



Sustainability Report 2024

CityMail Sweden AB

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CEO Statement

CityMail plays an important role in the post and parcel market. We must continue to be the leading competitor – one of the customers' preferred partners for sustainable and efficient deliveries. *Sweden's most valued, sustainable and efficient deliveries* - that's our vision. In 2024, we continued our growth in parcel delivery and strengthened our position in the letter market. Utilising the many synergies between these two segments is a central focus for us. This will be a continued focus in 2025. We want to create a sustainable business both in the short and long term for our customers and for the society in which we operate. In order to achieve this, we must optimise the resources we make use of. We do this, among other things, by allowing our letters and parcels to be delivered together to recipients through our already existing distribution network. Overall, this means that increased volume contributes very little in terms of climate impact.

At CityMail, we are working with all three sustainability criteria (social, economic and environmental) and we try highlight this in the report. To support our work, we have structured management systems regarding quality, environment and health and safety (ISO 9001, 14001 and 45001). We support the UN Global Compact's principles and stand behind Agenda 2030, working actively with goal 13, to tackle climate change, as well as goal 8, to provide decent working conditions and economic growth. This sustainability report is inspired by the Global Reporting Initiative's (GRI) guidelines. From 2025 onward, we report in accordance with the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS) in order to fully comply with the new requirements set by legislation.

The biggest climate impact we have as an organisation comes from transport associated with the distribution of letters and parcels (about 66% of our total impact), which is why we focus most on reducing our impact in this part of our business. In 2024, the company's total climate impact has decreased by 24% compared to the previous year. The main reasons for this are lower fuel consumption within their own distribution organisation and a significantly increased proportion of fossil-free fuels in purchased transports. We have succeeded in this reduction despite the fact that the amount of work carried out (number of letters and parcels delivered) remained relatively unchanged compared to 2023.

As of 2024, we have included waste in the report. This has also been added in result tables for 2023.

Today, a significant proportion of our deliveries are made by bicycle or electric vehicle, producing zero local emissions. In 2025, we will continue to phase out fossil-fueled vehicles in favour of emission-free vehicles. When it comes to outsourced freight transports, we are continuously strengthening our requirements and have now reached a point where almost 83% of these transports are entirely fossil-free. Measures are also planned for this area that will lead to further improvements and bring us closer to our overall goal of a completely fossil-free vehicle fleet by 2027.

At CityMail we are looking forward to 2025!

Niklas Hydén,
CEO, CityMail

Sustainability

Sustainability¹ is fundamentally a moral issue based on the principles of human dignity, equality and freedom. According to the sustainability ethic that forms the basis for EU legislation in this area, a sustainable company does not² aim to maximize profits for shareholders but instead to create sustainable value for all its stakeholders without causing significant harm to any one of them. The company's stakeholders are defined as those that are *significantly* affected by the company's business operations. A sustainable company has a strategy to generate sustainable value in competition with market competitors, including a clear plan for keeping the business in line with the Paris Agreement's 1.5°C target.

Sustainable value is created when the company's operations consistently display *due diligence* and thus:

- Continuously internalise the company's external effects, that is to say, do not violate the equality and freedom of others;
- Continuously engage proactively to reduce others' deficits in equality and freedom, when morally warranted, and
- ensure that this occurs as the result of an underlying formal and informal institutional structure (business model, strategies, corporate culture, etc.).

The EU's sustainability ethic, or legal ideal for sustainable business operations, is expressed in, among other things, CSRD. CityMail will become subject to this stricter legislation from 2025 onward. The work of adapting operations began in the autumn of 2023 and has been intensified in 2024.

Sustainability Policy

CityMail must be a sustainable company.

We have identified the central issues related to our sustainable development by looking at what our main stakeholders deem most important. But we have also prioritised those areas which constitute our greatest contribution to a sustainable society. We have identified the following issues as essential to our sustainability work and as connected to the UN's global sustainability goals as laid out in Agenda 2030:

Marknad	Miljö
Kostnadseffektivitet Kvalitet Värdeutveckling	Klimatpåverkan Transporter Energi
Medarbetare	
Utveckling/utbildning Ledarskap Hälsa, arbetsmiljö och säkerhet Breddad rekryteringsbas	

¹Inspired by Frydinger D., Spelregler för hållbar affärsverksamhet (Rules of the Game for Sustainable Business), Chapters 4 – 6, published by Nordstedts Juridik, 2023 edition 1:1

² For example in the CSRD (Corporate Sustainability Reporting Directive) and ESRS (European Sustainability Reporting Standards)

Business Model

CityMail specialises in the distribution of planned and industrially sorted mail and newspaper bulk mail from companies, associations or organisations to recipients within Sweden. CityMail also provides parcel distribution services and, additionally, solutions for certain unsorted mail flows, such as Ekopost. CityMail generates value by always taking the customer's perspective as our starting point. Our entry into the market over 30 years ago has brought better service, more options, higher quality and lower prices.

The philosophy for our production model is based on the motto of "getting it right first time". During the sorting process, this means optimising the address-verification element of the mailing process at the digital stage, even before the physical mail is created. In this way, we can streamline both our manual and machine sorting. Mail distribution occurs mainly on a rolling four-day schedule. This means that each mailbox receives mail every four days and ensures all delivery rounds are efficient and well filled.

To realise the potential of our production model, we have created a unique sorting and distribution service. By thinking industrially as a service company and measuring every stage in the process, we've reached a level of efficiency and quality that is unique in the postal industry. Through our production model and way of working, we have, over the years, broadened our customer offering from specialising in industrial mail only to currently being able to meet the majority of market demands, in terms of both post and parcel services.

CityMail's operations range from transportation from the printer, warehouse or sender to delivery at mailbox, door, parcel locker or service point. With the exception of freight transports between terminals/sorting offices and facility management, all other production operations are carried out with our own personnel and equipment, managed in-house.

CityMail's reporting methods

This report is GRI-inspired, that is to say it refers in part to the sustainability reporting guidelines set by the interest group Global Reporting Initiative (GRI). The purpose of which is to report the business' impacts on sustainability, both positive and negative, which can be related to economic, environmental or social issues.

Climate calculation and reporting is based on *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard - Revised Edition* (GHG protocol) and additionally, the *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*.

All data included in the report has been collected by CityMail. Climate calculations are made by GoClimate Sweden AB.

