



Our Sustainability Work *2019*

The Nolato Group

- ▶ Nolato is a Swedish publicly listed group with operations in Europe, Asia and North America. We develop and manufacture customer-specific products in polymer materials such as plastic, silicone and TPE for customers within medical technology, pharmaceuticals, consumer electronics, telecom, automotive, hygiene and other selected industrial sectors. Nolato's sales are generated within three customer-focused business areas – Medical Solutions, Integrated Solutions and Industrial Solutions.
- ▶ Our vision is for Nolato to be regarded as the natural choice when customers need a high-tech cooperation partner and supplier. We define being the customer's first choice as customers experiencing the delivery of high quality in all aspects of projects.
- ▶ Our core values are based on the view that efficient and profitable business operations must be ethical and sustainable. Issues relating to ethics, social responsibility, environmental matters and work environment are therefore integral to our business.
- ▶ Nolato's shares are listed on Nasdaq Stockholm in the Large Cap segment, where they are included in the Industrials sector.

Nolato Sustainability Report 2019

- ▶ For Nolato, sustainability work is an integral part of financial value creation and contributes to a sustainable society. The Sustainability Report should be regarded as an integrated report that provides information about the relationship between financial and non-financial results, and demonstrates how the Group's strategy, governance and earnings can create value for stakeholders.
- ▶ Nolato's 2019 Annual Report contains the information (Sustainability Report) required for large companies, in accordance with the Swedish Annual Accounts Act. The purpose of this report, Our Sustainability Work 2019, is to provide more detail and complement the Sustainability Report included in the Annual Report.

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Protecting our future by saying no

Nolato has been taking responsibility for people and the environment for many years. We endeavour to create solutions that benefit business while contributing to sustainable development. The ten principles for responsible business enshrined in the UN Global Compact and the UN Sustainable Development Goals offer guidance and inspiration in these efforts. The Sustainability Report details the improvements we have made to our strategy and provides specific examples of sustainable solutions. It details areas such as lower material consumption, energy-efficient production methods, sustainable logistics, safe workplaces and involvement in the communities in which we operate.

A major challenge

Reducing our carbon footprint is a significant challenge and we have made some progress by phasing out fossil fuels, improving energy efficiency and buying fossil-free electricity in countries where this is possible. But the area where we can make the greatest positive change for the climate and environment in the future is how we develop new products and what products we choose to develop and manufacture.

Nolato's most important raw materials are plastics – fantastic materials with properties that are difficult to replace. However, these plastics need to be handled correctly and should not end up in the natural environment. So there is still a great deal to do to reduce the carbon footprint of plastics.

We try where possible to encourage customers to use recycled plastic raw materials or bioplastics when we develop new

products. This is happening on a relatively small scale at the moment, but we are seeing growing interest in more low-carbon products.

Supporting our customers

The fact that we are on board at an early stage in our customers' product development process allows us to support them in terms of sustainable development, particularly with regard to the product's carbon footprint in a life cycle perspective. By adopting a forward-thinking approach in the choice of raw materials and production methods, we are also reducing our own carbon footprint. But one of the most important things we can do is to actually decline business that doesn't meet our environmental requirements. This may of course seem like a drastic measure, but it's something that clearly illustrates that we are serious about our sustainability work.

Environmental and business benefits

I am looking forward to continuing to work with sustainable development alongside all our highly skilled and committed employees. Our overriding objective is to develop solutions that are of interest to our customers, and that create both environmental and business benefits in a comprehensive approach.



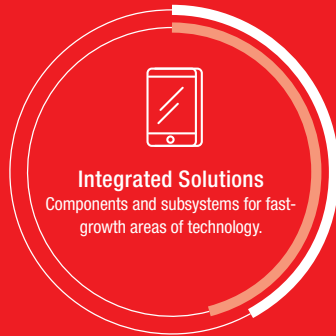
Christer Wahlquist
President and CEO

Torekov, March 2020

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President and CEO

The Nolato Group in brief

Nolato is a Swedish publicly listed group with operations in Europe, Asia and North America. Nolato's three business areas develop and manufacture products in polymer materials such as plastic, silicone and TPE for leading, often global, companies.



Share of Group sales

Share of Group operating profit (EBITA)

Our values

Professional
Well organised
Responsible

Three basic principles that comprise Nolato's group-wide values and are key to our long-standing tradition of responsible business and sustainable development strategy.

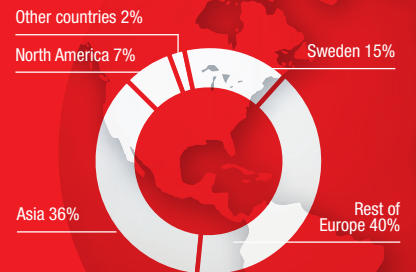
Employees

5,900

Nolato's average no. of employees in 2019



Our global presence



Sales per geographical market

Long-term perspective on sustainability work

Sustainability increasingly important

Nolato's history within sustainable development dates back to 1938 when the company was first established. The concept of sustainable development – environmental, social and financial responsibility – wasn't around back then, but Nolato developed a tradition of responsible business at an early stage in its development.

Today this responsible approach is described in the Group's values document, The Nolato Spirit, and the concept of sustainable development is firmly rooted in the company's strategy plans as well as day-to-day operations.

Systematic and future-oriented

Nolato's commitment to sustainable development has its origins in fundamental work within health and safety and the environment. Satisfying legal requirements within these areas was naturally important for Nolato's management, but from an early stage they realised the importance of working systematically and with a future-oriented approach. Several important steps were taken in the 1990s, for example Nolato was quick to introduce the certified environmental management system (ISO 14001) at its production

plants. In the 2000s, work was developed and intensified in several areas to include a clearer strategy and long-term sustainable development targets. In 2010, sustainability work was linked to the ten principles in the UN Global Compact, and in 2016 to the 2030 Agenda and the Sustainable Development Goals.

Transparency has gradually increased, and over the past ten years Nolato has published sustainability reports according to global guidelines and standards.

The timeline below highlights key stages en route towards sustainable development, and the table on the next page provides a summary of key performance indicators in the field of sustainable development over the past ten years.

2019 in brief

Interest in sustainable development increased in society and among Nolato's business partners. Issues that were of particular importance included reducing the carbon footprint and impact of plastics on the environment. We worked on these areas, and during the year several projects were implemented focusing on greater use of bioplastics and recycled plastic raw materials. Positive results were also

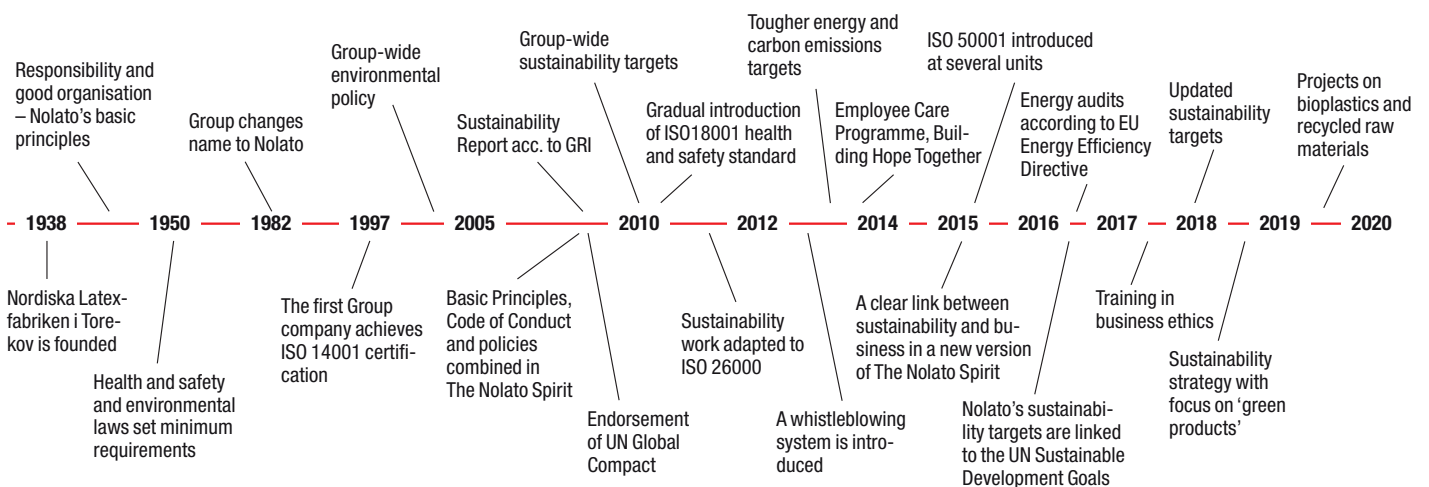
achieved in areas such as energy efficiency, waste, health and safety, social responsibility and business ethics.

The Group's sustainability work was reported to the Global Reporting Initiative (GRI), UN Global Compact and Nasdaq Listing Center (ESG; Environment, Social, Governance). Separately, we also reported under the Carbon Disclosure Project (CDP).

Further work

We will increase environmental activities in 2020 and focus on customer interaction. Nolato will actively present sustainable solutions relating to choice of raw materials, product design, production technologies and transportation. We are confident that greater use of bio-based and recycled raw materials will create both environmental and business benefits. We are continuing to introduce measures concerned with more efficient use of energy, water and materials, along with reduced carbon footprint. We have also maintained our focus on activities that contribute to a safe and stimulating work environment. ■

Key stages en route to sustainability



Ten-year summary

In a global industrial company, improvements within sustainable development happen gradually over a long period of

time. Improvement work requires a focus on the right things, clear goals and follow-up. In a ten-year perspective, Nolato can

demonstrate progress in a number of significant areas. This is encouraging, but there is still a great deal to work on.

Area	Key performance indicators	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Environment											
Compliance	Number of breaches of environmental legislation (fines, sanctions)	2	0	2	1	2	0	2	1	1	1
Energy	Energy consumption (GWh)	184	182	188	169	167	163	164	168	141	140
	Energy consumption/sales (GWh/SEKm)	0.023	0.022	0.028	0.038	0.035	0.038	0.036	0.043	0.047	0.041
Carbon emissions	CO ₂ emissions from energy consumption (tonnes)*	33,900	36,600	49,000	51,200	57,200	62,400	67,800	65,600	53,200	46,300
	CO ₂ emissions/sales (tonnes/SEKm)	4.3	4.5	7.3	11.5	12.1	14.7	15.0	16.9	17.7	13.7
Water	Water consumption (m ³)	146,750	146,300	177,900	163,700	179,300	170,800	159,300	169,300	120,700	139,500
	Water consumption/sales (m ³ /SEKm)	18.5	18.1	26.5	36.8	37.9	40.3	35.2	43.7	40.6	41.3
Waste	Waste volume (tonnes)	6,900	7,300	6,500	5,200	5,000	4,400	5,300	5,300	3,900	3,600
	Waste volume/sales (tonnes/SEKm)	0.9	0.9	1.0	1.2	1.1	1.0	1.3	1.4	1.3	1.1
Raw materials	Recycled/bio-based plastics (% of total consumption)	2	2	2	1	1	1	0	4	2	2
Management systems	ISO 14001-certified plants (% of total)	100	95	95	91	95	100	100	86	85	89
People											
Employees	Number of employees (average)	5,941	6,449	7,249	6,418	7,759	8,020	9,357	8,421	5,491	7,563
Compliance	Number of breaches of health and safety legislation (fines, sanctions)	0	0	0	0	0	1	0	0	0	0
Health and safety	Occupational accidents (number/million hours worked)	4.9	4.1	3.7	5.0	2.3	2.9	2.0	3.9	2.2	2.5
Diversity	Number of women on Group Board (%)	30	30	30	22	30	22	30	30	30	30
	Percentage of women on local management teams (%)	25	22	22	20	19	24	24	24	18	24
Training	Employee training (hours/employee)	26	24	47	53	39	29	18	11	4	4
Management systems	ISO 45001-certified plants (% of total)	29	24	27	27	30	26	16	5	5	5
Code of Conduct	Reported human rights breaches (number)	0	0	0	0	0	0	0	0	0	0
Economic											
Economic value allocated by stakeholder (SEKm)		7,592	7,993	6,530	4,434	4,407	3,610	3,840	3,238	2,846	2,701
Tax paid (SEKm)		154	199	159	515	102	98	89	70	51	56

*Scope 1 and Scope 2 according to GHG Protocol

Interview with Nolato's President and CEO, Christer Wahlquist

Nolato, plastics and the environment

The discussion on the role of plastic in our society is intensifying – what is Nolato's view on this?

On the whole I think the debate on plastic is both relevant and important, provided it is balanced. Plastic has both positive and negative effects from an environmental perspective, so it's not that simple. You have to have a degree of pragmatism and understand that in many ways plastic will continue to have an important role to play in society. For example, when plastic is used to replace metals and other heavy materials in the automotive and aviation industries, it helps reduce weight and fuel consumption, and thus carbon dioxide emissions. In the construction industry, plastics are used as an insulation material, which is positive from an energy perspective. Plastics as packaging material in retail reduce both weight and fuel consumption. At the same time, plastic is based on fossil crude oil, and single-use plastic or plastic used in consumer products with a short lifespan tends to end up in the natural environment and oceans, where it can take hundreds of years to break down.

Products with a long or short lifespan – what does Nolato make?

We use somewhere in the region of 40,000 tonnes of plastic a year and we make products that have both a long and a short lifespan. Long-lasting products are used as components in items such as vehicles, mobile phones, household appliances and medical devices. Most of the time there are efficient systems in place for collecting and recycling the plastic in products such as these. Short-lived plastic products include pharmaceutical packaging and single-use products within health care. Many of these products are recycled, but we cannot rule out the possibility of some of them ending up littering the environment.

