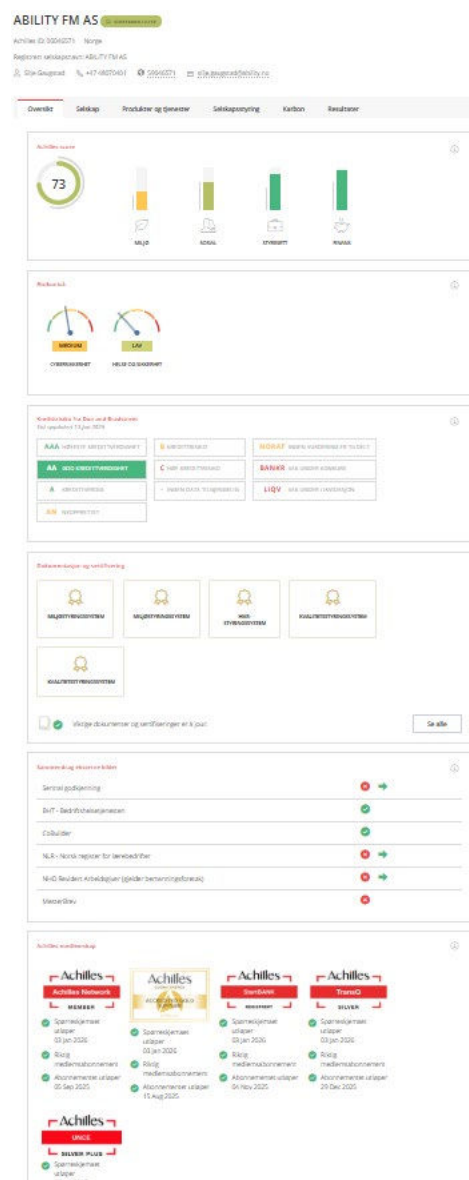
Ability is registered in the supplier register StartBANK, which sets requirements for services for the building and construction industry. StartBANK id: 140438.



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

Achilles

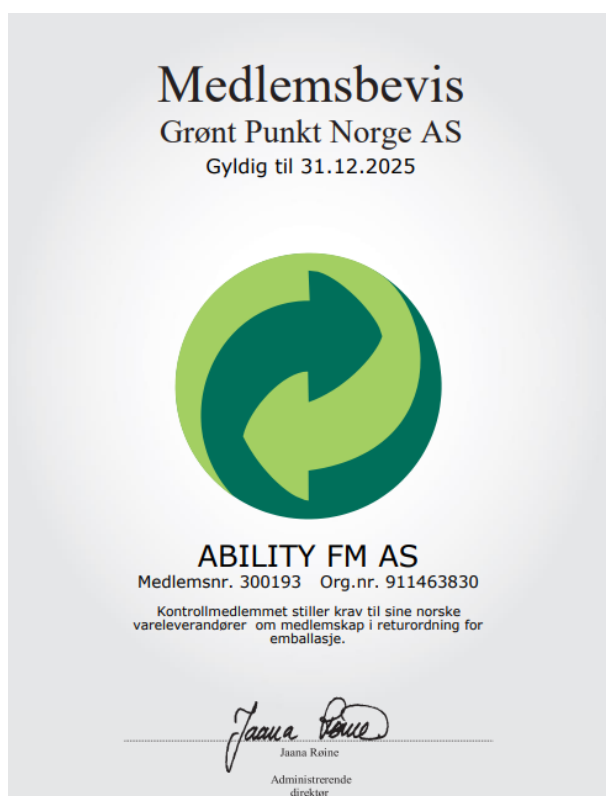
Ability holds the following certifications: Network, Oil & Gas, TransQ and UNCE.



Control member of Grønt Punkt Norge

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 AS. Org.nr. 911463830. Member no. 300193. Valid until December 31, 2025. [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 badge in November 2024.





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.](#)