Business Policy and Governance in brief

CityMail should distribute mail and parcels at the right price, to a high standard and in a sustainable manner. Through a continuous process of improvement, we will constantly enhance our service and quality, improve health and safety, and reduce our environmental impact. We comply with those legislations, requirements and regulations that relate to our operations, and our business policy sets out our commitments and objectives in terms of quality, the environment and health and safety. CityMail must ensure policy compliance and must measure and report results to owners, employees and other stakeholders.

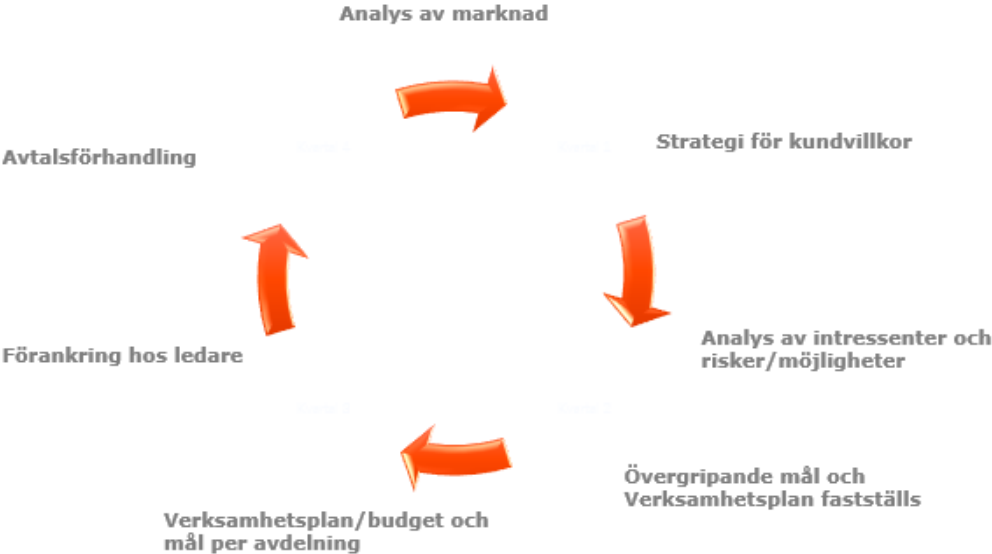
Our procurement policy makes clear that we place the same requirements on subcontractors as we do on ourselves in terms of legal compliance, employment conditions, systematic environmental performance, combatting corruption and compliance with the UN's Universal Declaration of Human Rights. Our purchasing procedures and the centralised control

processes they involve guarantee a very high level of compliance. As a safety valve, we have an established process open to all employees for reporting misconduct via a whistle-blower scheme. See the sections covering corruption etc. below for more details.

We do not have any specific KPIs for human rights or corruption/bribery. Violations in these areas are met with zero-tolerance. In 2024, no incidents were reported in either of these categories. When it comes to gender equality, we measure salary discrepancies between the sexes. In the latest salary survey, no differences related to gender were found among our employees.

In order to realise the overall policy aims adopted by CityMail in, for example, our business and sustainability policies, we work systematically with recurring activities, broadly illustrated in the circle calendar below. In addition to the annual compilation of data in this report, primarily related to environmental impacts, regular monitoring of set goals and KPIs is carried out. Finally, the operational follow-up and situational picture presented to management is complemented by internal and external reports formulated using our certified management system.

CityMails planeringsår



Regarding risks

Identification, analysis and management of risks and opportunities takes place on an ongoing basis and is, as shown in the diagram above, an important component when setting goals and operational plans. The majority of identified risks in terms of environmental impact, health and safety and human rights are linked to non-compliance with the company's values and established procedures. Examples of environmental risks would be an employee filling a vehicle with diesel instead of HVO or sorting waste incorrectly. Health and safety risks could include protective equipment not being used correctly and risks related to human rights could

include subcontractors being contracted in violation of our purchasing policy. The most important measures for countering these risks are competence training and follow-up for employees. CityMail conducts systematic training that includes everything from new employee on-boarding to management programs. Through the knowledge tests that all employees complete during our internal audits, the regular security reviews of operations, systematic fire protection and safety initiatives and intranet information campaigns, CityMail works actively to continuously counteract risks.

Regarding quality

The commitment, participation and competence of every employee lays the foundation for high levels of quality and service. The primary goal of our work with quality is satisfied customers, this is therefore a constant concern in our operations, from first customer contact to delivery and follow-up. The motto *“The right delivery to the right recipient at the right time”* should always permeate our operations. Our stated goal is to constantly develop and improve cost-effective, high quality and sustainable solutions that meet the customer's needs for distribution to recipients.

Regarding the environment

We must actively take measures to prevent pollution and reduce the company's overall environmental impact. This is because our overall environmental goals are precisely low impact and efficient resource management in the handling and distribution of mail and parcels. We must work systematically to reduce our emissions and focus our environmental efforts on our own transports. This is where our impact is most significant, and where we have the greatest opportunity to make a difference.

Sustainability Initiatives – Implemented and Planned

Sustainability initiatives carried out in 2024

We have continued our long-term work to reduce our environmental impact and CO₂ emissions, as well as our improvement work regarding other sustainability criteria. Among other things we have:

- Gained market shares – our business model is one of the most climate efficient on the market.
- Replaced 109 fossil mopeds by deploying 62 four-wheel and 50 three-wheel electric mopeds in distribution operations. Reduced use of fossil mopeds in distribution operations from 20% of the vehicle fleet to 13% and at the same time increased use of fossil-free mopeds from 4% to 14% of the vehicle fleet.
- Significantly increased proportion of renewable fuel in distribution operations. Overall, the completely fossil-free distribution operations increased from 66% to 75%.
- Optimised transport routes and continued to aim for a higher environmental class in outsourced transports. During the year, the proportion of fossil-free fuel used in outsourced transport vehicles has increased by over 20% to 83.2%.
- Optimized our usage of the premises we rent. During the year, the number of premises we use has decreased from 91 to 89 thanks to co-location.
- Worked actively to reduce electricity consumption by updating the lighting in our premises and by optimising temperatures in cooperation with landlords. In 2024, all fluorescent tubes were replaced with LED lighting in 8 units.
- Worked continuously to reduce business trips by prioritising digital meetings. In 2024, the carbon footprint of business travel has decreased by over 40%

