

# Sustainability Report

# 2023

Returpack Svenska AB



**RETURPACK**

# About our Sustainability Report 2023

The **2023 Sustainability Report** constitutes Returpack Svenska AB's seventh statutory sustainability report and satisfies the requirements in the Annual Accounts Act regarding sustainability reporting. The report follows the financial year and is published annually. The report has been produced in accordance with GRI Standards 2021 and summarises the company's sustainability work during the financial year 1 January 2023 to 31 December 2023. The auditor's opinions on the statutory sustainability report in accordance with RevR 12 can be found on page 72. Other than this, no external review has been carried out. Our report contains information on the statutory requirements in the areas of the environment, social responsibility, human resources, respect for human rights and anti-corruption. In addition to this, we report our work within our five focus areas: recycling, climate & the environment, business relations, employees and society. The report describes the company's sustainability work, our future direction, our ambitions and challenges. Results and goals in each area are presented in tables or in the body of the text. The report is intended for all our stakeholders and forms part of our annual report, but is presented as a standalone report. The Sustainability Report was published on pantamera.nu on 22 April 2024. There have been no significant changes in the ownership structure or value chain during the 2023 financial year.

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# Returpack Sustainability Report 2023

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# CEO's statement

*My name is Tomas Kjellker, and I became the new CEO of Returpack at the end of the summer.*

We can now look back over a year that has entailed major changes for the deposit system. The new Ordinance on producer responsibility for packaging came into force on 1 January 2023. This is a joint regulation for all packaging in Sweden. The Swedish Environmental Protection Agency took over as our supervisory authority and Returpack changed its CEO. I – Tomas Kjellker – have been at the helm since August.

We have often spoken about records when it comes to the Swedish deposit system – and 2023 was yet another record year. In total, more than 2.72 billion cans and bottles were collected, an increase of 90 million packages. The collection rate also increased, reaching 88.5 per cent. If we include the packages that remain in Norway, the collection rate for packages sold in Sweden is over 90 per cent – the goal that we have to achieve.

Our deposit-based return system is world-leading and unique, and many eyes are turned towards us. During the year, the EU has also put forward proposals whereby all countries within the Union have to have deposit systems in place from 2029. The fact that we are viewed as a role model is perhaps

not so strange – we have 40 years' experience of successful cooperation with beverage producers and the grocery trade. We have often been ahead of the legislation. For example, fruit syrup and juice products were originally opened up for optional registration, but now have to be included in the deposit system.

For us, this is a matter of genuine sustainability, where the materials we collect have to be recycled in the circular process. Over the course of the year, we have made investments aimed at increasing the capacity of our sorting facility in Norrköping, including through the replacement of three PET presses and two sorting machines for plastic. We have also arrived at a solution for our labels, which are now sent for material recycling instead of incineration.

When it comes to transport, we are continuing to work tirelessly towards our goal of being completely fossil-free by 2025. Our electrification journey has been intensified during the year. A fully electric compactor vehicle was introduced in the summer for collection operations in Östergötland and, just after the turn of the year, the first fully electric flexible

combination for long-distance transport operations was launched.

This year's employee survey is reporting high values. With this as an important foundation, we have opted to focus heavily on maintaining the positive aspects, as well as working even more on health-promotion and prevention in respect of stress and counteracting the uneven division of labour.

However, we are not building our deposit-based return system on our own. It is the result of a successful collaboration between a large number of parties. These include producers and importers, sales and collection points, as well as authorities and stakeholders – and all those who use the deposit system around Sweden. Thank you for using the deposit system!

  
**Tomas Kjellker**  
 CEO, Returpack

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# Our mission

Returpack operates a very successful nationwide and world-leading return system with deposits for beverage packaging made of metal and plastic. The primary aim when starting up the deposit system was to reduce littering and promote the recycling of materials, but over time it has been developed, in collaboration with other players in the value chain, into a sustainability system of the very highest class. Our mission entails coordinating the collection of deposit packaging, ensuring that materials are recycled and administering deposits, fees and payments. We are constantly working to provide information about and develop our deposit system, in order to achieve increased recycling in a cost-effective way and with the least possible impact on the environment.

The mission also entails us achieving an ever higher level of circular efficiency for both systems and materials, where the received packaging will first and foremost be recycled, firstly to make new beverage packaging, secondly for other food packaging and thirdly as raw material for other products. For this to be possible, the operation has to keep itself up-to-date regarding legislation and regulations, both at a national and a European level, as well as in respect of material development, and to apply this knowledge to the beverage industry's processes and materials. The Swedish deposit system is a role model for many countries that want to introduce their own deposit system, and we often have the opportunity to share our knowledge. The company is jointly owned by Sveriges Bryggerier AB, Svensk Dagligvaruhandel Ekonomisk Förening and Livsmedelshandlarna SSLF AB. The Group consists of the parent company Returpack Svenska AB and the subsidiaries Returpack-Burk Svenska AB and Returpack-PET Svenska AB. This report refers to the Returpack Svenska AB group, which from now on will be referred to as Returpack. During the 2023 financial year, Returpack reported net sales of SEK 3.8 billion, and at the end of the year the company had a total of 84 employees. The Group had a balance sheet total of SEK 1,386 million, including SEK 582 million in equity.

## New calculation points allow us to distinguish between the concepts of material collection and material recycling

According to the new regulation, SFS 2022:1274, the degree of material recycling when it comes to packaging waste from plastic bottles and metal cans included in a return system must achieve a target of at least 90 per cent per year. The calculation point has been redefined and, when it comes to material recycling of plastics, the measurement point is situated after sorting, grinding and washing, which means that it has been moved forward in the recycling process. In previous years, the measurement point for material recycling has fallen after Returpack's sorting and baling of the material, and has covered the measured material weights. For metal, the same calculation points apply for collection and recycling.

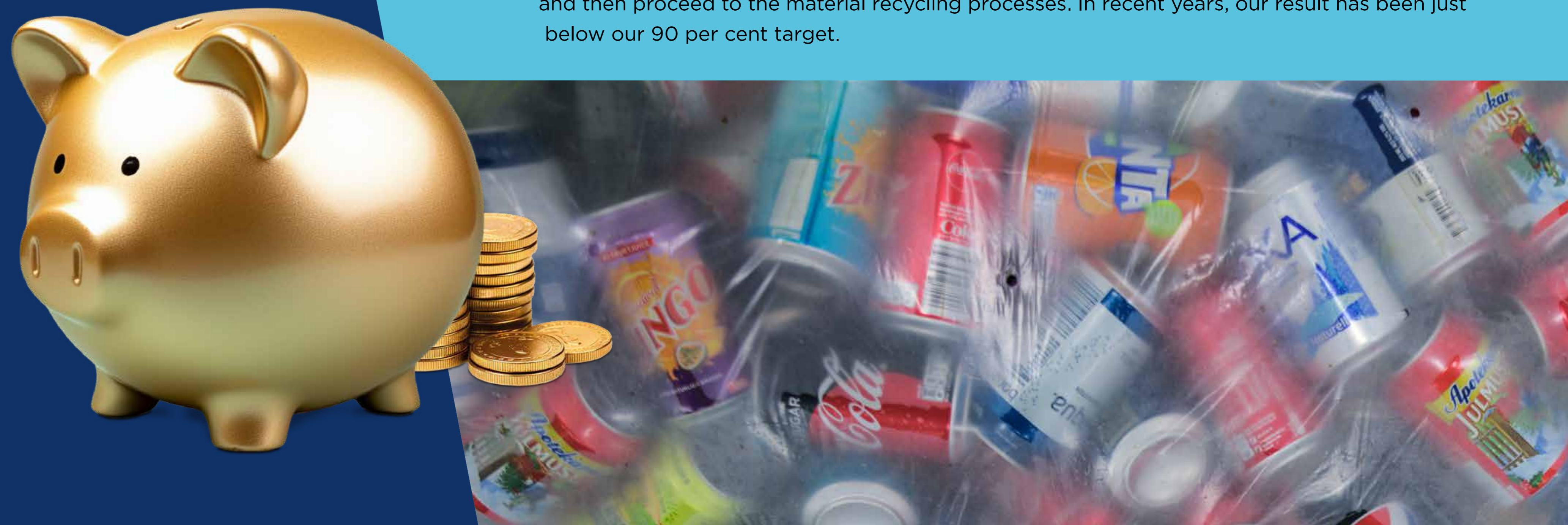
This means that Returpack will be communicating both material collection targets and recycling targets. Our collection target will remain at 90 per cent. For us, this means that, of all the beverage packaging that has been put on the market, at least 90 per cent must be collected and then proceed to the material recycling processes. In recent years, our result has been just below our 90 per cent target.

*Number of returned packages in 2023*

**2.72 billion**

*Net sales in 2023*

**SEK 3.8 billion**



# Returpack's history

**1955**

Sweden gained the nationwide Systembolaget



**1955**

*The beer can comes to Sweden* At the time, it consisted of three pieces and was made of steel.

**End of the 1970s**

*The two-piece can arrives in Sweden* And the aluminium can. We wanted to switch to the fully aluminium can.



**1982**

*Returpack was established and the decision was made regarding a deposit system for aluminium cans*

**1984**

*The deposit system was launched! The deposit was SEK 0.25 per can* Returpack had offices in Malmö and Spånga.



**1985**

*By 1985 at the latest, 75 per cent of the aluminium can was to be recycled*

**1987**

*The first increase in the deposit* The deposit was doubled to SEK 0.50 and the requirement for recycling was raised to 90 per cent by 1993.

**1987**

*The office in Spånga moved to Mariahissen on Söder Mälärstrand*

**1991**

*The animated character Linus på Linjen shows how to use the deposit system in the TV programme 'Anslagstavlan'*



**1994**

*Deposit system for PET launched*



**1995**

*Producer responsibility was introduced for packaging and recycled paper, but Returpack was already a decade ahead.*



**2000**

*Direct credit was launched, and it took about 3 years to develop the system* Returpack paid the deposit directly to the merchant and the breweries could be removed from the process. The reverse vending machine was used to read what had actually been deposited.

**2003**

*The ground was broken for the factory in Norrköping. In October of the same year, the first trucks carrying packaging arrived at the new factory*

**2004**

*The Pantamera brand was created through the music video Pant a mera (Guan-tanamera), featuring the Cuban group Buena Vista Social Club*



*Continued overleaf...*

# Returpack's history

**2005-2006**

The entire company moves to Norrköping



**2006**

New Ordinance, 2005:220. All metal cans and plastic bottles that are put onto the Swedish market have to be included in a deposit system. Pantresan was launched.

**2007**

**New ownership structure**

The can manufacturer was bought out, and from then on the breweries and the retail sector each owned half of the shares.



**2009**

A new collection method, bulk, was introduced. After two years, it had been rolled out in all 21 of the country's regions

**2010**

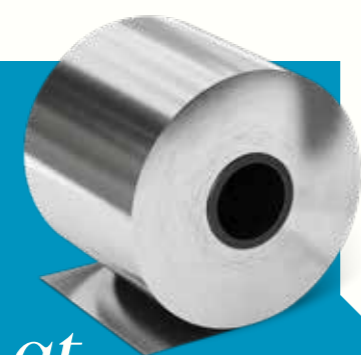
The second increase in the deposit, from SEK 0.50 to SEK 1 per can

**2011**

We started collaborating with eSports, with the aim of reaching young recyclers

**2012**

Investment in the factory aimed at improving the quality of the aluminium material



**2014**

**Bulk 2.0**

Focus on internal inspections and the environment. Fossil-free fuel and in-house transport management were built up.

**2015**

The sorting of plastic was moved in order to optimise the floor space in the factory. Optional registration of fruit syrup packages. The first Pantamera Express reverse vending machine was installed. The collaboration with the Swedish Floorball Federation was launched.



**2017**

Our first sustainability report



Lids start to be recycled

**2018**

Pantamera Humour is launched



**2018**

Optional registration of juice packages



**2019**

Deposit Store of the Year competition launched



**2020**

The pandemic affects deposits. Cross-border trade decreased and more packages remained within our borders. We tended to drink larger bottles more often and fewer on-the-go

**2022**

We opened a deposit station with two reverse vending machines in the heart of the City of Stockholm

**2023**

All fruit syrup and juice packages are included in the deposit system

**2024**

Lids must remain attached to PET bottles (EU directive)



**2025**

Goal: Fossil-free transport



# Returpack's operations



*More than 2.7 billion packages from the Swedish market have been collected and handled at our plant during the year. For us, it is of the utmost importance that the material from the cans and bottles we collect is recycled and can be used in the manufacture of new cans and bottles.*

Returpack is now the only approved deposit-based return system for beverage packaging in Sweden. Since its inception, Returpack has continually developed the deposit system alongside players in the value chain. As of 2023, Returpack is a Producer Responsibility Organisation (PRO) in accordance with Ordinance SFS 2022:1274 on producer responsibility for packaging. The new ordinance brings together legislation that was previously split between return systems for beverage packaging and the collection of other consumer packaging. For Returpack, the change means, for example, that the Swedish Environmental Protection Agency has assumed the supervisory responsibility from the Swedish Board of Agriculture and that we have been given greater responsibility for collection in locations where the municipalities have a responsibility to maintain cleanliness and tidiness, such as in parks and squares. For beverage producers, the new legislation entails a requirement for lids to remain attached from July 2024, mandatory deposits on

fruit syrups and juices and a future requirement to use at least 25 per cent recycled plastic in their PET bottles.

We see great opportunities to continue developing the deposit system under the new ordinance, making it even more sustainable. With the help of life cycle assessments, we have also verified the positive impact of the deposit system on the environment.

We stipulate demands regarding the design of packages, both in terms of their shape and the materials used, so that they can be recycled optimally. The packages are collected, sorted into material flows and then sold on for the production of raw materials for new cans and bottles. Since 2003, all collected beverage packaging has been handled at the plant in Norrköping, where both the head office and the factory are located. Running a deposit system also means administering the deposit refunds for these packages. The deposit is the financial instrument that encourages all consumers to return their packaging to the correct collection system.

## Deposit amounts and packaging



Packages in Returpack's system must be marked with special **deposit symbols**. The deposit symbol indicates that they belong to Returpack's system as well as the applicable deposit amount.



The deposit on metal cans and small plastic bottles is **SEK 1** and on large plastic bottles **SEK 2**.



The plastic bottles that are part of the deposit system today are almost exclusively **PET bottles**. The lids are always made of HDPE (high density polyethylene) or PP (polypropylene). Size: 19 cl – 300 cl.



The metal cans in the deposit system are almost exclusively made of **aluminium**. Steel cans do occur, but only to a very small extent. Size: 15 cl – 95 cl.



The size and shape of the bottles and cans vary, although one thing they all have in common is that they can be accepted by a **reverse vending machine**.

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*A deposit is defined as a deposit or premium that is paid when the package is purchased. This is then refunded when the package is handed in. The purpose is to encourage individuals to return packaging to the system once it has become waste, with the system in this case being our return system for deposit packaging.*



### Articles in the deposit

Year	Can and PET
<b>2023</b>	<b>13,436</b>
2022	11,317
2021	9,567
2020	7,567
2019	6 230

### National collection target

**90%**



# Overarching goals and strategies

In order for us to live up to our vision, our business concept and our values, it is important for everyone to contribute, support and inspire each other so that we can achieve our overall, departmental and personal goals. We are constantly working to develop existing and new solutions. We are inspired by having satisfied customers, and we are looking for new challenges that will lead us on to our goals.

The work at Returpack has two overarching goals:

**90%**

**Increased collection to achieve the 90% collection target.**

**1.5%**

**Achieve a profit margin over time of at least 1.5% to ensure long-term financial stability.**

In 2023, Returpack achieved a collection rate of 88.5% and a profit margin of -2.9%. Our profit margin decreased from the previous year, mainly due to the negative development of material prices during the year, principally related to the price of PET.



**Our overall goals will be achieved through three overarching strategies.**

*These strategies will support us in our efforts to increase collection, take responsibility for employees, the environment and society and to continually develop a deposit system adapted to today's and tomorrow's requirements.*



### Increase collection towards our goals

We will make it easier for consumers to return their deposit packages by improving existing and developing new collection options. The positive image of the deposit system will be enhanced by the fact that we are sensitive to the needs and expectations of our stakeholders.



### Sustainable processes

Sustainability should permeate everything we do. We are placing particular emphasis on developing resource-efficient and coordinated processes, reducing our environmental impact and being an attractive, inclusive and safe workplace.



### Develop the deposit system of the future

We will develop a dynamic deposit system that meets tomorrow's needs by monitoring the outside world, developing new technical solutions, collaborating with authorities and legislators, promoting innovation and being a good social player.

# Vision and business concept

## Vision

*We will contribute to a more sustainable society through the world's best deposit system, where we collect all the deposit packaging sold and recycle it to make new returnable beverage packaging.*

## Business concept

*Returpack offers a deposit-based return system for the recycling of beverage packaging made of plastic and metal in Sweden, a system that is a world-leading packaging cycle and that is highly attractive to both consumers and stakeholders.*

## Our values

**Our values** of responsibility, innovation and cooperation form the basis for the way we work, both strategically and operationally, and they help us achieve our goals and our vision. Our corporate culture is based on our values and guides us, so that we act honestly and responsibly in all our relations within and outside of the company. It is important to have a clear corporate culture with common values, as well as committed employees

who are aware of their role in maintaining these values. Everyone should be familiar with the company's values and be able to stand up for them. As a result, it is important to work continuously and develop the corporate culture, and for us to practise what we preach. Our values are also reflected in the company's Code of Conduct and Sustainable Development Policy.

**Responsibility**

**Innovation**

**Cooperation**

# Business model

*Returpack's business model is based on our business concept and our main process, which follow the packaging's and the refund's route through the process.*

As our deposit system is built up around the paying of deposits on purchase and the refunding of deposits on return, this creates a financial incentive for everyone who is part of the scheme to ensure the return of, and the cycle for, the packaging. Returpack provides information, educates and communicates the importance of each can and bottle being returned. The greatest environmental benefit is achieved when each new deposit package becomes part of a circular system, allowing the recycled material to be made into a new, high quality beverage packaging.