What specific strategy does Nolato have to reduce the environmental impact of plastics?

Being a high-tech developer of polymer products is key for us. The customer approaches us with a concept or an initial outline of a product, which they plan to launch on their markets. By working alongside the customer at an early stage, we can contribute towards the development of a functional, cost-effective and environmentally sustainable product. Success factors include experience, in-depth knowledge of the materials and processes, involvement early on in the project, expert project management and a sound knowledge of customers and markets.

In environmentally sustainable product development, we focus specifically on reducing the product's fossil raw material content and increasing recyclability. We have good examples within pharmaceuticals and consumer packaging where we are reducing the product's weight and thus its carbon footprint. It's also possible to increase the content of fossil-free filler material in the plastic, which is something that we're doing with breathing bags, for example.

We're currently using just over 625 tonnes of recycled plastic in products that are mainly for the automotive industry, and we're confident that usage will increase. The same applies to bioplastics,



Bioplastic derived from sugarcane has excellent properties and can replace fossil-based plastic in many products.

which we've been successfully testing as a raw material in Nolato's production technologies. Our offering therefore includes the possibility for customers to make an active choice and opt for an environmentally sustainable solution.

What's most important to customers – price, or are more of them recognising the value of environmentally sustainable plastics?

It varies hugely between different sectors. But overall I'd say that demand for materials that are more sustainable is growing. A key driver is the general transition to fossil-free alternatives that companies are having to go through. Increasing the proportion of products based on bioplastic or recycled plastic for example is often a strategic decision that can help strengthen a company's position in the market and generate new commercial value. For example, we know that one of our customers in the automotive industry has a strategic target of all new vehicles containing 25% recycled plastic by the year 2025.

What's next for Nolato?

Medical Solutions launched a product made from bioplastic derived from sugarcane during the year. It's an excellent material and we're now introducing it as an alternative in a number of ongoing customer projects. Other customers are increasingly interested in using more recycled plastic in their products. Whatever our customers choose, here at Nolato we have the expertise and capacity needed to guide companies, based on needs and opportunities, through the sustainability transition of phasing out of fossil raw materials. ■

Nolato and sustainable development

Many stakeholders expect Nolato to be proactive about working with issues relating to sustainable development. These expectations relate to responsible business, transparency and sound business ethics, but also to us working with our customers to develop environmentally sustainable polymer products.

The debate on the role of plastic in society has had a discernible impact on the Group's value chain. Responsible business is one of Nolato's Basic Principles and is an important aspect of the Group's long-term strategy to create growth and value for its stakeholders.

Our view of responsible business

Over the years, Nolato has established a long-term strategy for sustainable development. The strategy encompasses activities within social responsibility, business ethics/financial responsibility and the environment. We can demonstrate progress within these areas, but the challenge of improving products' environmental attributes requires cooperation with raw material suppliers and customers. One important aspect of the strategy is to develop resource-efficient production methods and products with a low carbon footprint. This is what we mean by responsible business:

- ▶ A proactive approach – We will be the experts regarding the impact of our business on people, the environment and society. We reduce risk and cost through preventive measures, risk analysis and investments in modern technology.
- ▶ New business opportunities – Through resource-efficient production and greater use of environmentally sustainable raw materials, we generate business opportunities and environmental benefits.
- ▶ Responsibility and transparency – Nolato complies with international conventions and principles for sustainable development, including via being a Signatory to the Global Compact. The long-term targets set out the road map for our sustainability work and we openly report on both our progress and setbacks encountered, according to international standards for sustainability reporting.

Clear link to business model

Being a high-tech developer of polymer products is key for Nolato. The customer approaches us with a concept or an initial outline of a product, which they plan to launch on their markets. By working alongside the customer at an early stage, we can contribute towards the develop-

ment of a functional, cost-effective and environmentally sustainable product. Success factors include experience, in-depth knowledge of the materials and processes, involvement early on in the project, expert project management and a sound knowledge of customers and markets.

Our strategy for sustainable development is a natural element of our mission and business model. By creating safe and stimulating workplaces, minimising environmental impact and generating lasting value for our shareholders and stakeholders, Nolato is benefitting both business and society.

Nolato is an important operator in the polymer industry, and we can make a difference by presenting sustainable solutions that relate to choice of raw materials, product design, production technologies and transport. Greater use of bio-based and recycled polymers reduces our carbon footprint from a life cycle perspective. Product design for sustainable development can help make the products easier to recycle and/or extend their lifespan. We are prepared to decline assignments that are incompatible with our environmental ambitions. ▶



Our sustainable development strategy is a natural element of our mission and business model.

Guidelines and standards

The Nolato Spirit booklet summarises the Group’s core values, Code of Conduct and policies and explains how they relate to the business model. The guidelines in The Nolato Spirit apply equally to all Nolato employees, regardless of where in the world they work.

Since 2010 Nolato has been a Signatory to the UN Global Compact, a framework document that comprises ten principles on the environment, human rights, labour and anti-corruption. These ten principles are integrated into The Nolato Spirit, and our long-term targets are linked to the UN Sustainable Development Goals.

Nolato’s sustainability work is reported in accordance with the Swedish Act on Sustainability Reporting by Large Companies, GRI guidelines, CDP, the Nasdaq Listing Center and the UN Global Compact (Communication on Progress – COP).

Production facilities are certified to the international standards ISO 14001 (environment), ISO 9001 (quality management) and, where applicable, to industry-specific ISO standards. We also work with health and safety and energy management standards. The ISO 26000 social responsibility standard provides guidance for our overarching sustainable development efforts.

Sustainability strategy

Nolato’s sustainable development strategy includes the following areas:

- ▶ We aim to create business opportunities through responsible conduct and transparent communication. Opportunities are also created through resource-efficient production methods and the development of products with a low environmental footprint. In short, we aim to be customers’ first choice for sustainable development.
- ▶ We reduce risk and cost through preventive measures, risk analysis and investments in modern technology. Issues regarding energy and carbon emissions are particularly prioritised and are subject to long-term targets. Regarding the use of materials, we aim to increase the percentage of recycled plastic raw material and the use of bioplastics.
- ▶ Using ISO standards and concepts such as lean manufacturing, Medical Excel-

lence and 5S, we create a systematic approach to and credibility for our sustainability work.

- ▶ We involve our employees through a safe, gender-equal and stimulating work environment. Sustainability work should be something that encourages new employees to apply to the company.
- ▶ Nolato should be a good corporate citizen and apply sound business principles and good ethics. Preventing corruption is an important aspect of this work and something we have undertaken in accordance with the principles of the UN Global Compact.
- ▶ Sustainability issues are part of Nolato’s business model and strategy.

Governance and monitoring

Sustainability issues are managed in a methodical way and they are integrated into both strategic planning and our day-to-day operations. We have established long-term Group targets and follow-up indicators in key areas. Operational responsibility for sustainable development is delegated to the Managing Director of each Group company. These activities are followed up through dialogue with the companies’ management and through internal and external audits. Along with the Sustainability Report, we also carry out an in-depth analysis of compliance with legislation, target outcomes and the development of performance and KPIs during the year. One representative on Nolato’s Board has special responsibility for sustainability issues. Matters relating to strategy, risks, monitoring, sustainability reporting, sustainability issues associated with acquisitions and dialogues with investors are managed at Group level. ■

SUSTAINABLE DEVELOPMENT GOALS

The UN presented its Sustainable Development Goals in 2017, within the scope of the 2030 Agenda for Sustainable Development. The 17 goals provide a clear and useful framework for addressing global challenges, and they have had a huge impact on society. At the same time they are a catalyst for innovation and business opportunities within the field of sustainability.

Private and public organisations have an important role to play, and businesses are expected to contribute by adopting responsible business practices, providing transparent reporting of their own targets and outcomes and developing products and services that foster sustainable development.

The SDGs help us focus in on key areas within sustainable development, and we have identified several goals that are clearly linked to the Group’s operations. With these goals as a starting point, we can see that we are able to both reduce our environmental impact and create business opportunities.

We have therefore linked the Group’s targets to eight of the Sustainable Development Goals. This allows us to contribute to an even more sustainable world, while generating profitable growth for Nolato.

Minimising Nolato’s use of resources is an important principle in achieving our targets. We accomplish this by working with innovation, efficiency improvements, investments in new technology, greater use of renewable energy and initiatives focusing on bio-based and recycled plastics. The Sustainable Development Goals also provide inspiration for measures within social responsibility, social engagement and business ethics. ■



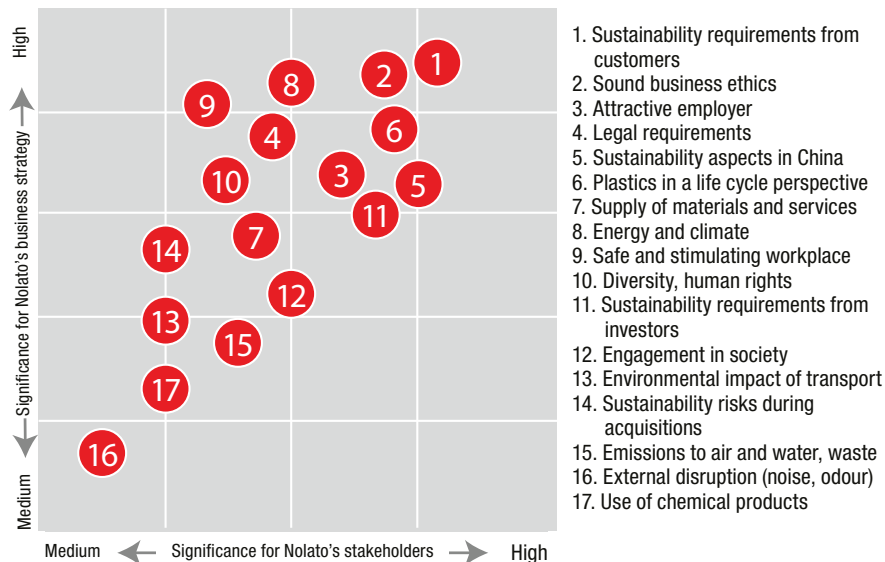
Materiality analysis

Within the framework of the ISO 14001, ISO 45001 and ISO 50001 standards, Nolato's businesses endeavour to identify and manage aspects relating to environment, health and safety, and energy. This involves not only identifying risks, but also looking for opportunities within sustainable development.

Analyses of risks and opportunities, combined with requirements and expectations from a range of stakeholders, provide the basis for the materiality analysis. This is based on sustainability reporting standards (GRI) and provides the background for which areas are examined in greater detail in sustainability reporting and which GRI indicators are used (pages 31-33).

The chart shows the issues that were identified in 2019 as significant and our Sustainability Report describes how these issues are managed and monitored. As a background to the overall materiality analysis, feedback is regularly sought from the Group's companies. Although there may be different priorities at a local level, we are generally in agreement that the ma-

Materiality analysis 2019



teriality analysis provides a fair overview of the areas to focus on. We have made a few minor changes to the analysis for 2019: 'Plastics in a life cycle perspective' has been moved up in terms of importance, and this is an area where interest in the environmental impact of plastics has grown in society and among our customers. Furthermore, we have given greater

priority to 'Energy and climate', which is a result of social commitment to specific measures to combat or mitigate the effects of ongoing climate change.

'Investor requirements' has also been given higher priority. This is partly a consequence of heightened interest in sustainability issues in business journals. ■







Value for stakeholders

Nolato interacts with stakeholders, who bring requirements and expectations in relation to sustainable development. Our understanding of which stakeholders are

significant – and what they consider to be important – is based on experience and long-standing commercial relationships, as well as events over the past financial year. Stakeholder engagement is carried out in multiple ways and includes perfor-

mance reviews with employees, customer satisfaction surveys, analyst meetings and cooperation with customers, suppliers and contractors. ■

Overview of stakeholder engagement in 2019

























Stakeholder	Key issues, requirements and expectations	Value created
 Customers	Many customers impose requirements for a code of conduct and certified environmental management systems. Other requirements concern the phasing out of hazardous chemical substances and for sustainability issues to be implemented into the supply chain. There was an increased interest in products containing bio-based and/or recycled raw materials during the year. The Group's sustainability work is regularly evaluated by our customers.	With expertise in polymer materials, technical support and continual development, we boost our customers' competitiveness on their markets. Nolato is convinced that an ambitious approach to sustainable development strengthens relationships with our customers. In 2019, customer surveys and audits were carried out at 13 plants (13). Group companies received positive feedback about their efforts. The operations in China and Malaysia are certified as Sony Green Partners.
 Employees	It is important for Nolato to retain and develop its employees and to attract new talent. Key areas for employees include health, safety, financial remuneration, personal development, social conditions and sound business ethics.	During the year, Nolato paid SEK 1,744 million (1,645) in wages to employees. The accident rate increased, but remained low in an industrial perspective. The number of training hours totalled 152,400 (154,000). 1,967 (2,300) employees participated in performance reviews. Surveys into satisfaction levels in the workplace produced positive results. The Employee Care Programme was further developed in China.
 Suppliers	Nolato endeavours to maintain long-term and transparent relationships with its suppliers. The aim is to ensure the right quality, financial stability and sustainable development for both parties. Suppliers expect consistent and clear requirements.	Suppliers have been informed of Nolato's Code of Conduct and we expect them to share the Group's values. We assessed suppliers' sustainability work and conducted around 200 (250) surveys and audits. Suppliers met the Group's requirements to a satisfactory degree. In 2019, Nolato paid its suppliers a total of SEK 5,274 million (5,757).
 Shareholders	Growth and dividends are at the core of value creation for our shareholders. The integration of sustainability issues into our business strategy reduces risk and creates business opportunities. Developing environmentally sustainable products, resource-efficient production and investments in environmental technology will help Nolato maintain its competitiveness.	Integration of sustainable development in strategies and day-to-day work created value for shareholders. Use of the Sustainability Report allowed shareholders and potential investors to evaluate the Group's sustainability work. In daily business paper Dagens Industri's ranking 'Sustainable companies 2019', the Group came in at number five in the capital goods category. The share dividend is expected to amount to SEK 385 million (368).
 Society	Social engagement is an important aspect of The Nolato Spirit and something that is expected by local communities where the Group operates. As a global company, we are expected to undertake measures that contribute to national and global sustainable development goals.	Nolato is a Signatory to the UN Global Compact, and work with the Sustainable Development Goals continued. At a local level, the Group worked with schools and universities, and contributed to health care, sport and culture. Nolato's tax expense for 2019 amounted to SEK 154 million (199).
 Authorities	Satisfying legal requirements is important to Nolato.	There were no significant breaches of laws or regulations in 2019.