- Developed our return handling service to avoid unnecessary transport of return shipments.
- By actively addressing absence due to illness during the year, we have succeeded in reducing both short-term and long-term absence due to illness significantly.
- Through clear focus, we have succeeded in halving the number of serious accidents that led to absence by 50%

Planned sustainability initiatives for 2025

We will continue our long-term work to reduce our environmental impact and CO₂ emissions, as well as our improvement regarding other sustainability criteria:

- Continue to gain market shares – our business model is one of the most climate efficient on the market.
- Continue to test electric distribution vehicles and other alternative vehicle types.
- Replace about 100 2-wheel fossil mopeds in distribution operations with 3 and 4-wheel electric mopeds.
- Replace between 20-50 fossil cars in distribution operations with electric cars.
- Increase the proportion of electric cars in the fleet of benefit cars from 10% to about 73%.
- Continue the optimisation of transport routes, for example through continuously adjusting the number of distribution areas to reflect post and parcel volume.
- Continue the work of optimising usage of the premises we rent in order to reduce the total area used and energy consumed.
- Continuing to place ever higher demands on outsourced transport regarding their use of fossil-free fuels and fuels of a better environmental class.
- Continue to implement energy efficiency measures at our premises by switching to LED lighting in about 14 units.
- Continue to develop our eco-efficient parcel services in order to meet customers' needs to an ever greater extent.
- Continue to optimise business travel and meetings.
- Take measures to reduce sick leave.
- Work actively with accident and incident assessment in order to identify improvement measures.

To maintain our status as certified within ISO 9001 for quality, ISO 14001 for environment and ISO 45001 for health and safety.

Environment

logistics and transport are a natural part of CityMail's operations. Emissions from transports also represent our greatest environmental impact. Based on the goal of a sustainable society by 2030, we continuously strive to reduce emissions, both from freight carriers and our own vehicles through a process of measurement, follow-up and action. In addition to this, our efforts with electricity, heat and waste are guided by the same objectives.

Efficient logistics flows at all levels are essential for our business and something that we work on continuously. One of the central parameters from a resource optimisation perspective is that no unnecessary mail should be sent and that the handling of mail should be done using the most efficient process possible. Therefore, factors such as updated customer registers, rational handling of mail-forwarding for individuals who have re-located, careful target-group selection and a high level of sorting already at the printing stage are important issues for us.

In this area, together with our customers and partners, we are further developing and implementing the print file optimisation and address validation solution, the so-called PoP system. This system enables both address correction before the mail takes physical form and the addition of sorting keys for optimal mail production. Further details can be found under Customers and Quality below.

An increased demand for services with lower climate impact gives us a competitive advantage as we have several environmental benefits already built into our logistics model. For example, the bicycle is CityMail's main mode of distribution. We are, however a transport-intensive company and continue to place great focus on the development and improvement of environmentally approved vehicles. One way to reduce environmental impact in this area is, of course, switching to vehicles with lower energy consumption wherever possible and exchanging fossil fuels for renewable fuels. Conventional fuels are not a sustainable option in the long run – they are neither environmentally nor economically optimal. We want to contribute to positive development by keeping our vehicle fleet as environmentally up-to-date as possible.

Sustainable Global Development goal 13. Combat climate change

Take important measures to combat climate change and its impacts (in line with the UN Framework Convention on Climate Change, UNFCCC).

Our environmental goals

Our overall goal is to reduce our environmental impact through the reduction of emissions and use of environmentally friendly energy sources. This means a focus on energy efficiency in combination with choosing the most environmentally sound energy sources where energy use is unavoidable. In order to be able to track progress and set concrete goals, the overall objective is broken down into two parts:

- To reduce our emissions of CO₂e over time in relation to turnover by 3% per year.
- To have a fossil-free vehicle fleet - including our own and outsourced transports - by the end of 2027.*

In 2019, significant reductions in the climate footprint were made thanks to major changes in our production and operations. The continuous improvements have since continued but at a slower pace. In 2024, the climate footprint decreased sharply again, by over 24%, which is mainly due to climate efficiency improvements of the own vehicle fleet and the purchased transports. While we have greatly improved our climate footprint, our turnover has also increased. This has the effect that the goal of reducing emissions of CO₂e over time by 3% related to turnover has been greatly exceeded by 2024. Compared to 2023, emissions of CO₂e decreased by over 25% related to turnover. Thanks to the measures planned, mainly the climate efficiency of the vehicle fleet, we expect to be able to continue to reduce emissions and improve our climate footprint in 2025.

When it comes to achieving the goal of a completely fossil-free vehicle fleet by the end of 2027, the forecast looks good for both the own vehicle fleet and the purchased transports. In 2024, the proportion of fossil-free vehicles in their own fleet increased by 7 percentage points to a total of 87%. The proportion of fossil-free fuel used in outsourced transports increased by over 20 percentage points in 2024, to a total of 83.2%. The goal for both the own vehicle fleet and purchased transports has been set at 90% for the year 2025, which means a continued high rate of improvement. To achieve the goal, approximately the same amount of fossil vehicles are planned to be replaced during the year as in 2024, which makes the relative rate of exchange higher and ensures that the annual goal can be reached. If the level of ambition is

maintained in the years 2026 and 2027, the long-term goal will even be able to be reached earlier than at the end of 2027.

In order to reduce the environmental impact of operations in the local environment, CityMail has decided that distribution operations should, as far as possible, be completely free of local emissions, i.e. emission-free. The goal is that 80% of the dividend will be emission-free by the end of 2025.

* CityMail decided in 2023 to strengthen the overall target of a fossil-free vehicle fleet by bringing forward the deadline for implementation from 2030 to 2027.

Our impact in terms of CO₂e emissions and other emissions to air

Our total climate footprint in 2024 was estimated to be 2,083 tonnes CO₂e and emissions from transport represented about 66% of this. The climate calculation includes emissions from all our transports - company-owned vehicles as well as procured freight transports. It also includes emissions related to heating and electricity consumption at our premises as well as business travel. As of the 2019 report, emissions from the production of energy carriers, as of 2021, emissions related to IT equipment, and as of 2023, waste, are also included.