## How do our finances work?

### INCOME:

- Selling materials
- Packaging fees from producers and importers

### EXPENSES:

- Reimbursement for handling paid to stores with RVMs etc.
- Transport costs
- Operation of the business, production, marketing and development

## Register and deposit payment

*Packaging is registered to the deposit system*

**Returpack supplies a deposit system** for beverage packaging that is covered by the Ordinance on producer responsibility for packaging or that is included in the deposit system on an voluntary basis. The producer enters into an agreement with Returpack and then registers its packaging to the deposit system. For every package sold, the producer pays a deposit and fees for administration and sorting to Returpack.



## Collecting and deposit payments

*The packages are returned and collected*

**Returpack is establishing a collection structure** with stores with reverse vending machines (RVMs), where consumers can return their packages and have their deposit refunded. With the aid of carriers, Returpack ensures that the packages are collected from e.g. the grocery stores, at the same time as Returpack reimburses the stores for the deposits they have paid out and their handling costs.



## Process and sell on

*The packaging is processed and sold on in the recycling chain*

**Returpack processes the packaging** by sorting and compacting the material into bales in-house, before then selling it on to material buyers for recycling.



# Our role in the value chain


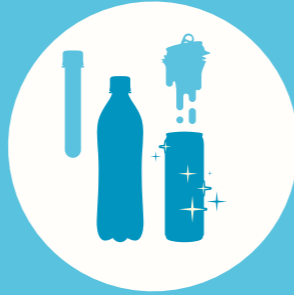
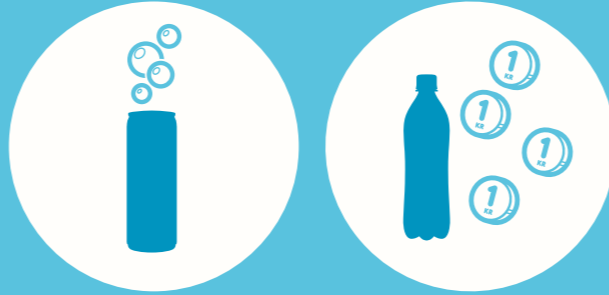




**Our sustainability work permeates** our entire operation, and it is particularly important to work on those areas where our potential to exert influence and the impact of our efforts is greatest. The value chain ensures the visibility of our role in the deposit system along with our other stakeholders, such as packaging manufacturers of plastic bottles and metal cans, beverage producers, retailers, all consumers and individuals using the deposit system, as well as our material buyers. We have considerable potential to exert influence both upstream and downstream in the value chain. The demands we place on packaging design to achieve a high level of quality and increased material recycling are worth highlighting, and in this respect we are happy to collaborate with packaging manufacturers to achieve the most recyclable product. Requirements are imposed on the design of the bottle and lid, and on the materials contained in the bottle, lid, labels and glue. The aim is for all packaging that is registered to the deposit system to work throughout the recycling process and for the material to be able to be recycled again to make new beverage packages. We notify and educate all consumers and individuals using the deposit system about how good the system is from a sustainability perspective, and that it is always best to return beverage packaging. Life cycle assessments show that the greatest environmental benefit is obtained when the packaging is returned to the deposit system, rather than being submitted to other collection flows. We collaborate with the reverse vending machine manufacturers to develop both new and old machines for the collection of packaging. We work alongside our material buyers to consistently improve the quality of the material we collect, even though we already have the best quality in Europe as regards both metal and plastic, according to our material buyers. Our material buyers make sure that the material can be recycled to produce new aluminium and PET beverage packaging. We do not play as big a role in the retail stage, although we do provide stores with information about using the deposit system.

An impact assessment has been carried out in which we have evaluated Returpack's positive and negative impact and potential to exert influence at each stage of the value chain. This impact is presented in the table on the next page. In addition to this impact assessment, an impact materiality assessment has also been initiated in 2023, based on the requirements in the EU's upcoming Corporate Sustainability Reporting Directive (CSRD).

# Facts, value chain



# Our role in the value chain

Value chain	Extracting virgin raw material	Packaging manufacturing	Filling & selling	Using the deposit	Collection	Sorting	Material recycling
							
<b>Negative environmental impact</b>	<p>A certain proportion of virgin raw material is included in the packaging. This has a significant environmental impact from:</p> <ul style="list-style-type: none"> <li>• Mining</li> <li>• Extraction of fossil oil</li> </ul>	<p>Quality deficiencies in beverage packages reduce the potential to recycle the material to make new packages. This leads to increased production from virgin raw material.</p>	<p>Energy usage that generates greenhouse gas emissions</p>	<p>Beverage packaging that is not recycled leads to negative environmental impact:</p> <ul style="list-style-type: none"> <li>• Greenhouse gas emissions (increased need for virgin materials as well as incineration of plastics and metals)</li> <li>• Littering</li> </ul>	<p>Transport operations that generate greenhouse gas emissions.</p>	<p>Discharge of process water containing e.g. metals.</p> <p>Energy usage that generates greenhouse gas emissions.</p>	<p>Transport operations to material recyclers generate greenhouse gas emissions.</p>
<b>Positive environmental impact</b>	<p>Increased material recycling reduces the need for virgin materials.</p>	<p>Design for recycling:</p> <ul style="list-style-type: none"> <li>• The requirements we place on beverage packaging increase the potential for material recycling.</li> </ul>		<p>We are working actively to encourage more people to use the deposit system more, to increase material recycling.</p>	<p>Requirements regarding the procurement of transport:</p> <ul style="list-style-type: none"> <li>• Fossil-free fuel</li> <li>• Electric vehicles</li> <li>• Optimisation - routes and loading</li> </ul>		<p>Requirements regarding the procurement of transport.</p> <p>High quality of the material we supply increases the potential for material recycling.</p> <p>We only sell the material to buyers who guarantee material recycling according to the following hierarchy:</p> <ul style="list-style-type: none"> <li>• Beverage manufacturing</li> <li>• Packaging manufacturing</li> <li>• Other material recycling</li> </ul>

*Good business and stakeholder relationships leading to an even better deposit system.*

# Stakeholders and stakeholder dialogue

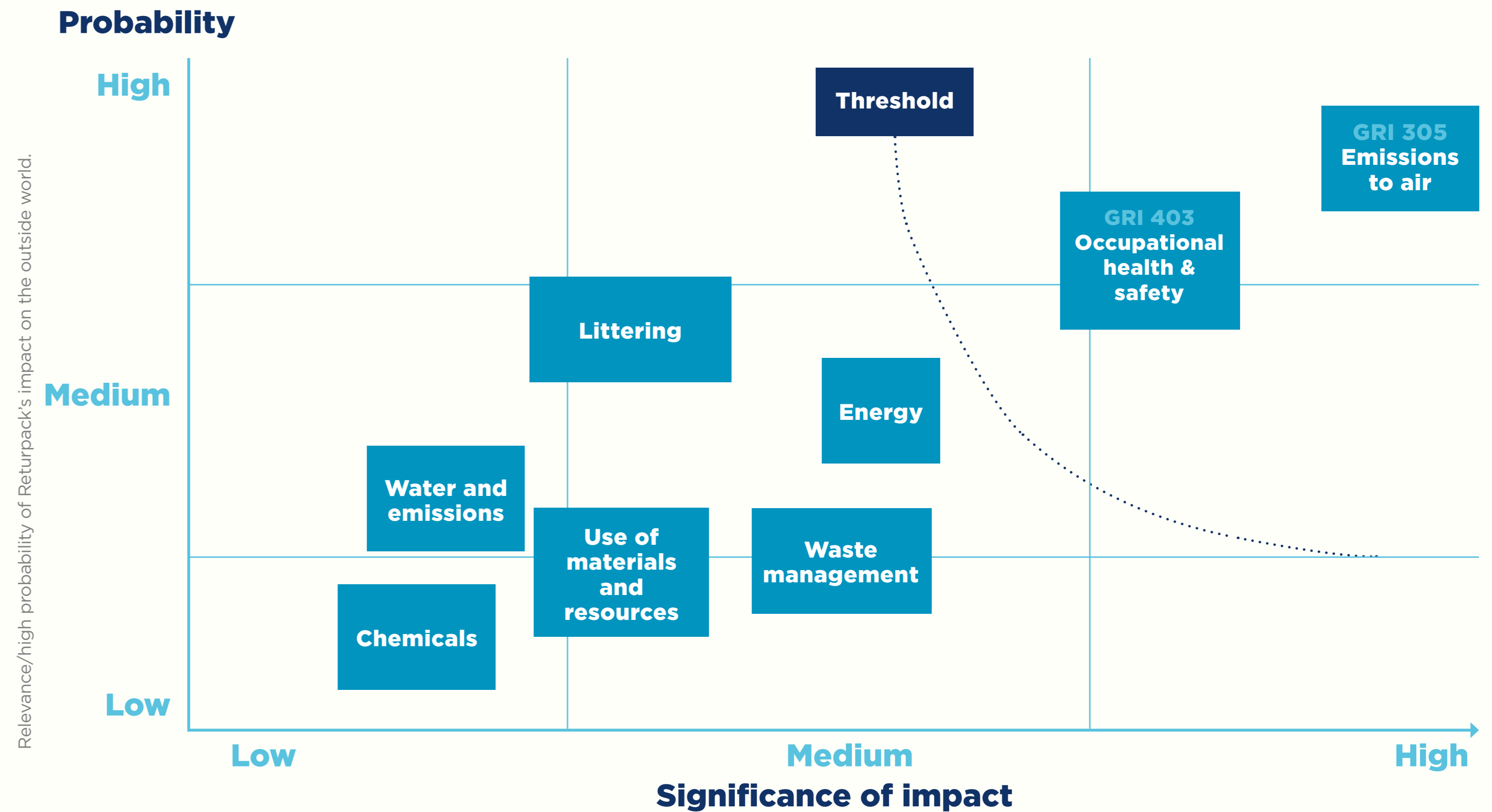
For us, it is important to be influenced by and listen to the people we meet and collaborate with. This is decisive in our work of operating and developing the deposit system and doing so responsibly.

Conducting an ongoing dialogue with our stakeholders, which takes place in various ways and with varying levels of frequency, is therefore a natural part of our day-to-day work. This stakeholder dialogue and surveys help us to identify our most important sustainability considerations and to understand what expectations our stakeholders have of us. Our stakeholders expect us to act sustainably, deliver quality, protect the environment and act in an ethical manner in all situations. In addition to discussions and meetings, business intelligence and surveys are important tools for identifying our stakeholders' expectations of us, as well as being a prerequisite for achieving our goals and creating sustainable values. The stakeholder groups that are deemed the most important to interact with in a systematic manner are those that affect or are affected by Returpack's activities to the greatest extent. The work of developing and identifying our stakeholders was initially carried out in 2016 in a workshop, which was followed up in 2021. Following this, a review of these stakeholders, or whether any new stakeholders have been added, is carried

out at least once a year in the management's review. The following stakeholder groups have been identified as the top priorities: public authorities, boards of directors and owners, producers and importers, consumers/recyclers, stores with RVMs etc., suppliers, material buyers and employees. We also collaborate with other stakeholder groups, such as packaging manufacturers, the media, pressure groups and trade associations.

### Materiality analysis

The process of identifying our most important sustainability issues and where our impact (both negative and positive) is greatest, is based on the requirements set out in the GRI Standards 2021. This analysis has been carried out by an internal group of experts, who have identified the company's actual and potential negative and positive impacts on the economy, the environment, people and human rights. The significance of the impact was then assessed. The threshold was determined in order to identify our key issues based on this analysis.



Significant impact on the outside world from an economic, environmental, social and human rights perspective.

## Key issues

**1 Increased collection\***  
Get more people to use the deposit system more.

**2 Product quality\***  
High quality of material being recycled.

**3 Emissions to air**  
Reduce greenhouse gas emissions and other environmental impact from transport.

\* In-house material topics

**4 Business relations\***  
Good business relationships that are leading to an even better deposit system and satisfied customers.

**5 Occupational health and safety**  
Safe and secure working environment for our employees.

In addition to the most prioritised areas, the company reports its work in a number of areas, such as supplier evaluation, training and development, diversity and gender equality, discrimination and anti-corruption.



# Agenda 2030

The sustainability work is firmly anchored in the company's business model, strategies and governance, and is a natural part of the choices we make and the decisions we reach. The deposit system's role in the value chain provides us with the opportunity to contribute to the achievement of the UN's global goals. Five goals have been identified that are most clearly related to our core business. All the business-wide environmental and working environment goals that are followed up regularly are closely linked with several of the goals, e.g. energy, water and transport that support Goals 7, 13 and 14, or our goals regarding zero accidents, education and gender equality that support Goals 3, 4 and 5.

## Returpack's prioritised sustainability goals within Agenda 2030

- Goal 9 Industry, innovations & infrastructure
- Goal 11 Sustainable cities and communities
- Goal 12 Responsible consumption and production
- Goal 13 Climate action
- Goal 14 Life below water

# Risks and risk management

**Identifying your business risks** is an important prerequisite for running your business sustainably. A systematic working method has been implemented in all departments in order to identify risks and opportunities, and is an important part of the governance and prioritisation of activities that need to be carried out or safeguarded. The purpose of risk assessment is to continually identify, assess and manage those risks that may result in the company's overall objectives not being achieved. Five risk categories have been identified: business-related, legal, environmental, financial and operational risks. A risk may be an incident where the business causes, contributes to or for some other reason is associated with a negative impact in a sustainability area and which could damage our brand. A risk could also be an external influence that the company has to be able to deal with in order not to be adversely affected, regardless of whether this is business-related, legal, environmental, financial or operational. The risks are assessed on the basis of the probability of them occurring, as well as what the consequences would be should they occur. Depending on the risk value, measures and activities are prioritised to eliminate the risk, balance and manage it, or simply to accept the risk. The CEO reports risks to Returpack's Board of Directors.

## Significant risks and opportunities

**Risk management is an integral part** of our business planning, involving the regular identification and following-up of the company's overall risks. Risks are normally dealt with in the day-to-day operations and are managed by the manager responsible. Working on the basis of our value chain and analyses of stakeholders and the outside world, risks have been identified in respect of negative impact on the environment, social conditions and personnel, respect for human rights and countering corruption. An important factor is to identify the opportunities that exist in relation to each identified risk, and to take advantage of the opportunities that the risk entails. An opportunity does not have to be a positive aspect of the risk, rather a chance to manage the identified risk and mitigate its impact. The risks are assessed on a five-point scale, based on both likelihood and consequence, where the product of these two provides a risk level. **See page 61.**



### The five risk categories

- 1 Business-related risks
- 2 Legal risks
- 3 Environmental risks
- 4 Financial risks
- 5 Operational risks





# Governance of the sustainability work

## *Anchored in our Board of Directors*

Returpack's senior decision-making body is our Board of Directors. The Board consists of nine members, including the Chair. The members are appointed at the Annual General Meeting following proposals from Returpack's owners, and represent the various skills, experiences, stakeholders and sector knowledge that are required to govern and follow up Returpack's operations in a strategic fashion. All the Board members are non-executive and are independent from the rest of Returpack's organisation. The Board meets at least four times a year, with each meeting having a main area of focus.

1. Adoption of the Annual Report, Sustainability Report, Auditors' Review and Annual General Meeting.
2. Strategy meeting, with reviews of the company's Ownership Directive, assignments, long-term strategies, external monitoring, vision and goals.
3. Conditions for the coming year's business plan and budget.
4. Determining the business plan and budget for the coming year.

At each meeting, a review is carried out of the company's operations and results, a follow-up of established key figures, as well as issues, investigations and follow-ups that are

relevant for the governance of the company.

Seven Board meetings were held in 2023.

Every year, the Board of Directors adopts an exchange rate and a commodity policy as well as an investment policy. To ensure compliance with these policies, an Investment Council is appointed. The Council's task is to make decisions on hedging in respect of the company's exposure to fluctuations in commodity prices and exchange rates, as well as possible investments of cash and cash equivalents.

The Investment Council, which meets once a month, consists of two Board members together with the CEO and Administrative Manager.

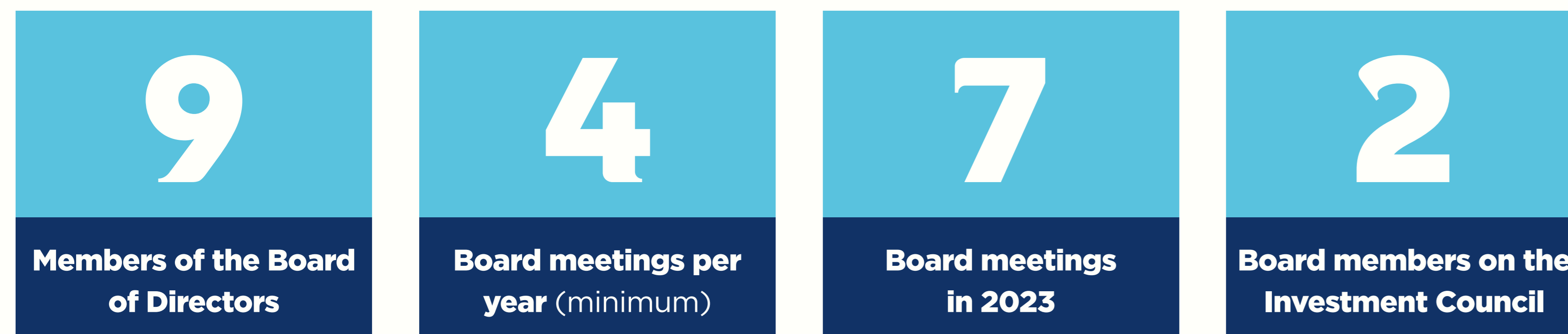
The Board is led by a Chair who is independent from the organisation, and the work is regulated by the Board's rules of procedure and through Returpack's Ownership Directive. Read more about the composition of the Board on **page 67**.

