

The Nobina logo consists of the word "Nobina" in a white, sans-serif font, positioned to the left of a green circle. The background of the entire image is a photograph of a man and a woman looking at a screen, with a large tree and a light fixture visible in the background.

Nobina

**Sustainability Report
2022/23**



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We are Nobina

We are the Nordic region’s largest public transport company and have approximately 13,000 employees. Every day, all year round, one million people choose to travel sustainably with us. Together, we keep society moving every day.

What we do

We are constantly striving to convince more people to use public transport rather than cars by developing the company’s offering and expanding business into new areas. We also develop social care trips, so more people are given the opportunity to take part in society on equal terms. In this way, Nobina contributes towards a more inclusive and sustainable society.

Growing market

The annual value of the Nordic public transport market is estimated at approximately SEK 52 billion. The market is driven by three macro trends that support Nobina’s continued development: climate change, a growing and ageing population, and growing cities.

Our strategic objectives

- Maximise positive effect on environment, travellers and society
- Enable our employees to deliver on Nobina’s traveller promise with pride
- Maximise shareholder value



A strong Nobina

This concept summarises the values and culture that are to permeate Nobina, commitment in everyday situations, competence assurance and the importance of providing safe and secure workplaces.



Sustainability in everything we do

This is a promise of sustainability addressed to everyone who works at Nobina – to PTAs, travellers and to society as a whole.



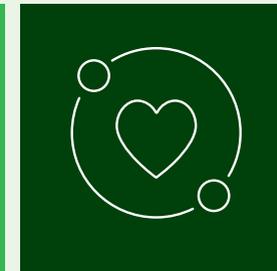
Together, we keep society moving every day.

Our business areas



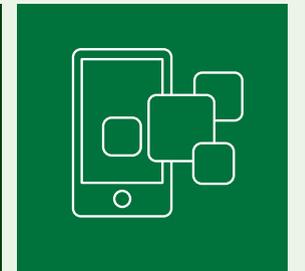
Nobina Bus

We offer bus services focusing on electrification and sustainability throughout the Nordic region.



Nobina Care

We have a strong position in school traffic, healthcare trips and service traffic in Sweden and Denmark, through, for example, its subsidiary Samtrans.



Nobina Mobility

The Travis app is a smart travel planner that links together public transport with travel information and real-time on-demand services.

WE ARE NOBINA

Sustainability is part of our DNA

Nobina makes it possible for people to leave their car at home and instead travel more sustainably by public transport. We offer flexible transport solutions for all, regardless of age, functional diversity or location. Nobina welcomes more than one million travellers and performs more than 10,000 journeys for travellers with special needs every day. In addition, we are one of the 20 largest private employers in Sweden. We are proud to say that sustainability is part of our DNA.

Our strategic framework includes targets with a clear link to sustainability. The strategy provides a framework for our work and is clarified using the three focus areas that offer the best potential to maximise our positive effect – **People, Planet and Society**.

Sustainability is part of the foundation of our business model, and through our services

- we reduce carbon dioxide emissions by making it possible for people to leave their car and instead travel by public transport.
- we contribute to a more inclusive society for everyone by performing more than 1,000,000 bus journeys and 10,000 service traffic journeys per day.
- we create almost 13,000 jobs, with the majority of our employees working as drivers.



VISION

Everyone wants to travel with us

We want to increase the use of public transport, both for the good of the environment and to simplify the everyday lives of people. To achieve this vision, it must be easy to travel with us.

MISSION

Together, we keep society moving every day

We want to contribute to a more sustainable society. We connect cities and regions so you can easily travel sustainably. Through innovation and experience, we also create a profitable and stable company that provides work for thousands of people.

VALUES

We respect each other

We safeguard the equal value of all human beings and treat each other with courtesy and consideration.

We care

We are committed, attentive and care about each other. We take active responsibility for the environment, society, safety and security.

We take responsibility

Our work is characterised by responsibility, trust and participation. We take responsibility for our own development and the development of the company.

WE ARE NOBINA

Nobina's sustainable journey

Share of renewable fuel

78%

Share of green drivers¹

71%

Number of electric buses



Number of hours training for drivers

243,931



Nobina is a major training provider that creates jobs and promotes integration

For every person who switches to public transport, we save 550 kg of carbon dioxide²

550 kg

Million bus kilometres

279 + 64

Million kilometres of service traffic

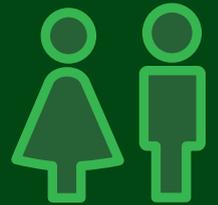
Equivalent to 23 times around the world every day



Number of employees

12,753

of whom women 1,782



Female managers

28%

Female drivers

10%

225,000 tonnes

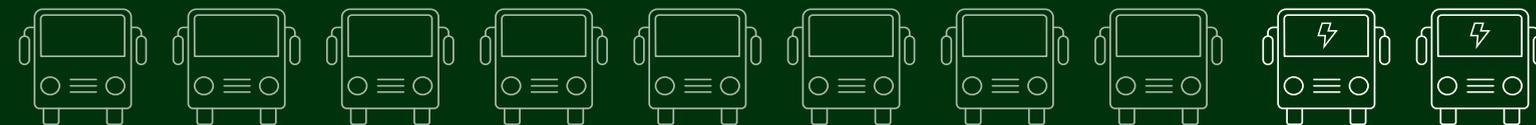
So much more carbon dioxide would be emitted if all Nobina travellers had instead driven a car every day³

That's as much as 195,000 round-trip flights to the Canary Islands⁴



Number of buses in total

3,882



Share of these that are electric

20%

1) The Green Journey (known in the company by the Swedish acronym: DGR) – Nobina's concept for green and sustainable driving that is based on training, coaching and technical support for drivers.
 2) The report *Fyra av tio*, Sveriges Bussföretag. Calculated on the basis that each person switches from private cars to public transport for their journeys to and from work.
 3) Well-to-wheel emissions if Nobina's travellers were to travel by car – a passenger car is estimated to hold 1.4 people and emits 190 CO₂e g/km. Source: Trafikverket.
 4) A round trip from Bromma Airport to Gran Canaria Airport emits 1.15 tonnes of 1,15 ton CO₂e. Source: klimatsemester.se

STATEMENT BY THE CEO

Nobina makes a difference

Nobina is part of the solution to a number of challenges facing society – from climate change to mobility, integration and equality. By connecting people, city districts and regions, we offer people greater freedom and opportunities to meet, to travel to work, to see their families and to participate in activities. And when we provide jobs and livelihoods to thousands of people from different backgrounds, we contribute to integration, growth and employment. Another challenge is an ageing population, which requires more health and social care as well as efficient and smart travel. Efficient public transport services are essential to solve all of these challenges. This is exactly what Nobina is doing – every day, all year round.

Nobina's climate-friendly transport solutions make it possible for people to travel together, at the same time. 20 percent of our buses are electric-powered and 78 percent of the fuel we use is renewable. We are thereby helping society achieve its climate targets. In expanding cities, we also provide more jobs and, not least, greater integration. As well as employing many people, we help many more people commute to work and perhaps to be able to accept a job in another town or city. In addition to scheduled public transport, we also offer various types of service traffic and develop new services that combine logistics, health and social care.

For many companies, sustainability is mainly about offsetting the adverse effects that result from their operations. For Nobina, it is quite the opposite. The more services we can provide and the more people who take advantage of them, the more sustainable both we and society become. In this way, our entire business model is built on creating sustainability and making a difference. We see our role as facilitating a transition whereby more people travel by public trans-

port and contribute to all of the positive effects this has, for individuals, society and the environment. We are taking part in this transition by offering fossil-free travel that is safe and accessible. In 2022, we submitted our application to the Science Based Targets initiative, thereby securing our contribution to the Paris Agreement. However, to address the challenges we face, greater cooperation is needed where we, our clients and other stakeholders in society must work more actively together.

Expertise built on inclusion and diversity

One of the most important sustainability issues for Nobina concerns inclusion and diversity. To address this matter, we have special trainee programmes to attract and develop our employees. If we are to grow and contribute even further to a more sustainable society, then we must broaden our recruitment base to secure competences and resources in the longer term and to reflect the diversity of our society. We are doing this by recruiting more women and, naturally, we focus on developing all of our employees to both

“The more we provide our services, the more sustainable both society and we become.”



STATEMENT BY THE CEO

“Nobina is passionate about creating greater consensus on safety issues and promoting the development of a safety culture in our industry.”

retain and strengthen our combined expertise. The key to success is good leadership, which is something we have worked a great deal with over the past year. Our managers must offer employees the opportunity to develop and capitalise on their ideas and experiences so they can help us improve. This is why we have changed our leadership criteria and place a stronger emphasis on coaching and support. This is how we can bring about changes that help people to grow and develop at Nobina. It is also how we can identify talent and create a shift in mindset, making inclusion and diversity natural elements in how we govern and develop Nobina.

A more sustainable safety culture

A fundamental part of our traveller promise is that travellers must always feel safe. This makes safety a key issue for our sustainability efforts and encompasses both employees and travellers. We are already carrying out a range of initiatives in this area, but I believe safety is still given too low a priority for our industry. We want to change this, in dialogue with our clients.

Greater focus is needed and clearer processes to highlight safety issues, for example as part of the tendering process, where we can today see how the design of timetables sometimes incorporates stressful elements that create unnecessary risks on a daily basis. I believe greater consensus on safety would lead to better risk analyses, more proactive initiatives and, not least, greater safety for our employees. Nobina is passionate about safety about developing a safety culture in the industry. Furthermore, we have the know-how, courage and credibility to do it, as market leader in an industry where all players must take decisive action in relation to safety.

Public transport as a sustainable ecosystem

Public transport has many positive effects on society, from reducing congestion as more people travel together, to lowering carbon dioxide emissions and reducing noise. As we secure more contracts and expand our transport services, Nobina will contribute further to the transition that will help public transport to grow. In addition to technical sustainability – such as lower emissions and less noise – we want to make production more efficient and sustainable throughout the public transport system we are part of.

Today, we can see empty or half full buses due to poor planning. We see examples where resources are not used in the best possible way. We want to change this. Once again, we must work together with clients and other stakeholders to push for changes that will make the entire public transport ecosystem more effi-

cient and smarter. We are convinced that increased cooperation on issues such as tendering and traffic planning will help us achieve this.

Greater cooperation and efficiency are not only about shorter travel times and more efficient use of resources, but also generate benefits for society. Estimates indicate that longer travel times by bus cost society SEK 1 billion in Sweden alone. If we could increase the speed of buses in Sweden by 1 km/h, through closer cooperation and planning, this would reduce travel times for commuters and increase the number of travellers by 11 million.¹ And then we have not even spoken about the climate benefit when each person who switches from their own car to public transport on average reduces their climate impact by 550 kilos of CO₂ per year. These are exactly the benefits that more efficient, cohesive production and better optimisation of our ecosystem can enable.

The journey ahead – with new solutions and innovations

Following a few years of the pandemic, we can see that travel has recovered in most markets. Fortunately, recent years can therefore be seen as a temporary dip for us in the public transport sector. Now that interest in travelling with Nobina has returned to normal levels, we can safely and with great self-confidence continue our work to improve our sustainability and efficiency. Particularly given that the requirements and needs in these areas have, if anything, increased during the pandemic.

Nobina’s main strength is our know-how and experience, which in turn allows us to think in new ways, to change and improve. This provides us with a solid platform to continue our journey and paves the way for better public transport for everyone. There are several good examples of how we translate know-how and ideas into practice. Through us, Barkarbystaden near Stockholm, has obtained its first BRT route and became first in the world with autonomous buses in regular services, offering faster travel times and better accessibility. In Värmland, we have launched a dial-a-ride bus route, an on-demand service where travellers book a journey via an app or phone call. In this on-demand service, the bus drives to the traveller instead of the other way around – a climate-smart way to travel with better service and flexibility than standard bus services.

And finally, I am proud to see that we are driving all of these changes by virtue of our status as market leader, where the drive to make a difference strengthens Nobina’s position and opportunities to contribute to positive change throughout our industry. Together, we keep society moving every day.