On closer analysis, we can conclude that the measures implemented during the year have had a significant effect and that much has improved. The increase in the proportion of electric vehicles has led to reduced fuel consumption. Total fuel consumption within the distribution organisation decreased in 2024 by just over 51,500 litres (7.5%). Together with the transition to more environmentally friendly fuels, this has reduced CityMail's direct emissions (scope 1) by almost 500 tonnes CO₂e. Our requirements for carriers have led to an increase of over 20 percentage points in the proportion of fossil-free fuels used in outsourced freight transport compared to 2023. Together with the energy efficiency measures implemented at our premises and the generally lower climate impact from district heating, significant emission reductions have also been achieved within the indirect emissions (scope 2 and 3).

CityMail is also working to reduce emissions of air pollutants. Just as with greenhouse gas emissions, this is achieved primarily by reducing fuel consumption and the use of more environmentally friendly fuels. In 2024 we have seen clear emission reductions for nitrogen and sulphur oxides as well as for particulates.

Our transports - on the way to a fossil-free delivery

Items are transported daily from our four sorting terminals to our 90 local CMCs (distribution offices) and then out to the recipient. Our logistics flow includes both outsourced transports and our own vehicles.

The majority of distribution is carried out by bicycle, followed by equal parts moped and car. At the end of 2024, 87% of our company vehicle fleet was fossil-free. In 2025, measures are planned to be implemented that increase the proportion to 98%.

For outsourced freight transport, CityMail sets the requirement that environmental impact be reported by the respective carrier. Requirements are also set regarding the lowest acceptable vehicle category and for the carrier to have a program of environmental impact reduction. Requirements are set in continuous dialogue with existing carriers and as part of new transport procurements. The current requirement for vehicle class when signing new agreements is EURO 6 or higher. Currently, all suppliers meet this requirement. The proportion of fossil-free fuel used in outsourced transports was 83.2% in 2024. In 2025, measures are planned to be implemented that increase the proportion to 90%.

Business travel and company cars

The Senior Management Team monitors the scale of business travel on an ongoing basis with a view to achieving the ambitions of the travel policy. As a result, emissions from business travel have fallen sharply since 2017 and today represent only 2.3% of our total emissions. Compared to 2023, emissions in this category have decreased by just over 40%, primarily linked to a large reduction in air travel. 28 of the company's 32 company cars are plug-in hybrids that meet the requirement to emit no more than 95 grams of CO₂e per kilometre and the remaining four cars are fully electric. The measures planned to be implemented in 2025 are expected to reduce emissions further.

Our premises, electricity and heating

CityMail's primary use of electricity comes from charging electric vehicles, using office appliances, and the lighting and heating of our premises. In 2024, electricity consumption decreased by just under 7% compared to the previous year, despite the fact that we are charging more and more electric vehicles. The reasons for the decrease should primarily be due to the fact that we have reduced our local stock by 2%. Differences in weather conditions between the years can also play a role. The long-term work to improve the energy performance of our premises by, among other things, switching to LED lighting is also considered to have contributed to the reduced electricity consumption. Work will continue in 2024 with the goal of switching to LED lighting on all additional 10-14 devices. At the same time as this work is carried out, lighting in personnel areas will be switched to sensor-controlled. Renewable electricity should be the primary choice and in our own electricity contracts we use solely environmentally friendly electricity. Our own electricity contracts account for over 90% of our electricity consumption. We actively pursue the issue of renewable electricity even in cases where the electricity supply is decided by the property owner. As we rent all our premises and heating is always included in contracts, heat consumption and its climate impact for 2024 is calculated per square meter using a flat rate.

Results Tables, Environment

Climate impact by scope, 2024		tCO ₂	
Scope 1: Direct climate impact		400	
Scope 2: Indirect climate impact from purchased electricity, heating and cooling (market based)		638	
Non-origin-labeled renewable electricity emissions (location based)		561	
Reduction through purchase of origin-marked electricity		0	
Scope 3: Other indirect climate impacts		1044	
Total emissions		2083	
Emissions - greenhouse gases CO ₂ emissions (tonnes CO ₂ equivalents)	2024	2023	2022
Direct emissions (scope 1)			
Own vehicles*	400	893	943
Total	400	893	943
Indirect emissions (scope 2)			
Electricity**	157	150	122
District heating, oil	404	478	415
Natural gas for own heating	77	49	50
Total	638	677	587
Other indirect emissions (scope 3)			
Business travel	48	81	80
Freight transport	451	617	561
Capital goods**	16	7	9
Leased assets****	6	13	13
Production of energy carriers	522	461	357
Waste	2	2	
Total	1044	1182	1020
Total direct and indirect emissions	2083	2752	2550

* Distribution vehicles and company cars

** Charging of electric vehicles has been removed and moved to own vehicles.

*** IT equipment, such as mobile phones and laptops. From 2022 onward, purchases are reported during the year.

**** Hired IT equipment, such as printers

Fuel (litres)	2024	2023	2022
Petrol*	82,167	101,550	105,628
Diesel	298,048	360,738	375,834
HVO-100	253,393	222,861	242,701
Ethanol (E85)	43	54	76
Vehicle gas (kilograms)	182	181	245
Total	633,833	685,384	724,484

* Increased proportion of electric mopeds and electric bicycles as well as reduced proportion of two-wheel fossil-powered mopeds.

Fuel (GJ)	2024	2023	2022
Petrol	2692	3327	3460
Diesel	10,515	12,727	13,259
HVO-100	8611	7574	8248
Ethanol	2	1	6
Vehicle gas	4	6	3
Total	21,824	23,635	24,976

Source conversion factors: Swedish Environmental Protection Agency

Electricity (MWh)	2024	2023	2022
Renewable sources*	3039	3261	3272
Non-renewable sources	299	328	329
Total	3339	3589	3601

* In 2019, an agreement was signed with Dalakraft for 100% renewable electricity.

Heat (MWh)	2024	2023	2022
Non-renewable sources	9141	9035	9035
Total	9141	9035	9035

Total energy consumption, fuels, electricity and heat (GJ)	2024	2023	2022
Renewable sources	10,942	11,740	11,779
Non-renewable sources	55,809	57,340	62,595
Total	66,751	74,373	74,132

Emissions to air, tonnes NOx	2024	2023	2022
Own vehicles	5.2	6.1	6.2
Freight transport	2.5	2.1	2.5
Total	7.7	8.3	8.8

Based on emission factors from the Swedish Environmental Protection Agency

Emissions to air, kg SO ₂	2024	2023	2022
Own vehicles	2.4	2.7	2.9
Freight transport	1.8	1.7	1.9
Total	4.2	4.4	4.8

Emissions to air, kg PM	2024	2023	2022
Own vehicles	101.7	113.7	119.7
Freight transport	35.7	31.8	37.6
Total	137.4	145.5	157.3

When calculating emissions to air, delivery vans are now classified as light trucks.