Returpack's operational work is led by the CEO, who is accountable to the Board of Directors and whose responsibilities are regulated by the current Instructions to the CEO. To help him, the CEO has a strategic leadership team that meets once a month, as well as a management group that also meets once a month.

# Sustainability

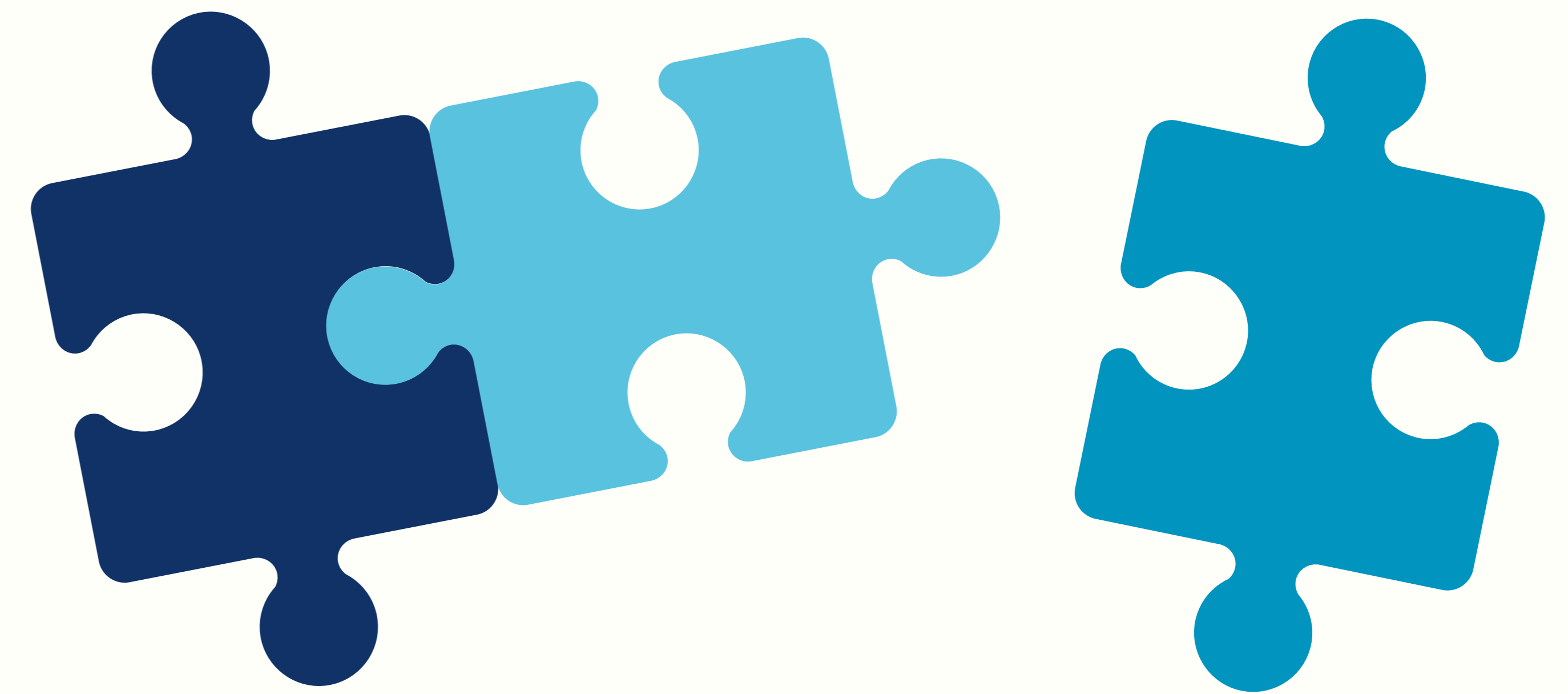
## *- integrated into the company's operations*

Sustainability is an integral working method and a natural part of the company's operations. The Owners' Directive states that the company must be financially stable and operate a cost-effective and environmentally efficient deposit system that will increase recycling towards established goals. Achieving this is a very important part of the owners' assumption of responsibility. The Board of Directors has overall responsibility for managing Returpack's operations in a sustainable manner. The Board of Directors establishes the strategic focus of Returpack's sustainability work, and the CEO in turn is responsible for enforcing the Board's decisions as well as being responsible for the results. The adopted strategy is put into practice in close cooperation with the Sustainability Manager, who has been delegated responsibility by the CEO for coordinating and developing the company's overall sustainability work. This is done in cooperation with the responsible manager in question, who in turn is responsible for ensuring that the work is carried out in accordance with applicable methods, guidelines and policies. The CEO always has ultimate responsibility for the external environment and the working environment. For practical reasons, work duties and the authorisation to make decisions and take action have been passed down the line organisation through delegation. All managers with personnel responsibility have a delegated responsibility for the working environment and authorisation within their respective functions. Returpack's sustainability work is integrated into the company's business model, strategies and governance. The company's values and Code of Conduct, along with the sustainability plan, form the basis for this work. The sustainability issues naturally permeate all aspects of the business, where the active assumption of responsibility for people, the environment and society guides us on a day-to-day basis in our actions and decisions. The basis is to work preventively as far as possible and to apply the precautionary principle in the event of changes in operations.



## Our sustainability plan

The sustainability plan is integrated into the company's overall business plan. Five focus areas have been identified: recycling, climate and the environment, business relations, employees and society. The focus areas bring together the sustainability issues that have been identified as being prioritised based on materiality assessments, as well as the needs and expectations of stakeholders. Each focus area includes a long-term commitment with concrete goals and measures to guide the business towards the vision. Goals and actions are followed up continually by the implementing organisation, and then followed up after each quarter by the management. Returpack's Board of Directors receives regular reports regarding the outcome of the sustainability work.



## Codes of conduct, policies and guidelines

Returpack's working environment and environmental work, as well as safety and protection work, meets all the requirements stipulated in applicable legislation, prevailing industry regulations and agreements. Health and safety work is included in the company's management system and covers all employees, as well as hired staff, consultants and contractors. Returpack's Code of Conduct for Suppliers communicates the requirements that we impose on ourselves, our suppliers and their subcontractors regarding labour and human rights, health and safety, the environment and business ethics. The Code of Conduct must be taken into account during all purchases, although to varying degrees depending on the nature of the purchase. Returpack's code of conduct for suppliers is based on the UN Guiding Principles on Business and Human Rights as well as the ILO Declaration on Fundamental Principles and Rights at Work. All employees are responsible for complying with Returpack's Internal Code of Conduct and Unauthorised Influence Policy. There is a whistleblower service that is available to all employees, through which it is possible to submit anonymous reports about any misconduct or irregularities. Our environmental work is based on the precautionary principle and the principle of the best technology. The environmental work is governed and followed up on the basis of the guidelines in the current sustainability legislation, ISO 14001 and our operating permit. Internal audits are carried out on an ongoing basis in order to detect deviations and make improvements. Furthermore, a legislative compliance audit is carried out every year in cooperation with an external expert to ensure compliance with all applicable laws and regulations regarding the environment and the working environment. The environmental management system is subject to an annual external audit. Health and safety work is revised internally and under regulatory supervision.

# Returpack's policies

## Policies and guidelines govern our sustainability work



RETURPACK

### 1 *Sustainable Development Policy*

Lays down the guidelines for the governance of Returpack's sustainability work, as well as the goals regarding how the company should contribute to long-term sustainable development.

### 2 *Internal Code of Conduct*

Describes Returpack's expectations regarding ethical and sustainable behaviour and attitudes in everyday life. The Code of Conduct applies to all employees within Returpack, as well as those who carry out work on Returpack's behalf.

### 3 *Product Quality Policy*

Describes how Returpack should process and sort packaging that is registered to the deposit system, in order to meet or exceed the material buyers' demands and ensure that the recovered packaging can be recycled to make new raw materials.

### 4 *Purchasing Policy*

Sets out the guidelines that apply to Returpack's purchasing activities, with the aim of exercising cost control throughout the purchasing process, working to promote a sustainable supply chain and striving to achieve the minimum possible environmental impact.

### 5 *Code of Conduct for Suppliers*

Communicates the requirements that Returpack imposes on its suppliers and their subcontractors regarding labour and human rights, health and safety, the environment and business ethics.

### 6 *Sponsorship Policy*

Sets out guidelines for how Returpack should work with sponsorship partnerships at an overall national level and at customer level.

### 7 *Working Environment Policy*

Sets the framework for the working environment activities that should ensure that Returpack is a safe and healthy workplace, free from unequal treatment and all forms of discrimination.

### 8 *Policy on Equality and Diversity and Combatting Victimisation*

Explains the basis for Returpack's view of an equal and diversity-oriented workplace and the assumption of responsibility that is incumbent on the business.

### 9 *Unauthorised Influence Policy*

Specifies Returpack's regulations regarding improper gifts, conflicts of interest and bribery.

# Focus areas and goals

Returpack's sustainability work is structured on the basis of five focus areas: **Recycling**, **Climate & the environment**, **Business relations**, **Employees** and **Society**. For all these areas, with the exception of society, goals and indicators have been established with the aim of guiding the work towards contributing to long-term sustainable development. Outcomes are shown on the following pages, as well as in the following sections dealing with our various focus areas.

**01**

**02**

**03**

**04**

**05**

# 01: Recycling

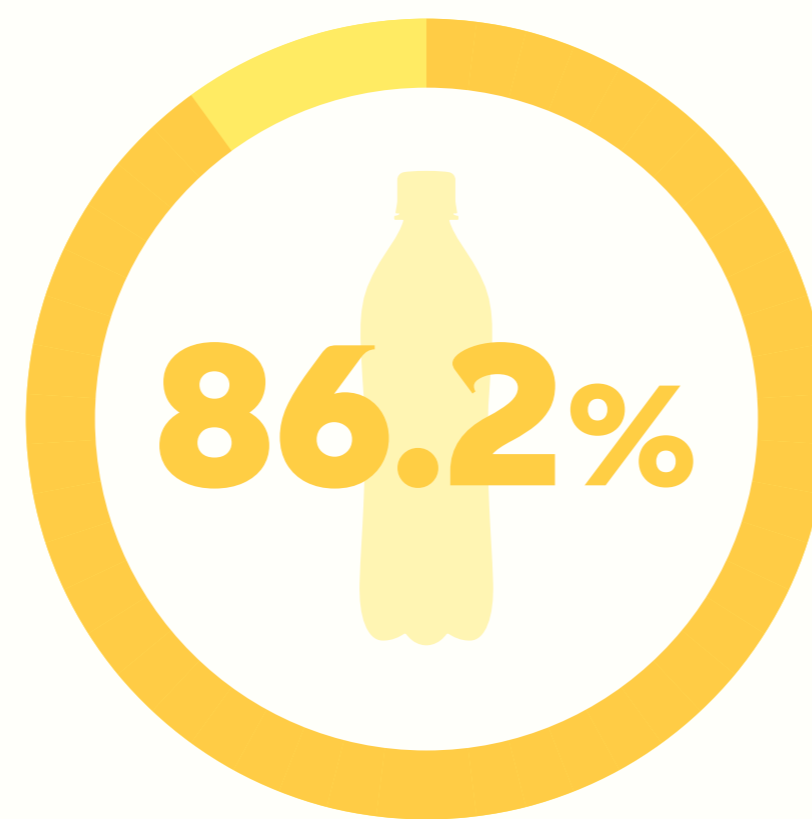
Total collection rate



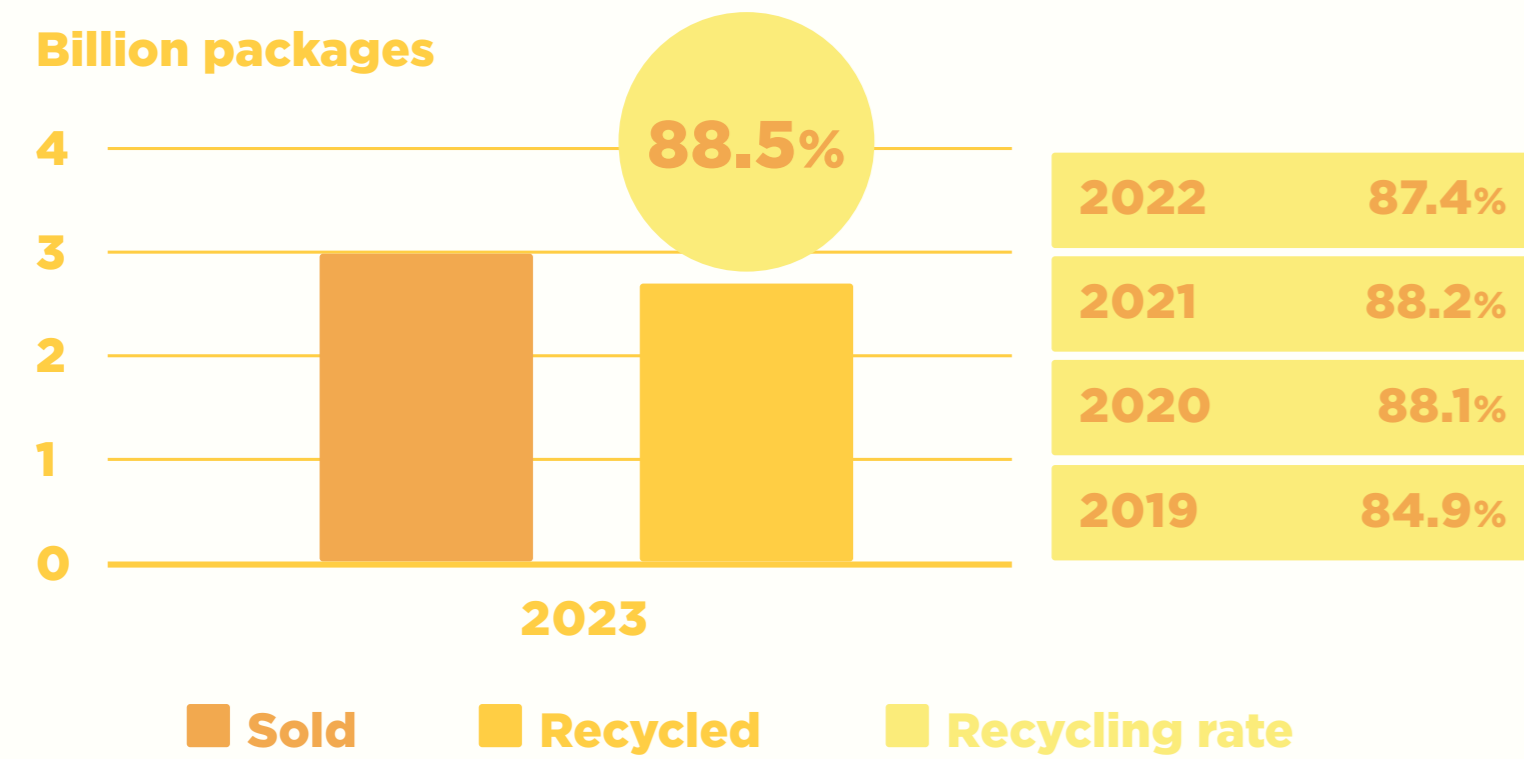
Cans



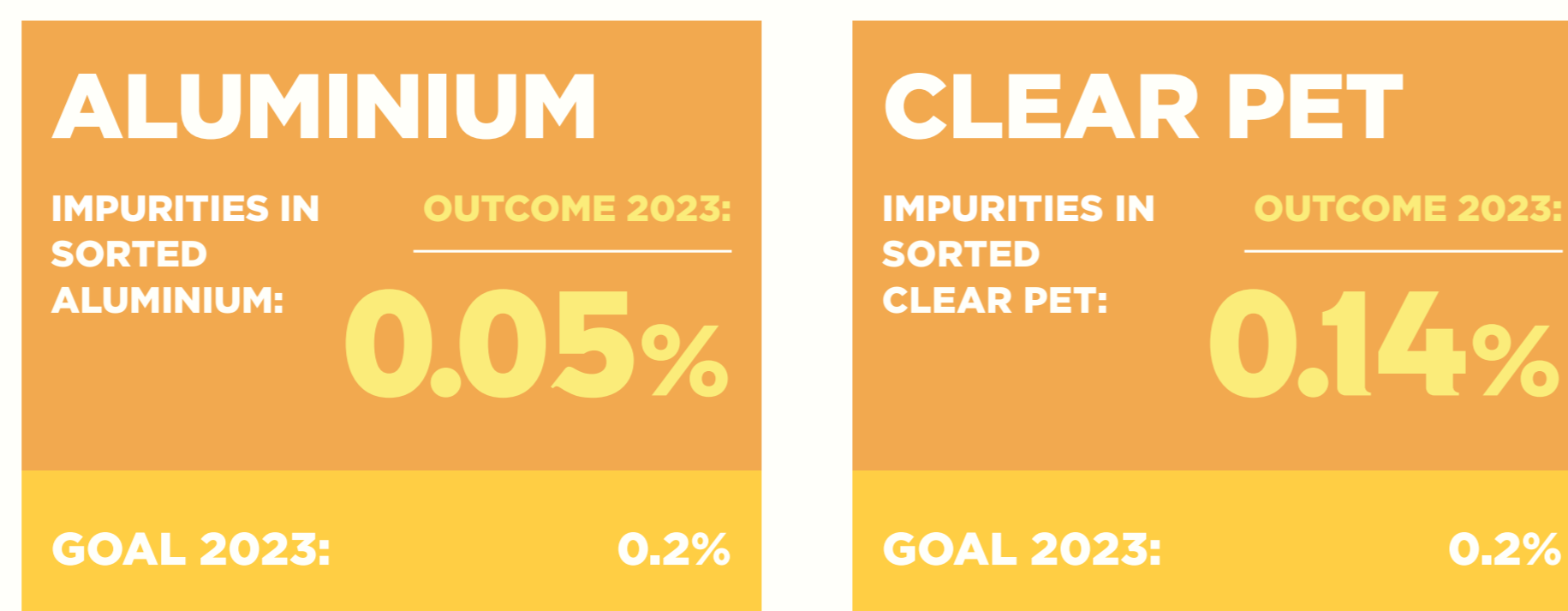
PET bottles



## Collection



## Product quality



*By increasing the collection of deposit packaging while at the same time ensuring high product quality in the recycling chain, we are maximising the environmental benefit of our mission.*

# 02: Climate & the environment

*Greenhouse gas emissions per scope*

## Scope 1



Emissions from own vehicles.

