



UN GLOBAL COMPACT

Communication on Progress 2021

COOR SERVICE MANAGEMENT

CEO STATEMENT OF CONTINUING SUPPORT

Coor Group is pleased to once again confirm that Coor continuously supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment, and anti-corruption.

At Coor, we are convinced that sustainability needs to be part of everything we do, today and in the future. During the year, we took several important steps towards our goal of building a sustainable company. We joined the UN Global Compact and Science Based Targets initiative in order to take our social responsibility as a company and to do everything we can to reduce our own and our customers' carbon footprints. To really show that we take sustainability seriously, we also amended our variable remuneration programmes for all senior executives and key personnel to also include social and environmental sustainability targets. We have had many reactions to this decision, all of them positive, and I am very pleased with that.

Our employees are everything to us. Coor is a company where the knowledge, skills and motivation of all our employees are crucial to our success. For nearly two years, we have lived with a lengthy pandemic that has affected us all. According to the Swedish Public Health Agency, stress, anxiety and sleeping problems have increased in the population as a whole. Despite these circumstances, we maintained our previous top rating of 78 in our annual employee survey. This success can be attributed to Coor's inclusive culture and our motivated employees and strong, coaching leaders, all of whom are committed to working together for our customers and achieving results.

The great diversity of our workforce is another success factor. We have employees from many different nationalities and cultures. Coor is an important engine of integration, and our different perspectives and experiences enable us to find faster and better solutions where we make use of each other's knowledge.

Diversity makes Coor a stronger company.

I would like to extend a heartfelt thank you to all our employees who have shown the Coor spirit throughout this pandemic by being flexible, quick to adjust and willing to share the burden with our customers.

AnnaCarin Grandin
President and CEO at Coor



ABOUT COOR

Coor is a leading provider of IFM and FM services in the Nordics, offering all the facility management services necessary for a company or public body to work smoothly and efficiently.

Coor's service portfolio is delivered as single or bundled services - or as integrated facility management (IFM) depending on customer needs. Coor has a wide range of services - from solutions in administration, logistics, operating staff restaurants, providing hot drinks, conferencing and cleaning, to property management, technical security solutions, energy optimization and workspace optimization.

The overall objective is to ensure that the business is successful and generates the highest possible economic return, without compromising on respect for human beings and the environment. Coors social and environmental goals are as essential as the business goals. We call it triple bottom line.

The largest part of the business is carried out in Sweden (including operations in Belgium), which operations accounted for 50% of our net sales in the year ended December 31, 2021. The operations in Norway accounted for 23%, with Denmark and Finland representing 21% and 6% of net sales, respectively. The total number of employees (FTE) at year end was 10 075.

OUR SUSTAINABILITY STRATEGY

For Coor, responsible and sustainable business is about striking a balance between financial, human, and environmental factors.

For each dimension, we have defined our principal standpoints along with objectives for how we should conduct our business. These are based on internal and external dialogues, the principles of the UN Global Compact (UNGC) and the UN Sustainable Development Goals (SDGs).

For Coor, truly sustainable business means taking active responsibility for the impact of the business on human beings and the environment, but also developing services and solutions that create opportunities for change for the company's customers. In the climate area, Coor has many services for climate action, especially in energy optimization and efficiency, space management and climate-smart and healthy food – Coor's own "handprint".

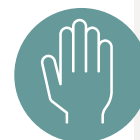
As part of its efforts to promote responsible business, Coor works continuously to improve its own sustainability performance by reducing the company's footprint. Coor also works to promote social responsibility based on the company's Code of Conduct and on stable employee processes for the company's employees. For targets and results, please see our [Annual Report 2021, p 16-17](#).

The priorities made in the sustainability strategy follows from Coor's materiality analysis that is based on dialogues with our stakeholders, risks and opportunities, external factors and impact assessments of people, the environment and society in our value chains. Based on the materiality analysis, Coor annually reviews selected focus areas in the Responsible business framework, including the company's long-term ambitions.