Targets and KPIs

Nolato has group-wide long-term goals that cover the environment, people and society. Several of these goals are linked to the UN Sustainable Development Goals. The production facilities work with lo-

cal targets based on the UN Sustainable Development Goals, primarily within the framework of ISO 14001 and other ISO systems. The table below provides an overview of how our work on these targets is

developing and how we evaluate our ability to achieve them. Detailed information on emissions data and other parameters are presented in other parts of the Sustainability Report. ■

Area	Sustainable development goals	Global goal	Outcome
 Energy	More efficient energy use, and up until 2020 usage should decrease by 20% compared with the average for 2011–2012. The group-wide key performance indicator (KPI) is GWh/net sales and production units use locally adapted targets and KPIs.		▲ Measures included investments in more energy-efficient production equipment (electric injection moulding machines), infrastructure and lighting (LED bulbs). Energy consumption was also affected by production changes at the plant in Beijing. Since 2011–2012, GWh/net sales has decreased by roughly 50 percentage points.
 Carbon emissions	A 20% reduction in emissions of the greenhouse gas carbon dioxide (CO ₂) up to the year 2020 compared with the average for 2011–2012. The target relates to CO ₂ emissions from energy consumption. The group-wide KPI is tonnes of CO ₂ /net sales and there are also different types of local targets.		▲ Climate measures include more efficient use of energy, installation of heat pumps, purchase of fossil-free electricity and HVO (hydrotreated vegetable oil) for heating. The changes in production at the Beijing plant are also contributing to a reduction in emissions. For Scope 1 and 2 emissions (GHG Protocol), the KPI has declined by around 75 percentage points.
 Chemicals and raw materials	Hazardous chemical substances should be identified and, where possible, phased out.		▶ Some twenty hazardous substances were phased out during the year. A handful of chemical substances have been identified as candidates for phasing out.
 Waste	The amount of waste should continually decrease in relation to net sales. The percentage of recycled waste should increase. The Group's units often use detailed targets regarding scrap and waste management.		▶ We are seeing a clear trend over the long term, with the percentage of waste disposed of in landfill declining and the percentage that is recycled rising. This target is part of the Group's continual improvement measures and has no specific deadline. The KPI indicates a downward trend.
 Environmental management systems	All units to be ISO 14001-certified. Acquired companies should be certified within two years.		▲ All production units are certified to ISO 14001 standard.
 Environmentally sustainable products	The percentage of bio-based and recycled raw materials should increase. Nolato will take part in projects with customers and other stakeholders aimed at reducing the environmental impact of existing or new products.		▶ During the year we used 43 tonnes of bioplastics and 626 tonnes of recycled plastics, which is an increase compared with the previous year. Interest is growing among our customers, but it will take time before these raw materials make up a significant proportion of the product portfolio.
 Safe workplaces	The number of workplace accidents should be minimised with the long-term targeting of zero occurrences. All units must have a functioning system for registering and addressing near misses. This work should be conducted systematically, for example using certified management systems relating to health and safety (ISO 45001).		▶ There were 4.9 accidents (4.1) resulting in absence per million hours worked in 2019. Systems for recording near misses have been introduced and there are certified management systems in place at six (five) units. Continued technical and organisational initiatives are required to ultimately eliminate all accidents.
 Human rights and gender equality	There should be no cases of infringements of human rights, discrimination or forced labour. Active information shall continue to be provided to employees and new staff.		▶ During the year, employee training was held on The Nolato Spirit. No cases of infringements of human rights were recorded. Recruitment of people with disabilities continued. Local management teams are made up of approximately 25% (22) women.
 Anti-corruption	There should be no cases of bribery, corruption or cartel formation. Continued active information to employees.		▲ Training, information and discussions are tools being used in anti-corruption work. Senior executives participate in an online training session focusing on business ethics. The Group has introduced a whistleblowing system and no events relating to corruption or inadequate business ethics were recorded during the year.
 Customers	Customer requirements regarding the environment and social responsibility shall be met by a comfortable margin.		▲ A number of customers imposed requirements within sustainable development, for example environmental management systems, code of conduct, hazardous substances and product declarations. Several expressed an interest in renewable or recycled raw materials. During the year, customers carried out a significant number of evaluations. On the whole, Nolato received excellent feedback from these evaluations.
 Suppliers	Improved evaluation of suppliers' sustainability work.		▶ In 2019, roughly 200 (250) evaluations of suppliers' sustainability work were conducted. The suppliers satisfied Nolato's requirements at an acceptable or good level.
 Society, investors and analysts	Reporting must be in accordance with GRI and CDP guidelines. Nolato will continue to endorse the Global Compact. We aim to achieve good results in evaluations by analysts and independent institutions through transparent information in the field of sustainability.		▲ Sustainability work was reported in accordance with international standards. In daily business paper Dagens Industri's ranking 'Sustainable companies 2019', the Group came in at number five in the capital goods category.

▲ Target achieved ▶ Positive trend, but work still required to achieve target ▼ Negative trend ► Unchanged trend

Sustainability in day-to-day operations

Looking for three green lights

“In order to gain a clearer picture of the impact of a new product on the environment, it’s important to apply a life cycle perspective. This means that we work with the customer to determine which raw materials will be included, understand how the product will be used, and find out what happens at the end of its useful life,” explains Christer Wahlquist, Nolato’s President and CEO.

“A simple traffic light system provides the perfect illustration. The message is to aim for three green lights, but in practice there are a lot of factors to consider. The results of the assessment provide guidance on whether we should be involved or if we should decline a project.”

Raw materials

Almost all plastics are currently produced from fossil-based raw materials (crude oil). This is not renewable and causes significant emissions of the greenhouse gas carbon dioxide. That’s why it gets a red light.

“We therefore want to increase the use of bioplastics, in which the raw material can come from sugarcane, for example. Recycled plastic raw material is also an interesting alternative, as its carbon footprint is lower than for newly-produced plastic,” says Christer Wahlquist.

Lifespan

A plastic product with a short lifespan that is perhaps only used once raises concerns.

“In practice the decision isn’t clear cut, and a single-use product may be acceptable on medical grounds. However, we should explore opportunities to opt for a bio-based or recycled raw material, or look into the possibility of extending its lifespan. We also need to assess whether the product’s design creates environmental problems, because a combination of several different materials can make it more difficult to recycle. In simple terms, you could say that a product with a long lifespan that has been designed and labelled for recycling gets a green light.”

End-of-life

Some plastic products with a short lifespan end up being the cause of littering on land and in the oceans.

“If it emerges that the product to be developed has a short lifespan, or is only intended for single use, then that’s a red light. A green light applies to products with short and long lifespans for which effective recycling systems are in place. One example is cars, where legislation demands a very high level of recyclability.

“Red lights always indicate that we need to discuss the product’s environmental aspects with the customer. If it’s not possible to make environmental improvements, we have to be prepared to decline the project,” explains Christer Wahlquist. ■

Raw material



Fossil raw material

Lifespan



Short lifespan/Single-use

End-of-life



Inadequate recycling systems



Bio-based/recycled raw materials



Long lifespan/Designed for recycling



Effective recycling systems

Environmental responsibility

Technologies and environmental aspects

Nolato develops and manufactures customer-specific products in polymer materials such as plastic, silicone and TPE for customers within medical technology, pharmaceuticals, consumer electronics, telecom, automotive, hygiene and other selected industrial sectors. We manufacture everything from individual components, which the customer assembles in its own product, to complete products that are ready for delivery to a customer's client. We also develop and manufacture our own products, such as pharmaceutical packaging.

Production technologies include:

- ▶ **Injection moulding** – Technology for manufacturing components from plastic, silicone, TPE and ceramics to highly precise dimensions and stringent quality requirements. Our most common production technology.
- ▶ **Injection blow moulding** – Technology for manufacturing plastic bottles and containers. We use this method for the manufacture of pharmaceutical packaging.
- ▶ **Extrusion** – Technology for the production of tubing and other tubular products. This technique is used to manufacture items such as surgical instruments and urine catheters, as well as EMC shielding gaskets.
- ▶ **Dip moulding** – Technology for the production of flexible, airtight liquid rubber products. This is used to manufacture products such as catheter balloons and breathing bags.
- ▶ **Die-cutting** – Technology for producing flat products from one or more materials and for providing effective joining of components and electronics. We use die-cutting for manufacturing adhesive, gaskets, seals and cosmetic details for customers in the telecom, automotive, medical technology and electronics industries.
- ▶ **EMC shielding** – Techniques and materials developed to achieve electromagnetic compatibility, i.e. to prevent disruption from electromagnetic radiation between electronic components. Radio base stations are an example of a customer product that uses shielding.
- ▶ **Assembly** – Assembly of components to create a complete product or subsystem.

This may take place on a fully automated, semi-automated or fully manual basis. Automated assembly is mainly carried out for medical devices such as autoinjectors, for which assembly is performed on a fully automated basis at high volumes.

- ▶ **Post-processing** – We provide components with the desired finish through painting, decoration and metallisation of components for products like mobile phones and medical devices.

The manufacture of products in polymer materials is associated with a number of significant environmental aspects. Some examples include the use of materials (plastics, silicone rubber, metals), chemicals (solvents, varnish, paints), energy and water. Emissions of greenhouse gases and solvents (VOC), along with the occurrence of various types of waste, are other key environmental issues. Indirect environmental aspects relating to products, packaging and transportation are also significant. In the Group, the ISO 14001 environmental management system is the most important tool in efforts to systematically reduce our environmental impact.

Environmental legislation

Nolato's companies are subject to extensive legal requirements relating to the environment. This concerns both overarching legislation and specific terms for each business. We use ISO 14001 to identify applicable legislation and our companies implement the relevant measures. From a strategic perspective, it is important to evaluate the risks and opportunities of future legislation, and the Group does this by participating in networks and through regular contact with various authorities.

All production units in Sweden apart from one are obliged to provide notifications pursuant to the Swedish Environmental Code. Most of the Group's units outside Sweden require permits or are covered by similar requirements in accordance with environmental legislation in the country in question. Sales from operations with permit requirements and notification obligations make up the majority of the Group's net sales. Routine updates to the environmental permits will be carried out at four plants in 2020. We do not

anticipate any significant legal or financial consequences as a result of the renewal of these environmental permits.

Environmental legislation in the form of EU directives (REACH, RoHS, CLP, WEEE, energy efficiency, sustainability reporting), or other national or international legislation, relate in the main to the Group's operations and products. About two-thirds of the units are covered by legislation concerning producer responsibility for packaging. In most cases, regular reports are submitted to the environmental authorities, and the supervisory authorities carry out inspections. No significant breaches of environmental legislation were registered in 2019. Minor fines were imposed in two cases due to delayed reporting to the authorities of refrigerants and chemical products.

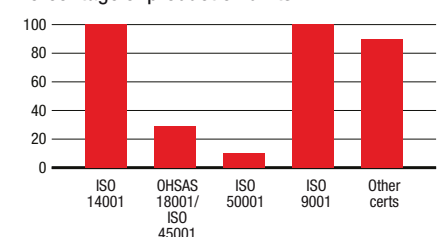
Environmental management systems

The ISO 14001 environmental management system standard was introduced in 1996, and Nolato had its first plant certified to the standard in 1997. Since then this environmental standard has been a key element of our sustainable development strategy and systematic approach, as the environmental audits and certification create confidence among the Group's stakeholders.

All production units in the Group are certified in accordance with the ISO 14001 environmental management system.

Internal and external environmental audits are conducted to check that environmental management systems meet ISO 14001 requirements. Nolato has around 127 (119) internal environmental auditors, who conducted 129 (137) environmental audits during the year. The facilities were reviewed by external auditors on 28 (21) occasions.

Percentage of production units



All production units are certified in accordance with requirements in the ISO

9001 quality management system, while 90% of the units are certified to industry-specific ISO standards, for example with a focus on the automotive industry (IATF 16949), medical technology (ISO 13485), food industry (ISO 22000) and pharmaceutical packaging (ISO 15378). For the environment and work environment, all companies are certified according to the environmental management standard (ISO 14001), almost 30% according to the health and safety standards (OHSAS 18001/ISO 45001), and roughly 10% according to the energy management standard (ISO 50001). The standard for social responsibility (ISO 26000) constitutes a guideline for Nolato's work with sustainable development. The standard is based on seven fundamental concepts and details how an organisation can work with environmental issues, social responsibility and ethics.