Henrik Dagnäs

President and CEO

¹) Source: TRAFAs report *Resvanor i Sverige 2021 (Travel patterns in Sweden 2021)*.

Focus areas and sustainability strategy

At Nobina, we are proud to have a business model that is fundamentally sustainable. The more transport services we deliver, the better for society and the environment. We are not stopping there, but also work systematically on our employees' work environment and engagement, and also to maximise our positive impact on the environment, travellers and society.

People

Attractive employer
Diversity and inclusion
Health and safety

Planet

Energy and emissions
Water withdrawal

Society

Enable efficient travel
Anti-corruption
Sustainable supply chain

Sustainability goals and outcome

Long-term and enduring profitable growth is central in securing the necessary resources to continue to invest in the business and to contribute to sustainable development of society. Nobina’s long-term sustainability goals and key metrics are designed to meet both market demands and changes in society.



Strategic objectives



Maximise positive effect on environment, travellers and society



Enable our employees to deliver on Nobina’s traveller promise with pride

Definition

Green drivers

Fuel consumption

Suppliers

Share of female managers

Share of female drivers

Short-term sick leave

Goal

The proportion of drivers using eco-driving is to amount to **90 percent**.

No later than 2030, **100 percent** of Nobina’s total fuel consumption is to consist of renewable fuel.

At least **95 percent** of Nobina’s suppliers are to have signed our Code of Conduct.

At least **40 percent** of our managers should be women by 2027/28.

At least **40 percent** of our drivers should be women by 2032/33.

Short-term sick leave in the Group should decrease every year and in the longer term be **below 2.1 percent**.

Outcome 2022/23

71%

78%

98%

28%

10%

3.6%

People

Nobina is a large employer and societal stakeholder that affects millions of people – directly and indirectly. Every day, we ensure that people get to school or work, to friends and activities. By providing public transport services, we also create jobs for almost 13,000 employees and we are constantly training new drivers and other professions in our industry, throughout the Nordic region. This training is important, since our industry is growing, giving rise to a considerable recruitment need both today and in the future. We satisfy these needs in partnership with society and thereby help to create even more jobs, for even more people. Our recruitment and employee development is built on diversity and inclusion and should reflect the diversity found in society at large. It is equally important that all of our workplaces – whether this is in an office, a bus or a workshop – are safe, healthy and pleasant for everyone. By taking care of our employees, we help them to fulfil Nobina’s traveller promise with pride while we contribute to a sustainable society.

Link to strategic objective

- Enable our employees to deliver on Nobina’s traveller promise with pride

Themes

- Attractive employer
- Diversity and inclusion
- Health and safety

Key figures

- Employee motivation
- Share of female drivers
- Share of female managers
- Sick leave
- Workplace injuries



Global goal: Decent work and economic growth

The goal aims to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Nobina’s contribution to the goal

Nobina’s greatest contribution is to target 8.5 – to achieve full and productive employment and decent work with equal pay for work of equal value. We contribute to target 8.8 by protecting labour rights and promoting safe and secure work environments for all workers. As a large employer,



“Nobina employs almost 13,000 people.”

PEOPLE



Short-term sick leave

Goal <2.1%

Outcome 22/23 3.6%

Nobina is for many a first step into the labour market, with opportunities for a long-term and stimulating career. Every year, we introduce many new people to the driving profession through collaborations with job centres and via our own vocational training courses. All employees are covered by collective agreements and we constantly strive to improve our workplaces through systematic health and safety efforts.

Attractive employer

Access to drivers and mechanics is a key issue. Faced with rising retirement rates and an expanding infrastructure, we must constantly work to secure the supply of staff and recruitment of new employees. An important part of this work is to enhance the attractiveness of the driver and mechanic professions by spotlighting the advantages. In 2022, our main focus was on attracting more women. Partly as more women are needed throughout the industry, and partly as it is self-evident that Nobina should reach out to women – especially as they make up half the recruitment base. In this context, we have continued our participation in various forums and trade associations that promote a more gender-equal transport industry through, for example, initiatives that target women. Such initiatives could involve showcasing female role models both internally and externally in our communication, for example in articles, the staff magazine, on social media and in advertising. Other examples included open days when women candidates can try test driving a bus, and candidate meetings for women.

During the year, we created new ways to cooperate with job centres, municipalities, schools and stakeholder

groups. We also intensified our dialogue with politicians and PTAs, and also with stakeholders in local communities and in areas with high unemployment rates. Other important stakeholders that we cooperate with include outplacement and training companies.

For management, Nobina has developed its leadership criteria during the year. The new criteria clarify the behaviour we want to see and are designed to guide our managers towards the type of leadership we need if we are to succeed moving forward. We use the criteria as a starting point when developing the managers we have, and when we recruit new managers. We also strive to create a more present leadership approach by appointing new roles in the traffic areas and introducing better tools for discussion and follow-up.

Employee development

Engagement levels among employees are regularly measured in our Pulse employee surveys. In the 2022–23 survey, we achieved a pass score in 9 of the 16 questions. This failed to reach our target of a pass score in 14 of the 16 questions. It is also a poorer result than last year, when we achieved a pass score in 12 of the 16 questions. We believe the main cause is a shortage of staff, which has an adverse impact on operations. The same applies to sick leave, which was relatively high again in the past year. As a result of the shortage of staff and sick leave, we were unable to grant time off to the same extent as previously. Staff balance is a challenge in the entire industry, and is a priority for Nobina where we work proactively with recruitment and strive to achieve more attractive shift schedules.

PEOPLE

Our focus on the training organisation in our traffic areas has continued. The aim is that our drivers and mechanics should possess leading-edge expertise to ensure high-quality operations. One measure is to improve follow-up to ensure that drivers routinely update their skills through YKB certification (for professional drivers). We also offer targeted training as new technology is introduced, such as for electric buses. Nobina had about 700 electric buses in 2022–23 and is continuing to make major investments in the area.

Skills development

Nobina is a learning organisation that takes responsibility to develop the business and our employees through skills development that is carried out on an ongoing basis in day-to-day activities. During the year, we digitalised parts of the onboarding program for new employees to make the course available on computers, mobile phones or tablets. Support was also added in six languages. This support, together with a number of pedagogical knowledge questions, facilitates learning. A growing number of bus drivers completed their driving licence training in 2022–23 at the initiative of Nobina. This makes it easier for us to meet recruitment needs and employ drivers who live up to Nobina’s quality requirements and who share our values.

Drivers who are already employed receive regular further training, which includes “The Green Journey, Nobina’s eco-driving concept,” and “Safe, Secure Journeys” – methods of driving and working that ensure comfortable and safe journeys for employees and travellers. Our drivers in Sweden who do not have Swedish as their first language can improve their language skills

“Nobina actively works to promote diversity and unlock the expertise of all our employees”

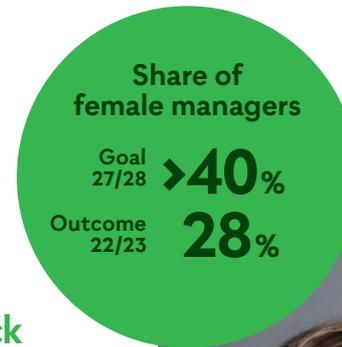
through the digital language programme Lingio. The programme is designed as a game and focuses in particular on the everyday situations encountered by a bus driver.

Managers take part in regular leadership courses through The Nobina Academy that include such topics as leadership, coaching, safety, environment and work environment. During the year, we strengthened training for our management teams with the addition of a course called LINA, which is based on the new leadership criteria.

Diversity and inclusion

Diversity and inclusion are clear focus areas for Nobina. Nobina should be a workplace that is attractive for everyone. Accordingly, we actively work to promote diversity and unlock the expertise of all our employees regardless of gender, sexual orientation, transgender identity or expression, ethnicity, disability, age, religion or other belief. No one should be discriminated against or receive special treatment at Nobina.

To achieve this, we have developed a strategy for Nobina’s diversity work, with a clearer focus on women and young people. Part of the strategy is to improve our measurement, follow-up and communication on issues that concern diversity and inclusion. Management training and recruitment processes will



also have a clearer link to these issues. Workshops on values and inclusion help to increase knowledge, awareness and self-knowledge about how we are influenced by values and differences. We also conduct targeted initiatives on diversity, such as offering internships that give employees an opportunity to work and develop in new professions within Nobina. Alongside of these internal efforts, we work to promote greater diversity and inclusion in the industry.

Health and safety

We drive about one million travellers to their destina-

tions every day. The journey must be secure for both the employee and traveller. Accordingly, safety has top priority in everything we do, and safety is also a linchpin in our sustainability activities. This means we put safety ahead of convenience and punctuality. In practical terms, this could mean that certain services are cancelled if weather conditions or other circumstances could compromise safety for drivers and travellers. Through this approach, we clarify that our actions are always in the best interests of people while at the same time we deliver on Nobina’s traveller promise.

The foundation of our health and safety efforts is our

PEOPLE

safety culture, where safety is top of mind for all employees at all times. To reach this point, we conduct many activities to create a strong, shared culture that can be sustained over time. Proactive and systematic actions are crucial in the areas of health and safety. One example is work to prevent illness by balancing staff levels, having physically present managers, and conducting regular follow-ups and improvements.

Nobina’s systematic health and safety work is based on legal requirements and company guidelines, and is aligned with the requirements of the international standard ISO 45001, Nobina’s occupational health and safety policy and our instructions on systematic health and safety work. Work is evaluated and monitored by studying employee suggestions and through local health and safety committees, local occupational health and safety plans, and gap analyses. On this basis, we conduct risk prevention measures. We assess work-related risks in accordance with the principles of ISO 31000 and these are regularly followed up in internal audits and through our management systems.

Employees can report hazards and hazardous situations directly to traffic management, for example, using the connected onboard platform Nobina Mobile Extension. During the year, drivers were given additional support in the form of Atlas – a GPS-based technological solution that shows alternative routes should problems arise along the scheduled route. A successful pilot test of Atlas was completed in some traffic areas and it will gradually be rolled out in all areas. In the event of incidents, employees have access to peer support around the clock and Nobina’s occupational health services provide support in the

“The foundation of our health and safety efforts is our safety culture, where safety is top of mind for all employees at all times.”

form of preventive healthcare, medical examinations and rehabilitation for all employees.

Employees take part in induction courses that are role-specific and include the area of health and safety regulation. During the year, training in our traveller promise at Nobina Sweden focused in particular on the importance of safety. This is an example of an initiative that strengthens the safety culture and will be undertaken in other Nordic countries in the next stage. Nobina’s “The Green Journey” concept is also a cornerstone in health and safety efforts, since well-executed eco-driving not only reduces environmental impact it also improves road safety.

All operations have safety representatives and health and safety committees. Employees take part in training in work environment issues, including basic training in quality, work environment, environment and safety (Swedish acronym: KAMS) and further practical training in health and safety management. A new feature for this year is that we now investigate serious health and safety incidents with the support of a new IT tool. It is used in many companies and industries and creates procedures for the investigative process while simplifying documentation. It is also linked to overall key figures that are important for reporting and follow-up.



Focus on female drivers

Access to drivers is a key issue for Nobina, particularly as retirement rates are rising and demand for public transport is growing.

During the year, recruitment efforts were more focused on reaching women. This is because more women are needed across the industry and because it is a natural way to broaden, or rather double, the recruitment base.

This initiative has yielded results in Nobina Finland. The target here is that eventually, women should account for 40 percent of drivers. Before the targeted recruitment initiative began, this figure was 6 percent. Nobina has also secured several new contracts in Finland and therefore needs more drivers. Experience has shown that female drivers are increasingly considered as something self-evident and positive, and that they can also persuade other women to consider the profession. As part of the recruitment



initiative in Finland, Nobina mainly focused its efforts on trying to attract new drivers from female-dominated sectors, where employees are already accustomed to shift work and have extensive experience of customer service.