Coor creates value in three dimensions: financially, socially, and environmentally.

Operates principally in Sweden, Norway, Denmark, and Finland

While "footprint" measures the negative impact on the environment, "handprint" is a tool that focuses on positive impacts, such as actions and solutions that help customers improve their sustainability performance.



For more information about our stakeholder engagement activities please see our [Annual Report 2021, p 120-123](#).

THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The UN is addressing today's biggest challenges through its 17 SDGs.

Coor wants to help advance the ambitious agenda that has been adopted by all countries in the world: to abolish extreme poverty, reduce inequality and injustice in the world, promote peace and fairness, and solve the climate crisis by 2030.

To date, Coor has chosen to focus on eight of the SDGs where the company has the greatest potential to contribute from a global perspective. In 2021, Coor initiated a comprehensive update of the company's contributions to the UN SDGs, both as an enabler and by taking responsibility in its own operations. The update includes a review of all 169 SDG Targets.

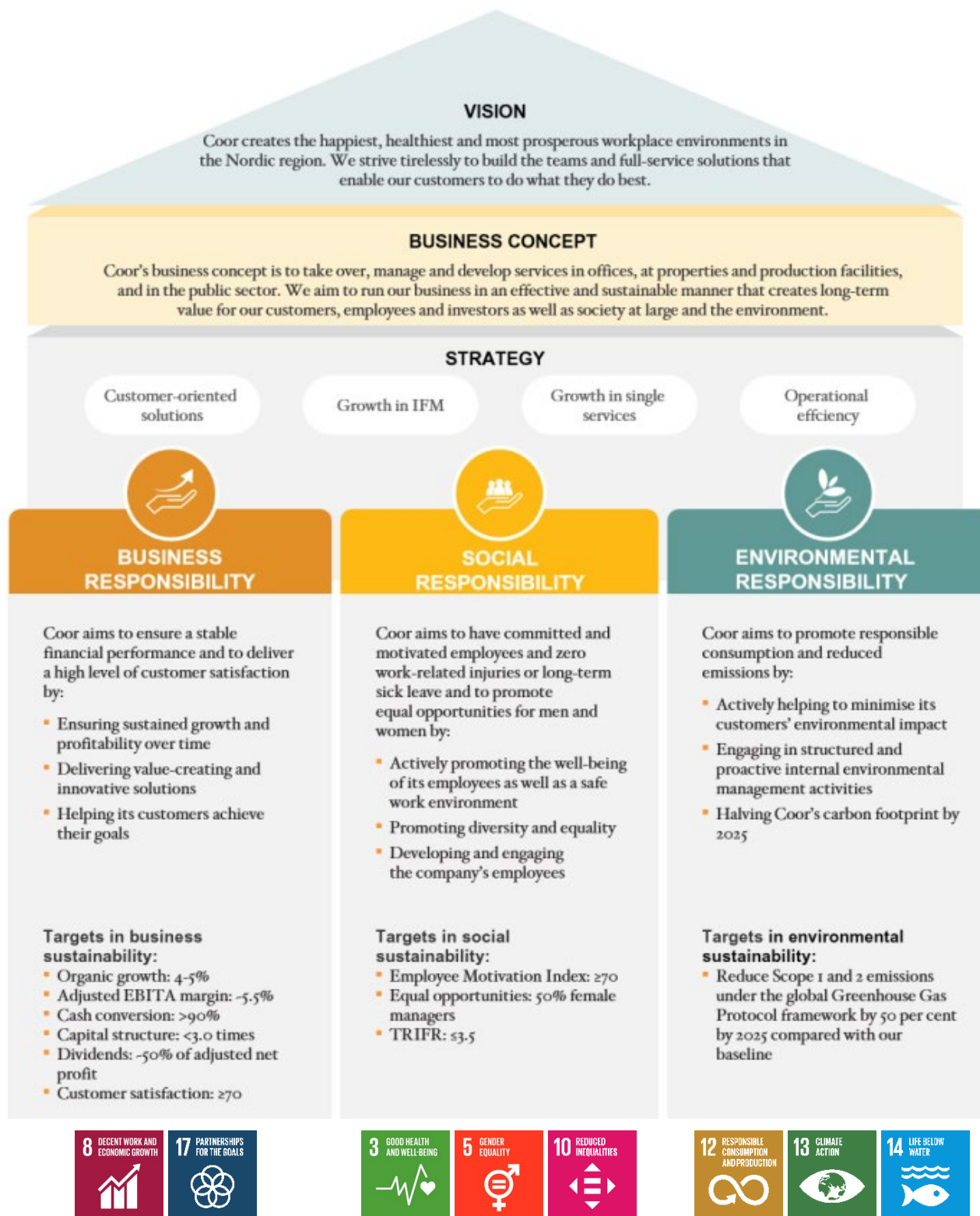
As part of this effort, an external party assessed Coor's success in integrating the SDGs in the fourth quarter. The assessment was performed by DNV and the report strengthens Coor's high ambitions in sustainable change management.