Energy

Energy is consumed by production equipment, lighting, ventilation, cooling, transport, purification facilities and heating. Nolato mainly uses indirect energy in the form of electricity (88%) and district heating (7%). Some units use fuel oil, natural gas or propane for heating and running purification equipment. Fuel oil accounts for less than 1% of total energy consumption, and is gradually being replaced by heat pumps or biofuel (HVO). Fossil fuels account for approximately 4% (5) and purchased 'green electricity' for 66% (53) of total energy consumption.

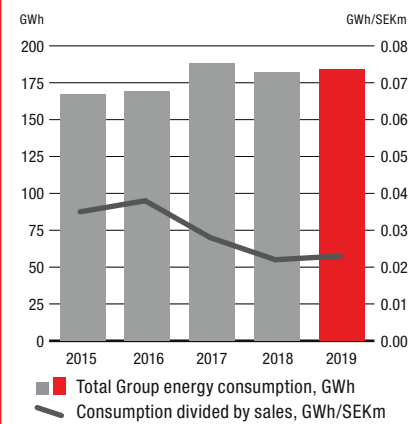
Energy consumption amounted to 184 GWh (182) in 2019 and the key performance indicator, which places energy use in relation to sales, has shown a declining trend since 2011. The cost of energy was approximately SEK 158 million (137). Measures aimed at boosting energy efficiency include:

- ▶ Energy audits – Energy audits in accordance with the EU energy efficiency directive have been performed at ten units. The investigations reveal that there are opportunities for saving energy, for

example by optimising ventilation, cooling, lighting and compressed air. Nolato is carrying out cost-effective measures and three units are planning to conduct audits over the next few years.

- ▶ Energy-efficient equipment and processes – The change from hydraulic injection moulding machines to electrical machines increases energy efficiency and reduces the handling of hydraulic oils. The change was implemented during the year at Nolato Cerbo, Nolato Plasttechnik and Nolato Polymer. The dipping robot at MediTor continues to generate significant energy savings. Production planning to gain maximum efficiency from equipment and the turning off of equipment when not in use. Shorter cycle times for injection moulding machines reduces energy consumption. This also applies to variable-frequency control of electric pump motors in production equipment at Nolato Jaycare. Optimised production planning meant that it was possible to close down one of the painting plants at Nolato Beijing.
- ▶ ISO 50001 – The certified energy management system (ISO 50001) at UK units is highlighting energy efficiency.
- ▶ Buildings and lighting – The use of surplus heat from equipment to heat premises and warehouse buildings at Nolato Contour. At the same plant, the roof was painted with paint that reflects the sunlight, improving the indoor environment and reducing energy consumption. The installation of systems for free cooling is reducing energy consumption at Nolato Hungary. Lighting is also being replaced with LED bulbs on a large scale. Installation of movement sensors for lighting. Installation of electricity meters at strategic points in buildings. To cut consumption of fuel oil, Nolato Lövepac expanded capacity in the heat pump system.
- ▶ Training and engagement – Measures to minimise scrap and production reruns, which also reduces energy consumption. Training and close monitoring of energy consumption gets employees involved in saving energy.

Energy consumption



Atmospheric emissions

Greenhouse gas emissions

Nolato's emissions of the greenhouse gas carbon dioxide are caused by energy consumption, transportation of raw materials and finished products, and an array of indirect activities among our suppliers and customers. Reporting of emissions primarily includes direct and indirect energy consumption (Scope 1 and 2 according to GHG Protocol). Emissions from transport, business travel, suppliers and users of Nolato's products are not immaterial and amount to a couple of thousand tonnes a year for the Swedish business.

In 2019, Nolato's production plants emitted 33,900 tonnes (36,600) of CO₂, 1,900 tonnes of which were from direct energy consumption (Scope 1), and 32,000 tonnes of which were indirect emissions from the production of electricity and district heating in the countries in which we operate (Scope 2). Countries such as China, the US and Poland use coal extensively for electricity production, causing significant CO₂ emissions, which consequently has a major impact on the Group's carbon footprint. This mainly applies to our operations in China. The situation regarding Nolato's carbon footprint is affected by a number of factors, such as the following:

- ▶ The businesses in Sweden, the UK and Hungary are reducing indirect CO₂ emissions by roughly 25,000 tonnes a year by purchasing fossil-free electricity.
- ▶ Our carbon footprint is decreasing as a result of measures to boost energy efficiency, including energy audits and the introduction of ISO 50001. The phasing-out of fuel oil and installation of heat pumps or the use of biofuel is also helping reduce our carbon footprint.

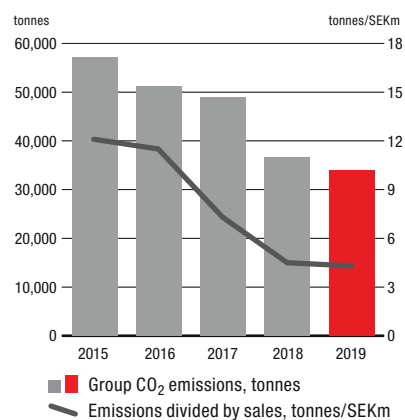
- ▶ Other measures concern reduced scrap, better waste management, the purchase of more fuel-efficient vehicles, increased use of teleconferences and improved logistics.
- ▶ Changes to production and reduced energy requirements at the largest plant in China resulted in a decline in CO₂ emissions between 2017 and 2019 of around 10,000 tonnes.
- ▶ Nolato Jaycare in the UK has signed a national climate change agreement to counteract climate change. The agreement covers energy-intensive industry and, by cutting energy usage, participating companies can receive reduced charges under a system in the UK known as the climate change levy.

Other atmospheric emissions

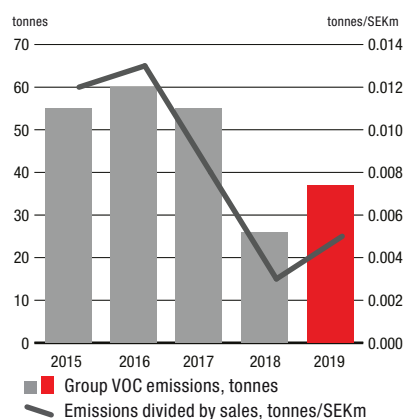
The use of more than 235 tonnes (90) of paints and solvents resulted in emissions of around 37 tonnes (26) of VOCs (volatile organic compounds). The bulk of these emissions are derived from painting products in Beijing and in the production of breathing bags in Torekov. For the latter, around 18 tonnes (19) of gaseous ethanol was released into the atmosphere.

There are just over 3.5 tonnes (3.1) of ozone-depleting substances (HFCs; F-gases) in air-conditioning and other equipment at around ten production units. A few minor leakages occurred during the year, which corresponded to less than two percent of the installed amount. Emissions of sulfur dioxide (SO₂) and nitrogen oxides (NO_x) remained low and amounted to 1.5 tonnes (3). Emissions of dust and malodorous substances are negligible, and no complaints were received during the year.

Carbon dioxide emissions CO₂



VOC emissions



Raw materials and chemicals

Production processes used around 42,000 (42,500) tonnes of polymer materials in 2019. More than 98% (97) consisted of plastics and the rest of synthetic rubber. This involves silicone and latex rubber used in medical devices. Other materials used, amounting to around 1,600 tonnes (1,500) per year, are paints, solvents and metals.

For a number of the Group’s products, the customer requires the polymer to consist of virgin raw materials. This mainly applies to pharmaceutical packaging and medical devices. Some customers are expressing interest in recycled plastic, for example for components for vehicles, furniture and garden equipment, as well as for packaging for dietary supplements.

The amount of recycled plastic used during the year was approximately 625 tonnes (640) and customer projects are underway with the aim of increasing the proportion of recycled materials. The use of bioplastics amounted to 43 tonnes (1). We are also seeing interest in reducing polymer usage in some products, which is beneficial both in terms of cost and environmental impact. Nolato has an express aim of increasing its use of renewable raw materials and recycled raw materials.

One environmental aspect that concerns most of the Group’s companies is customer requirements for products not to contain certain hazardous chemical substances. In addition, there is continued substantial interest in the issue of conflict minerals (see Glossary and Definitions). Chemical substances that are identified by customers, and/or that have been identified as candidates for risk reduction under REACH chemical legislation are a priority. In practice this means that a limited number of chemical substances are subject to phasing-out or other risk reduction measures. These include, for example, softening phthalates and silicone rubber, which contains cyclic siloxanes. Continual activities are being undertaken to reduce the risks of chemical substances and during the year around 20 chemical products were substituted with alternatives that are better for the environment and health.

Water issues

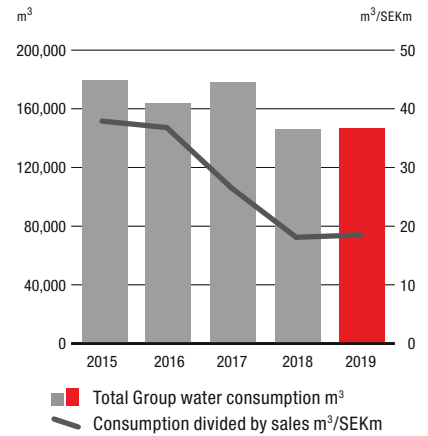
Nolato’s facilities use municipal water for purification equipment, some production processes, cleaning, sanitation and cooling. In 2019, 146,750 m³ (146,300) of water was used at a cost of around SEK 2.3 million (2.3).

Plants have systems in place to reduce water consumption, such as closed cooling water systems for injection moulding machines and other equipment. Nevertheless, there are some production processes in which water consumption is high. This mainly applies to the manufacture of latex rubber breathing bags in Torekov, which accounts for around 18% (16) of total water usage.

Nolato in Beijing has several thousand employees, and this is reflected by the fact that the business accounts for just over 40% (40) of the Group’s water consumption. The city of Beijing has been identified as a water shortage area and the company is undertaking various measures to reduce its water consumption. Such measures include involving personnel, identifying leaks, repairing leaking equipment and checking that water is not being used when equipment and premises are not in use. Production changes and staff reductions cut water consumption by half between 2017 and 2019 compared with previous years.

The amount of pollutants discharged to wastewater is limited and consists mainly of sanitary water. All production units are connected to municipal wastewater treatment plants. Emissions of wastewater are not normally expected to result in any environmental impact. One exception is certain chemical substances used at Med-Tor in Torekov, which previously had an effect on the purification processes of the municipal wastewater treatment plant. A research project in collaboration with Lund University Faculty of Engineering a few years ago was able to identify and rectify the problems.

Water consumption



 **Waste**

Approximately 6,900 tonnes (7,300) of waste was generated in 2019. Around 50% (49) of waste was recycled as materials and 32% (28) as energy. Landfill disposal of waste remains at a low level, amounting to around 6% (5) of the total amount. From an environmental perspective, it is positive that the percentage of waste disposed of in landfill is decreasing and the percentage being recycled is increasing. This is the result of more demanding legislation in many countries, but ultimately relates to a range of preventive measures introduced at Nolato's facilities. An ISO 14001-based approach, lean manufacturing and 5S are important tools to reduce scrap and the occurrence of waste. Hazardous waste accounted for 5% (5), or 360 tonnes (378). Hazardous waste is transported by companies that are approved according to legislation in the country concerned. External waste management costs amounted to SEK 7.0 million (6.5).

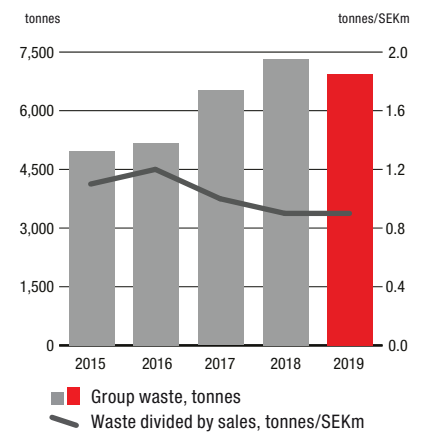
 **Transport**

We work to reduce the environmental impact of the transportation of goods and business travel. Here are some examples of action taken:

- ▶ Central procurement of transport services in Sweden incorporates sustainability criteria, including access to emissions data for CO₂, NO_x, SO₂ and other air pollutants.
- ▶ At Nolato in China, environmental requirements are imposed on transport firms concerning the use of environmentally certified vehicles. In the UK, the main carrier used is a company registered under the Fleet Operator Recognition Scheme (FORS). This is a scheme that covers legal compliance, safety, efficiency and environmental protection.
- ▶ Group companies make use of opportunities for video and online conferencing.
- ▶ When replacing vehicles and company cars, Nolato chooses low-emissions models, such as hybrids.
- ▶ Many of the Group's companies are optimising transportation, including through higher fill ratios in trucks, coordinated transport and environmentally optimised routes. Several companies opt for transport by train or boat as an alternative to truck or air. Other measures that have been implemented include purchasing raw materials from local suppliers, and relocation of product manufacture/assembly to plants that are located close to the customer.
- ▶ Bulk handling instead of handling material in sacks reduces the number of shipments.
Intelligent packaging solutions by Nolato Jaycare are cutting the number of shipments between the UK and Italy.

We do not yet have a complete picture of the climate impact from transport (Scope 3 according to GHG Protocol), but at an estimate, CO₂ emissions account for less than 5% compared with emissions from energy consumption.