**0 TONNES CO<sub>2</sub>e**

## Scope 2



Emissions from the production of purchased electricity and heating for our plant, as well as in proprietary reverse vending machines (Pantamera Express) and mobile compactors.

**1 TONNE CO<sub>2</sub>e**

## Scope 3



Emissions from purchased transport services and business travel, as well as upstream and downstream energy and fuel-related emissions

**508 TONNES CO<sub>2</sub>e**

*Electricity consumption per package*

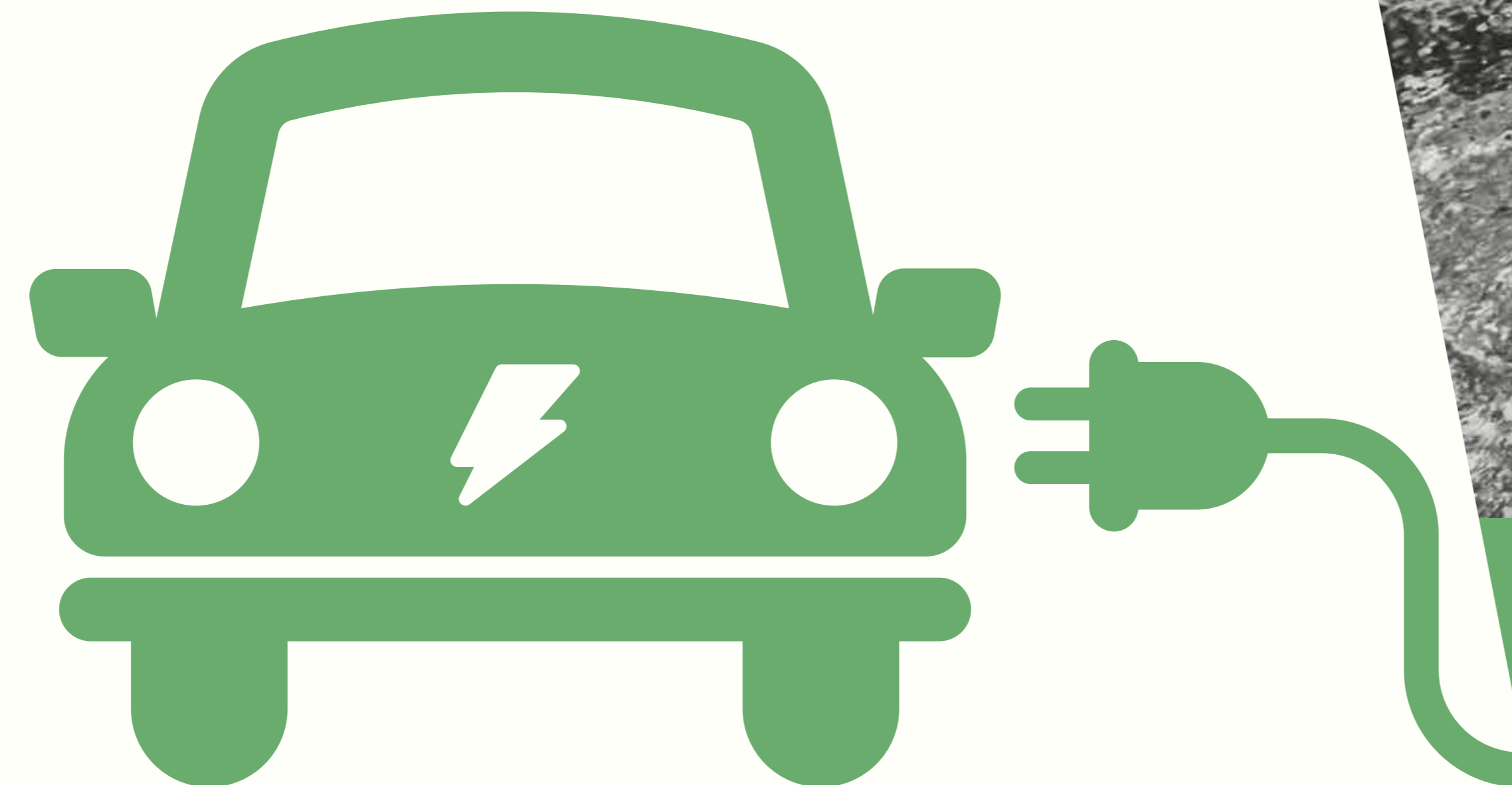
**0.69 W/package**



**Electricity consumption**

**GOAL**

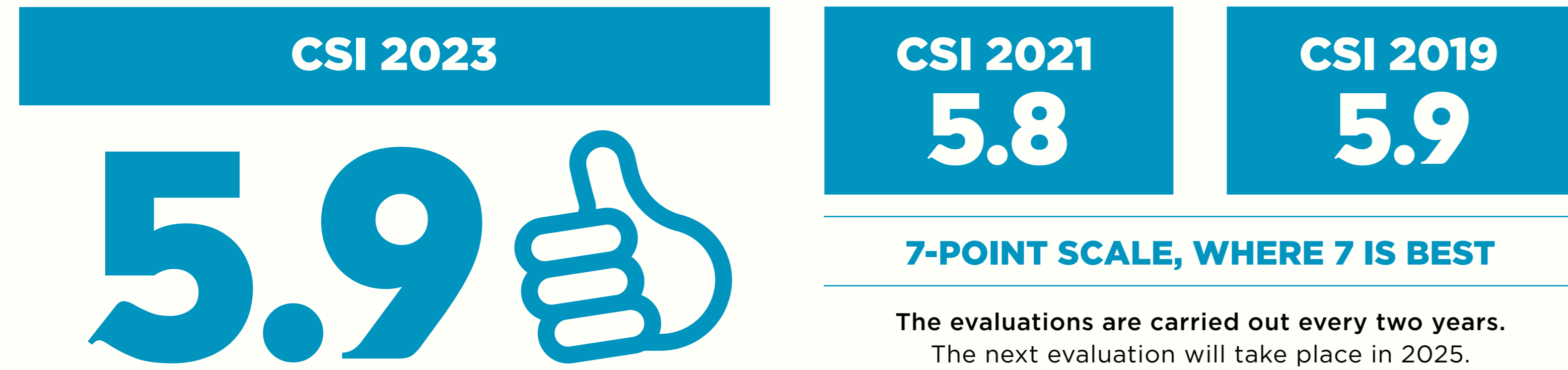
**max 0.69 W/package**



*By behaving responsibly, our ambition is to minimise the climate and environmental impact of our operations.*

# 03: Business relations

## Customer satisfaction Shop



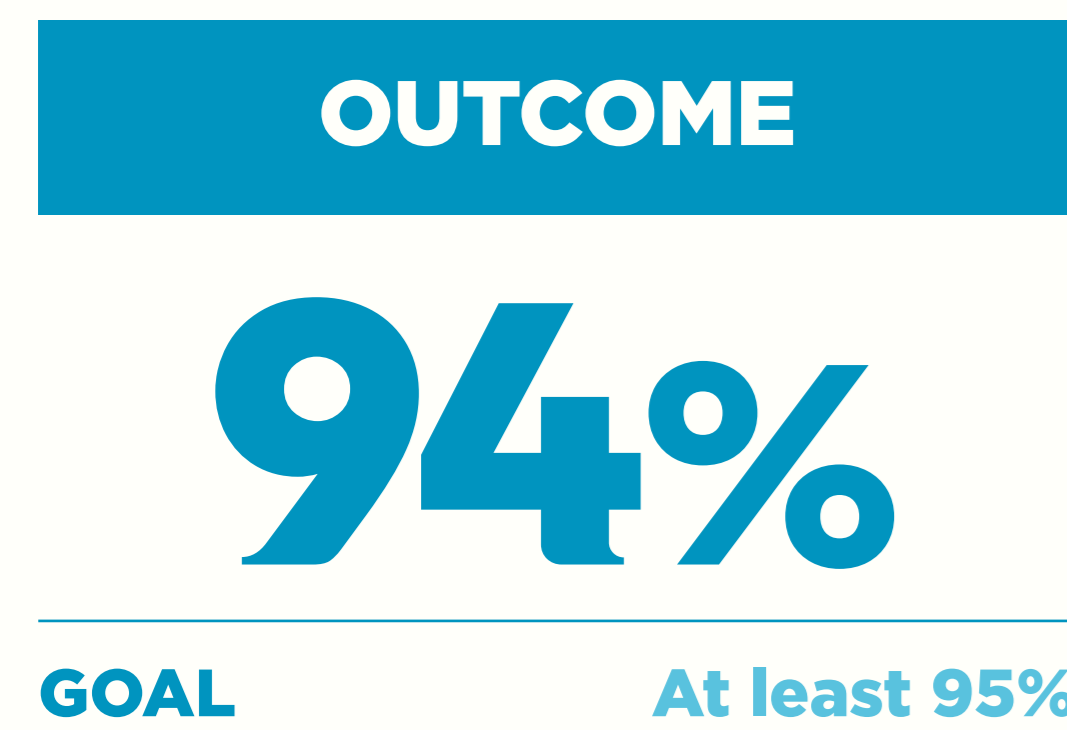
**GOAL** Satisfied customers

**INTERIM GOAL** 5.6

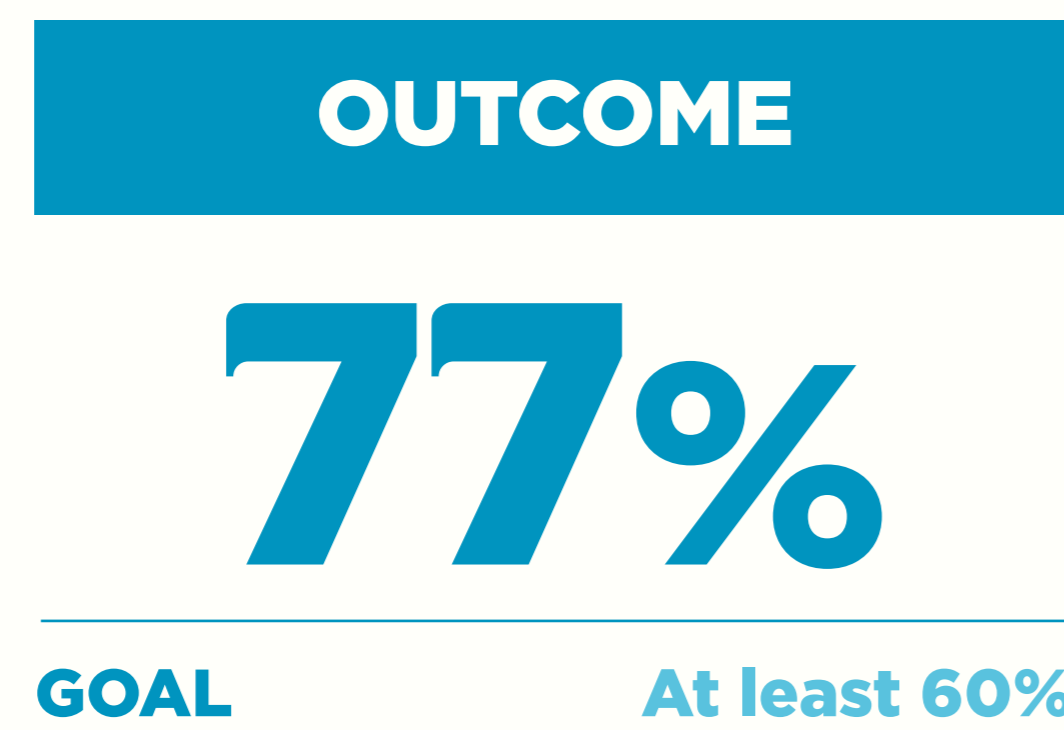
Overall perception of Returpack.

## Sustainable suppliers\*

### Major suppliers (A & B)



### Smaller suppliers (C & D)



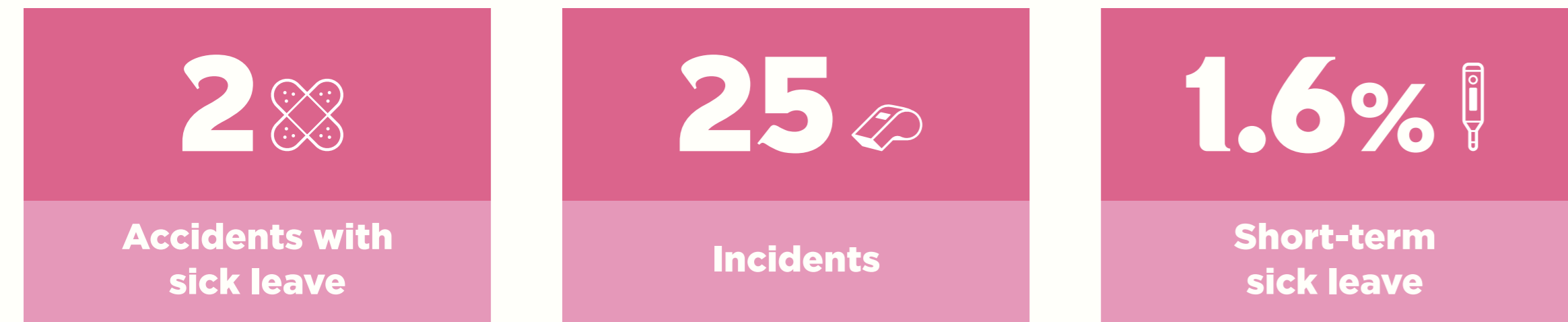
\* Read more on page 44.



*Our business relationships should be characterised by the assumption of responsibility and a long-term approach. Together with our customers and suppliers, we are working to continually improve the deposit system and the recycling process.*