A new career

Together with a training partner, Nobina Finland held three courses as part of the recruitment process that provided an

introduction to the profession. The courses were marketed on social media, on Nobina’s website and through trade fairs, in advertising and newsletters. Special recruitment events were held in 12 locations in southern Finland. In the marketing material, a few of Nobina Finland’s current female drivers talked about their own career development at the company.

The results show that significantly more women than previously showed an interest in the driving profession and were chosen to take part in Nobina’s courses. On average, 23 percent of participants in the three courses were women. Nobina Finland still has some way to go before reaching the goal of 40 percent female drivers, but is definitely moving in the right direction.

Planet

Nobina makes it possible for people to leave their car at home and travel sustainably by public transport. Increasing the use of public transport is the fastest and most obvious way to achieve the EU's and Sweden's climate targets, and Nobina can make a real difference here by virtue of our size. We want to take responsibility and contribute in every way we can to influence the shift towards more public transport. Not only through attractive transport solutions, but also by setting ambitious goals that will be validated by the Science Based Targets initiative. Even if travelling together is climate-smart in itself, we must reduce our emissions to maximise our positive effect on the environment and climate. In this respect, we are working purposely to continue to reduce our climate impact.

Link to strategic objective

- Maximise positive effect on environment, travellers and society

Themes

- Energy and emissions
- Chemicals

Key figures

- Carbon dioxide emissions
- Renewable fuel
- Green drivers



Global goal: Responsible consumption and production

The goal aims to ensure sustainable consumption and production patterns.

Nobina's contribution to the goal

Nobina's greatest contribution is to target 12.2, which concerns achieving the sustainable management and efficient use of natural resources by 2030. As part of this effort, we are working to convert the vehicle fleet to 100-percent renewable fuels and training our drivers in energy-efficient driving.



PLANET

Energy and emissions

As market leader in the Nordic region, we have a great responsibility and significant potential to influence society and move it towards more sustainable development. Public transport is an important part of the solution as we strive to achieve the EU’s climate targets. We can provide services that mean more people can travel together, thereby reducing emissions from transportation. We are thus contributing to a shift whereby more people choose to use public transport. To realize this shift, public transport must be available nearby and offer attractive travel times, good traffic information and safety. Nobina works with all of these aspects every day.

One way to reduce climate impact is to ensure vehicles are driven in an environmentally friendly manner. One of our most effective tools in this respect is “The Green Journey” (DGR). This is Nobina’s concept for green and sustainable driving that is based on training, coaching and technical support for drivers. The concept offers drivers training in how to plan their driving, avoid unnecessary stopping and adapt speed to utilise kinetic energy instead of letting it go to waste through braking. A planned and energy-efficient way of driving not only produces less exhaust emissions, the journey is also more comfortable for travellers. During the year, the percentage of drivers who drive in an environmentally friendly manner according to DGR was 71 percent, and DGR is deemed to have reduced CO₂ emissions by 11,600 tonnes.

Work to ensure climate and resource-efficient production encompasses both Nobina’s own operations

and activities in other parts of the value chain. Nobina has already analysed emissions in the value chain, and on this basis decided on a climate target that is in line with the Paris Agreement and the 1.5°C ambition. The target means Nobina, using 2019–20 as the baseline year, will reduce its carbon dioxide emissions per passenger kilometre by at least 46 percent by 2030–31. During the year, Nobina continued to work with the Science Based Targets initiative (SBTi) to receive validation of its goal.

gCO₂e per driven passenger kilometre



Nobina works actively together with our PTAs to identify solutions that reduce emissions in line with our targets. During the year, emissions per kilometre increased slightly. This was mainly because PTAs in Norway chose to replace HVO with diesel when the tax reduction for HVO was removed. Even though we are dependent on the PTAs’ decision, we are working proactively to influence factors that impact this target.



Renewable fuel

Goal 30/31 **100%**

Outcome 22/23 **78%**

“As market leader in the Nordic region, we have a great responsibility and substantial opportunity to influence society and move it towards more sustainable development.”

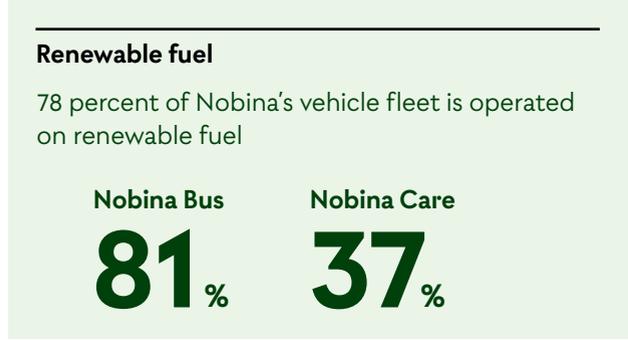
PLANET

Approximately 70 percent of Nobina’s emissions are from fuel consumption, which makes this an important focal area. The transition to renewable fuel, such as electricity and biofuels, is one example of an initiative that helps to reduce emissions. Our goal is for the entire vehicle fleet to operate on renewable fuel by 2030. We always strive to develop any solution in cooperation with our clients. We monitor developments in technology and constantly evaluate new opportunities. One example is hydrogen-hybrid technology for buses, which Nobina began testing during the year in city transport in Copenhagen – one of the first hydrogen-hybrid bus initiatives in the Nordic region.

All of our electric-powered buses operate on renewable electricity. The rest of the vehicle fleet largely uses renewable fuel, such as RME, HVO and biogas. At the end of the 2023–24 fiscal year, we expect to have about 700 fully-electric buses, equivalent to approximately 20 percent of the bus fleet. Renewable fuel accounted for 78 percent (82) of Nobina’s fuel consumption during the year.

Energy efficiency

Nobina conducts annual energy audits at depots to reduce the consumption of electricity and district heating. Using the result of the audits, we draw up action plans to increase energy efficiency and to reduce costs. Measures included the gradual installation of energy-efficient LED lighting, improved insulation of windows and doors and a reduction in the indoor temperature. Energy consumption is also



adapted to how the premises are actually used, for example, through the use of time control and motion detectors that control ventilation, heating and lighting when people are on site.

One initiative we would like to highlight is a bus heating system that optimises the temperature in buses and has the potential for enormous energy savings. Buses are connected when they are parked at the depot, and



the system fitted in the bus ensures the correct temperature at the right time. Some challenges still remain before the system can be used in an optimal manner,

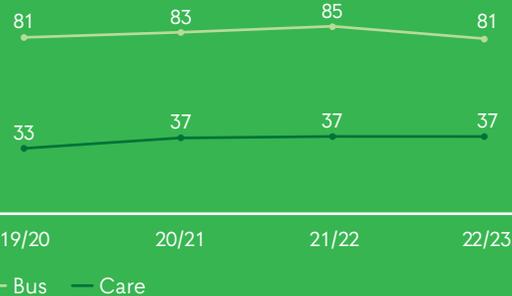
but when correctly used it could save 12 million kW per year – energy equivalent to electric heating for about 670 houses of 150 m².

PLANET

Chemicals management

The chemicals we use to wash our buses are all biodegradable. In Sweden and Norway, the products we use are also certified under the Nordic Swan and Falken, respectively. Water tests are taken regularly to check that operations do not exceed various requirements for emissions to water, such as levels of oil, mercury, lead, cadmium and zinc. When setting up or shutting down depots, environmental inspections are conducted. Soil samples are also taken to determine Nobina’s environmental responsibility and impact.

Share of renewable fuel, %



The share of renewables has fallen slightly during the year due to the fuel switch in Norway and the energy efficiency of electric buses. An electric bus requires less energy to drive the same distance and switching from HVO to electricity has therefore resulted in a decrease in the share of renewables.

Public transport and climate targets

If Sweden is to contribute towards achieving the SDGs, more people must travel by public transport. The climate impact decreases by just over 550 kg CO₂ for each person who leaves their car at home.

Greenhouse gas (GHG) emissions from transport account for one third of Sweden’s total emissions, which according to Sweden’s climate target is to be reduced by at least 70 percent by 2030. To date, emissions have only decreased by 20 percent, which is a long way from the target. Emissions must decline by about one million tonnes per year if we are to achieve the target. First and foremost, emissions from car traffic are falling too slowly, and public transport therefore has a key role to play in achieving the target.

Pioneer in sustainable transition

In concrete terms, this means convincing more people to travel by bus instead of car. The background to this is that public transport is responsible for a relatively small share of carbon dioxide emissions. The Swedish public transport system has already been a pioneer in the sustainable

transition of the transport sector. The transition to fossil-free fuel means more than 95 percent of tendered public transport currently operates on renewable fuels. Moreover, the electrification of the bus fleet is in progress in Sweden.

Significant positive effects

If we are to accelerate the transition, public transport must meet the expectations and needs of travellers. Aspects highlighted by travellers include proximity, good traffic information, security, short travel times and that it should be easy to travel by public transport.

Estimates by the Swedish Bus and Coach Federation confirm the major positive climate impact from a transition to more public transport.¹ Every person that switches from their own car to public transport for travel to and from work would reduce their average climate impact by 550 kilos



of CO₂ per year. If 2 percent of car commuting was replaced by bus travel, this would be equivalent to the amount of carbon dioxide absorbed by roughly 20,000 trees every year.

In parallel, a shift to more public transport would improve accessibility in cities by reducing congestion and increasing mobility. It is therefore not

enough to replace millions of fossil-fuel cars with millions of electric cars if we are also to solve the problems associated with congestion in many of our cities.

1) Four of ten – a report on the potential of public transport to achieve Sweden’s climate objectives (Fyra av tio – en rapport om kollektivtrafikens potential att klara Sveriges klimatmål) (Swedish Bus and Coach Federation)

Society

Nobina strives to make as many people as possible view public transport as a safe and convenient mode of transport, and an obvious alternative to taking the car. About one million people travel with one of our buses every day. For them, we offer a simple and convenient journey where digital services, such as our Travis app, can facilitate planning. Through our public transport services, such as service traffic, we also create opportunities for people with special needs to have a functioning daily life and to take part in society.