Waste volume



Products that contribute to sustainable development

We work with our customers on concept development, design, choice of materials, structure, prototypes, production moulds, high-volume production and post-processing. The environmental performance of products has become an increasingly important competitive factor. For Nolato, this applies to everything from mobile phones, vehicle components, domestic appliances and chainsaws, to pharmaceutical packaging and medical devices. Below are some examples of ongoing projects and existing products:

- ▶ Nolato Pharma Packaging is working according to the motto 'Design for Sustainability', with a particular focus on biomaterial and recyclability (see page 20).
- ▶ A project is underway at Nolato Plast-teknik that aims to replace fossil plastic in consumer packaging with bioplastics. Activities are being implemented in cooperation with the automotive industry to increase the use of recycled plastic raw material.
- ▶ Nolato MediTor is manufacturing breathing bags with a lower synthetic rubber content, thereby reducing its carbon footprint. A project is underway to further boost the environmental profile of these products.
- ▶ Nolato Beijing is working on several projects to increase the use of recycled raw materials and reduce the volume of waste. A number of measures have been introduced to phase out certain chemical substances in the products, for example PVC and halogenated flame retardants.
- ▶ Nolato Polymer has tested raw material that contains 70% bio-based materi-

als for use in garden equipment. The outdoor product 'Light My Fire' uses 20–70% biomaterial.

- ▶ Nolato Gota uses over 610 tonnes of recycled plastic in some of its products, and is working alongside customers to explore opportunities to increase this figure. Plastic components cut the weight of the vehicle compared with the equivalent product in aluminium or steel.
- ▶ Nolato Jaycare in Portsmouth in the UK manufactures containers for handling hazardous clinical waste (Sharpak). The aim is to establish Sharpak as the first choice for clinical waste management globally.
- ▶ Nolato Jaycare in Newcastle has developed products using fossil-free polyethylene plastic (PE), which is a raw material produced from sugarcane. This bioplastic can be used in all the

company's production processes, and last year around 30 tonnes of fossil-free PE were used.

- ▶ Nolato Lövepac produces gaskets for exhaust systems. Gaskets have excellent sealing properties and help reduce exhaust emissions.
- ▶ Nolato Treff has expanded the number of products in a packaging unit, which means fewer journeys. The company is carrying out a project to include bio-based PLA plastic in certain products.

Accidents and complaints

There were no cases of accidents or uncontrolled environmental emissions in 2019. Three complaints were registered from local residents regarding disruptive noise levels and lighting during the night. ■



Sustainability in day-to-day operations

Sustainable, innovative packaging

With biomaterial as a raw material and integrated smart electronics, the packaging of the future is here already. Only green electricity is used where possible in production, and recyclability is in focus.

“Plastic is an amazing material with a good product life, for the right application,” says Glenn Svedberg, Managing Director of Nolato Cerbo, which makes pharmaceutical packaging. “According to the motto ‘Design for sustainability’, our objective is to contribute towards sustainable development with effective and smart plastic packaging for pharmaceuticals.

“In a second generation of packaging we’ve also succeeded in reducing the amount of material used by 25%, without compromising on properties.”

Sustainable design

With sustainability in focus, the Nolato Group has switched over to green electricity at all plants that have access to it, that is everywhere except in China and the US.

“Besides switching to green electricity we are also optimising our transport by maximising the quantity in each transport unit to avoid unnecessary emissions. Naturally we are also cutting the use of chemicals and continually trying to make our processes that bit cleaner. There’s always room for improvement.”

Designing for sustainability means always considering the recycling stage right from the start.

“For example, we need to try and avoid combining different plastics and refrain from using composite materials, as they are difficult to recycle.”

Biomaterial and recycled

“We’d love to use more recycled plastics in our packaging, but at the moment there are restrictions due to regulatory requirements.

“In purely technical terms we could use a substantial amount of recycled material now. But authorities have stringent requirements



in areas such as traceability all the way back to the raw material, so we can’t make this change yet. But if in the long term our suppliers are able to classify recycled material in the same group as virgin material, then we’ll be ready,” explains Glenn Svedberg.

Biomaterial, however, satisfies all the requirements, and Nolato is already using polyethylene (PE) from sugarcane for its packaging.

“The material essentially has the same properties as PE from fossil raw material, so we can use our existing machinery and tools, and with some minor adjustments to the manufacturing process make products based on bioplastic that offer the same technical performance as traditional fossil plastic. In 2020, a large portion of our standard range will be validated for bioplastics.”

Smart packaging

In order to facilitate handling of pharmaceuticals for both patients and healthcare personnel, Nolato has developed smart packaging in which an electronic component is integrated into the lid.

“The component can be linked to a smartphone app and provide a lot of information, from flashing when it’s time to take the medicine and monitoring whether the lid is open or closed, to keeping track of the number of tablets and notifying if tablets haven’t been taken. It offers genuine peace of mind for the patients themselves, who can check whether or not they’ve already taken the tablet, as well as for healthcare personnel, supporting them in monitoring the patient’s medication intake.”

Another smart function measures the amount of energy in a bottle in which an active powder is to be mixed with water and you have to be sure that the emulsion is sufficiently mixed to give the right concentration of medicine for the patient. ■

Social responsibility

Employees

The average number of employees at Nolato in 2019 was 5,941 (6,449). Of the total number of employees in the Group, 47% (46) were women. Local management teams are made up of approximately 25% (22) women. Of Nolato's Board members, 30% (30) are women, while the corresponding figure for Group management is 0% (0). All units are wholly owned by Nolato and comply fully with the guidelines in Nolato's Basic Principles and Code of Conduct. The practical work relating to personnel issues in the Group is decentralised. This means each individual Group company is responsible for managing issues in a way that complies with both Group guidelines and the legislation and culture of the country in question.

In Beijing, China, where the Group has its largest workplace with around 48% (56) of its employees, an Employee Care Programme was introduced and further developed in 2019. The programme aims to ensure good conditions for employees in the workplace, and to offer training and stimulating leisure activities.

The total figure for the average number of employees includes staff in China who are employed through staffing agencies. This form of employment has mainly been chosen to make it easier for the business to recruit a workforce for various projects and consequently avoid creating its own large recruitment organisation. In accordance with the Group's Code of Conduct, these employees are covered according to the same principles as Nolato's other employees in China with regard to the setting of wages, benefits, working hours, work environment, social responsibility, etc.

Code of Conduct provides guidance

Nolato's Code of Conduct provides clear guidance on how the Group's business principles and values should be put into practice. It can be viewed as an ethical compass to be followed by all staff, irrespective of workplace and function. The Code applies to Nolato's Board members and contract-based staff as well. The Code of Conduct also sets out what we expect of our suppliers in terms of responsible business practice.

Everybody has the right of representation

All Nolato employees have the right to be represented by trade unions, and to collective agreements. In Sweden and China, the majority of employees are covered by collective agreements. At the units in other countries, there are no unions or collective agreements, and this reflects a normal situation in these countries.

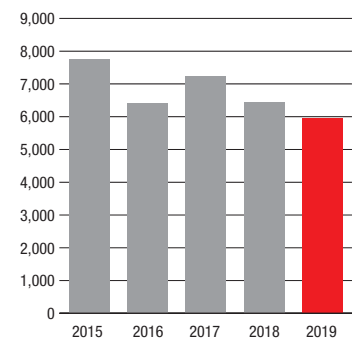
Gender equality and combatting discrimination

The gender equality policy is an integral part of Nolato's Code of Conduct and day-to-day activities in this area are delegated to the management of local companies. Gender equality measures are conducted according to the gender equality plans of the Group's companies and includes activities aimed at creating a balance between men and women in employment and career development, as well as measures that create opportunities for people with disabilities. Formal gender equality plans are in place at around two-thirds of units and over the year 10 (10) units introduced measures to promote gender equality, for example relating to recruitment.

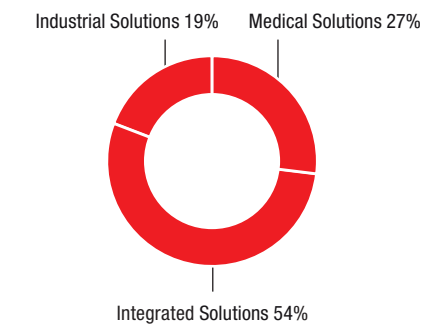
In 2019, 47% (46) of Nolato employees were women. The balance between the number of men and women varies from country to country, and in Sweden, the UK and Switzerland there is a predominance of male staff. In Hungary, China, Poland and Romania there is a predominance of women. Of Nolato's Board members, 30% (30) are women, while the corresponding figure for Group management is 0% (0). Of the company's other senior executives, 37 (31) are women, which corresponds to 25% (23). The recruitment of female managers continues to be an important issue for Nolato.

In accordance with the undertakings in the Code of Conduct, we work to combat all discrimination. One target group for recruitment is people with disabilities, and these candidates are treated the same as others. People with disabilities work at units in Beijing (China), Gothenburg (Sweden), Baldwin (US), Newcastle (UK) and Mosonmagyaróvár (Hungary). Nolato's

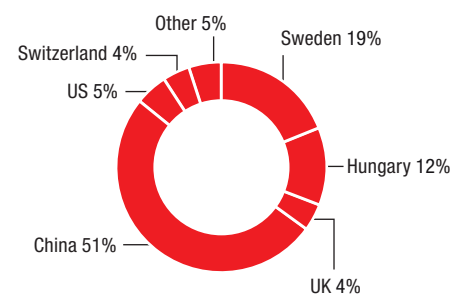
Average no. employees



Employees by business area



Employees by country



work in Hungary has received significant attention and has been recognised with several awards.

Whistleblowing

In order to quickly alert the company to breaches of the Group’s Code of Conduct or other serious irregularities, employees can sound the alarm regarding any irregularities without risk of reprisals or pressure (whistleblowing). No such cases were reported in 2019.

Training and personal development

Nolato offers management development courses, as well as a large number of specific training courses on quality, technology, our Code of Conduct and health and safety. New employees are an important target group for information and training measures. In 2019, employees attended a total of around 152,000 (154,000) hours of training, which equates to approximately 26 (24) hours per employee.

During the year, 1,967 (2,308) employees participated in performance reviews, career development or other assessments of their own work. Employee surveys are carried out regularly at a number of the Group’s units. In most cases, they are performed every year or every other year, and in 2019, 11 (11) surveys were conducted. Overall, the work atmosphere was deemed to be good and a number of improvements were suggested by employees.

We carry out special initiatives in China to attract, retain and develop both permanent and temporary employees. These activities come under the umbrella of the Employee Care Programme, which includes activities concerning health, safety, sport, lifestyle and language tuition. The programme also includes employee surveys, which are supplemented by a forum that enables employees to regularly express their views to the company’s CEO. E-learning is widely used and the system contains over 400 modules (20 new ones in 2019) on lean manufacturing, quality management, safety, project management and other areas. During the year, 491 (451) employees participated for more than 19,600 (17,000) hours in these online training courses. Personnel activities also extend to an e-book lending service, English language instruction and various

courses in engineering, quality management and leadership. A recurring activity is the trip to central Beijing. Some 721 employees took part in the Beijing One Day Tour in 2019.

Health and safety

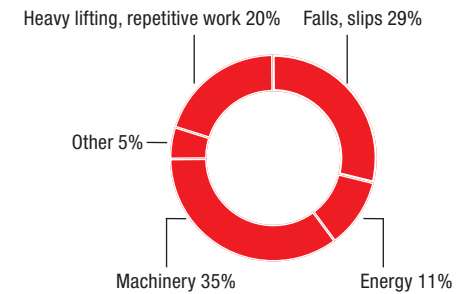
Our preventive health and safety measures are implemented systematically. We identify risks and the causes of incidents and accidents and take appropriate action. This involves both technical improvements and training. Formal safety committees are in place at 90% of units, covering essentially all employees. An important aspect of this systematic work is the introduction of health and safety management systems (ISO 45001). Six (five) units are currently certified and a further seven are planning certification over the next year or so. With regard to health and safety, seven (eight) units were inspected by occupational environment authorities during the year. Some minor deviations related to risk analyses were noted and these have been rectified.

In 2019, there were 54 (47) lost work cases (LWCs), which resulted in a total of 1,390 (453) days of absence. We recorded one accident concerning contractors. The most common reasons were falls and injury from equipment and machinery. Over a five-year period the accident rate averages 4.0 accidents resulting in absence per million hours worked. This is low from an industrial perspective, but additional measures remain to be implemented for all accidents to be ultimately eliminated. Systems for recording near misses have been further developed and during the year 1,277 (734) near misses were investigated and corrective and preventive action taken.

Training courses on the environment and health and safety are part of our preventive work and an average of 7.8 hours (7.7) per employee were spent on these courses. New employees were an important target group. Regular training is provided on first aid, chemical health risks, personal protective equipment, hot work, forklift driving, waste management, fire safety, ergonomics and machine safety.

Nolato Hungary received the Disabled Friendly Workplace Award for its initiatives regarding employees with disabilities.

Causes of occupational accidents



Occupational accidents

Year	2019	2018	2017	2016	2015
LWC*	54	47	47	63	36
LWC per million hours worked	4.9	4.1	3.7	5.0	2.3
LWD**	1,390	453	564	447	405
LWD per million hours worked	127	40	45	35	27

*LWC = Lost Work Case (absence ≥ 1 day)
 **LWD = Lost Work Days

Sustainability in day-to-day operations

Social responsibility in practice at US-based Nolato Contour

Nolato Contour, based in the state of Wisconsin in north-central United States, has set up and subsidised a health clinic at the factory. The clinic welcomes all employees for both primary medical care and preventive health care.

A key issue when running a sustainable business is taking care of employees. So US-based Nolato Contour, in cooperation with a third-party healthcare provider, has opened its own 'be-well' clinic



at the production site. This allows employees to meet a primary medical care team and receive help with both preventive care, and primary care if they are ill.