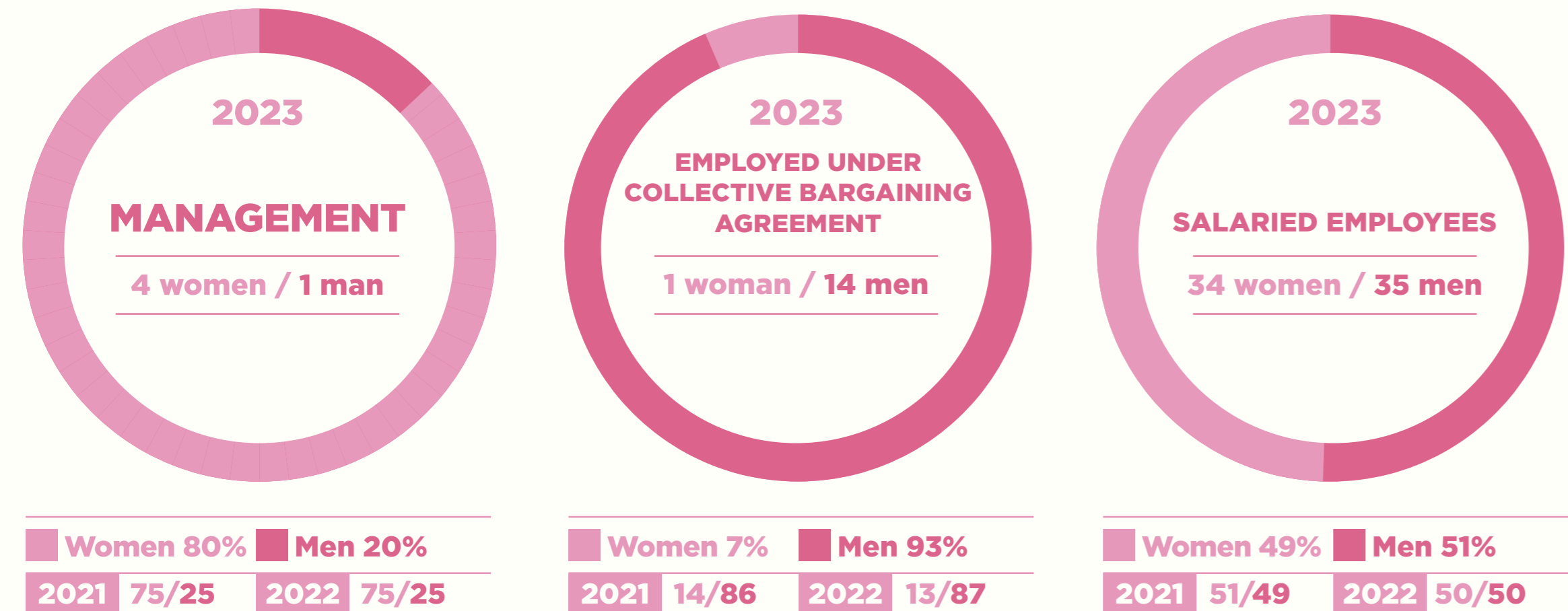
# 04: Employees

## Health & Safety Outcome



**GOAL** No workplace accidents. Short-term sick leave < 1.9%

## Gender equality Outcome



**GOAL** Achieve a gender balance in the range 40-60% at all levels over time.

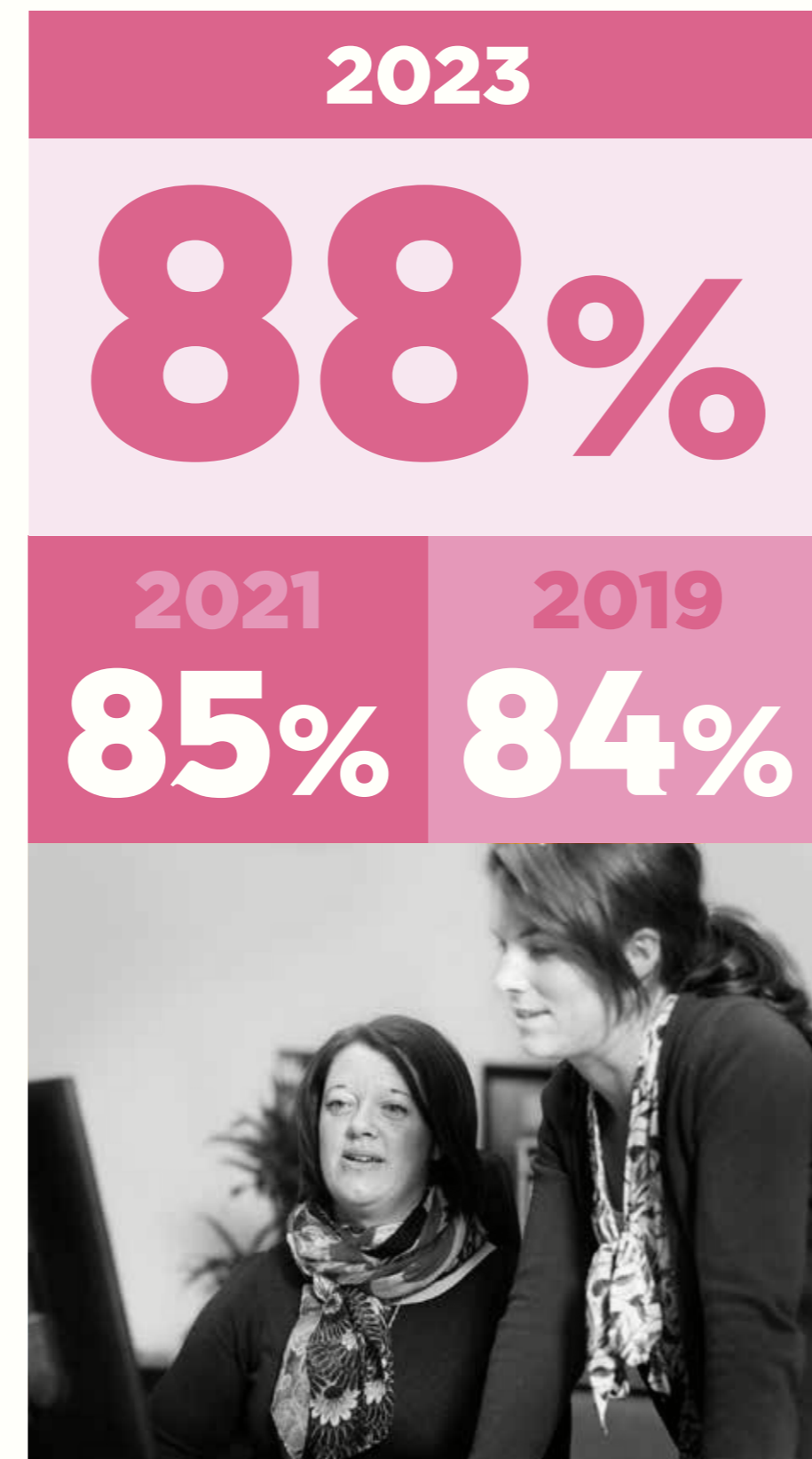
## Training & development Outcome



## Corruption incidents Outcome



## Employee index Outcome



Employee surveys are conducted every two years. The next employee survey will be conducted in 2025.

## Discrimination cases Outcome

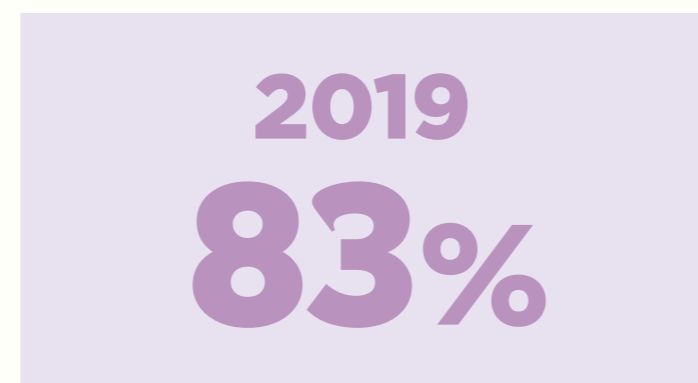
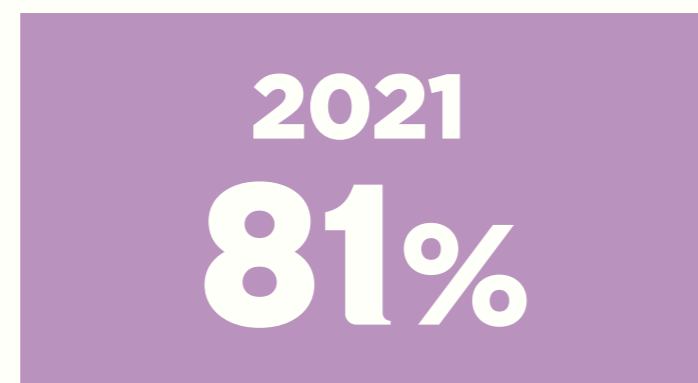
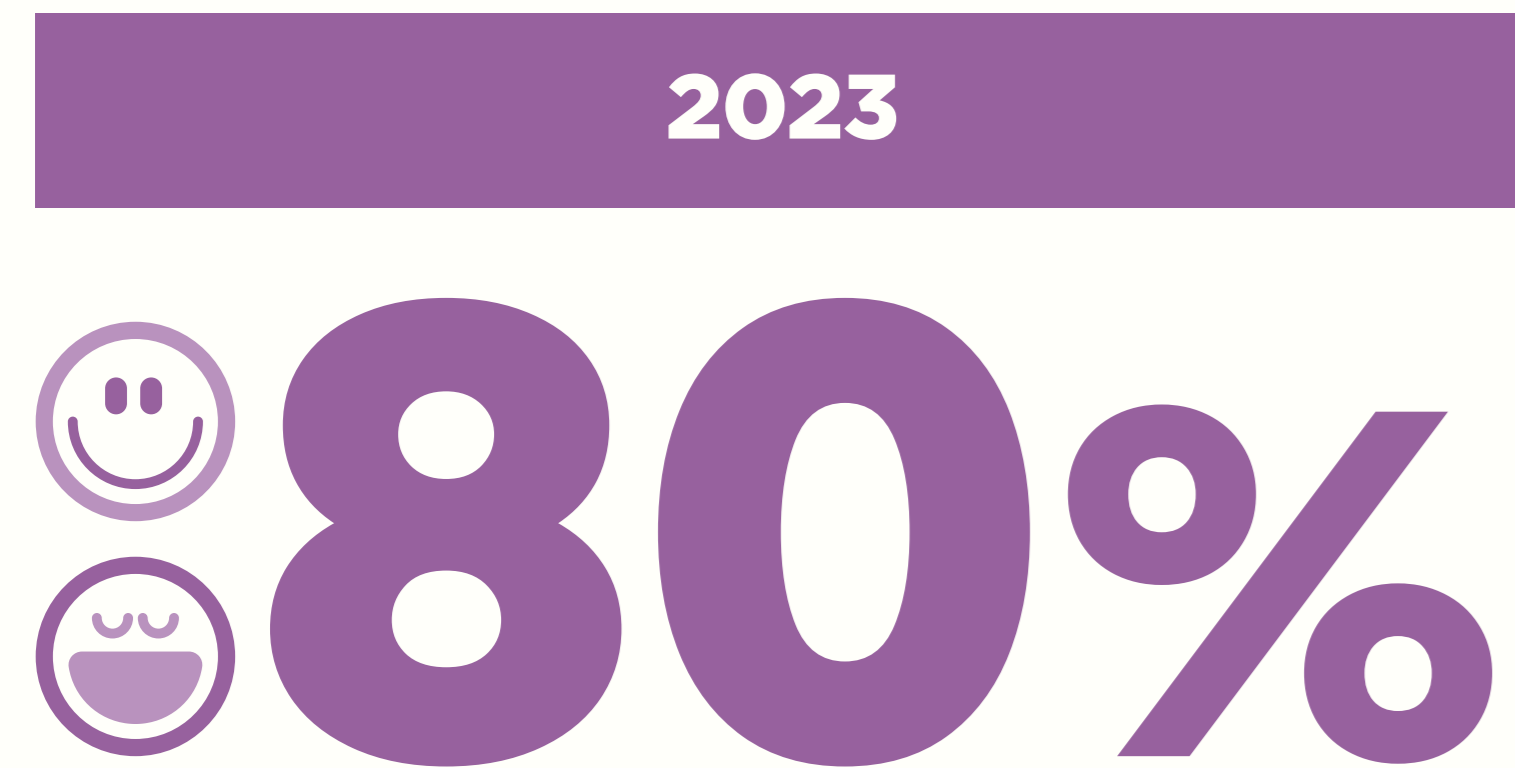


*It is thanks to our employees that we are able to contribute to a sustainable society and run Sweden's fantastic deposit system.*



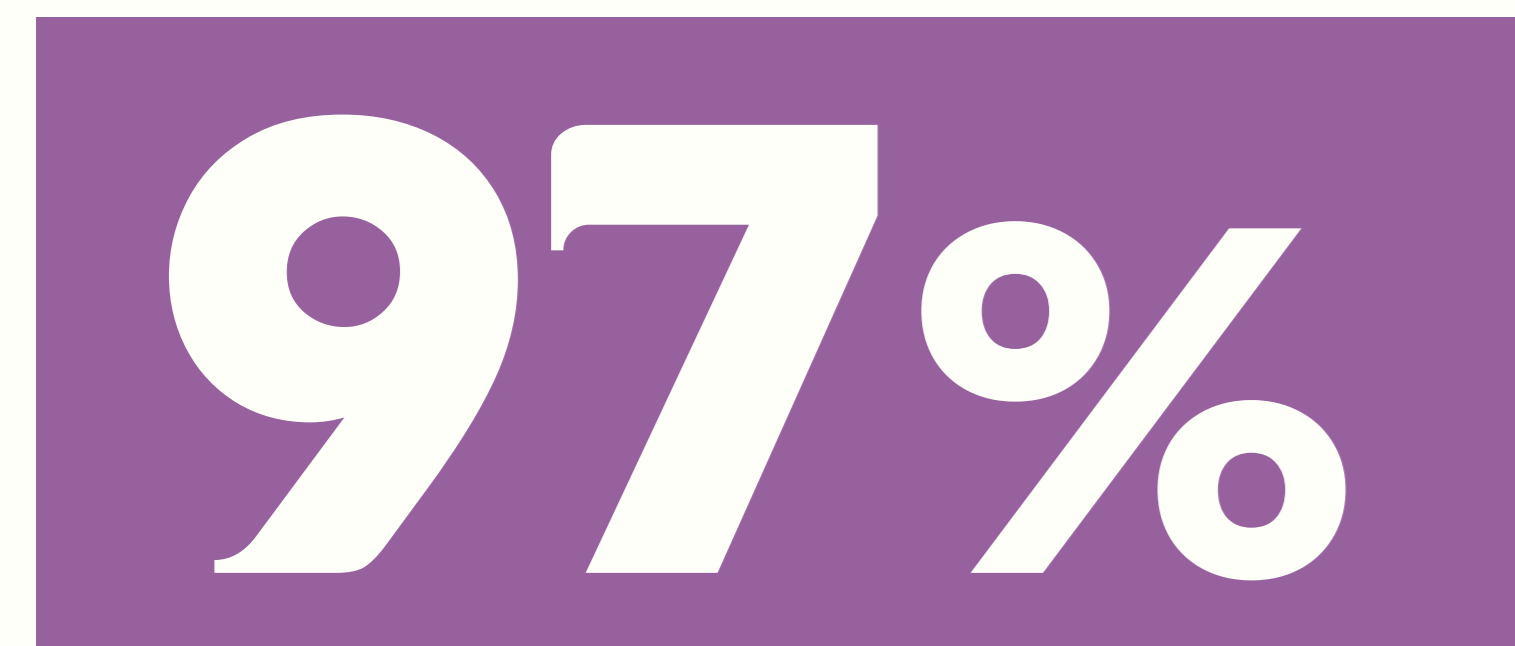
# 05: Society

Confidence in the deposit system



Measured in our Kantar Sifo surveys, which are carried out every two years. The next survey will take place in 2025.

Percentage who state that they use the deposit system



Measured in our Kantar Sifo surveys, which are carried out every two years. The next survey will take place in 2025.

Sponsor of Swedish floorball



*We will contribute actively to sustainable social development within and in addition to our mission.*

# 01: Recycling

*By increasing the collection of deposit packaging while at the same time ensuring high product quality in the recycling chain, we are maximising the environmental benefit of our mission.*

Collection is central to our activities. It is therefore of the utmost importance for us to manage this as efficiently and sustainably as possible. In this section, we have opted to illustrate what the collection of cans and bottles looks like, and what is required of us to encourage more people to use the deposit system more. Simply reminding people to use the system is not enough – we also need to provide them with an accessible and simple deposit system. We will also demonstrate the importance of keeping our flows clean, as well as illustrating how we work to achieve the highest possible product quality for the collected material that we sell on.



# Collection and deposit statistics

*Every year, we compile statistics on how much is submitted to the deposit system in Sweden and thus can be recycled into new cans and bottles. In 2023, more packaging was sold than ever before – 3.09 billion cans and bottles – and of these, more than 2.72 billion were recycled. The collection rate for 2023 ended up at 88.5 per cent.*

The use of the deposit system varies between different municipalities and different types of municipalities. More packaging is generally recycled per inhabitant in border municipalities and tourist municipalities than in other municipalities of a comparable size. The use of the deposit system in the border municipality of Haparanda has increased by more than 33 per cent. In other municipalities where use of the system has increased – such as Klippan, Vaggeryd and Haninge – one common denominator is the fact that they all installed large reverse vending machines during the year.

“Yet again in 2023, the best municipality in terms of use of the deposit system was Strömstad, with more than 4,500 packages recycled per person. Here, they are on their way back to the levels of recycled packaging that were reported before the pandemic years,” says Katarina Lundell, Marketing and Communications Manager for Pantamera at Returpack.

### A functioning deposit system

In our latest Kantar SIFO survey, 97 per cent of the respondents state that they use the deposit system, but not always and for everything. In the survey, the respondents themselves are asked to estimate their consumption and their use of the deposit system

– and here we see that the estimated recycling rate is 91 per cent for all respondents. We have broken down this figure for the 16-29 year age group, where we can see that men aged 16-29 years old have increased their estimated recycling rate from 74 per cent in 2013 to 80 per cent in 2023. For young women, the corresponding figures are 83 per cent in 2013 and 89 per cent in 2023. For both groups, this equates to a shift of 6 percentage points.

“In addition, 80 per cent of the respondents say that they have confidence in the deposit system. This is a good sign that our Swedish deposit system is working well,” says Katarina Lundell.

### Accessibility – an important piece of the puzzle

Around 92 per cent of all use of the recycling system occurs via reverse vending machines in stores. In addition, accessibility to deposit stations throughout Sweden is an important piece of the puzzle in the circular deposit flow. Returpack’s own large reverse vending machines, Pantamera Express, received 150 million packages, which is an increase of just over 9 per cent compared to the previous year. Here, recyclers can empty entire bags of packaging in one go and have the money paid out in several different ways, for example via Swish.



## FACTS: PANTAMERA EXPRESS

Almost **150 million packages**

were collected via Pantamera Express in 2023

That's an increase of **9%** compared to 2022

Representing **5.51%**

of Returpack's total volume

## ARE YOU CURIOUS ABOUT HOW THE DEPOSIT SYSTEM IS USED IN YOUR MUNICIPALITY?

Take a look at our statistics portal at <https://statistik.pantamera.nu/>



## High demands placed on new packaging

*Each new beverage package has to be checked and approved before it can be included in our deposit system. We have had a record number of newcomers this year – as many as 3,000 items in the first eleven months of the year. Microbreweries account for a large proportion of the increase, although the deposit system has also been affected by new legal requirements.*

**When a producer** or a beverage importer wants to sell a new product on the Swedish market, they contact Returpack.

“We start by checking that the packaging looks okay, by reviewing documentation and sometimes pictures. When this is complete, it is sent to us for a final assessment,” says Cornelia Milton, Quality Engineer at Returpack.

### Many different tests

The material used in the packaging is tested, for instance, as well as how it should be compacted and recycled. The packaging is carefully measured and weighed to ensure that it works in all types of vending machines. It is important for the label and the bottle to work together throughout the process, and for the adhesive that is used to be approved. The actual barcode must be visible and legible in all vending machines, and it must be clear to the consumer that it is a deposit package. It is also important to take a closer look at the colour of the plastic bottle. The clear and light blue ones can be used to make new bottles. Those that are coloured are recycled to make other plastic products.

### High standards produce better materials

“We have three weeks of processing time to assess a new item. We usually test cans on the same day we get them in, but it usually takes a little longer to test bottles. Adhesive tests for the labels take a little more time, for example. We take care of everything here at Returpack, unless the packaging has an unusual shape that needs to be sent on to the machine supplier,” says Cornelia Milton.

At Returpack, the requirements for packaging recycling are often higher than the standard in the rest of Europe. There are high requirements for us to be able to maintain the quality of the material and continue to use it as packaging for food.

“If we lower these requirements in general, we will lose quality. This could result in the material no longer being able to go back and be turned into new beverage bottles, which is the best option for the environment. If we lower the requirements so much that the quality deteriorates and is contaminated, approval for use with foodstuffs may also be difficult to maintain.

Returpack also performs random checks to ensure that all products already registered in the deposit system still meet all the material requirements.

### Deficiencies in the packaging

In the case of PET bottles, the adhesive on the label is a common issue. Returpack has now tightened up the requirements relating to adhesives in consultation with the PET recyclers. The requirement means that the adhesive must be washable in 65°C water and that it must not become sticky after the washing process.