Customers

Customer satisfaction

At CityMail, we always put the customer in focus – without satisfied customers, there is no business. Our sustainability work permeates the entire customer experience, from smart and efficient deliveries to high levels of service and sustainable solutions.

We are constantly striving to develop our processes to meet customers' needs even better. Our CityMan – the postmen who deliver mail and parcels every day – are the face of our service and commitment. By combining customer insights with a strong drive for improvement, we ensure a smooth, reliable and cost-effective delivery.

Sustainability and environmental considerations are an obvious competitive advantage for us, and we are actively working to deliver on customers' demands for delivery reliability, efficient return management and reduced climate impact. Our sales organisation maintains a close dialogue with customers to understand their challenges and create solutions that make a difference.

To quickly correct mistakes and prevent them from being repeated, our distribution organisation is directly involved in the handling of customer comments. By taking responsibility and learning from every situation, we strengthen both our quality and customer satisfaction – every day.

Quality in focus

At CityMail, we are committed to delivering high quality at every step. In 2024, we had an intense period of high volumes, especially towards the end of the year, when weather conditions also affected our deliveries. We always see opportunities to improve and are continuously working to strengthen our processes to create a stable and reliable delivery.

In 2025, we will continue to develop and optimize our business to meet customers' requirements and expectations. By focusing on efficiency, capacity and sustainable solutions, we strive to continuously increase quality and delivery reliability.

Stakeholder analysis - Customers

In order to ensure that we meet our customers' needs and expectations, we conduct continuous customer surveys, including the Customer Satisfaction Index, workshops and ongoing dialogues. Our analyses show that the environment and transports are the most priority sustainability issues for our customers, closely followed by social responsibility, jobs and ethical guidelines. Through close cooperation and regular meetings with our customers, we gain a deeper understanding of their challenges and wishes, which helps us develop our letter and parcel delivery services.

Key achievements in 2024

During the year, we have taken several steps to strengthen our offering and meet customers' requirements:

- Analysed customer needs and other relevant impact factors, which has led to the launch of updated parcel services.
- Developed and improved the service offering for both consumers and e-retailers.
- Increased the proportion of fossil-free transports, which has enabled more fossil-free distribution areas.
- The introduction of more zero-emission delivery vehicles, which has both reduced our environmental impact and strengthened our market position.
- Gained market shares, which means that a greater proportion of letters and parcels are delivered through our climate-smart distribution model
- Followed up cases regarding parcel and letter operations separately in order to better trace how each respective service meets our customers' requirements.

Planned initiatives for 2025

In 2025, we will continue to develop our services and sustainability work through the following initiatives:

- Develop partnerships within parcel delivery to increase both revenue and profitability.
- Review possibilities for new delivery methods for parcels to broaden our offer and gain greater market share.
- Launch flexible options for recipients through our digital interface.
- Continue to increase the proportion of fossil-free and zero-emission deliveries to further strengthen our sustainable offering.
- Analyse opportunities for the development of POP (print file optimisation) to identify new services that could create increased customer value.
- Continue to explore new segments within letter distribution to identify growth opportunities and strengthen our offering.

Marketing communication and messaging

Fundamentally, the transition to a sustainable society is about knowing and believing that what we do makes a difference. CityMail is therefore part of Global Compact, the UN's organisation for common principles. The Global Compact supports a set of values including human rights, labour standards and environmental practices and highlights the need for companies to take their share of responsibility for the future survival of our planet. Affiliated companies undertake to work actively with issues of human rights, labour law and the environment. We believe it is self-evident that all companies, regardless of their size, should contribute to sustainable development. We want both employees and customers to be conscious of their own actions and make an active decision to work toward sustainability. Communication to customers and the wider market about the work we do takes place via customer meetings, presentations, participation in events and trade fairs, as well as through our marketing campaigns.

Employees

From a social perspective, sustainable development means taking advantage of the skills that already exist in the company and creating opportunities for employee development. It is also about ensuring a good working environment – both socially and physically.

As an employer with a large proportion of employees in physically active work close to traffic, it is obvious for us to work preventively with health and safety. This is crucial to the well-being of the individual, the long-term success of the company and the sustainability of society.

Our goal is to create a work environment where good leadership, clear processes, order and effective planning together create a safe and pleasant workplace where employees both feel good and perform at their best.

Region*	Employees at end of period	Men	Women
Stockholm	355	82%	18%
Gothenburg	154	64%	36%
Malmö	151	56%	44
Mälardalen	155	66%	34%
Terminal	74	78%	22%
Admin	100	62%	38
Total	989	70%	30%

* Includes probationary staff and staff with indefinite-duration contracts, excluding on-demand staff as of 12/31/2024

Number of employees

The regions include distribution personnel. Terminal and administrative personnel are reported together for all regions. The average age for distribution personnel, excluding on-demand personnel, is 35.5 years (for administration and terminal personnel, 44.6 years). Of employees in distribution, including on-demand employees, 52% are 18-25 years old. Of new employees within distribution, this age group represents 73%. Both figures demonstrate that we are a large youth employer.

New employees

Age*	Distribution	M/F	Logistics	M/F
18-25 years	73%	395/184	83%	24/15
26-35 years	22%	117/55	13	4/2
36-45 years	5%	32/6	2%	1/0
46+ years	1%	7/1	2%	1/0

* Includes all types of new recruitments

Gender balance

Of the total workforce (excluding on-demand workers), **27.7% are women and 72.3% are men**, which is the same distribution as last year. Despite our goal to increase the proportion of women, we see that there has been no change.

Of our **59 managers, 16 are women**, which means a share of **27.1%** at the managerial level. This is something we continue to focus on to improve gender equality within the company.

In our **management team**, it consists of **six people**, including **one woman**. This means that women make up **16.7%** of the management team, which we see as an area for further improvement.

Despite these figures, we are pleased to report that **there are no pay gaps related to gender in the same position**, according to our latest salary survey, which includes job evaluation. It shows that our work for fair wages is paying off, but we still see a need to increase women's representation in leadership positions.