Link to strategic objective

- Maximise positive effect on environment, travellers and society

Themes

- Enable efficient travel
- Anti-corruption
- Sustainable supply chain

Key figures

- Code of Conduct for suppliers



Global goal: Sustainable cities and communities

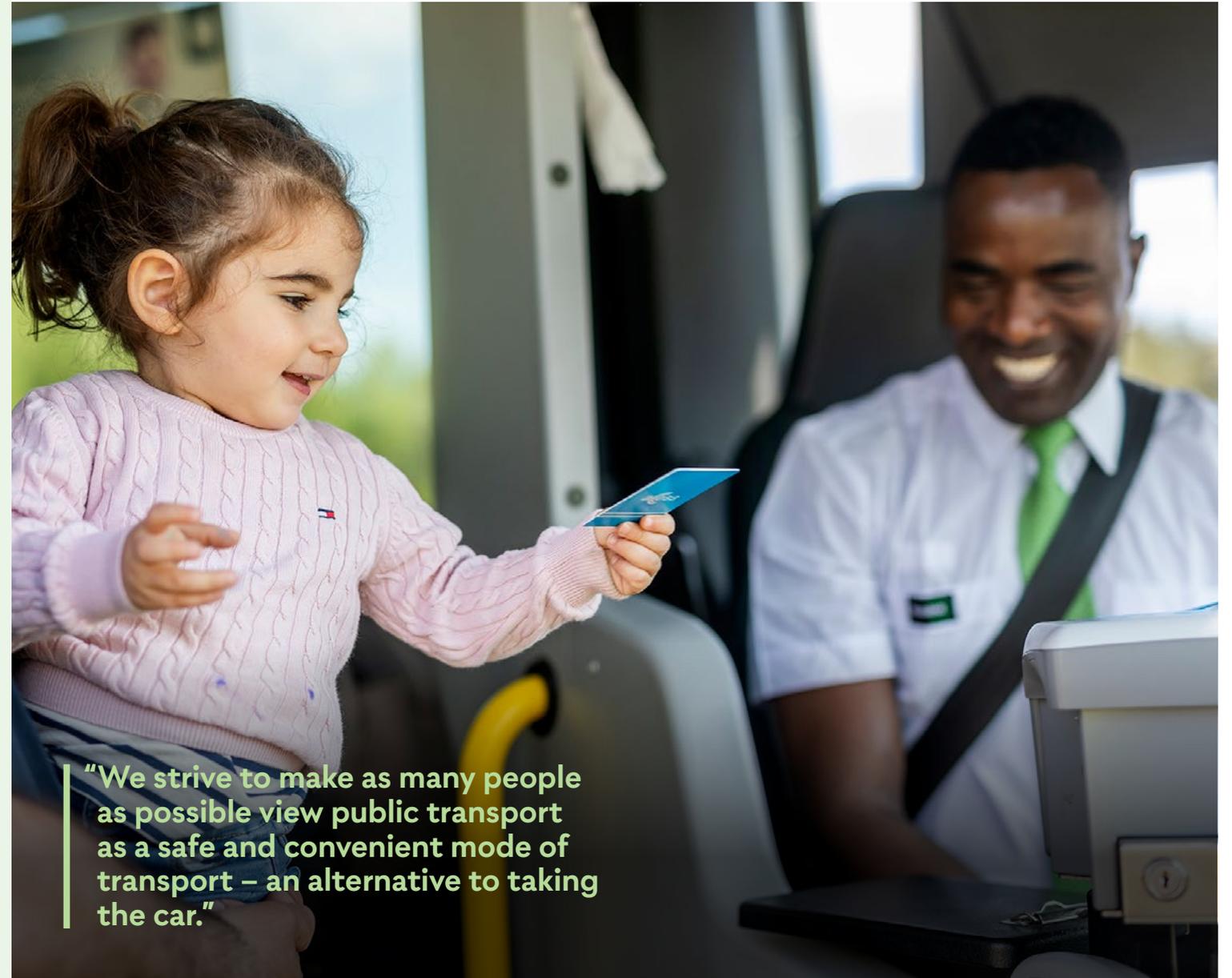
The goal is to make cities and human settlements inclusive, safe, resilient, and sustainable.

Nobina's contribution to the goal

Nobina's greatest contribution is to target 11.2. It seeks to provide access to safe, affordable, accessible and sustainable transport for all. This includes for example, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations or those with special needs – women, children, people with disabilities and the elderly.

Responsible operator

In our role as a major industry-leading company, we are active in the public debate and in building expertise concerning technology, sustainability and the tendering process. Since a large share of our buses use renewable fuel, we



“We strive to make as many people as possible view public transport as a safe and convenient mode of transport – an alternative to taking the car.”

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are helping to achieve society’s long-term climate target. We also take responsibility to ensure sustainability in our supply chains, conducting analyses to ensure our purchases are sustainably and responsibly produced, and comply with Nobina’s and our clients’ quality and environmental standards. Internal responsibility is based on our Code of Conduct, which describes how we are to act and what we can expect of each other.

Increased public transport

Our main contribution to a sustainable society constitutes the core of our operations – to offer efficient, attractive solutions where people travel by public transport. More public transport journeys and fewer car journeys are required if we are to achieve society’s long-term climate target. As a major market-leading company, Nobina can pursue the change necessary that will result in increased use of public transport.

One important aspect in this is that public transport must be accessible to all. Service traffic and smart solutions for efficient mobility are a few examples of how we are increasing accessibility. Public transport is also key to building sustainable cities, as land must be used in an optimal manner when a growing number of city dwellers must share the space. Well-designed public transport solutions must be included in planning when cities and districts are being designed and built, to create a long-term, sustainable urban environment.

The efficient use of resources is not only good from an economic perspective, but also for society as a whole. As one of the leading operators in the Nordic

region, Nobina can contribute towards the optimal use of resources – land, buses and energy – in our own operations and in the public transport industry as a whole. The better we can plan traffic, optimise production and, for example, avoid driving empty buses, the greater value we can create for travellers and society. One such example is the optimisation of scheduling, to avoid driving empty buses and to optimise routes. To convince more people to leave their car, Nobina has developed the Travis app, a smart travel planner where public transport, car-sharing, bicycles, electric scooters and taxis are linked together with travel information and real-time on-demand services. Travis creates micro-mobility that makes it easy for travellers to plan and execute their journey as smoothly as possible.

Anti-corruption

Nobina’s operations generate many and large transactions, predominantly through public tenders and procurement worldwide. This requires good governance and clear business ethics to combat corruption and ensure secure, transparent transactions with clients, suppliers and other partners. Our Code of Conduct for suppliers describes the demands and expectations we have on suppliers and ourselves. Through internal governance, we strive for good compliance with national and international legislation as well as the UN Convention against Corruption. The strategic responsibility for business ethics and anti-corruption lies with the Group’s Director of Business Development, supported by the compliance

TRAVELLERS PROMISE
• Nobina •

Nobina’s traveller promises set out the direction of Nobina’s journey to meet the requirements of travellers. A journey that involves all employees – before, during and after the journey. Meaning everything from traffic management and service, to drivers and vehicle care.

WELCOME
You should feel welcome

SAFE
You should feel safe

INFORMED
You should receive information that is important for your journey

SUSTAINABLE
You should be confident that you always travel sustainably with us

Suppliers who have signed the Code of Conduct

Goal **95%**
Outcome 22/23 **98%**

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department. All employees who are involved in our commercial activities, such as business developers and purchasers, are informed of Nobina's Code of Conduct when they are employed. As a complement to daily activities related to governance and corporate culture, we conduct internal process audits of the Group's staff functions every third year.

Tender processes

Public tenders are an area with a manifest risk of corruption. For Nobina, it is a matter of course to combat corruption and unhealthy competition. In connection with tender processes, we are careful how we act and treat the market and the client. Contact between clients and operators is limited in conjunction with new tenders for traffic contracts. Nobina's compliance function is active internally to ensure that we act appropriately and that we can identify suspected corruption. Zero cases of corruption were reported or identified in internal audits during the year. This was also the case for the preceding year. Nor was Nobina or the Group's employees party to any legal disputes concerning corruption. Nobina had no significant cases of non compliance with laws and regulations during the year.

Whistle-blower function

Nobina has an internal and external whistle-blower service that employees can reach on the intranet and external stakeholders through the website. The service aims to identify at an early stage any deviation from, for example, Nobina's values or business ethics guidelines,

Safety for all

The growing volume of road traffic increases the need for safety. Nobina is taking action by introducing red seat belts, holding regular crisis exercises and by testing camera surveillance.

Safety-related activities are something that can never be considered finished. We can also see that many traffic environments around the Nordic region have become busier and more challenging, which reinforces safety requirements. Nobina's safety efforts put people first – both employees and travellers. Similar to other sustainability initiatives, the work is built on systematic efforts and where the main focus is on preventing risks and incidents.

Fine-tuning and testing

Nobina conducts regular crisis exercises in both the management team and in our traffic areas. Through the use of exercises where participants are presented with various crisis scenarios, we can test and fine tune the organisation in how to react quickly and correctly when the situation demands. Moreover, we conduct evacuation exercises to test

preparedness at the depots. Both of these exercises help us to see where we are vulnerable and have weak points, which in the next stage are translated into improvements. The depots also hold special safety weeks that involve both theory and practice. These are sometimes held together with the fire and rescue services and other external players and linked to various themes. The ambition is that each depot shall perform three safety weeks per year.

Safety signal that makes a difference

In 2022, Nobina resolved to fit red seat belts in new buses in the future, to increase seat belt use. The red colour is to provide a safety signal that reminds the driver about the importance of using a seat belt, and clearly shows travellers that there is a seat belt and that the

driver they are travelling with takes safety seriously. When we replace seat belts in older buses, red belts are installed.

A safety year

Nobina has named 2022–23 as a safety year. This means we are accelerating safety efforts during the year. Initiatives include new key figures and extended reporting, clearer division of responsibilities, broader risk assessments and new methods as part of improvement efforts.

In order to increase security for travellers, Nobina conducted a pilot project in 2022 in Malmö whereby two city bus routes were monitored by cameras. The cameras broadcast live to Nobina's traffic management and security centre, which meant guards or the police can be quickly alerted in the event of an incident. The results of the pilot project



Red seat belts fitted in more buses.

show that security increased and Nobina is now exploring opportunities to expand the initiative to additional cities and city bus routes.

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or any indications of economic crimes. Anyone who wishes to use the service can remain anonymous as it is administrated by an external party to guarantee anonymity, impartiality and professional handling of the matter.

Internal Code of Conduct

As of 2023, Nobina also has an internal Code of Conduct that we refer to as We are Nobina. It is built on our values and describes the commitments and engagement that are components of our business integrity. The Code covers all employees regardless of position or role and includes part-time employees and insourced consultants. This consists of four parts:

- How we act in the workplace and how we work with each other
- How we act in the market and in our relationships
- How we are involved in the community and take responsibility
- Responsibility, compliance and how we report concerns and irregularities

The Code describes what Nobina stands for, how we are to act towards colleagues, travellers and others in the world around us, and what we can expect from each other. In this way, it guides us in how we conduct business, while also protecting ourselves and the Nobina brand.

Sustainable supply chain

As a major purchaser of products and services, Nobina has a comprehensive monitoring process in place – in its own organisation and with suppliers and partners – to ensure that our purchases are produced in a sustainable and responsible manner. Nobina’s Head of Procurement bears overall responsibility for the Group’s procurement work while operational activities are managed by the purchasing organisation. All suppliers engaged by Nobina are first subjected to competition in a tendering process. This is to ensure the supplier selected best meets Nobina’s demands in terms of quality, sustainability, delivery reliability and price.

Choice of partners

Our operations are part of a wider context where all of our employees are expected to do their utmost to fulfil our promises to clients and travellers. In parallel, we are strongly dependent on our business partners in the value chain. We will never be experts in manufacturing buses, transporting fuel or producing spare parts. However, we do need to be experts at choosing our partners carefully, so we are sure that our suppliers act sustainably and ethically, and help us in our efforts to solve societal challenges. Requirements from Nobina’s clients also affect the purchasing process and choice of supplier, particularly on issues of human rights – an issue that is equally important to Nobina and its clients and that we must address meticulously and with a long-term perspective.

Our annual process for a sustainable supply chain



Nobina’s Code of Conduct – external code for suppliers

The supplier code is the starting point for companies that wish to establish a partnership with us. It is based on the UN Global Compact, UN Sustainable Development Goals, the UN Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. The code requires that the supplier has, or creates, a systematic working approach to sustainability. From 2023, Nobina also has an internal Code of Conduct. This covers all employees, regardless of position or role, permanent employees or temporary. The code is based on Nobina’s values and describes how we are to act to maintain our business integrity in all that we do as a company, employer and partner.

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Purchasing electric-powered buses is one clear example. Batteries used in electric buses contain minerals such as lithium and cobalt. Cobalt mining can in certain cases be linked to child labour, forced and compulsory labour and other human rights abuses, and crimes against indigenous people. As we purchase more electric vehicles, we must therefore make additional targeted supplier audits. Additionally, at the end of the vehicle's service life, batteries and other material must be disposed of in a sustainable manner. In this respect, Nobina works to identify the requirements and handling of the batteries.

Life-cycle perspective on vehicle fleet

The shift to electric transportation is an integral component of a sustainable society. Electric buses are considered particularly important in city transport, where they reduce emissions and noise. In rural areas, on the other hand, buses operating on biodiesel or biogas remain an important alternative. From a sustainability perspective, however, it is not enough to introduce new technology, more electric-powered buses and shift to renewable fuel in existing buses. It is also important for Nobina to optimise the life cycle of the vehicle fleet and as far as possible extend the technical life of the vehicles. With our "Upgrading" concept, we can modernise and update everything from fittings and powertrains to technology and other systems. This enables older buses to drive many more kilometres and helps reduce material use. By upgrading and extending the life of these vehicles, Nobina also takes responsibility for ensuring that our own vehicle investments are sustainable in the long term.