Care even without health insurance

“As well as offering our employees good health care at a much lower cost, there are no long waiting times and the clinic staff are friendly and professional,” explains Russell Steele, Managing Director of Nolato Contour. Employees who don’t have health insurance can also receive good medical care.

“Other clinics that don’t offer health care subsidised by the company can charge USD 190 for a ten-minute primary care consultation, which a lot of people struggle to pay.”

Free preventive care

The clinic is open every working day and there are also agreements in place with some other companies in the vicinity for their employees to use it as well. One day a week the clinic opens extra early and closes 12 hours later, ensuring everyone is able to visit. Preventive health care is free, while a medical appointment costs USD 25, but that includes all lab tests and prescribed medication. “Our aim is to build good relationships with our patients and recreate the good health care of the past,” says Jamie Edwards, nurse practitioner and head of the clinic.

“Establishing a relationship with patients makes it easier to get to the root of a patient’s problems. That means we can take a preventive approach and keep people well instead of having to treat them.” ■

BACKGROUND:

Health care in the US is mainly based on patients having their own health insurance, which many people on low incomes struggle to afford. What’s more, health insurance doesn’t usually cover the entire cost of health care, and there is normally a maximum coverage allowance and an excess for patients to pay.

Business partners and other stakeholders

Application of sound business ethics

In accordance with the principles of Nolato's Code of Conduct and the tenth principle of the Global Compact, our business principles should be characterised by integrity and responsibility. The Code of Conduct states that:

- ▶ Nolato does not offer gifts, benefits or payments that could influence, or be regarded as influencing, the objectivity of the recipient's decision or that breach legislation and/or local practice.
- ▶ Nolato avoids situations in which company loyalty could come into conflict with personal interests.
- ▶ Nolato complies with competition law and promotes fair competition.
- ▶ Nolato ensures that all staff can raise concerns about irregularities within the company without the risk of personal consequences (whistleblowing).

These matters are complex for a global company, and the perception of normal business principles varies between countries and cultures. The Group uses the following methods for governance and monitoring of the application of sound business ethics:

- ▶ Nolato's Code of Conduct applies to all employees and Group company management teams are responsible for conveying the values in their organisation.
- ▶ We monitor costs, expenditure and revenues on an ongoing basis.
- ▶ We pay particular attention to ethical issues in our relationships with our partners. Standard business practice must be observed in each individual country, but if business principles do not comply with Nolato's Code of Conduct, we must refrain from doing business or take alternative relevant actions.

Senior managers and personnel in sales and marketing must complete an online course in business ethics. Using the Global Compact checklists, we conduct annual evaluations of what measures companies take to counteract bribery. The assessment for 2019 shows that this work is governed by Nolato's Code of Conduct and companies are continuing to actively combat corruption.

An assessment for the year shows that the Group's companies are working on issues of business ethics at the same ambi-

tious level as in previous years. No cases of bribery, corruption or cartel formation were recorded in 2019.

Interaction with customers and suppliers

Nolato's customers operate in industries in which issues regarding the environment, health and safety and ethics have a high priority. This applies to sectors such as automotive, food, telecom and pharmaceuticals. There are greater requirements on us as a cooperation partner, and monitoring is becoming increasingly efficient. Customer requirements are making a constructive contribution to the development of Nolato's sustainability work. In 2019, virtually all units reported customer requirements within sustainable development (see table). Requirements shift over the years and are affected by changes such as the introduction of new legislation and new approaches to sustainable development within the corporate sector. One new feature in the 2019 assessment was an investigation into the level of customer interest in recycled and bio-based raw materials, along with requirements for detailing the product's carbon footprint. These are both areas that we believe will grow in future.

During the year, 13 (13) of the Group's units were reviewed by customers from a range of sectors. This involved a significant number of questionnaires and audits. Overall, customers were very satisfied with Nolato's efforts, but some expressed a desire to see improvements, such as certain phthalate-free medical device products. In addition to review systems, some customers have established systems under which suppliers qualify for sustainable develop-

ment certification. One example is Sony Green Partner, for which Lövepac Converting, Nolato Beijing and Nolato Malaysia have qualified.

As part of these requirements from customers, Nolato is expected to pass corresponding requirements along its supply chain. This is done by informing suppliers about Nolato's Code of Conduct and specification requirements, as well as different types of monitoring. Over the year, we carried out 199 (247) reviews of suppliers with a focus on sustainable development. Around 150 (200) of the reviews were based on questionnaires and 46 (44) cases involved formal audits. These reviews did not identify any risks relating to the environment and social responsibility that cannot be managed, but we did identify a number of areas that need improvement. We discontinued our relationship with one supplier.

Assessments of suppliers' sustainability measures are extensive and time-consuming. We therefore apply a risk-based model for selecting suppliers for review. The detailed criteria for which suppliers are selected varies among the Group's companies, but it is usually new suppliers, key suppliers, or suppliers with particular risks that are selected for follow-up.

A substantial proportion of Nolato's suppliers consist of global groups in the polymer and chemical industry. These types of companies often have well-developed and transparent sustainability activities and the risks are consequently considered to be low. We therefore do not carry out detailed assessments of such companies.

Percentage of units that report customer requirements

Customer requirements	Percentage of units reporting customers' sustainability requirements				
	2019	2018	2017	2016	2015
Introduce environmental management systems	62	67	55	67	55
Phase out hazardous chemicals	29	38	32	38	40
Compliance with REACH and RoHS	67	71	96	71	30
Product-related environmental information	62	48	32	52	65
Bio-based and recycled raw materials	33	–	–	–	–
Product's carbon footprint	14	–	–	–	–
Compliance with customer's code of conduct	76	71	64	71	75
Conflict minerals	81	76	82	80	80
Other requirements	57	57	27	24	25

Investors

Nolato's sustainability work is analysed regularly by investors and other organisations. The Group is still approved under Swedbank Robur's responsible investment criteria. In daily business paper Dagens Industri's ranking 'Sustainable companies 2019', the Group came in at number five in the capital goods category.

Social engagement

Nolato engages with those local communities where we have operations. It is important for Nolato to maintain contact with universities and schools and demonstrate that Nolato is an attractive employer. This may take the form of family days, open days, study visits, workplace degree projects, employment fairs for applicants, internships and development projects. Below are some examples:

- ▶ Nolato provides financial support for schools, health care, sports associations and social activities, and in many cases our involvement is long-term and Group employees contribute in different ways. One such project is Building Hope Together in China, which for the past seven years has involved us helping a school in a poor area, around four hours' drive north of Beijing. Over the years, Nolato employees have travelled to the school and donated computers, warm clothes and many other items. The company has also encouraged the involvement of other Swedes in Beijing, in part through Swea (the Swedish Women's Educational Association), and collected clothes, toys, hygiene products, pens and paper for the students. This year we did something different and invited the school to visit Beijing and Nolato. At the end of August, some twenty students and teachers paid a visit and got to see one of Nolato's plants, but also the bustling city, the Olympic stadium and museums.
- ▶ More than half of the units were in contact with schools and universities, including through study visits and internships. Nolato Contour received a visit from almost 200 students, who listened to a talk about the company and were given a guided tour of the plant. Nolato Hungary was visited by 140 students. Nolato Plastteknik welcomed around 50 students from Yrkeshögskolan (vocational university) and Chalmers University of Technology. The latter visit was related to a course in lean manufacturing, which is taught by Nolato Plastteknik's Managing Director.
- ▶ Nolato MediTor participates in Engineering Courses of the Future ('Framtidens teknikutbildningar') and the IUC Lean Network.
- ▶ Nolato Cerbo is a member of Nordic Bioplastics Organisation and activities have included giving a presentation at a conference in Gothenburg. The company is also taking part in a Vinnova project on packaging solutions for medical devices in a circular economy.
- ▶ In Hungary, the employment of staff with different types of disability continued. Employment has provided people with visual and hearing impairments with a better quality of life, and they are making an excellent contribution to the company's work. Our units in China, the US and elsewhere also employ people with disabilities.
- ▶ Nolato Jaycare in Portsmouth took on a student who carried out studies into opportunities for using bio-based, biodegradable and recycled polymer raw materials.
- ▶ Over the year, Nolato continued its collaboration with the International Institute for Industrial Environmental Economics (IIIEE) at Lund University. Among other things, the students conducted an analysis of Nolato's sustainability work. ■



Children from the school in Daxiwan, a deprived area four hours' drive north of Beijing, have been supported by Nolato for the past seven years in various ways on site. This year they were invited to see their capital and visit Nolato. Here they are outside the Bird's Nest, the 2008 Olympic stadium.

Financial responsibility

Strong financial position

Consolidated sales totalled SEK 7,919 million (8,102) in 2019. Operating profit (EBITA) was SEK 895 million (949). The EBITA margin was 11.3% (11.7).

Sustainable development and financial performance

In 2019, Nolato invested SEK 29.4 million (38.7) in measures that directly or indirectly help reduce environmental impact and improve health and safety. Roughly half of the investments related to energy measures, primarily more energy-efficient production equipment and infrastructure. Around 25% went on preventive health and safety initiatives.

Environmental costs amounted to SEK 19.3 million (18.1) and were dominated by operating expenses for purification facilities, waste management, internal administration and fees to authorities and certification companies. During the year, environmental improvement measures generated cost savings of SEK 1.8 million (2.5). Savings arose mainly from more efficient energy consumption, recycling of raw materials and improved waste management. The cost of water supply and sanitation amounted to SEK 2.3 million (2.3) and energy costs were SEK 158 million (137).

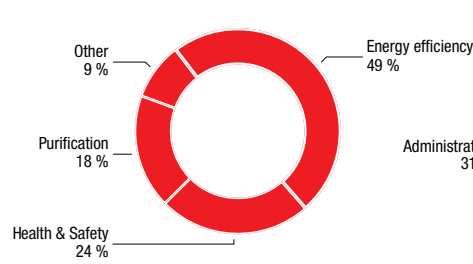
Financial value for stakeholders

Nolato's business generates financial value that is distributed between various stakeholders. These include suppliers, employees, shareholders, creditors and society. See also page 11 for further information about the value created for stakeholders. The effective tax rate was 18.0% (21.6). Excluding non-recurring items and adjustment to a lower tax rate in Switzerland (one-off effect), the tax rate was 18.2% (22.1). ■

Financial highlights

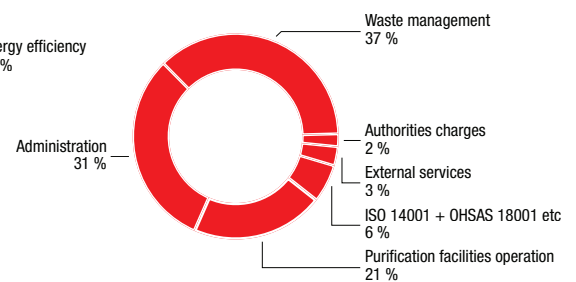
SEKm (unless otherwise specified)	2019	2018	2017
Net sales	7,919	8,102	6,720
Operating profit (EBITA)	895	949	763
EBITA margin, %	11.3	11.7	11.4
Profit after financial income and expenses	857	921	731
Return on capital employed, %	23.1	29.7	26.6
Return on shareholders' equity, %	25.5	30.4	29.4
Equity/assets ratio, %	48	50	45
Basic earnings per share, SEK	26.60	27.44	21.74
Dividend per share (2019 proposal)	14.50	14.00	12.50
Average no. of employees	5,941	6,449	7,249

Investments in environment and health and safety



Distribution of Group's investments in environment and health and safety.

Expenses for environment and health and safety



Distribution of Group's expenses for environment and health and safety.

Financial value for stakeholders (SEKm)

Stakeholder	2019	2018	2017	Comments
Suppliers	5,274	5,757	4,495	Material costs
Employees	1,744	1,645	1,534	Salaries and benefits
Shareholders	385	368	329	Dividend
Lenders	35	24	13	Interest expenses
Society	154	199	159	Recognised effective tax, Group
Total	7,592	7,993	6,530	

Risks and opportunities

Nolato’s strategy includes continuously minimising operational risks through active and planned risk management, while still capitalising on the business opportunities that controlled risk-taking brings. The main features of risk management are identification, evaluation, governance, reporting, monitoring and control. For significant risks, there are procedures for accepting, reducing or eliminating the risk.

Nolato’s Annual Report for 2019 provides detailed information about operational and financial risks. In terms of sus-

tainability, we have identified a number of risks of potential importance to the Group’s financial position. More demanding environmental legislation, taxes, fees and other environmental requirements can entail significant costs for industrial operations. There are also risks from a business perspective relating to the environment and social responsibility, which have gained attention in recent years, with a particular focus on our own production and that of suppliers. Nolato carries out regular risk assessments in order to identify new risks and/or costs relating to the

environment, ethics and social responsibility as early on as possible.