Objectives in Health and Safety and Attractive Workplace, 2024

Health and Safety

- Sick leave: 4% short-term and 2% long-term, total 6% (Long-term goal: 3% for short-term and 1.5% for long-term; total 4.5%)
- All serious incidents/accidents must be reviewed. H1 accidents resulting in an absence of more than seven days should always be reviewed. Accidents at work that lead to sick leave should always be reviewed. To work proactively with risk assessment and incidents to reduce the number of accidents.
- Accidents: CityMail has a Vision Zero regarding accidents at work. Our goal is to reduce the number of accidents that lead to sick leave by at least 10% by 2025

Attractive workplaces

- Employee turnover: Max 14%
- Engagement Index: Same or higher level than for previous measurement
- eNPS: Same level or higher than the previous measurement

Sick leave and employee turnover

By actively addressing sick leave in 2024, we have succeeded in reducing absence rates due to illness. During the year, the total sick leave rate for women was 5.4% and for men 4.2%, see table below. We work continuously to reduce sick leave by training managers in our processes and focusing on follow-up and action plans. After Covid, we have returned to more typical rates of sick leave and continue to work tirelessly to further reduce these rates.

	2024	2023	2022
Total sick leave*	4.6%	5.2%	6.2%
Long term**	1.4%	2.4%	1.8%
H value/LTI ***	16.6	24.7	30.2

* Short-term and long-term sick leave

** At least two weeks of sick leave

	Total	Men	Women
Total sick leave	4.6%	4.2%	5.4%
Distribution	4.8%	4.6%	5.4%
Logistics	5.3%	4.9%	6.8%
Admin	1.9%	0,2%	4.6%

* Short-term and long-term sick leave

Employee turnover continues to decline in 2024. We have developed a new onboarding concept where the employee can more quickly and efficiently get up to speed with their work and move toward gaining knowledge and taking responsibility. The initiative has been successful, therefore we will increase our efforts in 2025 to find the right staff with different recruitment tools and tests, to make use of pre-boarding and even more effective onboarding.

Reporting of incidents and injuries at work as well as accident assessment

In 2024, we have reduced work-related injuries by 20% compared to the previous year. CityMail has worked actively throughout the year with systematic health and safety management by identifying the most common and most serious accidents, and then working proactively by identifying risks, main causes of deviations from good practise, and through investigation and follow-up.

In 2024, a new analysis was implemented, Internal analysis - sick leave due to an accident. The process involves analyzing each accident that leads to sick leave to identify causes and preventive measures. During 2024, two regular audits were carried out, in 2023 there were three audits.

In 2024, a new work environment system, IA, was introduced. The purpose is to work in a more structured manner and make it easier to manage documentation on risks, incidents and accidents. It also helps with follow-up and prevention.

Of all 235 reported work-related injuries, the most common causes of vehicle accidents were 32%, falls at the same level (tripping/slipping) 28% and falls from height 8%. There have been no deaths during the year. All reported incidents and injuries at work are followed up with proposed countermeasures.

- 83% (195) accidents/other workplace injuries
- 13% (30) accidents while travelling to or from the workplace
- 4% (10) sickness or other ill health

Employee survey

In 2024, we have implemented a new employee survey system to make our work more active and focused on finding out what our employees think and feel. We conducted surveys in specific departments, working groups and after completed training to ensure that we are on the right track.

Our work is moving towards a greater use of heart rate measurements where we do surveys more often and with fewer questions, which gives us a more up-to-date result that we can quickly act on. We have had good response rates and our employees have engaged and given their input.

Issues that have been highlighted have included hybrid management, leadership, well-being, specific training, the HR department's work and whether we are on the right track as a

company. Through these surveys, we want to increase the engagement of our employees and work more proactively to improve the company culture.

Work environment, health and safety

Rolls such as a CityMan and Terminal employee involve active, physical work. Having healthy employees is therefore an important key to success. The approach of not taking unnecessary risks is well established in operations and thorough, systematic health and safety management is present in the organisation. 66 of CityMail's employees (6.6% of our 989 employees) participate in central safety committees and in local cooperation groups. These allow for employee representation opposite management and owners.

We prioritise cooperation with employee representatives, for example in the training of safety representatives and managers, safety inspections and risk assessments. This creates dynamism and helps us to push ahead with continuous improvements in the field of health and safety and thus in the company's overall performance.

Our employees are trained in load ergonomics and have access to all necessary protective equipment. Bicycle helmets, for example, constitute a health and safety instruction and thus are mandatory for all journeys by bicycle. At the terminal, where trucks are present, safety shoes are mandatory. In 2024, we implemented IA in the company, which resulted in us working even more systematically with the work environment and in collaboration with SEKO. Our internal management training also includes instruction in HSE; health, safety and environment. In 2024, we recorded web training in the form of webinars on our intranet with a focus on the work environment. We have an agreement regarding occupational healthcare in order to work preventively but also to be able to handle work-related injuries and illness as they arise.

Health and safety certification completed

In 2023, we were re-certified for health and safety, ISO 45001. In 2024, as usual, a follow-up audit has been carried out. The next recertification will take place in 2026. The certification is a definitive periodic check and follow-up that ensures we are in compliance with the Swedish Work Environment Act and that we are systematically improving the working environment. We are convinced of the importance of this, not only for our employees' health, but for the future performance of the company.

Collective agreements, trade union cooperation and benefits

CityMail has an inter-trade agreement with Almega's sector for Communication covering 100% of employees. Benefits, occupational pensions and notice periods, as well as provisions for safety committees and health and safety groups, are regulated in the collective agreement.

Education

When it comes to development and training, we, as a large youth employer, hold a unique position in being able to contribute to a stable society through the provision of work without the requirement for higher qualifications. At the same time, we enable personal development and offer training. Every year our company facilitates the progression of a number of employees into leadership roles and guides future employees further into a productive working life. In 2024 we have facilitated seven courses in addition to introductory training covering various aspects of employment rights. 374 people have participated and a total of 1273 working hours have been made use of. In addition to this, 3035 introductory hours have been completed, that is, training where newly hired staff under supervision gain the necessary knowledge and tools for their role.

Procedures against Corruption, Discrimination and other Irregularities

We have ethical guidelines (CityMail Code of Conduct) that are communicated to all employees who must confirm that they have understood these guidelines when signing an employment contract. Information directed to all employees in the organisation can be found on our intranet. The intranet's start page contains a direct link to our ethical guidelines and information on how to report misconduct. The policy in its entirety is also linked to from there, as is the Whistle-Blower Protection Act. CityMail has zero tolerance for corruption.