Governance of the sustainability agenda

Good and active corporate governance provides the framework for creating trusting relationships with our owners, employees, PTAs, customers and stakeholders in Nobina’s operating environment. It is also essential for the successful achievement of targets, strategy, business plans and key metrics as well as securing public transport that is at the forefront. Corporate governance ensures that Nobina is managed responsibly, sustainably and that operations comply with external laws, regulations and provisions as well as internal control regulations and procedures. Governance also ensures that the business complies with good practices based on Nobina’s operations and our values, and that principles governing business ethics are respected.

Our governance influences the public transport of the future

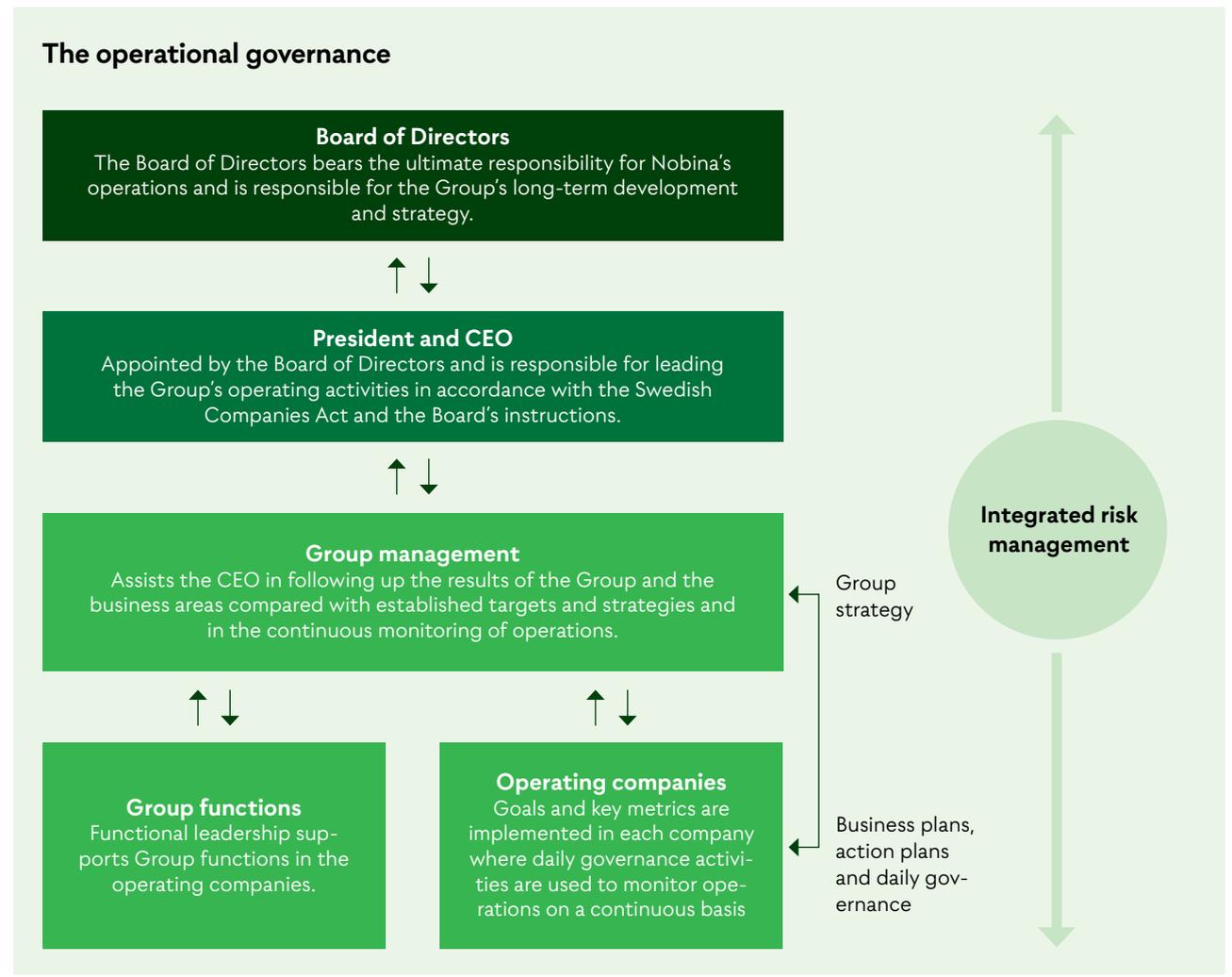
Public transport is a central building block in the sustainable society of the future and a means of solving some of the greatest challenges of our time, from congestion and accessibility to commuting, housing construction and climate targets. Already today, public transport is leading the way in the fossil-free transition and as the industry leader in the Nordic region, we are adopting a proactive role in the public debate and in building expertise about technology, sustainability and the tendering process. Through close cooperation with trade associations, we contribute guidelines, contract recommendations and best practice in the tendering process. Together with our clients,

we build expertise and develop technology that enables public transport to become more sustainable, efficient and attractive.

- In Sweden, Nobina is a member of the Swedish Bus and Coach Federation, Samtrafiken AB, Kollektivtrafikens Avtalskommitté (Kolla) and the Confederation of Swedish Enterprise.
- In Norway, Nobina is a member of NHO Transport, Næringspolitisk utvalg and Forhandlingsutvalget.
- In Denmark, Nobina is a member of the Confederation of Danish Industry, Danske Busvognmænd and Dansk Kollektiv Trafik.
- In Finland, Nobina is a member of the Employers’ Federation of Road Transport (Autoliikenteen Työntajaliitto ry).

Providing conditions for responsibility

Nobina’s governance creates the preconditions for active, responsible corporate bodies, a clear allocation of roles and responsibilities and accurate reporting and information. We aim to govern, lead and control our operations in a manner that creates value for our shareholders and other stakeholders. Employees represent one important component of our governance. They should not only be aware of our goals and key metrics but must also understand why we are striving towards established goals. An understanding of the strategic direction creates the prerequisites for two-way communication, where employees can continuously draw attention to risks and suggest improvements. This creates dynamic and active corporate



SUSTAINABILITY GOVERNANCE, ESG AND POLICIES

governance. Continuous risk management – and assessment of severity – is also a natural part of our governance and management and is an integrated component in our decision-making.

Operational governance

The Board, which is elected by our owners, sets the ultimate boundaries for goals and strategies. Part of this work is the continuous identification and active management of our impact based on sustainability aspects – which is also continuously monitored in the operational Sustainability Report. Group management leads day-to-day operations in line with our strategic and operating direction. Key metrics for financial performance, quality and sustainability are monitored and checked on a monthly basis. Our operating companies and all traffic areas implement goals and key metrics in their business plans, which are translated into action plans and active daily governance for various teams, professions and individual employees. Goals, key figures and sustainability results are routinely reported back to the Board in the form of an annual sustainability cycle.

Organisation and governance of sustainability activities

To effectively govern and manage Nobina's operations and comply with and deliver on our sustainability agenda, we have a clear governance, management and regulatory compliance structure. Sustainability is a fully integrated part of our business activities –

including everything from the position of the Board on sustainability issues to how we work locally with cleaning vehicles at our depots. Work is based on external frameworks, environmental and work environment legislation, national safety and vehicle regulations, contract terms from clients, and Nobina's management systems, policies and values. Among the external guidelines applied by the Group, the OECD's Guidelines for Multinational Enterprises, the UN Global Compact's ten principles and the UN Sustainable Development Goals are particularly noteworthy.

At Group level, various roles and functions are responsible for pursuing Group operational sustainability work and supporting sustainability initiatives by the operating companies. The Business Development Director (also includes sustainability) bears ultimate operating responsibility for the Group's sustainability issues and is responsible for developing and implementing strategies, policies, guidelines, processes and tools related to sustainability and responsible business. This role also ensures that central functions form a sustainability council that meets regularly to discuss and manage strategic and operational issues related to sustainability. The Council leads the strategic sustainability work through policy decisions and by developing control systems and meets on a quarterly basis. Representatives from HR, KAMS, Compliance, Procurement, Fleet, Production, Market, Public Affairs and Communication are members of the Council. In this way, the Council gains a comprehensive view of the Group's sustainability impact and

stakeholder expectations. Under the Director, there is also a Sustainability Director who coordinates and pursues sustainability issues and supports the operating companies in their sustainability activities. The Compliance function, via the General Counsel, has an overall responsibility to create documented procedures that ensure legal compliance and to offer general training and support to the business in the area of legal compliance. Group HR has overall responsibility for leading and overseeing that HR in each operating company implements sustainability dimensions linked to the processes and targets decided.

Nobina's central purchasing department is responsible for ensuring that all purchases are conducted in accordance with Nobina's Code of Conduct for suppliers and Nobina's process for sustainable purchasing (see page 21). Nobina's communications department also plays an important part in ensuring operational sustainability work through its responsibility for supporting the Group in its communication needs, both internally and externally, to made available and convey our sustainability agenda.

In addition to the above, some of the teams that pursue the Group's sustainability work are also KAMS. We have an integrated way of working regarding quality, work environment, environment and safety, where we use a shared management system. KAMS is a control framework. It ensures that our work is methodical and systematic in each area, for example through regular control and follow-up activities and proactive and preventive work with operational risks.

The work is carried out at local and central levels and regularly assessed through self-monitoring and in internal audits.

ISO quality management system

To systematise efforts and to strengthen the Group's competitiveness, large sections of our operations are certified in accordance with the ISO 9001 quality management system and the ISO 14001 environmental system. Nobina also works systematically with road safety in accordance with ISO 39001, work environment efforts are guided by ISO 45001 and systematic work with information security is now a natural part of the Group's daily operations. The use of a certified management system or similar working procedure allows us to maintain a structure whereby internal and external audits help operations to share good examples, work with constant improvements and apply a precautionary approach.

HR, which is referred to above, is an integral part of our day-to-day strategic sustainability work, alongside KAMS. HR deals with areas such as recruitment, skills development, management support, work environment issues and diversity and inclusion. Central procurement is also an important element, where sustainability aspects in the supply chain are addressed.

Sustainability data

Employees by type of employment and gender

No. of	2022/23	
	Men	Women
Permanent employees	8,321	1,166
Fixed-term employees (incl. hourly-paid)	2,650	616
Total	10,971	1,782

2021/22	
Men	Women
8,560	1,161
2,687	637
11,247	1,798

2020/21	
Men	Women
8,047	1,127
2,264	373
10,311	1,500

Employee figures refer to an average of the number of employees calculated from the beginning and end of the fiscal year. The same definitions were used when calculating gender distribution. Figures for part-time or full-time employees do not include hourly-paid employees. The change in the number of employees is driven primarily by started and completed contracts. Compared with the year-earlier period, the number of employees was also impacted by the conclusion of activities related to Covid-19.

In addition to those employed by the company, Nobina also uses consultants that mainly work with system development. The number is relatively stable over the year but may vary in conjunction with major development projects. At the end of the fiscal year, there were approximately 170 consultants in the Group. This figure does not include employees of subcontractors who conduct transport services as these companies are in charge of their own personnel.