Sustainable development also creates lots of opportunities for Nolato and by integrating these issues into strategic efforts, product development and marketing we actively try to utilise these opportunities. We want customers to regard us as an important partner in sustainable development efforts. ■

Operational risks	Risk exposure	Risk management
The risk of significant environmental damage, which could lead to costs or have a negative impact on Nolato’s reputation.	Nolato’s operations do not involve any significant environmental impact through a risk of emissions to air, water and land. There are no known pollutants of land and groundwater at Nolato’s plants. Hazardous substances (asbestos) are present in buildings and equipment to a very limited extent at a couple of plants. The risk to people and the environment is deemed to be very small.	The production units have the necessary environmental permits and fulfil the requirements of other relevant environmental legislation. All units apart from one are certified in accordance with ISO 14001. Regular risk assessments are carried out to identify new environmentally related risks and/or costs. Regular assessments are carried out of the risk of ground contamination and other environmental damage in connection with company acquisitions.
The risk of climate change affecting the Group’s operations.	None of the Group’s units are exposed to extreme weather conditions or flooding. The units in Beijing are located in an area with limited access to water.	The Group examines risk analyses relating to climate change conducted in the countries in which we operate. Climate-related risks are taken into account when carrying out acquisitions and supplier assessments.
The risk of lost business due to customers’ interest in greater use of bio-based and recycled polymer raw materials not being satisfied. The risk of lost business through society being more cautious about plastic products.	Nolato makes polymer products that are primarily based on fossil raw materials. The use of fossil raw materials contributes to climate change. Our range includes products with both long and short lifespans. There is a risk of products with short lifespans ending up littering the environment.	Our range also includes a number of products that have an environmental benefit, for example through reduced weight and lower content of fossil raw materials. The Group is stepping up its efforts within environmentally sustainable product development to reduce the risk of losing business, and to contribute to sustainable development.
The risk of the Group’s costs increasing significantly or of negative publicity owing to events relating to employees, respect for human rights, business ethics or other areas related to social responsibility.	Nolato has large units active in Sweden, Hungary, the UK, Switzerland, the US and China. The majority of our employees are outside Sweden. The concentration in Asia brings a heightened risk in areas such as working conditions and business ethics (corruption). There is always a risk of failure to apply sound business principles, irrespective of where operations are pursued. The materiality analysis therefore gives business ethics a very high priority.	All major units are wholly owned by Nolato, which facilitates the Group’s management of sustainable development. Nolato has a significant focus on all units creating good working conditions for employees. Nolato has zero tolerance of bribery, corruption and cartel formation. Nolato’s core values and Code of Conduct are continually communicated to staff. Whistleblowing is applied within the Group. Suppliers are regularly assessed via audits and questionnaires.

Sustainability in Nolato's day-to-day operations

Busy bees in Hörby

As well as providing us with honey, the pollination that bees carry out as they fly around and gather nectar is vital for biological diversity. And around one-third of the food we eat comes from plants that depend on being pollinated by bees.

Bees are under threat from various quarters. Toxic pesticides and environmental changes such as the disappearance of the old small-scale farming landscape are having a significant impact on bees, resulting in a decline in many kinds of flowers. So more bees are needed to carry out this work, which is vitally important for both us and a flourishing natural environment.

Nolato MediTech based in Hörby, Sweden, with customers in both the pharmaceutical and medtech sectors, is taking this seriously through its new 'Partner for Life' initiative, which has seen a number of beehives established at the factory site.

"We felt this was a good way to tangibly demonstrate our focus on sustainability," explains Pelle Ekerholm, Key Account Manager at Nolato MediTech, who has led the beehive initiative. "Our new partners help maintain the natural environment around the production facility." ■



Nolato MediTech's new partners help maintain the natural environment around the production facility.

An eventful year

Over the course of a year, Nolato undertakes a host of measures relating to sustainable development. Below is a small sample of activities at our units around the world. Further information about local initiatives can be found in other parts of the Sustainability Report.

Sweden

- ▶ Nolato Polymer in Torekov and Ängelholm updated their safety procedures relating to materials handling and machinery.
- ▶ Nolato MediTech in Hörby and Lomma continued Medical Excellence-related activities. Recycling projects were carried out and the number of chemical products reduced.
- ▶ Nolato MediTor in Torekov installed new washing machines in breathing bag production. The move cut both water consumption and the use of silicone rubber.
- ▶ Nolato Gota in Götene reduced scrap and therefore the volume of waste.
- ▶ Nolato Lövepac in Fagerhult, Skåne, expanded capacity in the heat pump facility.
- ▶ Nolato Cerbo in Trollhättan installed a new ventilation system. It has enhanced the work environment and improved energy efficiency. The company validated more bio-based products. New energy-efficient injection moulding machines were installed. Continued cooperation with schools and universities, including degree projects. Nolato Cerbo has been representing the Group in the Nordic Bioplastics Association since 2018.
- ▶ Nolato Plasttechnik in Gothenburg completed tests using bio-based and recycled raw materials. Blasting with ice instead of sand has improved the work environment and reduced the use of chemicals.

Hungary and Romania

- ▶ Nolato Hungary in Mosonmagyaróvár continued working on the system to provide quarterly monitoring of energy use and the volume of waste. The com-

pany has introduced a composting system for organic waste.

- ▶ Nolato Romania in Negoiesti made improvements to its work with the environment, health and fire safety.

UK

- ▶ Nolato Jaycare in Portsmouth conducted tests using bio-based and recycled raw materials. The skylights were upgraded to access more natural light. This has cut lighting costs by roughly 30% per year. A more energy-efficient system for Sharpak production was installed. First full year of purchasing fossil-free electricity.
- ▶ Nolato Jaycare in Newcastle did not have any occupational accidents resulting in absence during the year. The company invested in a number of energy-efficient electric injection moulding machines. First full year of purchasing fossil-free electricity.

Poland

- ▶ Health and safety improvements were implemented via better lighting and noise reduction.

Switzerland

- ▶ Nolato Treff insulated piping for heating and cooling. A central facility for drying of plastic granules was installed. The measures improve the business's energy efficiency.

China

- ▶ Nolato Beijing (Mobile, Medical, EMC) was certified according to ISO 45001 (health and safety). The company was approved during audits relating to cleaner production, CO₂ emissions and health and safety. Exposure to dust in the mixing department was reduced by the introduction of technical measures. The company continued with its Employee Care Programme and e-learning initiatives were developed with the addition of a large number of modules. Continued support for Building Hope

Together, an initiative which involves Nolato contributing to a better situation for pupils and teachers at a school north of Beijing.

- ▶ Lövepac Converting in Beijing focused on effective corporate culture, lean manufacturing and quality. Furthermore, the company's production plant in Schenzen was certified according to ISO 9001, ISO 14001 and ISO 45001.

Malaysia

- ▶ There were no occupational accidents at Nolato EMC in Penang during the year.

US

- ▶ Nolato Contour expanded its facility in Baldwin. Continued installation of LED lighting. Other measures that contribute to more effective use of resources include more efficient ventilation, closed systems for cooling water and local cooling instead of a central cooling system. The company's reservoir was doubled in size to allow for collection and infiltration of a larger volume of water. A more natural landscape at the production site attracts pollinating insects. Sand is used instead of salt as an anti-slip measure. Floors are now cleaned without the use of traditional detergents. A technique involving nanotechnology is used instead. A primary healthcare centre is available for employees (see page 23). Nolato Contour continued with its social engagement, with the aim of encouraging pupils and students to apply for jobs at the company or other companies in the region. ■

About this Sustainability Report

A focus on materiality

Nolato’s Sustainability Report for 2019, in accordance with GRI Standards and the Communication On Progress (Global Compact), includes aspects relating to the environment, health and safety, social responsibility and business ethics. Our ambition is for this report, together with supplementary information, to give our employees and external stakeholders a transparent view of the company’s corporate responsibility activities (CSR/CR/ESG) and how these interact with our business activities.

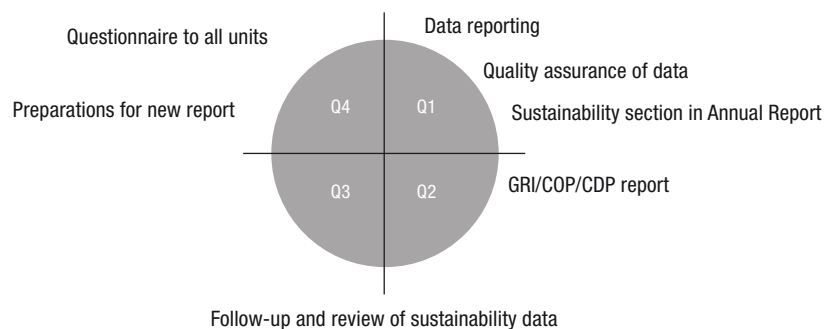
All units that were part of the Nolato Group for the 2019 full year are included in the report. One unit in Suzhou in China is not included as it was in the start-up phase in the second half of 2019, and similarly a company acquired in the US in December 2019 is not included (Ja-Bar Silicone Corporation). Data was contributed by a total of 21 (21) production facilities.

Reporting principles

Each production unit provides quantitative and qualitative information in accordance with Nolato’s sustainability reporting form. The image illustrates the annual reporting cycle. The head of each company/unit is responsible for assuring the quality of the information submitted. The year’s performance is compared and verified against information for previous years. Further quality controls are conducted in connection with interviews and site visits.

Emissions of carbon dioxide (CO₂ equivalents), sulfur dioxide (SO₂) and nitric oxides (NO_x) from direct energy usage (Scope 1 according to GHG Protocol) are established using conversion factors. These are based on the energy content and quality of the fuels used. Nolato also reports CO₂ emissions from indirect energy consumption, which comprises electricity and district heating (Scope 2 according to GHG Protocol). Emissions factors from purchased electricity in different countries are based on data from carbonfootprint.com (2018). Where energy suppliers provide specific information regarding the energy mix, the supplier’s calculation model is used. Information about VOC emissions (from solvents) is principally based on mass balance calculations. ■

Company/plant	Country	Average number of employees	Building area (m ²)	Year established	Permits under environmental legislation
Nolato Beijing, Beijing	China	2,431	37,795	2001	Yes
Lövepac Converting, Beijing	China	153	6,168	2010	No
Lövepac Converting, Shenzhen	China		4,172	2018	No
Nolato Hungary, Mosonmagyaróvár	Hungary	707	19,130	2000	Yes
Nolato Romania, Negoesti	Romania	56	3,450	2010	Yes
Nolato Polymer, Torekov/Ängelholm	Sweden	88	11,100	1973/95	Yes
Nolato Lövepac, Skånes Fagerhult	Sweden	46	4,200	1968	No
Nolato Silikonteknik, Hallsberg	Sweden	78	3,600	1995	Yes
Nolato MediTech, Hörby	Sweden	293	12,500	1999	Yes
Nolato MediTech, Lomma	Sweden		6,000	1980	Yes
Nolato Cerbo, Trollhättan	Sweden	142	11,000	1971	Yes
Nolato MediTor AB, Torekov	Sweden	85	5,291	1973	Yes
Nolato Gota, Götene	Sweden	256	26,485	1965	Yes
Nolato Contour, Baldwin	US	276	11,397	1993	Yes
Nolato Plastteknik, Gothenburg	Sweden	137	14,600	1980	Yes
Nolato Treff	Switzerland	228	13,000	1946	No
Nolato Grizzly, Stargard	Poland	121	4,587	1996	No
Nolato, Penang	Malaysia	136	3,350	2016	No
Nolato Jaycare, Portsmouth	UK	249	11,132	1986	Yes
Nolato Jaycare, Newcastle	UK		4,790	1998	Yes



GRI index 2019

The organisation behind GRI (Global Reporting Initiative) has established voluntary comprehensive standards for how companies and other organisations should report their sustainable development activities. Reporting in accordance with GRI should focus on sustainability aspects that are significant to the organisation and its stakeholders.

The reporting should provide a comprehensive, balanced, comparable, thorough and credible presentation of the organisation's sustainability performance. It should include both positive and negative aspects.

Nolato has decided to report according to GRI Standards. The report has been prepared in accordance with GRI Standards: Core option.

The indicators have been adapted in line with the evaluation of the significant sustainability aspects detailed on page 10. When it comes to Management Approach, the table refers to the overarching governance principles detailed on page 9. Boundaries, governance and evaluation of the material topics follow the same fundamental principles, and comments on these are given where the outcome of the material

topics is reported, as well as in the table detailing the outcome of the group-wide targets. The table below does not therefore provide specific references to Management Approach for the material topics. Nolato has chosen not to have the Sustainability Report independently verified. The contact for the Sustainability Report is Torbjörn Brorson (info@nolato.com).