Examples of misconduct that should be reported:

- Financial irregularities, embezzlement, theft of mail or goods affecting either the customer or other companies
- Corruption
- Environmental offences
- Unacceptable conditions that are not considered punishable, but which are deemed contrary to the company's and/or society's standards
- Breaches of health, safety and environmental standards
- Violations of corporate governance documents, including ethical guidelines

Guidance in this area can be provided, for both employees and management, by posing the following questions:

Is this legal? Does this feel right? Would you be able to tell your family, a colleague or a friend about what you are doing? Would this withstand public scrutiny?

CityMail has not had any reported incidents in 2024.

Active work against discrimination and supporting inclusion

Promoting an equal and non-discriminatory workplace is a matter of course for us. This is reflected, for example, in our policy and action plan against discrimination, psychological harassment and victimisation, as well as in our parental policy and equal treatment plan. Our message is clear both internally and externally: We stand for everyone's equal value and strongly reject all forms of discrimination. We feel that it is everyone's responsibility to act preventively/proactively and to raise the alarm whenever these values are not adhered to. During the year, no cases of discrimination were reported.

Our values

Through our values, we demonstrate that we are a company to be trusted in all contexts, a company that we are proud to be a part of. These values aim to provide the basis for our common culture.

Creativity

I have the ability to think in new ways, to challenge how we do things in order to constantly improve our operations. I make proactive proposals and contribute to a creative environment.

Actionability

I have the ability to drive change and make adjustments along the way. I have the power to make decisions and to take action within the framework of my role. I don't wait to be told, but take my own initiative. It's okay to make mistakes – I learn from and am quick to correct my errors.

Collaboration

I seek and strive to problem-solve together with my colleagues throughout the entire company.

Reliability

I keep my promises and am true to my word.

Market Analysis and Stakeholders

An ongoing, professional and transparent dialogue with the external environment is an important tool in improving our operations. We communicate continuously with our stakeholders via meetings and discussions, documents and reports, as well as via information on our website.

How we act is affected by external factors, which we identify through our ongoing business intelligence and market analysis work.

We have identified a number of stakeholder groups based on the fact that they affect us and we affect them. Listed below are our most important stakeholders, as well as an overview of how we regularly communicate with them.

Customers

CityMail's sustainability work naturally revolves around our customers and therefore building long-term relationships with them is an obvious goal for us. Through dialogue with our customers, we adapt our business to their changing expectations and demands.

Partners

The largest share of deliveries come to CityMail via printers, but an increasing share comes from e-commerce suppliers and logistics companies. We maintain continuous contact with these groups. The purpose of which is to be able to offer an even better service by, as efficiently as possible and in collaboration, being able to distribute items and make use of our vehicles as well as shared facilities etc. This has a positive impact on both the environment and costs. Together we have a common commitment to our customers and it is of course crucial for those we do business with that CityMail is a reliable partner.

The recipient – our customers' customer

The mailbox is and will remain an important channel for those waiting for delivery of a parcel or letter. In "CityMail-ish" we call these recipients our "customers' customer" or the end customer. CityMail is therefore keen to care for the mailbox, by focusing on, among other things, delivery reliability and environmental issues. We work actively, including through our customer service department and by responding to messages and posts on social media, to communicate to our customers' customer the environmental and qualitative benefits of our business. Another important message is that we provide employment to many young people.

Employees

CityMail's corporate culture is characterized by individual responsibility and commitment. There are high ceilings at CityMail and managerial levels are few, which makes it easy for the individual to contribute with their views and ideas, both during day-to-day operations, via our systematic procedures for submitting improvement proposals and during employee appraisals. CityMail's position as a challenger in the industry means that we must dare to think outside the box. This is what leads to progress.

Our employee surveys and exit surveys have shown that what is most important to our employees is good equipment, a sense of team spirit, leadership, training, working hours and clear divisions of labour. In addition, health and safety issues as well as equality and non-discrimination are important topics for the organisation. Communication is conducted via the nearest manager, the intranet, as well as through newsletters from the CEO and Senior Management Team.

Owners

CityMail is owned by Cimase Capital Consult GmbH. Communication and cooperation with our owners takes place on an ongoing basis and via the board, including in connection with the annual general meeting.

Suppliers

CityMail's suppliers include property owners, freight carriers, electricity suppliers and vehicle manufacturers. While we place tough demands on our suppliers, we are also keen to cultivate long-term sustainable solutions for them as well as for us. A good dialogue with our suppliers is essential to success in this and is therefore something we are always striving for.

Competitors

The Swedish market is dominated by PostNord, both in terms of parcels and letters. On the parcel front, there are several major players but PostNord is the largest. On the letter front, for postage buyers who want to reach the entire country, there is no alternative to PostNord, making them the mandatory trading partner for these postage buyers. The Swedish Post and Telecom Authority, PTS, from time to time describes in its reports the leverage PostNord uses in its price setting for customers. This inhibits competition and limits the number of customers able to use CityMail's services and products. CityMail does not currently offer a product for individuals or small businesses.

Authorities and legislators

In order to ensure effective postal services for the benefit of users in Sweden, it is important that laws and regulations are designed in such a way that allows sustainable operations in post and parcel distribution. Against this backdrop, good dialogue with relevant policymakers, state investigators and others is an important issue for CityMail.

CityMail's operations are monitored by PTS, which is the authority that monitors the field of postal and electronic communication in Sweden. PTS and CityMail have a good dialogue on issues related to postal market oversight and the development of regulation.

Trade organisations

CityMail's membership in various industry-relevant organisations and networks aims, among other things, to protect and develop the mailbox as a media channel. The Independent Postal Operators' Association, Swedish Digital Commerce, and SWEDMA [the Swedish Data and Marketing Association] are some examples of such organisations. Other memberships include the Confederation of Swedish Enterprise, SIS - the Swedish Standards Institute, the Swedish Public Relations Association and the Swedish HR Association.

Miscellaneous

Other important stakeholders include the media, trade unions and NGOs.

The media provides an important channel when it comes to influencing the overall image of CityMail for all stakeholders. CityMail contributes to factual reporting by sending out press releases when necessary, and regularly responding to opinion pieces and feedback via both traditional and social media.

CityMail has a good and long-established relationship with trade unions, as well as a formalised cooperation.