Employees by type of employment and region

Number	2022/23			
	Sweden	Norway	Denmark	Finland
Permanent employees	6,426	1,004	778	1,280
Fixed-term employees (incl. hourly-paid)	2,750	282	119	116
Total	9,176	1,285	897	1,396

2021/22			
Sweden	Norway	Denmark	Finland
6,777	980	704	1,256
2,819	301	132	76
9,596	1,281	836	1,332

2020/21			
Sweden	Norway	Denmark	Finland
6,421	957	508	1,289
2,087	338	131	82
8,508	1,295	639	1,371

Employees by part-time or full-time and gender

No. of	2022/23	
	Men	Women
Full-time (only permanent employees)	7,476	975
Part-time (only permanent employees)	845	192
Total	8,321	1,116

2021/22	
Men	Women
7,697	981
1,068	238
8,765	1,219

2020/21	
Men	Women
7,290	932
918	223
8,208	1,155

SUSTAINABILITY DATA

Employee gender distribution by function

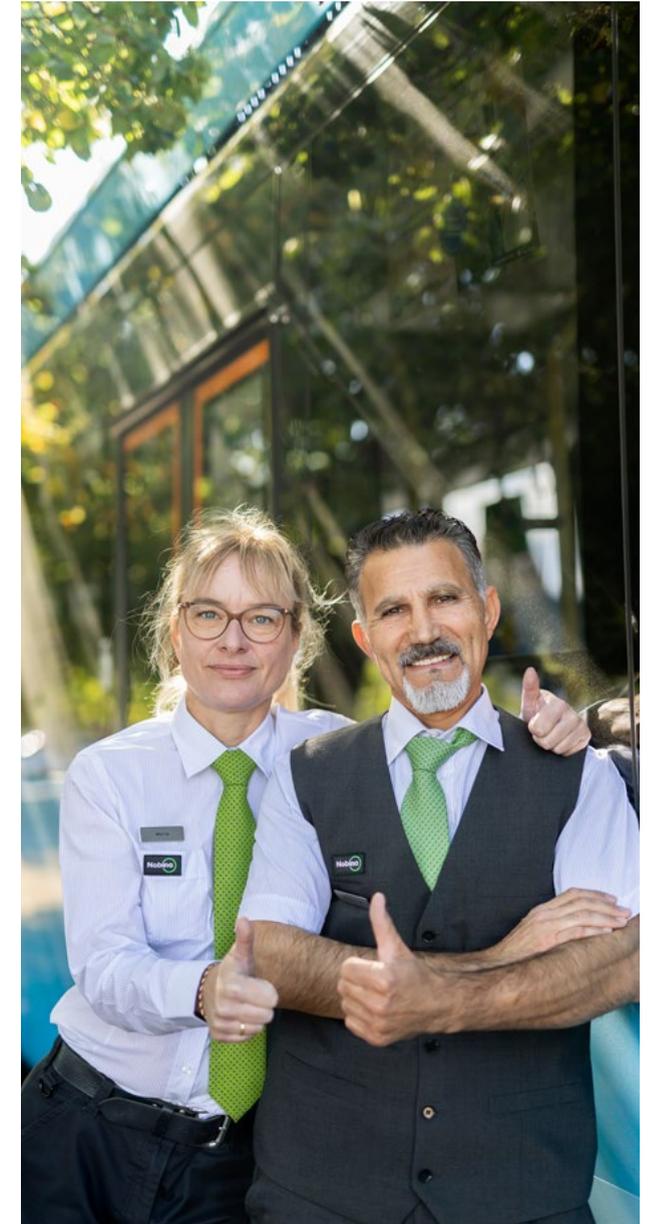
Share, %	2022/23		2021/22		2020/21	
	Men	Women	Men	Women	Men	Women
Blue collar excl. drivers	77	23	80	20	93	7
Drivers	90	10	90	10	89	11
Blue collar workers (total)	89	11	89	11	89	11
White collar workers	64	36	63	37	60	40
Total	87	13	86	14	87	13

Employee age distribution

Share, %	2022/23			2021/22			2020/21		
	<30	30–50	>50	<30	30–50	>50	<30	30–50	>50
Blue collar excl. drivers	27	42	31	31	39	30	23	47	31
Drivers	4	42	54	4	41	55	5	45	50
Blue collar workers (total)	6	42	52	7	41	52	7	45	48
White collar workers	19	48	33	20	47	33	24	46	30
Total	8	42	50	8	42	50	8	45	47

Gender distribution, Board and management team

Share, %	2022/23		2021/22		2020/21	
	Men	Women	Men	Women	Men	Women
Board of Directors	100	0	80	20	83	17
Group management	71	29	67	33	71	29



SUSTAINABILITY DATA

Age distribution, Board and management team

Share, %	2022/23			2021/22			2020/21		
	<30	30–50	>50	<30	30–50	>50	<30	30–50	>50
Board of Directors	–	38	63	–	–	100	–	–	100
Group management	–	71	29	–	64	36	–	71	29

Average training hours per year and employee, by function

Hours	2022/23	2021/22
Blue collar excl. drivers	5	4
Drivers	24	23
Blue collar workers (total)	22	21
White collar workers	1	3
Total	20	20

Conducted performance appraisals by function

Share, %	2022/23	2021/22
Blue collar excl. drivers	38	53
Drivers	32	41
Blue collar workers (total)	32	42
White collar workers	59	85
Total	35	46

Average training hours per year and gender

Hours	2022/23	2021/22
Men	20	17
Women	17	22
Total	20	18

SUSTAINABILITY DATA

Scope 1, 2 and 3 emissions

Tonnes CO ₂ e	2022/23	2021/22	2020/21	Base year 2019/20
Scope 1	66,752	61,165	67,058	75,179
Scope 2	10,104	10,507	10,405	8,661
Scope 3	103,442	112,137	106,106	112,226
Total	179,482	183,809	183,569	196,066

Emission calculations include direct emissions from operations owned or controlled by Nobina (Scope 1), indirect emissions from purchased and used electricity (Scope 2) as well as indirect emissions from sources that are not owned or under the control of Nobina (Scope 3). Emissions were calculated in accordance with the Greenhouse Gas Protocol and the results reported accordingly as carbon dioxide equivalents (CO₂e) and include the greenhouse gases CO₂, CH₄, N₂O, HFC, PFC, SF₆ and NF₃. The calculations include all emissions from operations over which Nobina has operational control. Scope 2 emissions are reported in accordance with the market-based method.

The calculations include emissions from fuel consumption, refrigerant leaks, electricity and heating consumption in Nobina's properties, purchased vehicles and products, business travel, waste and commuting by the workforce to work. Fuel consumption accounts for about 70 percent of the calculated emissions and is therefore the item with the greatest impact on Nobina's emissions. Emissions from fuel are calculated based on fuel consumption measured, and emission factors were obtained from each fuel supplier. If the supplier did not have information available, data was obtained from the Swedish Energy Agency.

Air emissions, in relation to km driven

	2022/23	2021/22	2020/21	Base year 2019/20
Nitrogen oxides, g/km	1.46	2.33	3.32	4.45
Hydrocarbons (HC), g/km	0.39	0.49	0.58	0.73
Particles (PM), g/km	0.02	0.03	0.04	0.05

The calculations are based on fuel used and kilometres produced and are converted according to the limit values available for each exhaust gas standard and emissions category.

Fuel consumption, total

Million kWh	2022/23	2021/22	2020/21	Base year 2019/20
Renewable fuel	755	897	871	878
Non-renewable fuel	214	195	211	237
Total fuel	955	1,091	1,083	1,116

Fuel consumption has the greatest impact on Nobina's energy use. The calculations were based on actual use per fuel that was then converted using the heating value

reported for each fuel according to the Swedish Energy Agency. Nobina sold no electricity during the fiscal year.

Fuel consumption, total

	2022/23	2021/22	2020/21	Base year 2019/20
Non-renewable fuel				
Diesel, litres	24,267,156	22,014,515	21,778,138	25,066,922
Petrol, litres	327,628	303,466	343,113	358,339
Renewable fuel				
RME, litres	20,338,327	25,193,205	25,531,152	20,569,904
HVO, litres	28,864,916	35,819,457	30,764,743	35,180,324
Biogas, nm ³	25,408,211	29,396,437	29,944,795	31,221,112
Ethanol, litres	–	–	8,616	38,080
Electricity, kWh	49,532,644	28,383,094	16,349,604	7,363,616

SUSTAINABILITY DATA

Emissions intensity

gCO ₂ e	2022/23	2021/22	2020/21	Base year 2019/20
Well-to-wheels CO₂e emissions				
gCO ₂ e/Vehicle kilometre	462	462	487	511
gCO ₂ e/Passenger kilometre	51	73	71	49
Total CO₂e emissions				
gCO ₂ e/Vehicle kilometre	641	622	641	679
gCO ₂ e/Passenger kilometre	71	98	94	65

Emissions are reported for total emissions and Well-to-Wheels emissions (WTW). WTW includes all emissions related to the use of the fuel.

Vehicle kilometre includes all scheduled kilometres performed by Nobina during the year and excludes non-scheduled kilometres driven and without passengers. Carbon dioxide calculations include, however, all emissions and active work with traffic planning is one tool for reducing carbon dioxide emissions.

Performance compared with base year

Change, cf. 2019/20, %	2022/23	2021/22	2020/21
CO₂e emissions			
Scope 1	-11	-20	-11
Scope 2	+17	+21	+20
Scope 3	-8	0	-5
Total CO ₂ e emissions	-8	-7	-6
Emissions intensity			
CO ₂ e emissions/Vehicle kilometre	-6	-8	-6
CO ₂ e emissions/Passenger kilometre	+9	+50	+44
Well-to-wheels CO ₂ e emissions/Vehicle kilometre	-9	-10	-5
Well-to-wheels CO ₂ e emissions/Passenger kilometre	+4	+49	+46

FY 19/20 has been chosen as the base year for calculations since this is the first year that Nobina used the current calculation model for estimating emissions.

Passenger kilometres are estimated based on vehicle kilometres and official statistics of passenger numbers from Trafta (Sweden), Ruter (Norway), Movia (Denmark) and HSL (Finland). Statistics for FY22/23 are not available and an estimate was used based on public travel statistics and Nobina's internal data.

Emissions per vehicle kilometre fell during the measurement period but the decline in the number of travellers during the pandemic has led to an increase in emissions per passenger kilometre. The trend was adjusted slightly compared with the year-earlier period due to better traveller data. In last year's report, the development per vehicle kilometre was incorrectly referred to as development per passenger kilometre.

SUSTAINABILITY DATA

Water withdrawal

Million litres	2022/23	2021/22
Total water withdrawal	176	193

Most water withdrawal by Nobina is linked to depots and workshops, where vehicles are washed and cleaned. Agreements with our clients regulate how often the vehicles are washed and cleaned, normally every second day. The facilities use municipal fresh water. Nobina's goal is that no more than 250 litres of water should be used to wash each bus. One way to reduce consumption during washing is to install recirculation tanks, which reuse the water in the process. To ensure good water quality, that meets local regulations, we are continuously investing in new and improved cleaning equipment in the bus-washing facilities. Water tests are regularly taken to check that operations do not

exceed applicable requirements for emissions to water, and include oil, mercury, lead, cadmium and zinc. When setting up or shutting down depots, environmental inspections are conducted to determine Nobina's environmental responsibility and impact. Nobina conducts notifiable operations in accordance with the Swedish Environmental Code (SFS 1998:808) for depots that operate bus-washing facilities and for its own workshops. Nobina has no depots in areas that are considered to have high or extremely high water stress on an annual basis, according to the World Resource Institute.

Economic value distributed

SEK million	2022/23	2021/22
Revenues ¹	12 979	13 210
Operating costs ²	-5 955	-5 894
Employee wages and benefits ³	-6 163	-6 176
Payments to providers of capital ⁴	-264	-497
Payments to governments	-15	-13
Retained economic value	582	630

1) Includes net sales, financial income and sales proceed with respect to sold busses

2) Includes fuel (including excise duty), tires and other consumables, other external expenses as well as depreciation

3) Includes all personnel costs as well as early final settlement of share saving scheme (see annual report note 6 for more information)

4) Includes financial expenses and dividends (see annual report note 5 for more information)

Accidents at work

No. of	2022/23	2021/22
Number of accidents at work resulting in death	1	-
Reported workplace injuries (excluding fatalities)	430	492

Accidents at work

Number per million working hours	2022/23	2021/22
Number of accidents at work resulting in death/million hours	0.06	-
Reported workplace injuries (excluding fatalities)/million hours	26	29

Accidents at work encompasses all incidents reported and therefore also includes near misses. During the year, Nobina analysed the reporting of accidents at work to improve the quality and will use a new reporting structure for the next fiscal year. The most common workplace accidents during the year were falling or that people slipped at

depots or when boarding and alighting buses. The number of accidents at work in 2021/22 has been adjusted as last year's figure also included incidents that cannot be considered workplace accidents. Statistics do not include the subsidiaries De Blaa Omnibusser A/S and Anja och Dennis Hemservice AB.