Coor has made significant progress in its implementation, and the report also highlights the potential to include further Agenda 2030 goals. In parallel, Coor is also participating in a development project led by the UNGC that aims to challenge and support the company's efforts to set ambitious goals and integrate these goals into its operations.

Work on updating Coor's contributions to the SDGs is not yet complete but will continue into 2022. Read more about how the UN SDGs are implemented in our strategy in the [Annual Report 2021 p 12-14](#) and examples on p 26-28, 40.



RESPONSIBLE BUSINESS FRAMEWORK



THE TEN PRINCIPLES

The following table aims to identify for each UN Global Compact Principle, the relevant information available in our reports and policy documents.

Area	Principle	References
Human rights	1. Businesses should support and respect the protection of internationally proclaimed human rights; and	Annual Report 2021 Sustainability Governance p. 120, Code of Conduct and Whistleblower portal p. 124, Human rights p. 126, Sustainable supplier management p. 135-136, relevant GRI 400 Social disclosures listed in p. 140 Code of Conduct for Employees All pages Code of Conduct for Suppliers All pages Sustainability Policy All pages
	2. make sure that they are not complicit in human rights abuses	
Labour	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Annual Report 2021 Targets and outcome p. 16-17, Our employees p. 34-40, Sustainability Governance p. 120, Code of Conduct and Whistleblower portal p. 124, Employees p. 126-131 (including health & safety and diversity & inclusion), Sustainable supplier management p. 135-136, relevant GRI 400 Social disclosures listed in p. 140 Code of Conduct for Employees All pages Code of Conduct for Suppliers All pages Sustainability Policy All pages
	4. the elimination of all forms of forced and compulsory labour;	
	5. the effective abolition of child labour; and	
	6. the elimination of discrimination in respect of employment and occupation.	
Environment	7. Businesses should support a precautionary approach to environmental challenges;	Annual Report 2021 Targets and outcome p. 16-17, Innovation and sustainability p. 24-32, Sustainability Governance p. 120, Environmental handprint p. 131. Environmental footprint p. 132-134 (including GHG emissions), Sustainable supplier management p. 135-136, relevant GRI 300 Environmental disclosures listed in p. 139 CDP Climate change Science Based Targets Code of Conduct for Employees All pages Code of Conduct for Suppliers All pages Sustainability Policy All pages
	8. undertake initiatives to promote greater environmental responsibility; and	
	9. encourage the development and diffusion of environmentally friendly technologies.	
Anti-corruption	10. Businesses should work against corruption in all its forms, including extortion and bribery.	Annual Report 2021 Sustainability Governance p. 120, Business responsibility p. 124 (including Code of Conduct, Whistleblower portal, Anti-corruption and Competition), Sustainable supplier management p. 135-136, relevant GRI 200 Economic disclosures listed in p. 139 Code of Conduct for Employees All pages Code of Conduct for Suppliers All pages Anti-corruption Policy All pages Sustainability Policy All pages



MORE INFORMATION

Please get in touch!

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