As part of our sustainability work, we commit to various initiatives and standards, the UN Global Compact, The Climate Pledge and the Swedish Trade Federation's industry agreement on fossil-free deliveries, all of which are of importance to our business.

As we are ISO-certified within quality, environmental protection and health and safety, the ISO (International Organisation for Standardisation) also has significance for our business.

Company Data and Definitions

CityMail AB is 100% owned by Cimase Capital Consult GmbH. The business operates as an independent company and has its own management and board of directors. This report relates to CityMail Sweden AB, which in this text is referred to as CityMail and whose operations are conducted exclusively in Sweden.

Senior Management Team, as of 12/31/2024

CEO Niklas Hydén, **CFO** Oskar Nilsson, **COO** Mats Enbuske, **CCO** Jonas Lindell, **Quality Director** Martin Hiller and **HR Director** Annette Magnusson

Headquarters in Stockholm. Visiting address: CityMail Sweden AB, Västberga Allé 1, 126 30 HÄGERSTEN. Postal address: CityMail Sweden AB, Box 901 08, 120 21 STOCKHOLM

CityMail's organisation and governance

The CEO position is held by Niklas Hydén, who leads day-to-day operations together with the Senior Management Team. The Senior Management Team takes all major strategic decisions. They are assisted in this by the decision guidance document provided by the Employee's Association. Each department manager is responsible for pursuing issues related to their department with the Senior Management Team.

CityMail's Board of Directors

The board consists of four members (two regular, two deputies) and includes external and internal representatives. In 2023, the Board of Directors consisted of the following members and deputies:

- Göran Barsby (Board Member, Chairman)
- Fredrik Möller (Board Member, Employee Representative)
- Jonas Bergh (Deputy Board Member)
- Fredrik Alzén (Deputy Board Member, Employee Representative)

Governance, sustainability work

The Senior Management Team takes strategic responsibility for CityMail's sustainability impact. The impact of transport, waste and energy is the responsibility of Operations. Overall, it is the Sustainability Manager's task to work with sustainability issues.

Legislation and regulations

We have not been affected by incidents concerning the law or voluntary guidelines relating to marketing communications. The same applies to laws concerning product information and labelling, as well as the provision and application of our products.

Precautionary principle

The precautionary principle is one of the fundamental principles for sustainable and responsible development and is expressed, among other places, in Chapter 2, Paragraph 3 of

the Swedish Environment Code. According to the principle, when carrying out operations, the necessary measures, restrictions and precautions must be taken to prevent negative environmental impacts from occurring even when there is only a risk of such impacts.

GHG protocol (*GreenHouse Gas*)

An international standard for calculating and accounting for greenhouse gas emissions in operations. The GHG protocol has been developed by the World Business Council for Sustainable Development and the World Resources Institute. It is the established calculation tool for climate impact.

CO₂ equivalents

Emissions that affect the climate include, in addition to carbon dioxide, gases such as methane and nitrous oxide, which are generated in smaller amounts when burning fossil fuels. In order to provide a complete account of climate impact, CO₂ equivalents are used, which entails other greenhouse gas emissions being converted into CO₂ units.

Methods of Measurement

Calculating and reporting climate impact

To calculate our emissions, we use the consulting company GoClimate Sweden AB. CityMail's reporting and GoClimate's calculations follow international calculation standards, the so-called GHG protocol and the supplementary *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*. All greenhouse gas emissions are counted in CO₂ equivalents, which means that they also include a lesser proportion of methane and nitrous oxide as well as other greenhouse gases referred to in the Kyoto Protocol. The calculations use global warming potentials (GWP values) from the IPCC Fourth Assessment Report (2007) and emission factors from established sources such as the Swedish Environmental Protection Agency and the Swedish Energy Markets Inspectorate.

The standards mentioned above are the most widely used international reporting tools for companies and organisations seeking to understand, quantify and manage their greenhouse gas emissions. These standards have been developed through a collaboration between the *World Resources Institute (WRI)* and the *World Business Council for Sustainable Development (WBCSD)*. Calculations follow the GHG protocol principles, which are as follows:

- **Relevance:** Reporting shall adequately reflect the company or organisation's emissions in order to serve as a basis for decision-making for users both internally and externally.
- **Completeness:** The reporting shall cover all emissions within the specified system boundaries. Any exceptions shall be described and clarified.
- **Comparability:** Methods for calculation shall be consistent so that comparisons can be made over time. Changes in data, system boundaries, methods and the like must be documented.
- **Transparency:** All background data as well as all methods, sources and assumptions shall be documented.
- **Accuracy:** The calculated emissions shall reflect as closely as possible actual emissions.

When the CSRD and ESRS come into force, CityMail will have implemented the requirements arising from these regulatory frameworks. This is expected to occur in 2025.

Employees

- Number of employees: Number of employees at end of period. Probationary staff and staff with indefinite-duration contracts.
- Employee turnover: Number of regular employees who have left their positions as a proportion of the average number of employees.
- Total sick leave: Short-term and long-term sick leave.
- Long-term sick leave: At least two weeks of sick leave.

Scope and Limitations of the Report

The purpose of the Sustainability Report is to assess as transparently as possible how CityMail affects and is affected by its surroundings.

The reporting period relates to the calendar year 2024 and is the seventeenth sustainability report issued by CityMail. The report is GRI-inspired, that is to say it refers in part to the sustainability reporting guidelines set by the global interest group, Global Reporting Initiative (GRI) for CityMail's priority areas of responsibility: Customers, environmental impact and employees.

The report is aimed primarily at CityMail's customers, mail recipients, partners, owners and employees.

Reporting is done once per calendar year and covers CityMail's business in its entirety, including all terminals and CityMail Centres as well as outsourced transports.

CityMail reports its total climate impact according to an operational approach and the report includes direct emissions from mobile combustion of fossil fuels (Scope 1), indirect climate impact from the purchase of electricity and heating (Scope 2) and indirect climate impact from business travel, freight transport, production of energy carriers and capital goods (Scope 3).

Employee commutes are not included. Around 20% of the workforce is employed on an hourly basis, so-called on-demand employees. This solution is part of the company's personnel policy in order to adapt to volume fluctuations in distribution. On-demand employees are included in the reported statistics for employees despite the fact that their working hours and scope of employment is continuously fluctuating. They are covered by all allowances and other initiatives.

Contact

Please contact Fabian Norrby, designated contact person for this sustainability report, via email: hallbarhet@citymail.se