GRI content index

Statement of use

Nobina has reported in accordance with the GRI Standards for the period March 1 2022 – February 28, 2023.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard(s)

Not currently available

General disclosures

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-1 Organizational details	3, 39, AR p.3	*	*	*
	2-2 Entities included in the organization's sustainability reporting	39, AR p.3	*	*	*
	2-3 Reporting period, frequency and contact point	39	*	*	*
	2-4 Restatements of information	29–30	*	*	*
	2-5 External assurance	36	*	*	*
	2-6 Activities, value chain and other business relationships	3, 21–22, 35			
	2-7 Employees	25			
	2-8 Workers who are not employees	25			
	2-9 Governance structure and composition	23–24, AR p.45			
	2-10 Nomination and selection of the highest governance body	23	2–10 b	Information unavailable/incomplete	Nobina was delisted last year and is therefore implementing new processes relating to the Board
	2-11 Chair of the highest governance body	AR p.45			
	2-12 Role of the highest governance body in overseeing the management of impacts	23–24, 37			
	2-13 Delegation of responsibility for managing impacts	24			
	2-14 Role of the highest governance body in sustainability reporting	23–24			
	2-15 Conflicts of interest		2–15 a 2–15 b	Information unavailable/incomplete	Nobina was delisted last year and is therefore implementing new processes relating to the Board
	2-16 Communication of critical concerns	23–24, 37	2–16 b	Information unavailable/incomplete	Sustainability issues and outcomes are raised at every board meeting, but Nobina does not keep statistics on the number of formal critical issues.
	2-17 Collective knowledge of the highest governance body		2–17	Information unavailable/incomplete	Nobina was delisted last year and is therefore implementing new processes relating to the Board

* Reasons for omission are not permitted for the disclosure.

General disclosures cont.

GRI standard/ other source	Disclosure	Location	Omission			
			Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021 cont.	2-18	Evaluation of the performance of the highest governance body	2-18 a 2-18 b 2-18 c	Information unavailable/incomplete	Nobina was delisted last year and is therefore implementing new processes relating to the Board	
	2-19	Remuneration policies	AR p.22			
	2-20	Process to determine remuneration	AR p.22			
	2-21	Annual total compensation ratio		2-21	Information unavailable/incomplete	Nobina is investigating how to calculate the median salary in an accurate way
	2-22	Statement on sustainable development strategy	6-7			
	2-23	Policy commitments	19-24, 35-39 Policy documents UN Global Compact			
	2-24	Embedding policy commitments	19-24			
	2-25	Processes to remediate negative impacts	37			
	2-26	Mechanisms for seeking advice and raising concerns	20-21, 37			
	2-27	Compliance with laws and regulations	20			
	2-28	Membership associations	23			
	2-29	Approach to stakeholder engagement	35, 38			
	2-30	Collective bargaining agreements	11			

Material topics

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 3: Material Topics 2021	3-1	Process to determine material topics	4, 35, 38-39	*	*
	3-2	List of material topics	4	*	*
<i>Economic performance</i>					
GRI 3: Material Topics 2021	3-3	Management of material topics	4, 23-24, 35		
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	30		
<i>Anti-corruption</i>					
GRI 3: Material Topics 2021	3-3	Management of material topics	19-21		
GRI 205: Anti-corruption 2016	205-3	Confirmed incidents of corruption and actions taken	20		

* Reasons for omission are not permitted for the disclosure.

Material topics cont.

GRI standard/ other source	Disclosure	Location	Omission			
			Requirement(s) omitted	Reason	Explanation	
<i>Energy</i>						
GRI 3: Material Topics 2021	3-3	Management of material topics	14–17			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	28	302–1 c. 302–1 e.	Information unavailable/incomplete	Nobina currently only report on the energy consumption from fuels
	302-4	Reduction of energy consumption	15–16, 28			
<i>Water and effluents</i>						
GRI 3: Material Topics 2021	3-3	Management of material topics	30			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	30			
	303-2	Management of water discharge-related impacts	30			
	303-5	Water consumption	30			
<i>Emissions</i>						
GRI 3: Material Topics 2021	3-3	Management of material topics	9, 14–17			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	28–29	305–1 c.	Information unavailable/incomplete	Nobina does currently not have the data to be able to report on biogenic emissions
	305-2	Energy indirect (Scope 2) GHG emissions	28–29			
	305-3	Other indirect (Scope 3) GHG emissions	28–29	305–3 c.	Information unavailable/incomplete	Nobina does currently not have the data to be able to report on biogenic emissions
	305-4	GHG emissions intensity	29			
	305-5	Reduction of GHG emissions	15, 28–29			
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	28	305–7 a.ii 305–7 a.iii 305–7 a.iv 305–7 a.v	Information unavailable/incomplete	Nobina reports on the air emissions covered by the European emissions standards
	305-7					
<i>Supplier environmental assessment</i>						
GRI 3: Material Topics 2021	3-3	Management of material topics	18–22			

* Reasons for omission are not permitted for the disclosure.

Material topics cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	21			
<i>Occupational health and safety</i>					
GRI 3: Material Topics 2021	3-3 Management of material topics	10–13			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	13			
	403-2 Hazard identification, risk assessment, and incident investigation	12–13, 20–21, 37–38			
	403-3 Occupational health services	13			
	403-4 Worker participation, consultation, and communication on occupational health and safety	13			
	403-5 Worker training on occupational health and safety	13, 20–21			
	403-6 Promotion of worker health	12–13			
	403-76 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	12–13			
403-9 Work-related injuries	30	403–9 a.ii 403–9 b.ii 409–3 c	Information unavailable/incomplete	Nobina does currently not collect statistics on high-consequence injuries but has during the year worked with improving reporting of work-related injuries	
<i>Training and education</i>					
GRI 3: Material Topics 2021	3-3 Management of material topics	10–13			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	27			
	404-2 Programs for upgrading employee skills and transition assistance programs	27			
<i>Diversity and equal opportunity</i>					
GRI 3: Material Topics 2021	3-3 Management of material topics	9–13			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	26–27			
<i>Supplier social assessment</i>					
GRI 3: Material Topics 2021	3-3 Management of material topics	20–22			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	21			

* Reasons for omission are not permitted for the disclosure.

Stakeholder engagement

Stakeholder	Dialogue forums	Material issues for stakeholder	How Nobina works	Stakeholder	Dialogue forums	Material issues for stakeholder	How Nobina works
Travellers	<ul style="list-style-type: none"> • Passenger surveys • Focus groups • Social media • Customer viewpoints 	<ul style="list-style-type: none"> • How Nobina works 	<ul style="list-style-type: none"> • Conduct and analyse customer surveys • Feedback on customer viewpoints 	Politicians	<ul style="list-style-type: none"> • Industry associations • Meetings with politicians 	<ul style="list-style-type: none"> • Regional growth • Infrastructure in society • Resource-efficient transportation • Societal benefits of public transport • Contract design 	<ul style="list-style-type: none"> • Active engagement in industry conditions, traffic conditions and the built environment
Clients	<ul style="list-style-type: none"> • Industry associations • Business development managers in meetings with clients • Public Transport Authority survey • Daily operations 	<ul style="list-style-type: none"> • Cooperation with unions • Favourable employment terms • Transparency and values • Membership of trade associations • Good leadership • Anti-corruption • Emission levels • Certifications • Requirements on the type of fuel • Noise level requirements • Environmental requirements on chemicals 	<ul style="list-style-type: none"> • Joint projects with clients on such items as new types of vehicles, environmental adaptations and customisations 	Suppliers	<ul style="list-style-type: none"> • Tender processes • Follow-ups 	<ul style="list-style-type: none"> • Environmental requirements 	<ul style="list-style-type: none"> • Make demands, evaluate and follow up
Owners	<ul style="list-style-type: none"> • Board meetings • AGM • Capital Markets Day • Transparent quarterly reporting • Quarterly investor calls • Annual and Sustainability Report • Nobina's website 	<ul style="list-style-type: none"> • Profitability • Resource efficiency • Market development 	<ul style="list-style-type: none"> • Targets, strategies and action plans 	Employees	<ul style="list-style-type: none"> • Performance appraisals • Employee surveys • Improvement groups • Training • Intranet • Nobina's website • Social media 	<ul style="list-style-type: none"> • Safe workplace • Ability to influence work conditions • Well-being • Sick leave • Diversity and Equal Opportunity 	<ul style="list-style-type: none"> • Business plans and important changes in operations within the organisation are approved in the European Works Council • Employee responsibility for own goals, assessment and activities • Regular individual feedback on performance • Leadership development
				Media	<ul style="list-style-type: none"> • Press releases • Interviews • Nobina's website • Social media 	<ul style="list-style-type: none"> • Correct facts/statements • Punctuality and regularity • Knowledge creation within public transport 	<ul style="list-style-type: none"> • Increase awareness of Nobina and the industry among journalists • Communication platform

Auditor's Report on the statutory Sustainability Report

To the general meeting of the shareholders in Nobina AB (publ), corporate identity number 556576-4569

Engagement and responsibility

It is the Board of Directors who is responsible for the statutory Sustainability Report for the financial year 2022-03-01–2023-02-28 on pages 2–35 and that it has been prepared in accordance with the Annual Accounts Act.

The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory Sustainability Report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A statutory Sustainability Report has been prepared.

Stockholm on 24 May 2023
Öhrlings PricewaterhouseCoopers AB

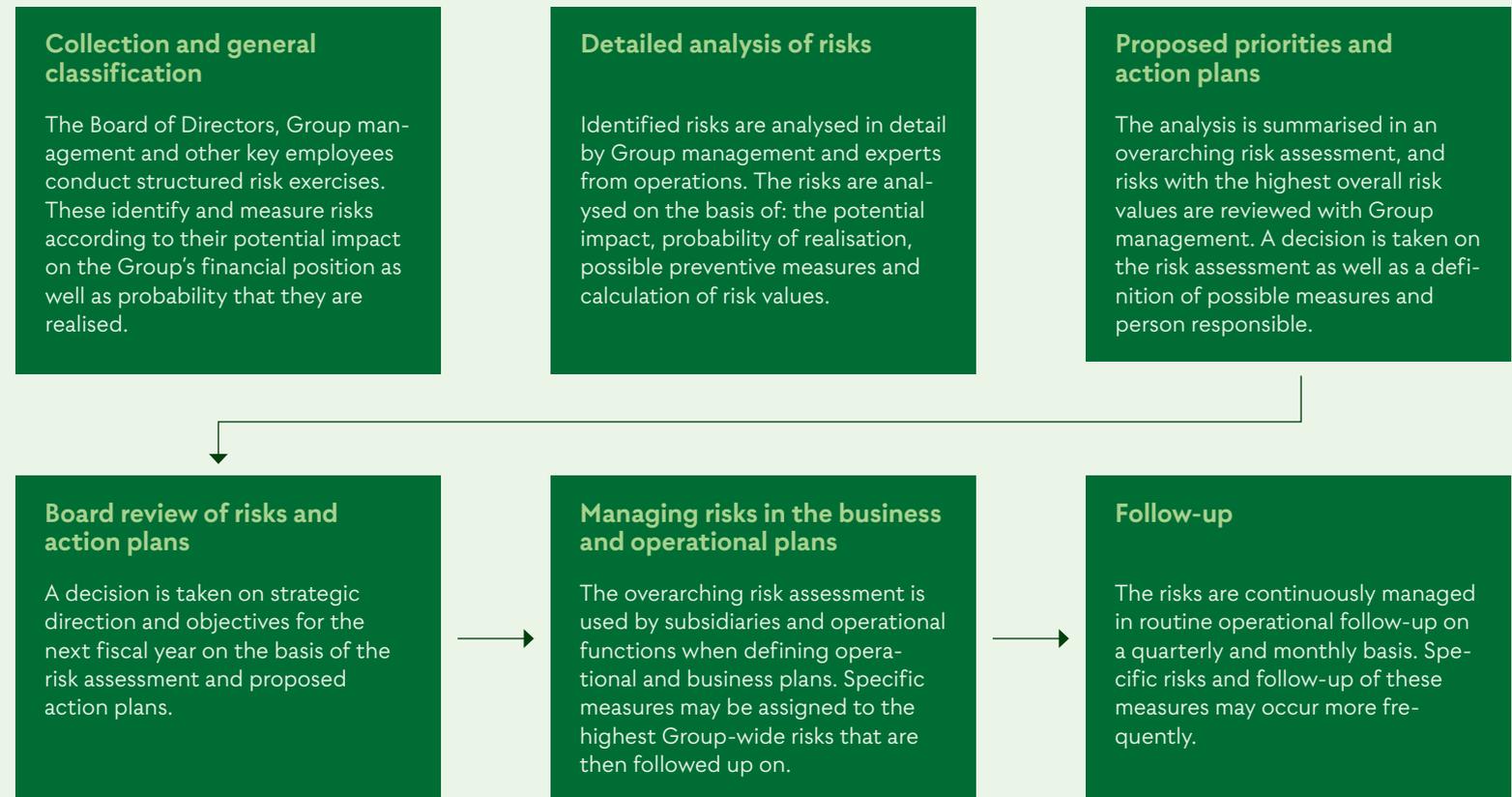
Niklas Renström

Authorised Public Accountant

Nobina's sustainability risks

All business operations are exposed to various risks and effective and value-generating risk management is a competitive requirement. Nobina's risk management process is fully integrated into its strategy, governance and management of the business. Risks are actively managed by monitoring, identifying, assessing and resolving risks on a daily basis throughout the company structure. For Nobina, robust and effective risk management entails creating a balance between setting business objectives and mitigating risk. Potential damage claims or remediation of other negative effects are handled within the contracts and Nobina works closely with the PTAs on these issues.