SR in the table refers to pages in the Sustainability Report (this document), and AR to pages in the Annual Report for 2019. ■

General standard disclosures		
GRI indicator	Description	Page reference
Organisational profile		
102-1	Name of the organisation	Nolato AB
102-2	Activities, brands, products and services	AR 15–17
102-3	Location of headquarters	Torekov, Sweden
102-4	Location of operations	AR 28, 32, 36
102-5	Ownership and legal form	AR 40–41
102-7	Scale of the organisation	SR 21
102-9	Supply chain	SR 24
102-10	Significant changes to the organisation and its supply chain	SR 30
102-11	Precautionary principle or approach	SR 8-9
102-12	External initiatives	SR 34
102-13	Membership of associations	SR 29
Strategy and analysis		
102-14	Statement from senior decision-maker	SR 3
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	SR 9
Governance		
102-18	Governance structure	SR 9
Stakeholder engagement		
102-40	List of stakeholder groups	SR 11
102-41	Collective bargaining agreement	SR 21
102-42	Identifying and selecting stakeholders	SR 11
102-43	Approach to stakeholder engagement	SR 11
102-44	Key topics and concerns raised	SR 11

Reporting profile		
102-45	Entities included in the consolidated financial statements	SR 30
102-46	Defining report content and topic boundaries	SR 30
102-47	List of material topics	SR 10
102-48	Restatement of information	SR 30
102-49	Changes in reporting	None
102-50	Reporting period	SR 30
102-51	Date of most recent report	March 2019
102-52	Reporting cycle	SR 30
102-53	Contact point for questions regarding the report	SR 31
102-54	Claims of reporting in accordance with the GRI Standards	SR 31
102-55	GRI content index	SR 31–33
102-56	External assurance	None
Management approach		
103-1	Explanation of the material topic and its boundary	SR 8–11
103-2	The management approach and its components	SR 9
103-3	Evaluation of the management approach	SR 9

Topic-specific Standards		
GRI indicator	Description	Page reference
Economic		
Material topic GRI 201: Economic performance		
201-1	Direct economic value generated and distributed	SR 26
Material topic GRI 205: Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	SR 24
205-3	Confirmed incidents of corruption and actions taken	None
Material topic GRI 206: Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behaviour, antitrust and monopoly practices	SR 24
Environment		
Material topic GRI 301: Material		
301-1	Materials used by weight or volume	SR 17
301-2	Recycled input materials used	SR 17
Material topic GRI 302: Energy		
302-1	Energy consumption within the organisation	SR 15
302-3	Energy intensity	SR 15
302-4	Reduction of energy consumption	SR 15
302-5	Reduction of energy requirements of products and services	SR 19
Material topic GRI 303: Water		
303-1	Water withdrawal by source	SR 17

Material topic GRI 305: Emissions		
305-1	Direct (Scope 1) emissions of greenhouse gases (GHG)	SR 16
305-2	Indirect (Scope 2; energy) emissions of greenhouse gases (GHG)	SR 16
305-4	GHG emissions intensity	SR 16
305-5	Reduction of GHG emissions	SR 16
305-6	Emissions of ozone-depleting substances (ODS)	SR 16
306-7	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	SR 16
Material topic GRI 306: Effluents and waste		
306-1	Water discharge by quality and destination	SR 17
306-2	Waste by type and disposal method	SR 18
306-3	Significant spills	SR 18
306-4	Transport of hazardous waste	SR 18
Material topic GRI 307: Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	SR 14
Material topic GRI 308: Supplier environmental assessment		
308-1	New suppliers that were screened using environmental criteria	SR 24
Social		
Material topic GRI 403: Occupational health and safety		
403-1	Workers' representation in formal joint management-worker health and safety committee	SR 22
403-2	Types of injury, occupational diseases, lost days, and absenteeism, and work-related fatalities	SR 22
Material topic GRI 404: Training and education		
404-1	Average hours of training per year per employee	SR 22
404-2	Programmes for upgrading employee skills and transition assistance programmes	SR 22
404-3	Percentage of employees receiving regular performance and career development reviews	SR 22
Material topic GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	AR 44–45, SR 21
Material topic GRI 406: Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	None
Material topic GRI 407: Freedom of association and collective bargaining		
407-1	Operations and suppliers in which the right to freedom of collective bargaining may be at risk	SR 24
Material topic GRI 408: Child labour		
408-1	Operations and suppliers at significant risk of child labour	SR 24
Material topic GRI 409: Forced or compulsory labour		
409-1	Operations and suppliers at significant risk of incidents of forced or compulsory labour	SR 24
Material topic GRI 412: Human rights assessment		
412-2	Employee training on human rights policies or procedures	SR 22
Material topic GRI 413: Local communities		
413-1	Operations with local community engagement, impact assessments, and development programmes	SR 25
Material topic GRI 414: Supplier social assessment		
414-1	New suppliers that were screened using social criteria	SR 24

Global Compact

Ten principles on responsible business practice

In 2010, Nolato endorsed the UN initiative for responsible business, the Global Compact. This meant the Group joining a global network of more than 9,950 businesses in 161 countries. Roughly 13,000 organisations in total have endorsed the Global Compact, including around 300 in Sweden. Nolato participates as a Signatory.

Through the Global Compact, Nolato endorses ten basic principles in the areas of human rights, labour, the environment and anti-corruption. These ten principles are based on various UN conventions, such as the Declaration of Human Rights and the Convention against Corruption. The Sustainable Development Goals presented by the UN in autumn 2015 are now also connected to the Global Compact. In 2016, Nolato linked its Group targets to the UN Sustainable Development Goals.

The booklet *The Nolato Spirit*, which



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

includes the Group’s Code of Conduct, is an important internal document, guiding and coordinating employee activities in line with the ten principles. Group companies’ compliance with the Group’s Code of Conduct is evaluated on a regular basis. In the introduction to the Sustainability Report, Nolato’s CEO Christer Wahlquist comments on the company’s Global Compact work during the year.

Communication on Progress
Organisations that have endorsed the

Global Compact must produce an annual Communication on Progress (COP) detailing how they meet the ten principles. In Nolato’s case, we use the information provided in the Annual Report and the Sustainability Report. Together, these reports provide a fair presentation of Nolato’s support of and compliance with the Global Compact principles. We use GRI Standards in order to simplify Communication on Progress, and the table of cross-references below shows which indicators are relevant in the context. ■

Global Compact principles	GRI indicators
Human Rights	
1. Businesses should support and respect the protection of internationally proclaimed human rights	103-2, 412-2, 413-1
2. Businesses should make sure they are not complicit in human rights abuses	103-2, 414-1
Labour	
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	103-2, 102-41, 407-1
4. Businesses should work to eliminate all forms of forced and compulsory labour	103-2, 409-1
5. Businesses should work for the effective abolition of child labour	103-2, 408-1
6. Businesses should work to eliminate all discrimination in respect of employment and occupation	103-2, 102-8, 406-1
Environment	
7. Businesses should support a precautionary approach to environmental challenges	103-2, 102-11, 301-1
8. Businesses should undertake initiatives to promote greater environmental responsibility	103-2, 301-1, 302-4, 302-5
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	103-2, 301-2, 302-4, 305-5
Anti-corruption	
10. Businesses should work against corruption in all its forms, including extortion and bribery	103-2, 102-16, 205-2, 205-3

Definitions and glossary

5S A Japanese method of organisation in the workplace. It involves sorting, systematising, cleaning, standardising and ensuring. 5S is an important element of lean manufacturing.

Carbon dioxide (CO₂) CO₂ is formed in all carbon combustion processes, such as fossil fuel combustion. Emissions of carbon dioxide increase global warming (the greenhouse effect).

CDP The Carbon Disclosure Project is a voluntary system for reporting the environmental impacts caused by businesses. The primary target group is international investors that can refer to information on climate risks when making investment decisions about companies. Nolato has been reporting according to CDP since 2015.

CFCs/HFCs Gases containing chlorofluorocarbons (CFCs), hydrofluorocarbons (HFCs) and pollutants containing fluoride have negative impacts on the environment as a result of their ozone-depleting properties and their effect on the climate. These gases are called F-gases because of the fluoride content and these types of gases have been regulated in the EU since 2015 by the F-gas regulation. These gases may be found in cooling and heat pumps, fire protection equipment and circuit breakers.

CLP Classification, Labelling and Packaging is EU legislation that addresses dangers posed by chemical substances and mixtures and how users should be informed about them. These regulations were introduced in 2015.

Code of Conduct Guidelines for Nolato's employees, Board of Directors, suppliers, etc. regarding business ethics, the environment, labour relations and social responsibility.

Conflict minerals Tantalum, tin, gold and tungsten are referred to as conflict minerals if they originate from the Democratic Republic of Congo and neighbouring

countries. The term arose because of the armed conflicts in the region, where mining operations often contribute to continued conflicts and lead to human rights abuses.

COP Communication on Progress is an annual report submitted to the United Nations specifying how Nolato operates according to the ten principles of the Global Compact.

CSR/CR Corporate Social Responsibility/ Corporate Responsibility is a term that encompasses how companies handle issues concerning the environment, social responsibility, financial responsibility and business ethics. Often used in the same sense as the term 'sustainable development'.

EMC The shielding of electronics to achieve electromagnetic compatibility.

The Energy Efficiency Directive The EU directive that was introduced in 2015 and that, among other things, covers energy audits at large companies. Nolato is subject to the directive and conducts energy audits.

Energy consumption Nolato reports both direct energy consumption (usage of fuel in own energy facilities) and indirect consumption (purchased electricity and district heating).

Environmental aspects The parts of an organisation's activities, products or services that interact with the environment.

Environment-related costs Costs attributable to measures for preventing, reducing or restoring environmental impact directly caused by the organisation's operations. The same applies for costs concerning the occupational environment. These costs include administration, purchase of services externally, authority fees, environmental management system maintenance, waste and external inspections and audits.

Environment-related investments Investments for preventing and reducing environmental impact from the organisation's operations. The same applies for investments to enhance the occupational environment.

ESG Stands for Environmental, Social and Governance. It is also referred to as 'sustainability'.

Extrusion A method for continuously manufacturing products in strands, such as tubing.

GHG Greenhouse gases. Nolato reports emissions of the greenhouse gas carbon dioxide (CO₂ equivalents) from energy consumption, i.e. Scope 1 and Scope 2 according to the GHG Protocol.

Global Compact A UN initiative for responsible business practice. Participating organisations undertake to endorse ten fundamental principles in relation to human rights, labour, the environment and anti-corruption. Nolato became a Signatory to the Global Compact in 2010.

GRI The Global Reporting Initiative has established voluntary comprehensive standards for how companies and other organisations should report their sustainability activities.

HVO Hydrotreated vegetable oil. Fossil-free fuel that is largely made from waste and residuals from the food industry.

Injection moulding A method for manufacturing polymer components. The material, such as a type of plastic, is injected under high pressure into a mould in which the component is formed.

ISO 14001 International standard relating to environmental management systems that was introduced in 1996. Just over 310,000 organisations (450,000 plants) globally are currently certified according to ISO 14001. An updated version of the



standard was published in 2015 (ISO 14001:2015).

ISO 26000 International standard that provides guidance on how organisations can deal with social responsibility issues. This standard was introduced in 2010 and provides the backdrop to Nolato's Code of Conduct.

ISO 45001 International standard relating to health and safety that replaces OHSAS 18001. Around 15,000 plants around the world are certified.

ISO 50001 An international standard relating to energy management systems. Around 50,000 plants around the world are certified.

Lean manufacturing A systematic method for the efficient management of resources. Lean manufacturing aims to identify all the factors in a production process that do not create value for the customer.

LWC Occupational accidents causing at least one day's absence (Lost Work Case).

NO_x Gaseous oxides formed during combustion processes through the oxidation of nitrogen. Harmful to health and the environment and cause acid rain and eutrophication.

Occupational disease A work-related disease is a disease caused by long-term exposure to a particular factor in the occupational environment. Examples are noise, dust and solvents.

Occupational injury A work-related injury is a sudden incident (accident) attributable to work that gives rise to a wound or other injury. Typical injuries in the polymer industry are cuts, falls and injuries caused by heavy lifting and repetitive tasks. Nolato reports occupational injuries as an accident that causes more than one day of absence (Lost Work Case). The rate is gauged by the number of occupational injuries per million hours worked.

OHSAS 18001 Standard relating to health and safety in the workplace. Will be converted to ISO 45001 by 2021.

PCB Polychlorinated biphenyls are a group of industrial chemicals that are hazardous to health and the environment. The use of PCB was prohibited in Sweden in 1972, but the substance remains in the environment due to its slow decomposition.

PE Polyethylene plastic.

PLA Polylactic acid is a polyester made from lactic acid. Like many other thermoplastics, it can be moulded to make both film and fibres. It is biodegradable. PLA is used to make food packaging, plastic bags, single-use plastic glasses and plastic film for agricultural purposes.

Polymers Chemical compounds comprising very long chains made up of small, repeating units (monomers). Plastic and rubber are examples of polymer materials.

REACH EU chemical legislation for the safer handling of chemicals. Chemical substances must be registered for a certain use and particularly hazardous substances can have restrictions imposed on them.

RoHS EU legislation limiting the use of certain substances that are hazardous to health and the environment.

Scope according to GHG Protocol Reporting of emissions of greenhouse gases expressed as CO₂ equivalents. Scope 1: Combustion of fossil fuels (petrol, oil and coal), for example production in owned factories or emissions from owned or leased vehicles/machinery. Scope 2: Combustion of electricity, district heating and district cooling. Scope 3: Emissions from purchase of goods and services, for example logistics, flights, taxis, hotel stays and consumption of supplies.

SO₂ Sulfur dioxide is formed in the combustion of petroleum products. The gas contributes to the acidification of water-courses and soil. Large concentrations are harmful to human health.

Sustainable development Development that "satisfies today's needs without jeopardising future generations' possibilities to satisfy their needs". Sustainable development encompasses ecological, social and economic sustainability.

Sustainable Development Goals At the UN summit in 2015, the world's heads of state adopted 17 Sustainable Development Goals and the 2030 Agenda for Sustainable Development. The Sustainable Development Goals and the 2030 Agenda aim to eradicate poverty and hunger, ensure the rights of all people are respected, achieve equality and empowerment for all women and girls and ensure lasting protection for the planet and its natural resources. The UN Sustainable Development Goals are integrated and indivisible, and they balance the three dimensions of sustainable development: economic, social and environmental.

Sustainability report Under an EU Directive, the Swedish government has decided that as of 2017 it is mandatory for large companies to publish a sustainability report. The sustainability report should contain the non-financial disclosures required to understand the company's performance, position, results and consequences of its business operations, including information on issues concerning the environment, personnel and social matters, respect for human rights and the combating of corruption. Nolato's Sustainability Report is contained in the Annual Report.

TPE Thermoplastic elastomers.

Water footprint The total volume of fresh water used to produce a company's goods and services.

VOC Volatile Organic Compounds. A group of organic compounds that easily vaporise at room temperature. The concentration of volatile hydrocarbons in the air has a negative effect on health and the environment, e.g. it contributes to the formation of ground-level ozone. ■

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