“We tightened up the requirements to ensure that adhesive and label residues are completely removed from the PET material during the washing process when recycling. Other important aspects also include reducing the environmental impact of recycling and safeguarding the process equipment. Otherwise, labels, adhesive and flakes of PET become trapped in pipes and other equipment, clogging up the system at the PET recyclers.

The cans usually experience problems with the barcode, and

some bottles can sometimes be too hard to compact in the machine.

### New laws

One reason for there being more and more items in the deposit system is the increase in the number of microbreweries, and the fact that they have chosen to switch from glass to cans. They do not produce particularly large volumes, but they often register new products.

The work at Returpack is also affected by new legal requirements. Last year, efforts were focused on packaging for fruit syrup and juice being included in the deposit system. In 2029, it will be time to register dairy products. Cornelia Milton is positive about this, and sees no obstacles to material recycling working well.

Right now, the focus is on lids that remain attached. In July 2024, all lids must remain attached to the plastic bottles. Returpack is testing to ensure that this works in the reverse vending machines and during recycling.

“The lid must not hang down so far that it can get caught or interfere with the reading process. The fastening device needs to be made of the same material as the lid, and it must not be moulded together with the bottle. Everything has to work. We have already carried out tests with the major producers, but I can imagine that many smaller producers and importers will want to test their packaging during the spring,” says Cornelia Milton.



”

*We have to do our duty here in this earthly life, of course, and if something can be done well then we should do it. And using the deposit system is one such thing. We will get new cans and bottles, but also a cleaner environment*

# Forest disco

will get more people to use the deposit system more

The foundation for Returpack’s marketing communication is based on analysing existing and collected data. In addition to the data we already possess, a number of market surveys are being conducted. A major Kantar-SIFO survey is carried out every two years to monitor trends in relation to recycling behaviour and attitudes towards the deposit system. In order to delve deeper into the target group Young Adults (16-29 years), targeted studies are also being conducted in respect of young people alongside the Youth Barometer.

“For us, it is important to put our message across in places where people actually are, although without intruding. We want to promote a positive feeling about recycling, where music can play a big role,” says Katarina Lundell, Marketing and Communications Manager for Pantamera at Returpack.

And we think we’ve found an ingenious way of succeeding with this. The Pantamera brand was launched in 2004 with the help of its very own interpretation of the Cuban song “Guantanamera”. Since then, a large number of artists have been given the opportunity to make their own versions of the Pantamera song. In 2023, it was time for the Gällivare duo Hooja! Their Pantamera song “Pantamaskineriet” offers forest disco in a northern Swedish environment.

“When we select a Pantamera artist, we want to find someone who is liked by everyone, and loved by our priority target group, namely young adults. We also want the artist to be genuinely committed to our issues. With Hooja, we feel that we have really made the right choice,” says Katarina Lundell.

The duo consists of Hooja and DJ Mårdhund. In recent years, for example, they have won “Artist of the Year” at the P3 Gold Gala, been the most streamed on Spotify, had their own documentary on SVT and been the most in-demand artist at Musikhjälpen.

“This was a way for us to play our part and contribute to something we think is important: keeping forests and the land clean. The song came to us quickly, which is usually the case when you know what you want. We started with the familiar chorus and built the rest of the song around that,” explains Hooja.

And what do the 2023 Pantamera artists think about recycling and using the deposit system?

“We have to do our duty here in this earthly life, of course, and if something can be done well then we should do it. And using the deposit system is one such thing. We will get new cans and bottles, but also a cleaner environment,” concludes Hooja.



**ARE YOU CURIOUS ABOUT THE NEW PANTAMERA SONG?**

You can find it easily on YouTube or Spotify.

# Product quality

The agreements that we at Returpack have entered into with our material buyers contain various limits as regards what the material we supply may contain. The limit values have been set to ensure that the material buyers can recycle the material in a resource-efficient manner and with a high level of quality in their end product. Our objective is obviously to meet or exceed the requirements of the material buyers. This means that we need to have full control over the packaging included in the deposit system, from the registration of new packaging, via our collection flows to the final sorting that takes place in our facility.

### This is how we define and follow up product quality:

The quality tests are based on regularly checking that the mechanical sorting process is working properly and that we are delivering the right, agreed material quality to the customer. Measurements are conducted twice a day and followed up continually with action if required. We measure the content of moisture and impurities in aluminium, the accuracy in the sorting of the clear and coloured PET fractions, as well as moisture and the presence of impurities in the lid material.

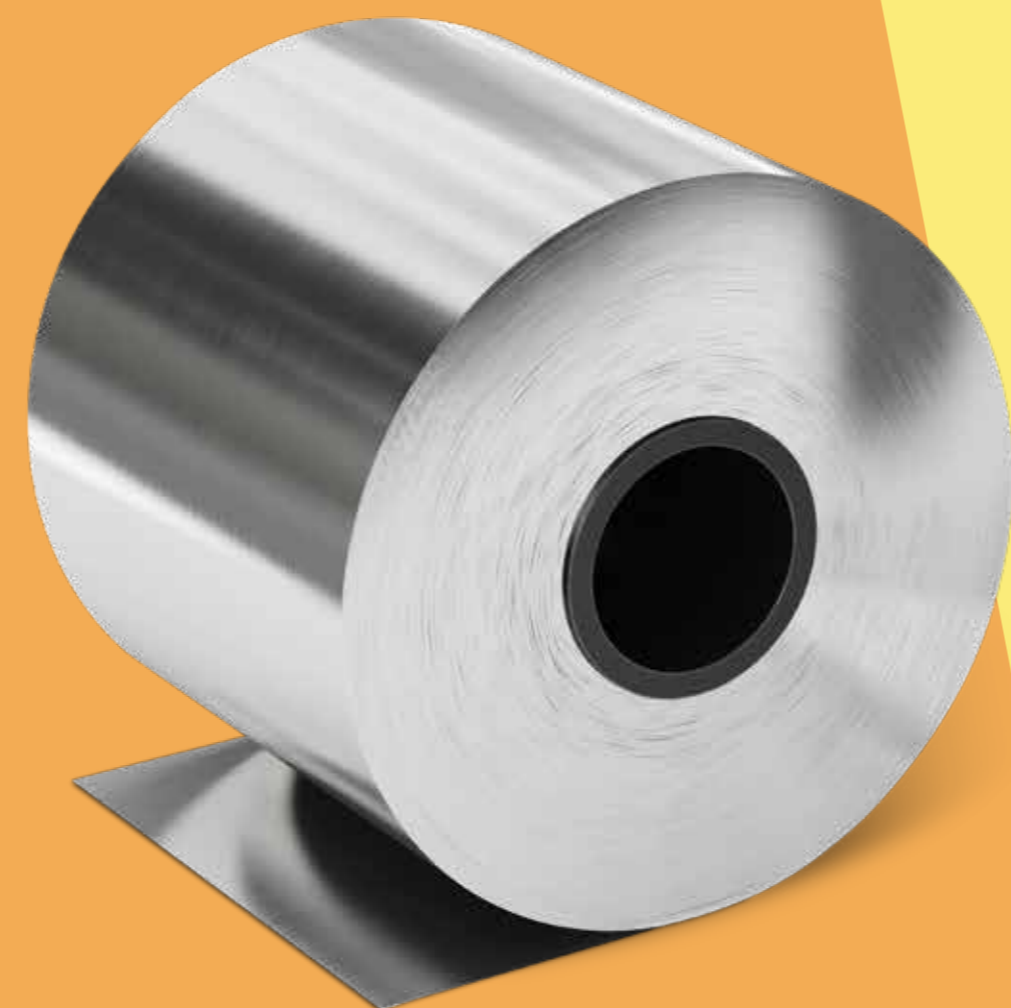
The Sustainability Report presents targets and outcomes as regards impurities in aluminium and clear PET, as these are our most important flows when it comes to achieving a high product quality.



### Product quality, aluminium

Proportion of impurities in sorted aluminium fraction. Returpack's goal: **max 0.2%**, and according to our agreements, the maximum limit stands at **1.5%**.

Out-  
come  
2023: **0.05%**



### Product quality, clear PET

Proportion of impurities in sorted clear PET fraction. Returpack's goal: **max 0.2%**, and according to our agreements, the maximum limit stands at **4%**.

Out-  
come **0.14%**

The clear plastic is recycled to make new, food-approved bottles, while the coloured plastic is mainly used as a raw material for packaging tape, as well as for clothing and in furniture manufacture.



# 02: Climate & the environment

*By behaving responsibly, we aim to minimise the climate and environmental impact of our operations.*

We have a great responsibility to carry out our assignment with as little impact on the climate and the environment as possible. Every can and bottle that is returned must be transported to the facility in Norrköping for further processing. Our nationwide deposit system means that we are a logistics-intensive company, and it is important for us to take responsibility for all the miles we drive. In this section, we will be highlighting our efforts to reduce our greenhouse gas emissions as well as our other environmental impact.



# Efficiency improvements, environmental work and recycling go hand in hand

**Continuous** development work is carried out at Returpack, driven by the desire to improve efficiency. For us, improving efficiency means creating transport flows that are as sustainable as possible – economically, environmentally and in terms of the working environment. The results of efficiency improvements in our major flows are creating the opportunity to invest in projects that can offer services where the conditions are less favourable, thereby contributing to increased collection.

In our development work in the logistics department, we follow up and evaluate deployed new technology, draw up plans for new projects that can lead us forwards, as well as being active in networks for knowledge exchange and external monitoring. All of these initiatives will help Returpack to achieve its overall goals and live up to its vision – to contribute to a more sustainable society, to collect all packaging and to recycle it to make new beverage packaging.

## Evaluation of new technology

### Electric vehicle

The electric vehicle that Returpack started using for collection activities in June 2023 has been a positive surprise. The planned mileage in relation to charging has proven to be longer than expected and, based on the data we have been able to collect, we can now start adjusting the routes to make maximum use of the electric vehicle's capacity. The big challenge will be to achieve the maximum mileage without having to use public charging points any more than absolutely necessary – which will enable us to use the time for collection rather than for charging.

For the drivers, the electric vehicle has meant a more comfortable working environment. The vehicle is extremely quiet and, in order to save energy, it needs to be driven more smoothly, maintaining a lower average speed.

We are now going to gather as much knowledge as we can before setting the requirements for the next procurement. There are 58 compactor vehicles on Sweden's roads, collecting recycled packages from shops. An average of 21 vehicles and trailers arrive at our factory every day. It is clear that this can make a big difference! But the whole of society needs to make the change. Returpack is a national player – we can help to influence and contribute to the transition.

### Level sensors

In 2019, Returpack's logistics department launched a project aimed at finding a tool that would facilitate the logistics in respect of emptying Recycling igloos. We then looked at Swedish Glass Recycling's solution – to use level sensors in the igloos. The analyses of this technology were so interesting that we decided to introduce level sensors and test their effects in two areas of Sweden that have popular tourist facilities – Dalarna and Bohuslän.

The analysis of this pilot project demonstrates several positive outcomes. A financial saving of around 20 per cent and an equally large environmental saving – approximately 20 per cent lower carbon dioxide emissions. The thing that is making the level sensors a success is the combination of emptying containers at the right time, in the right place and with minimal environmental impact.





## Future projects

### *Collection adapted to needs*

In order to find new ways of both improving our service and reducing our environmental impact, Returpack has high hopes as regards needs-based collection. This is based on receiving data in real time from the stores' reverse vending machines, thereby facilitating collections when the need arises.

"We see great potential, both in terms of saving time and avoiding unnecessary mileage. A review of how these opportunities might be realised will be launched in the near future," says Torsten Ebringer, Head of Transport Management at Returpack.

### *Connected vehicles*

In order to electrify more and more of our transport operations that are driven on our behalf, we need to have as much supporting data as possible. This includes data allowing you to know a battery's charge level in real time, as well as collecting information about parameters such as weights, temperature and energy consumption for the executed routes.

"The analysis of such data allows us to identify any bottlenecks. The information helps us to stipulate requirements regarding the right type of vehicle for each assignment. Our aim is to ensure that there is enough battery capacity for the planned route, but at the same time not buy larger batteries than necessary," says Jan Wendelin, logistics developer at Returpack.

When switching to electric vehicles, the driver can influence energy consumption to a much greater extent than when driving with an internal combustion engine. The difference in energy consumption between different drivers can be as much as 40 per cent. In this respect, it will consequently be important to train drivers in eco-driving tailored to electric vehicles, in order to both save energy and safeguard the ability to execute the routes according to plan.



From the left: Marie Skoog, Jan Wendelin and Torsten Ebringer.



## Circular flows

### *Recycling of retail store containers*

Circular material flows are of the utmost importance to us at Returpack, including for materials other than packaging. We have therefore initiated a project aimed at looking into the possibility of taking back old retail store containers and manufacturing new containers from the material. If we were to succeed in manufacturing the containers completely out of recycled material, it would correspond to a reduction in emissions of 40 tonnes of carbon dioxide equivalents, for the production of 1,500 containers.

## Business intelligence

### *Battery swapping*

The technology relating to Battery Swapping is bubbling up to the surface more and more as a way of enabling the transition to climate-neutral transport. The technology offers many advantages. Charging output can be reduced, relieving the load on the power grid. Swapping the battery takes about 5 minutes, after which you can continue driving. The technology can act as an energy store, which can be used during peak load times. Vehicle buyers can customise battery capacity based on their assignments etc. Discussions are currently being held in the ÖTKS (Östergötland Transport Climate Smart) network to see if we can arrange a pilot project. 30-40 per cent of trucks sold in China use this technology.

The question is probably not whether the technology will come to Sweden, but rather when. To acquire more knowledge about this, we have participated in a study trip to China during which the technology was presented.

### *Looking ahead*

To prepare ourselves and our suppliers for the future and our ambitions to be climate-neutral by 2030, Returpack will be holding a conference in February 2024 aimed at jointly taking on the challenge of transitioning to an electrified vehicle fleet.

The conference's agenda includes experiences from the transition work carried out by our suppliers, connected vehicles for decision-making support, range of vehicle available/battery capacity, planning of charging/charging stations and the need for capacity in the electricity grid.

"We are extremely confident that, together with our suppliers and other stakeholders, we possess sufficient knowledge and desire to accelerate the transition to an emission-free deposit system," says Marie Skoog, Logistics Manager at Returpack.

# Climate work at Returpack

The transport sector accounts for a significant proportion of Sweden's greenhouse gas emissions, and the same applies in our operations, where greenhouse gas emissions from transport operations are our largest source of emissions. Our climate work therefore focuses extensively on measures designed to reduce emissions specifically within transport. Other significant sources of emissions from our operations include purchased energy – our use of electricity and

district heating. In the factory, we have only purchased origin-labelled wind power for a number of years, and we supplement this with in-house solar electricity produced from our installation on the roof. The district heating we buy is labelled “Special Environmental Choice” by the supplier, which means the heat is produced solely from recycled energy or biofuels.

## Facts transport flows

Our largest collection flow consists of bulk collection. Here, we collect the packaging from shops and Pantamera Express machines using compactor vehicles, drive to intermediate warehouses, reload to high-volume vehicles and then drive to our facility. Within this facility, we use forklift trucks.

The PET material is transported by forklift truck to our neighbouring plant, where Veolia PET performs its work of recycling the PET material. The vast majority of the aluminium is transported by rail, with a smaller proportion going by truck. The lid material and any residual fractions are transported by truck.

## Fossil-free transport

In 2017, we accepted Fossil Free Sweden's challenge, which means that, by 2025, the company will only be purchasing fossil-free domestic transport. During 2023, we have achieved a result of 99.85 per cent fossil-free in our transport operations, and we will achieve the goal of 100 per cent in 2024.



# 2025

# 99.85%

*fossil-free transport in 2023*

Read more about how we work with our transport operations on pages 32-33.

## Our logistics solution provides smart solutions



### Efficient returns reception in the factory

Our regular deliveries of returns to the factory mean that the number of operating hours has been reduced, even though the amount of returns is increasing.

### Sustainable conditions for drivers

In all our transport agreements, we have stipulated demands regarding collective bargaining agreements and, as a result, the drivers' wages, working environment and road safety. The agreements are followed up regularly.

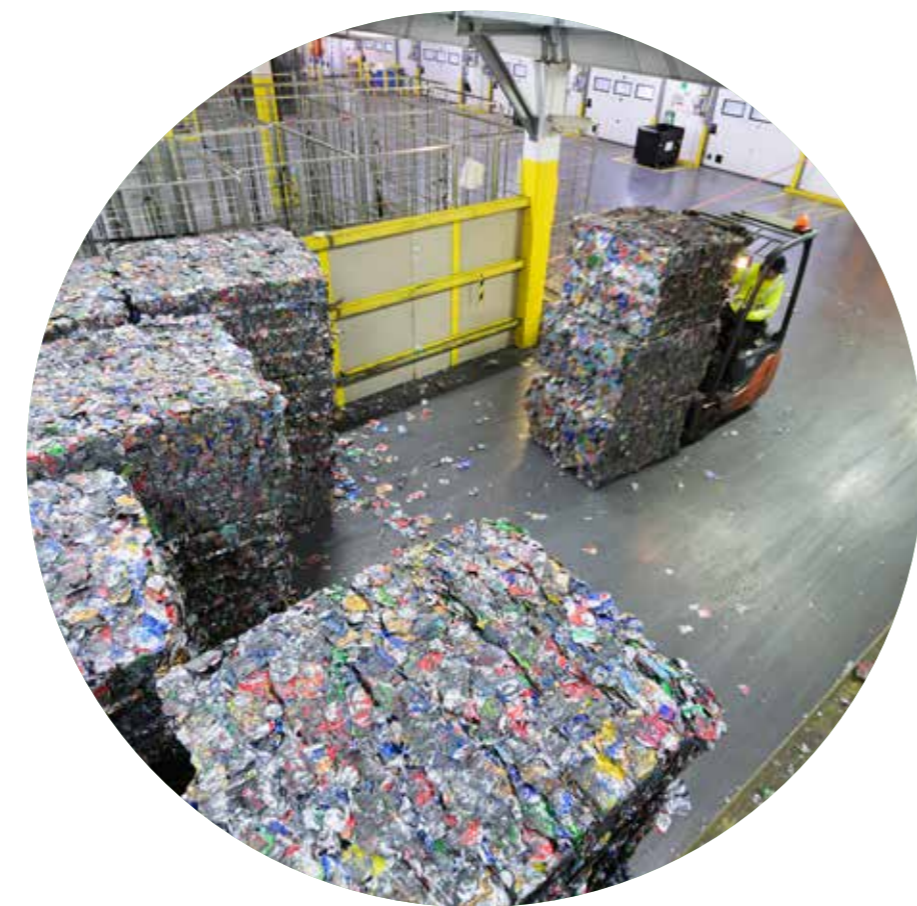
### Good opportunities for reloading

Our clearly scheduled routes for the high-volume vehicles provide good opportunities for the carrier to plan pick-ups with other customers in connection with dropping-off returns.