Overarching work procedure for risk management



NOBINA'S SUSTAINABILITY RISKS

Risk area	Description	Examples of control activities and countervailing factors
Emissions	Fuel spills and emissions to water at depots and workshops (lead, cadmium, mercury etc.) may impact water-courses and their biodiversity. Emissions of particles, nitrogen oxide and sulphur oxide, which may result in a deterioration of the local environment where buses are driven, such as poorer air quality, acidification and an impact on biodiversity.	Nobina strives to minimise the negative impact of its operations. The Group's environmental management system is certified according to ISO 14001. The Group's reduction in the use of non-renewable fuels decreases emissions of nitrogen oxide and sulphur oxide.
Climate change	Climate change may lead to extreme weather events that may influence Nobina's ability to conduct operations efficiently or at all. Extreme weather events may also impact Nobina's supply chain and its deliveries.	Action plans drawn up to handle crises and/or extraordinary situations. Infrastructure adapted to cope with extreme weather conditions in line with applicable rules and regulations.
More rigorous vehicle requirements	Stricter legal requirements and increased expectations from clients may force Nobina to renew its vehicle fleet faster than planned, which may increase costs in the Group.	Nobina is actively working to manage excess buses and has well-established processes and action plans to this end. Regular maintenance and clear processes for bus upgrades together with proactive efforts in our existing markets and continual efforts to identify new markets are key to ensuring the use of vehicles throughout their technical life.
Fuel	The needs of society to reduce its dependence on fossil fuels may result in demand outstripping supply for renewable fuels and renewable electricity. This could mean Nobina may not have access to the required amount of renewable fuel, which in turn would impact its ability to move operations towards fossil-free production. The climate crisis could lead to an increased tax burden through higher excise duty in the form of fuel tax and vehicle tax. Higher carbon dioxide taxes could also have an adverse impact on the purchase price of buses and other goods.	Nobina actively follows discussions on this type of issue and strives continuously to express the views of the industry.
Work injuries and security deficiencies	Workplace injuries due to shortcomings in the work environment and safety efforts. Driving buses is an exposed occupation and the risk of threats and robbery in the workplace has increased in recent years. Bus drivers are also at greater risk of infection during pandemics or widespread disease in society.	Nobina's occupational health and safety management system covers the entire Group and its employees. Established and proactive work in the company's KAMS and through our HR efforts. Suspected irregularities can also be reported using Nobina's external whistle-blower function.
Accidents	If Nobina is involved in a major accident with personal injuries, Nobina's business opportunities could be adversely impacted and the attractiveness of the brand damaged.	Nobina works continuously and proactively with safety as well as all vital parts needed to ensure a safe and secure workplace. In this respect, Nobina's KAMS organisation plays an important role in preventive measures.
Discrimination	Discrimination or victimisation in the workplace or during recruitment could have an adverse impact on employee commitment and make it more difficult for Nobina to attract and retain employees.	Nobina works with inclusion in daily operations and in connection with recruitment. Training initiatives are held regularly. It is a strategically important and prioritised area and is therefore part of our business plans at all levels of the company – from the Board to the individual. Suspected irregularities can be reported using Nobina's external whistle-blower function.
Corruption	The failure of employees and suppliers to comply with laws, regulations or Nobina's policies and rules related to anti-corruption could have a negative impact on Nobina's operations or the company's brand.	New employees in relevant functions are informed of Nobina's Code of Conduct when they commence work at the company. Internal process audits of the Group's staff functions are conducted every third year. Suspected irregularities can be reported using Nobina's external whistle-blower function.
Suppliers	Suppliers that do not comply with our instructions, for example, the Code of Conduct, or otherwise act in an unethical or corrupt manner may damage and/or in several different ways negatively impact Nobina's operations or the company's brand. The supply chain for electric buses includes risks associated with the lithium and cobalt mining that may be linked to human rights abuses and funding of conflicts.	Nobina uses its Code of Conduct as its starting point, which covers all aspects from human rights and handling of conflict minerals to anti-corruption, and makes demands on suppliers in conjunction with purchases. Supplier audits and follow-up to ensure compliance. In addition, employees are given training, and compliance with internal control parameters is monitored to maintain good ethical and social levels.

About the Sustainability Report

Sustainability statement

This Sustainability Report was prepared for Nobina AB, which is the ultimate parent company of the Nobina Group (Nobina). Unless otherwise indicated, the information refers to the entire Group, including subsidiaries. The address of the head office is Armégatan 38, SE-171 71 Solna, Sweden. Nobina is reporting its sustainability efforts in accordance with the international reporting standard, Global Reporting Initiative (GRI). It also constitutes Nobina's Communication on Progress to the UN Global Compact.

Sustainability information and key metrics are presented on pages 25–30. Nobina's business model and sustainability framework are presented on pages 3–4 and 23–24, environment on pages 14–17, social conditions on pages 18–22, employees on pages 10–13, human rights on pages 21–22 and 38 and anti-corruption on pages 19–21. Risk assessments are presented on pages 37–38. The statutory Sustainability Report has been reviewed in accordance to RevR12 though the Sustainability Report is not otherwise externally assured. The reporting cycle is one year and follows the fiscal year. The current Sustainability Report is for the 2022/23 fiscal year. The latest Sustainability Report was published on 10 May 2022.

For more information about Nobina's sustainability agenda and its Sustainability Report, contact Petra Hammarin, Business Development Director petra.hammarin@nobina.com.

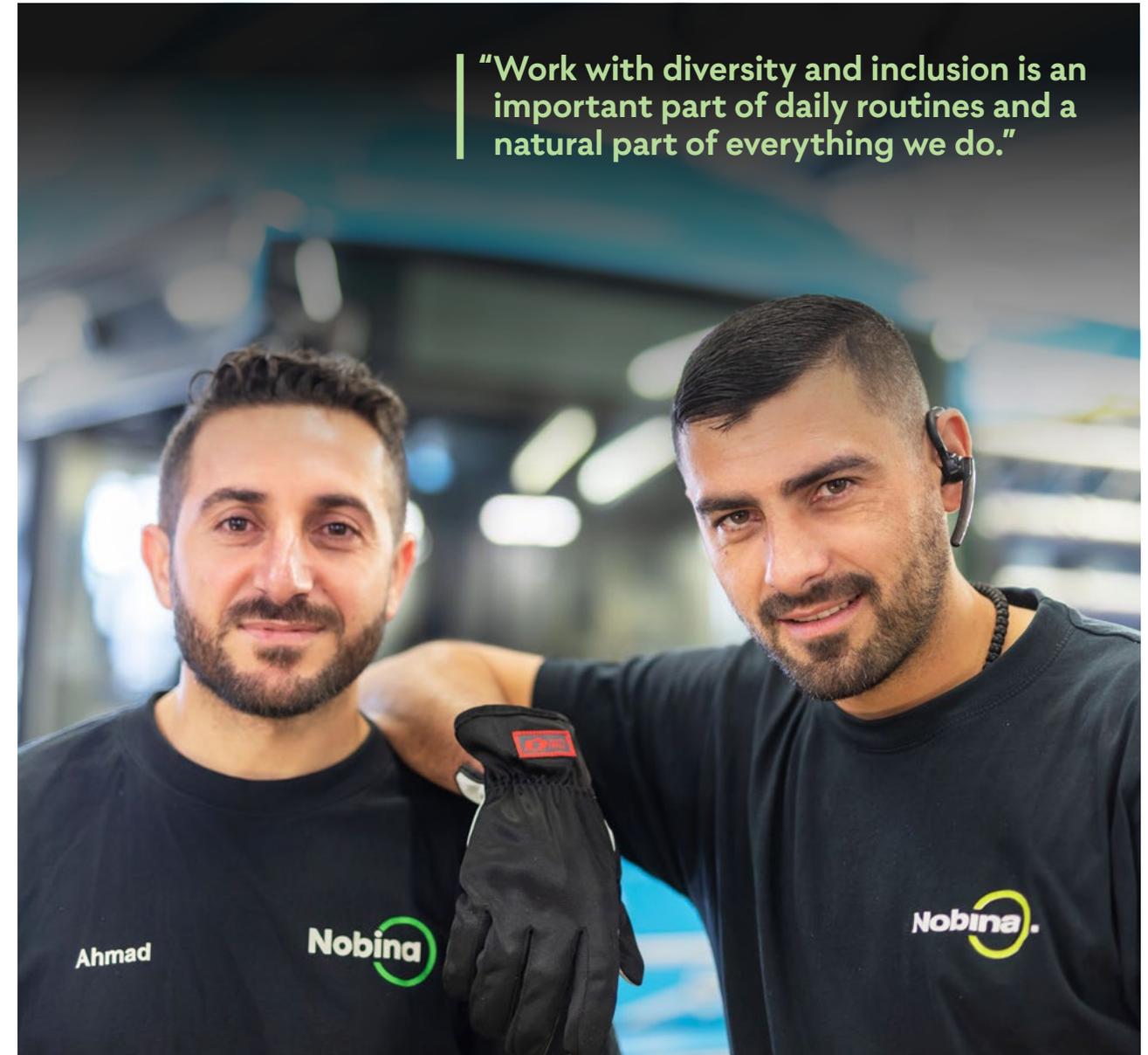
Materiality analysis

The materiality analysis provides the basis for the sustainability issues that are key to Nobina. It is based on the sustainability issues that are most important for the Group's stakeholders and on Nobina's impact on the external environment. It helps Nobina to prioritise and focus the Group's initiatives, which is crucial in ensuring a successful sustainability agenda. The materiality analysis is updated on an annual basis in order to continually assess and develop Nobina's sustainability agenda. Identifying material issues is part of the company's annual strategy process. Together with a business intelligence assessment and dialogues with Nobina's stakeholders, the companies' analyses and results are consolidated and evaluated following a process review at Group level. The results provide the Group with a strategic direction and focus for sustainability activities moving forward.

Stakeholder engagement

Nobina strives to maintain continuous and close stakeholder engagement in order to be able to best address stakeholders and their needs. This puts the Group in a better position to manage the expectations and requirements imposed on its operations.

“Work with diversity and inclusion is an important part of daily routines and a natural part of everything we do.”



The logo features the word "Nobina" in a bold, white, sans-serif font. The letter "o" is partially enclosed by a green circular ring that overlaps the text.

Nobina

nobina.com