### Freight transport by rail

The aluminium we sell is transported by rail to Germany and France, where the cans are made into plate for new cans. In order to minimise the number of journeys, we have adapted the bale sizes according to the design of the train carriage. Loading smaller bales on top allows us to fill the carriages right to the top.

# Facts, bulk goods flows 2023



# 24

*Intermediate  
warehouses*



# 15

*Transport  
providers*



# 58

*Compactor  
vehicles*



# 19

*Collection  
areas*

# 1,681,908 containers

*were handled in*

# 312,758 collections



## CO<sub>2</sub>e-REDUCTION RESULTS

Long-distance

Compactor vehicles

# -87%

# -96%

GOAL 2023 -87%

GOAL 2023 -87%

Ref. year 2015

# A facility with big visions

## Increased circularity – more than deposit flows

Returpack’s vision is to be as circular as possible. We are constantly investigating how we could redirect new fractions from incineration to material recycling.

“Since March 2023, we have been packaging and selling label material for which we previously had no outlet. During 2023, a total of 66 tonnes of labels have gone to material recycling rather than incineration,” says Kjell Petersson, Factory Manager at Returpack. The labels are transported by our new electric truck to our customer in Örebro – a mode of transport that is ideally suited to the lightweight label material.

“Looking ahead, we want to work even more with sorting higher up the flow – can we capture materials such as adhesive and beverage residues that are currently sorted as combustible waste? We want to be able to recycle more residual fractions in-house, refining them so that they can be directed into the main flows. The important thing is precisely this, to redirect materials from incineration to material recycling and to make the best possible use of resources,” says Kjell Petersson. Looking ahead, there are more such investment plans.

## New permit under the Environmental Code

At the end of 2022, Returpack received a new operating permit under the Environmental Code. As a result, 2023 was the first full year with the new permit, which, among other things, imposes stricter requirements as regards discharges to water. The business has had to implement measures in this respect, in order to satisfy the new limit values that are stipulated. Another area that has been worked on extensively during 2023 is littering. To prevent

labels and other elusive material from spreading in the wind, a 3.5 metre tall, fine-mesh fence has been erected around our facility. Cleaning routines have also been updated, targeted cleaning initiatives have been implemented and the number of patrols has been increased to detect any littering as early as possible.

## More recycled plastic

During the year, three old PET presses and two plastic sorting machines were replaced. With the improved sorting process, more clear plastic bottles will end up in the right place, where they can be turned into new bottles.

To meet the increased demand for recycled material from beverage producers, Veolia PET Svenska has invested in new production equipment in 2023. The company rents its premises from Returpack, which is helping out by expanding the property by around 350 square metres. Thanks to the investment in new equipment and the expansion, the capacity for the production of food-approved recycled plastic material will be almost doubled by 2025. Since 2020, we have also been sorting PET packaging from Finland’s deposit system in our facility.

## Towards 2024

In 2024, Returpack’s structural focus will be on achieving good order as well as improvements to procedures designed to ensure even higher material quality. The energy issue is another area that is consistently prioritised. Continually working on energy efficiency improvements, better energy choices and maximising the utilisation of the plant’s solar cells are important elements in the pursuit of an increasingly resource-efficient whole.



15.3%

*of the electricity we used in 2023 was solar electricity produced in-house*

301,998 kWh

# Recycled materials

Aluminium (tonnes)	
<b>2023</b>	<b>25,308</b>
2022	24,238
2021	22,745
2020	20,993
2019	19,870

Clear PET (tonnes)	
<b>2023</b>	<b>22,329</b>
2022	22,758
2021	21,963
2020	21,246
2019	21,077

Coloured PET (tonnes)	
<b>2023</b>	<b>1,718</b>
2022	1,625
2021	1,801
2020	1,665
2019	2,167

Lid material (tonnes)	
<b>2023</b>	<b>1,383</b>
2022	1,368
2021	1,376
2020	1,418
2019	1,377

HDPE (tonnes)	
<b>2023</b>	<b>10</b>
2022	114
2021	100
2020	16
2019	-

Steel (tonnes)	
<b>2023</b>	<b>29</b>
2022	35
2021	20
2020	-
2019	-



# Electricity use, plant

A total of 1,979,127 kWh of electricity was consumed at the plant in 2023, an increase of 111,044 kWh compared with 2022. At the same time, there has been a significant increase in volume.

In 2023, we produced 301,998 kWh of solar energy from our solar panels.

**Total electricity consumption (kWh)\***

<b>2023</b>	<b>1,979,127</b>
2022	1,868,083
2021	1,871,141
2020	1,597,891
2019	1,618,103

**Electricity consumption/package (W/pack.)**

<b>2023</b>	<b>0.69</b>
2022	0.68
2021	0.78
2020	0.72
2019	0.75

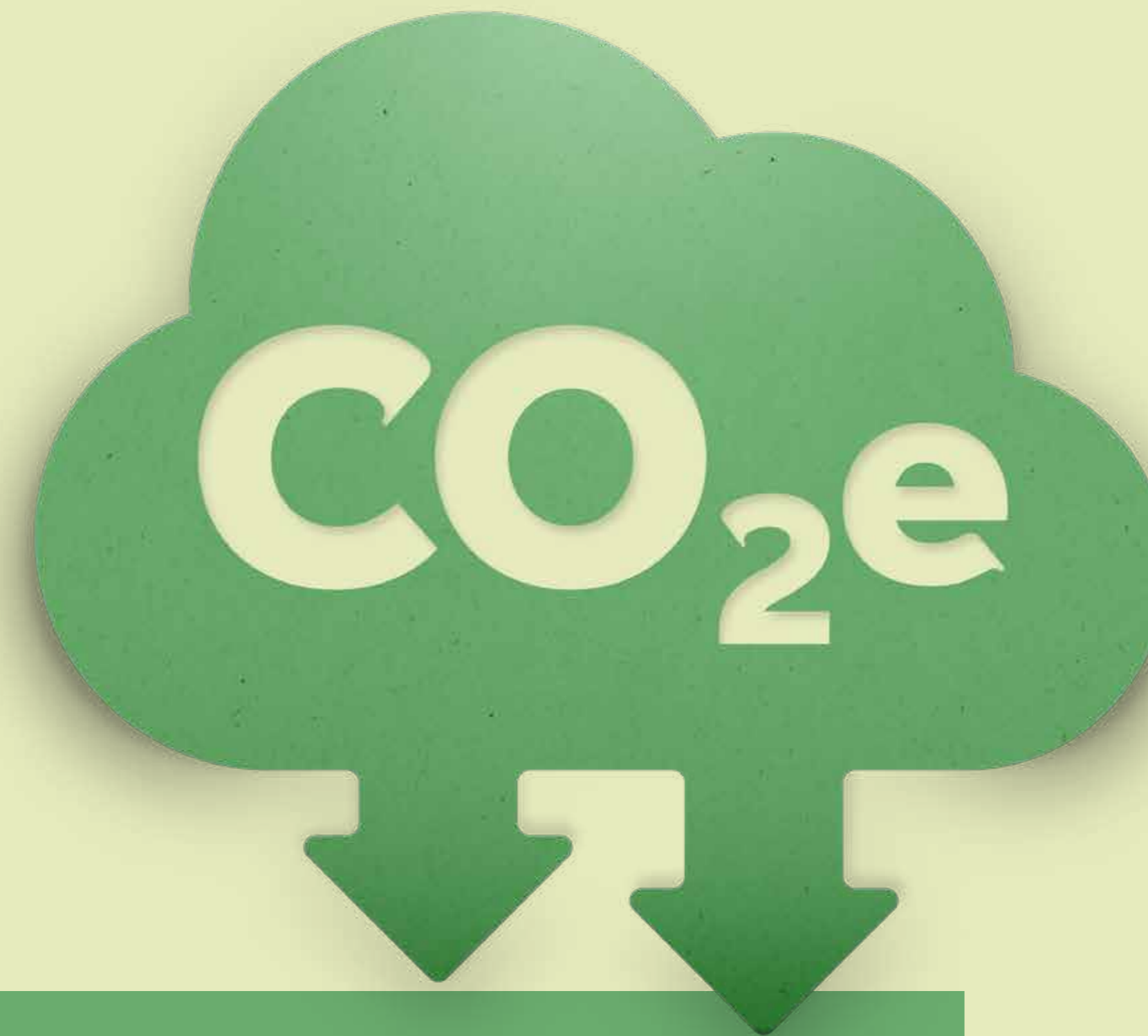
\* As of 2020, processed Finnish material is also included in the figure.

Number of packages (billions)	
<b>2023</b>	<b>2.72</b>
2022	2.63
2021	2.42
2020	2.22
2019	2.15

# Emissions to air

## Direct and indirect greenhouse gas emissions

Since 2017, we have conducted climate calculations for certain parts of our business, inspired by the international Greenhouse Gas Protocol standard. In 2024, we will produce a complete climate report in accordance with the Protocol. The results of our climate calculations, broken down by scope, can be seen in the table below.



Emissions per scope (tonnes CO <sub>2</sub> e)	2018	2019	2020	2021	2022	2023
Scope 1	2	1	1	0	0	0
Scope 2	527	228	133	75	48	1*
Scope 3	902	797	640	643	683	508
<b>Total emissions</b>	<b>1,431</b>	<b>1,026</b>	<b>774</b>	<b>718</b>	<b>731</b>	<b>509</b>

\* Calculation method updated, which, in accordance with the Greenhouse Gas Protocol, has allocated emissions previously reported in Scope 2, to Scope 3.

### Emissions included in our calculations

#### Scope 1



Emissions from own vehicles.

#### Scope 2



Indirect emissions from the production of purchased electricity and heating for our plant, as well as in proprietary reverse vending machines (Pantamera Express) and mobile compactors.

#### Scope 3



Emissions from purchased transport services and business travel, as well as upstream and downstream energy and fuel-related emissions.



# 03: Business relations

*Our business relationships should be characterised by the assumption of responsibility and a long-term approach. Together with our customers and suppliers, we are working to continually improve the deposit system and the recycling process.*

We are not alone in getting the Swedish deposit system to turn. On the contrary, there are a large number of players who, with us, are also playing their part. This section describes how we collaborate with customers and suppliers to create healthy relationships.



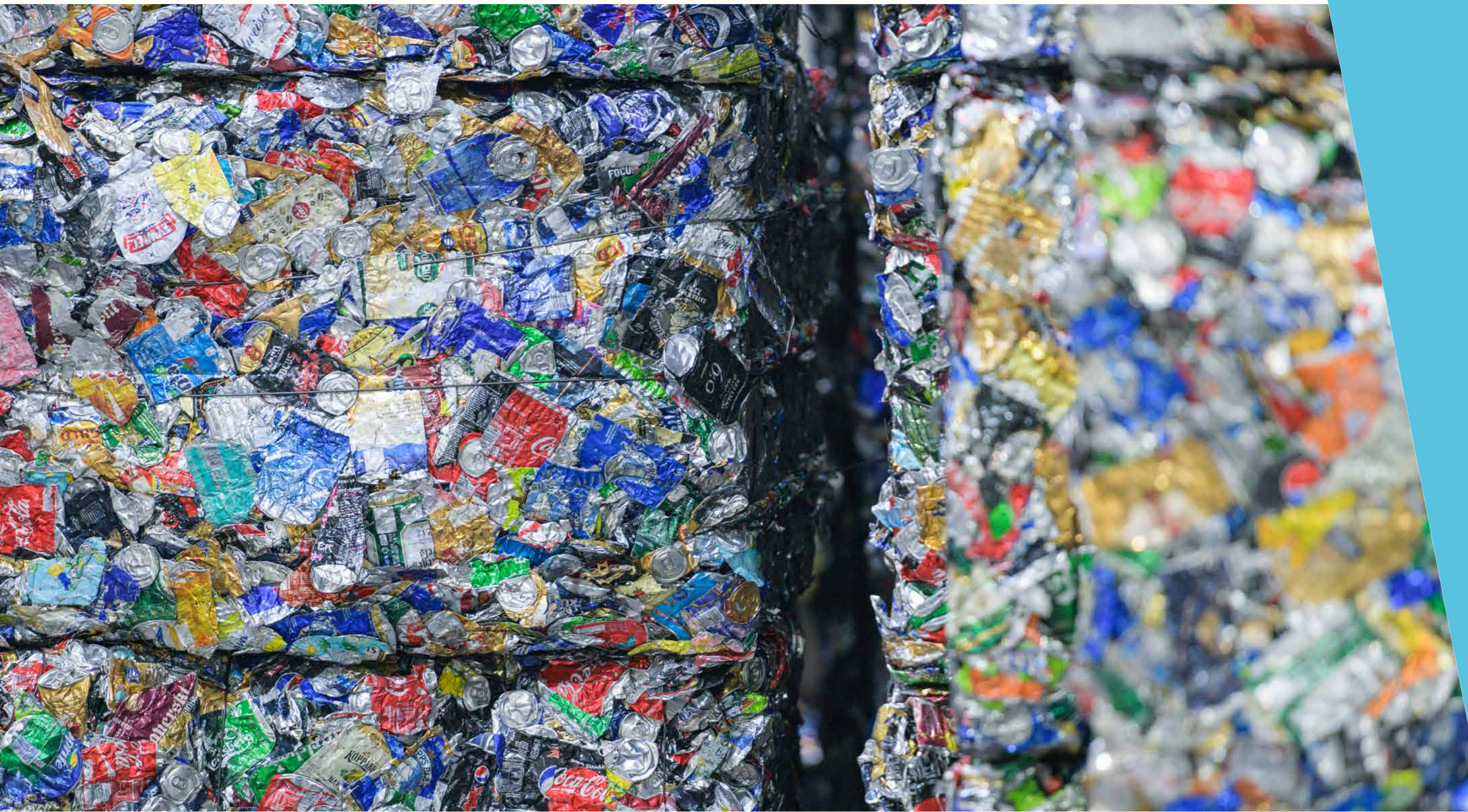
# Material buyers make recycling possible

*Our material buyers recycle the material so that it can circulate back and be made into new packaging. Circular material flows and long-term collaborations are crucial when choosing material buyers.*



## Customers

*At Returpack, we divide our customers into four different categories: recyclers, stores with RVMs etc., producers & importers and material buyers.*



# 1

### Recyclers

All those who return their cans and bottles.

# 2

### Stores with RVMs etc.

Stores with RVMs etc. include shops that accept returns via reverse vending machines, as well as restaurants, cafés, ski resorts, recycling centres, festivals, campsites and clubs that collect returns.

**12,927 pcs.**

# 3

### Producers & importers

Those parties that put the packaging on the market, such as breweries and wholesalers.

**559 pcs.**

# 4

### Material buyers

The material buyers take over from us in the recycling chain and manufacture new raw materials.

**5 pcs** (Veolia, Constellium, Novelis, Reelab, Novoplast)



# Recycled lids will be turned into new lids

*We have been recycling lids in-house since June 2017, and from the beginning we have enjoyed a successful collaboration with Reelab. Working together, we are now aiming to close the circle by turning recycled lids into new lids.*

Returpack and Reelab have collaborated on the recycling of lids ever since the lid plant was inaugurated in 2017. Up until now, lids that have been recycled have been turned into new products, such as cable drums, waste bins and pallets. In 2022, we entered into a new agreement and launched the lid-to-lid project, where the recycled lid material is instead turned into new lids. Returpack and Reelab have jointly drawn up a plan for implementation that will extend up until the year 2027.

“Our ambition is always to strive to achieve as circular a flow as possible, and the life cycle assessments we have carried out demonstrate that closed material recycling provides the greatest environmental benefit in the deposit system. In the lid-to-lid project, our goal is for lids that are deposited together with the PET bottles to be turned into new lids,” says Sara Bergendorff, Sustainability and Quality Manager at Returpack.

During 2023, a total of 1,383 tonnes of lid material has been delivered from the plant in Norrköping to Reelab.

We have also invested in the lid process with the aim of reducing impurities from aluminium. In 2024, we will be making additional investments to make it possible to return lids to the process following operational disruptions, as well as other measures aimed at further ensuring good product quality.

“Succeeding in returning the recycled lids



for the production of new lids requires us to supply high-quality materials in sufficient volumes. Here in Sweden, we are already well ahead when it comes to recycling and our deposit-based return system, but it feels good that we are now aiming even higher. This will also promote the development of material recycling in the rest of Europe,” says Sara Bergendorff.

## **New requirements for lids that remain attached**

At the same time as starting up the lid-to-lid project, preparations are being made to ensure that Returpack’s recycling process will work as it should even after the new EU directive for single-use plastics enters into force in July 2024.

The directive means that only bottles with an attached lid will be permitted for beverage containers up to 3 litres. At present, 9 out of 10 bottles already have the lid screwed in place when they are deposited, and the hope is that the new requirements will result in 10 out of 10 lids being attached to the bottle when it is returned.

For Returpack, it has been important to conduct a dialogue with beverage bottle producers regarding the design of beverage bottles. Several bottle design prototypes have been tested to ensure that the lid and bottle can be read as intended in the reverse vending machine.



# Deposit Store of the Year named

*Stores and retailers in Sweden play a key role in the Swedish deposit system, and the efficiency of the deposit system is based on the stores' commitment and accessibility. The Deposit Store of the Year competition draws attention to stores throughout Sweden that are going the extra mile to get more people to use the deposit system more.*

“You might think that the idea of using the deposit system is something that people just take for granted. But the Deposit Store of the Year competition shows that this involves a level of commitment. People right across the country take the time to nominate their stores and the work they do in respect of fresh deposit spaces, smart reverse vending machines and good treatment,” says Lil Berger, Project Manager for Pantamera at Returpack.

Five stores in Sweden have been awarded the distinction Deposit Store of the Year 2023: ICA Nära Skansen in Mörbylånga is the Bravest Deposit Store of the Year; ICA Supermarket Spara in Uddevalla is the Proudest Deposit Store of the Year; Maxi ICA Stormarknad in Östersund is

the Most Diligent Deposit Store of the Year; Norråkers Handel in Norråker is the Most Valuable Deposit Store of the Year; and the Eurocash chain, which has stores in towns that enjoy extensive border trade with Norway, is the Smartest Deposit Store of the Year.

The winning stores have been able to select the charitable cause to which they want to donate the prize of SEK 20,000 per store. In 2023, the winners decided to donate money to the **Swedish Childhood Cancer Foundation, Save the Children, SOS Children's Villages and the Lions Club in Mörbylånga.**

The Deposit Store of the Year competition was launched in 2019.



# Grocery stores play a key role

The grocery stores play a very important role when it comes to our Swedish deposit system. Of all the returns that are collected, as much as 92.5 per cent come from the country's stores. And they consider that well-managed deposit control is important for their customers, according to Returpack's latest CSI (Customer Satisfaction Index) survey, which was carried out in 2023.

Returpack regularly conducts CSI surveys. In the latest one, it can be seen that grocery stores generally have a

positive overall impression of Returpack and that they feel proud to be part of the deposit chain. When asked “What is your overall perception of Returpack?”, the average value for all the stores is 5.9 on a 7-point scale. The corresponding figure for 2021, when the previous survey was conducted, was 5.8. For several years, Returpack has been working to increase and improve the stores' access to information about the deposit system, including through account managers for stores, special marketing efforts and

an upgraded website with a customer portal for stores. This work is also highly rated by the stores, achieving 5.9 on a 7-point scale. The corresponding figure for 2021 was 5.4.

“The stores are rightly proud of the sustainability work they achieve by having a well-managed returns reception and a reverse vending machine in the store. And rightly so, because the stores play a key role in the system,” says Erik Ebbeson, Customer Manager at Returpack.

CSI 2023

5.9 



## The club concept – our way of supporting clubs and associations in Sweden

When our Föreningskampen environmental competition was decided at the end of 2023, it became clear that more than SEK 13.7 million had been received by Swedish clubs and associations. More than 2,400 clubs and associations took part in the competition in 2023, and together they have collected more than 15 million packages.

All non-profit sports clubs and associations that are affiliated to the Swedish Sports Confederation have the opportunity to sign up to Pantamera's club concept free of charge and to earn money from their returns. Club customers also receive remuneration for imported cans – this is our way of supporting clubs and associations in Sweden.

### Development of Föreningskampen produces more winners

We have had an established collaboration with Sweden's clubs and associations for many years, where clubs that are affiliated to our club concept are involved in handing in returns – either via the large Pantamera Express reverse vending machines or by dropping off sacks in certain stores.

A couple of years ago, we introduced a new payment solution in the large Pantamera Express reverse vending machines. This is a solution that makes it possible both for clubs and associations to submit returns themselves in the large reverse vending machines and have the refunds paid into their account, as well as for individuals to donate their refunds to their favourite club or association, as long as it's signed up to our club concept.

We continued the development of our club concept in 2023, under the new name Pantamera With Sport. In the Föreningskampen club competition, there is now one national winner and three county winners. In this way, we

can highlight clubs and associations that collect packaging at a county level, making it easier for more clubs to win. We have also instituted the Deposit Prize, which is awarded to clubs and associations for their creative ways of collecting deposits. The background to our club concept is our desire to sponsor and support the non-profit sports movement, with a focus on children and young people.

### Much-appreciated club concept

It is important for us to understand how we can develop the concept and make it even more attractive. We regularly examine how the clubs perceive our offer. One development initiative we have carried out was to link the opportunity for individuals to donate their refunds to any club or association in our large Pantamera Express reverse vending machines. According to the latest club survey, around 50 per cent of respondents state that they are familiar with Pantamera Express, but only 30 per cent use the machines. On the whole, the clubs are still satisfied with our offer, and the collection figures show that they are now up and running with their collection of deposits again after the pandemic years.

“The use of Pantamera Express by clubs and associations is increasing steadily – this is a flexible solution both for the associations themselves and for their supporters who want to support the operation. We can see that more than 55 per cent of all associations that are part of our club concept have either used the Pantamera Express system themselves or had money donated to them via such a reverse vending machine,” says Carita Classon, Product Manager at Pantamera/Returpack.

## The club concept 2023

# 2,453 clubs and associations

participated in the Föreningskampen club competition.

# 15,396,685

packages were collected through clubs and associations.

# SEK 13,763,660

was collected at Swedish clubs associations.



# Long-term business relationships

*Returpack aims to be a high-quality, stable partner where, through good relationships and a constant dialogue with our suppliers, we can create the opportunity to develop together.*

“Our aim is to have a small number of carefully selected suppliers, with long-term collaborations that are permeated by openness, development and a common desire for both parties to be satisfied. We want to be at the forefront when it comes to the environment and sustainability, and these aspects weigh heavily in our choice of suppliers. In the same way that we are proud of our work, we want our suppliers to be proud to cooperate with us,” says Viktor Edholm, Purchasing Manager at Returpack.

Returpack assesses many different parameters before we engage a supplier. In our assessment, we try to take into account the suppliers’ ambition to develop their sustainability work rather than always selecting the suppliers that have come furthest in their sustainability work. We believe that we will then effectively spread a sustainability mindset to more smaller companies that may not have come as far in their work as the largest companies.

## Checking and monitoring our suppliers

Before we enter into agreements with new suppliers, the supplier must be approved in the process we call “Sustainable purchasing”. Sustainable purchasing entails that we perform a risk analysis and a credit assessment, and check that the supplier meets the requirements set out in our Code of Conduct.

In the risk analysis, we assess risks relating to country of origin and product category, for example. In the credit assessment, we check that the supplier has sustainable finances. The Code of Conduct specifies the minimum requirements

that we impose on our suppliers and their subcontractors regarding Labour and human rights, Health and safety, as well as the Environment and business ethics. Smaller suppliers undertake to comply with our Code of Conduct, while larger suppliers have to respond on a more detailed self-evaluation form.

As regards the major suppliers – categories A and B – we achieved our target for approved suppliers according to our sustainable purchasing process. We also achieved our goal for the smaller suppliers – categories C and D – but the bar for them was not set as high. See goals and outcomes on [page 45](#).

For both new and existing suppliers, the relationship is based on cooperation. We carry out annual audits of our suppliers, where we jointly follow up the action plan we have prepared alongside the supplier. During our supplier audits, we check for example that working conditions and safety at our suppliers are in compliance with legal requirements. We check that suppliers are living up to the demands contained in our Code of Conduct and that they are working in accordance with the procedures they have described in our self-evaluation form. It’s about finding a common way forward together with our the suppliers so that we can achieve our goals.

“The aim of our audits is to check our suppliers, but it is also in part to spread new ideas about sustainability and to find small areas for improvement that suppliers can develop over time in order to become more sustainable. We also view this as a chance for us to learn from talented suppliers,” concludes Viktor Edholm.



# Facts Suppliers & purchasing

In 2023, Returpack has made purchases and investments worth

# SEK 510 million

In relation to our mission regarding collection, sorting, information and investments in the deposit system, we have decided to highlight the single largest cost items.

Transport & logistics services:

# 57%



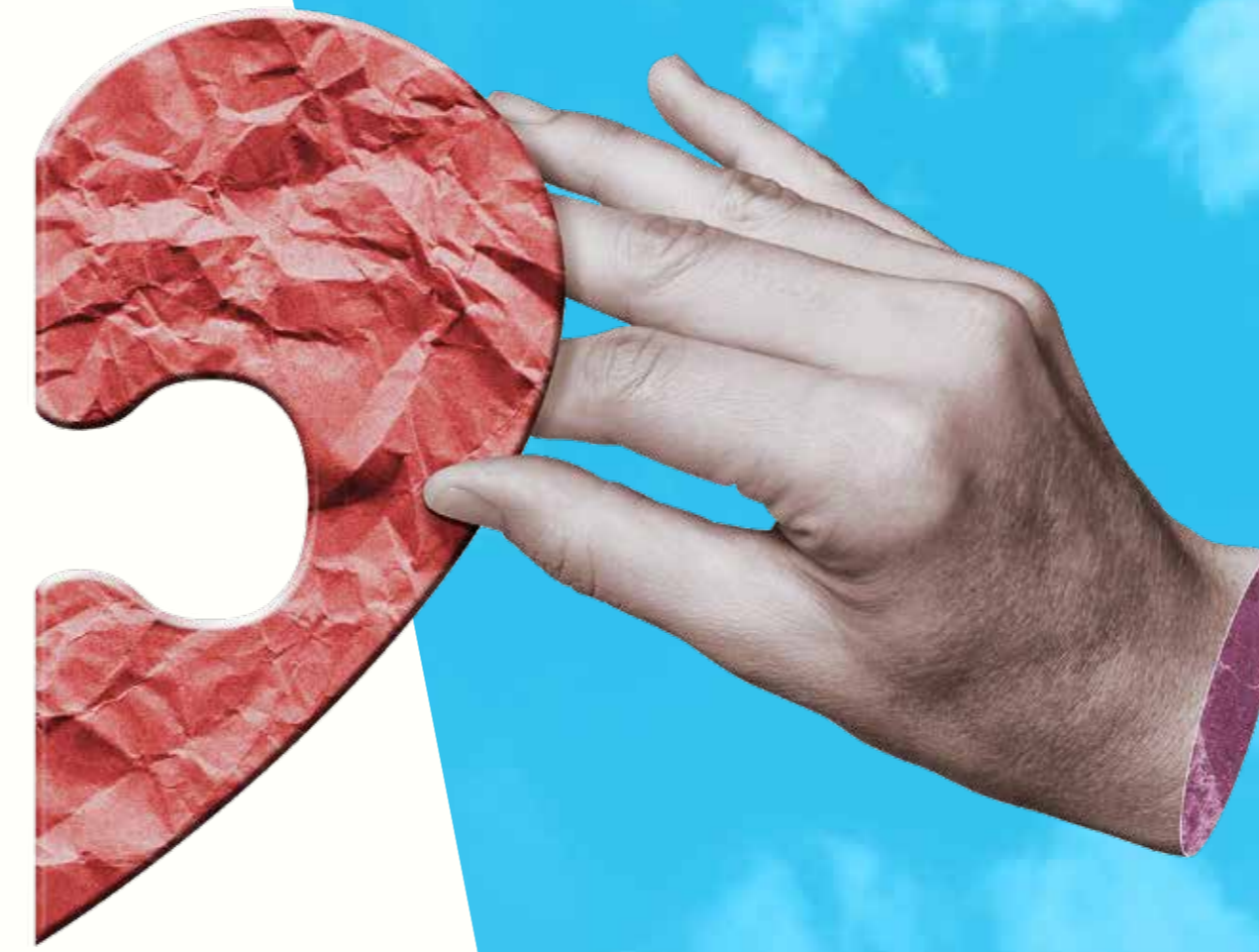
Production machines & reverse vending machines:

# 14%



Information & marketing:

# 15%



## APPROVED SUPPLIERS

Major suppliers (A and B)

# 95%

GOAL At least 95%

Smaller suppliers (C & D)

# 77%

GOAL At least 60%



# 04: Employees

*Sustainability work naturally occurs throughout the organisation, thanks to the participation of all our dedicated employees. Together, we make it possible to contribute to a more sustainable society by running Sweden's fantastic deposit system.*

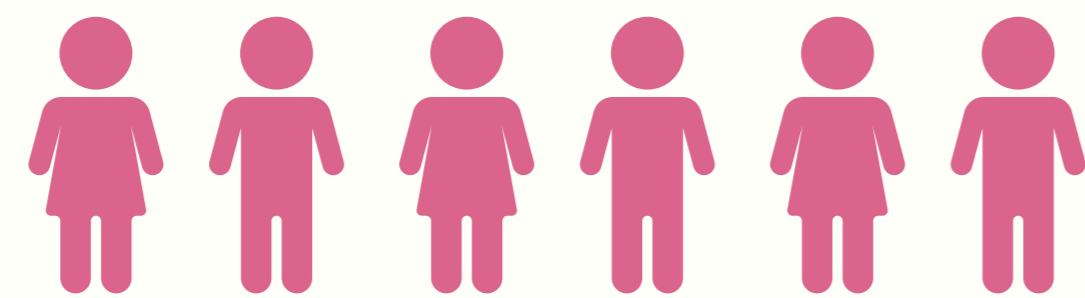
We work to be a safe and inclusive workplace, with a leadership and employees who are creating the foundations for the organisation we want to be and the added value it brings to our employees. It is important for us to live up to our values by cooperating, being innovative and acting responsibly.



# Employees in numbers

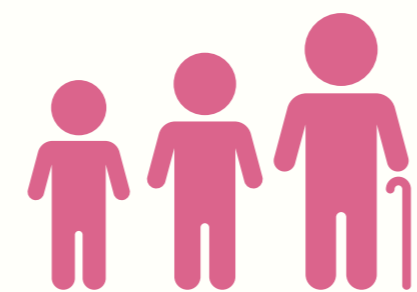
Total number of employees:

84



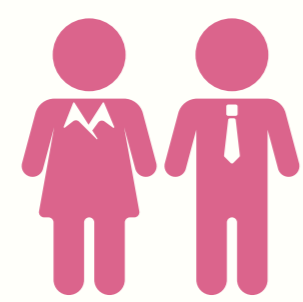
Average age:

44 years



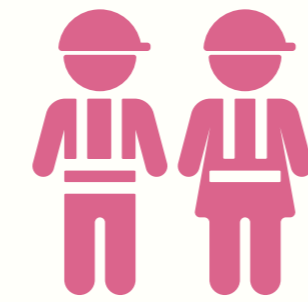
Salaried employees:

82%



Employed under collective bargaining agreement:

18%



Men:

58%



Women:

42%



## Sick leave

	2020	2021	2022	2023
<b>Sick leave, total</b>	<b>2.8%</b>	<b>2.2%</b>	<b>2.9%</b>	<b>2.6%</b>
Men	2.0%	2.5%	3.8%	2.6%
Women	3.6%	1.9%	1.8%	2.7%
<b>Sick leave, short-term</b>	<b>1.8%</b>	<b>1.6%</b>	<b>1.7%</b>	<b>1.6%</b>
Men	1.7%	1.6%	1.8%	1.6%
Women	2.0%	1.6%	1.6%	1.5%

## Accidents & incidents

	2020	2021	2022	2023
<b>Accidents at work</b>	<b>6*</b>	<b>2*</b>	<b>4**</b>	<b>4**</b>
<b>Incidents</b>	<b>41</b>	<b>53</b>	<b>25</b>	<b>25</b>
<b>Risk observations</b>	<b>119</b>	<b>53</b>	<b>25</b>	<b>20</b>

\*One of which resulted in sick leave. \*\*Two of which resulted in sick leave.

# Systematic work environment management and Social sustainability

*Here at Returpack, we place a great deal of focus on our systematic work environment management. We work proactively, preventively and in relation to health promotion.*

Our focus is on the health and well-being of our employees and covers all our operations. We look at each employee's overall work situation, taking physical, mental and social aspects into account. We have zero tolerance for victimisation, harassment and discrimination, and our whistleblower service is easily accessible to all employees. We work to systematically minimise the risk of incidents, occupational injuries and accidents. Encouraging a greater number of risk observations is one way of moving towards our goal of zero accidents and incidents.

In 2023, physical safety rounds have been carried out at different levels of frequency for factories (eleven occasions), offices (one occasion) and returns receptions (two occasions). With the aid of our occupational health service, an Organisational and Psychosocial Safety Round was carried out – a practical opportunity where the entire workforce was divided into smaller groups to work on the various areas involved. The work was compiled and a proposed action plan was drawn up. After this, employer and employee representatives devised activities and priorities based on the action plan, and the organisation will be working on these in 2024.

Collaborations between employee representatives and employers occur regularly throughout the year, and the Working Environment Committee

meets every quarter to follow up objectives and action plans. The minutes are reported and discussed in both the management group and the strategic leadership team, and information is then regularly provided during personnel information meetings, which are held once a month.

One of the working environment goals we have focused on in 2023 relates to stress. In connection with the Organisational and Psychosocial Safety Round, the issue of Sustainable self-management was raised to increase awareness of the importance of balance in life, and which elements are vital in this work. The plan is to place greater focus in 2024 on preventing stress, by reviewing requirements and control, workload and priorities, as well as to continue working on sustainable self-management.

During 2024, we will be drawing up strategies to develop internal communication even more in respect of work regarding systematic work environment management. This includes providing information about our work environment management, encouraging and guiding reflection and recovery, as well as continuing to offer benefits that contribute to improved health and well-being. We believe that, through greater transparency and increased communication that reaches more people, we will be able to reduce the number of accidents, incidents and stress-related conditions, as well as increase social trust and security. In other words – increase social sustainability.



## Working environment goals, 2023:



- *Safety first*
- *The work situation must be characterised by good cohesion and good cooperation*
- *Our working environment must be positive for the health, job satisfaction and efficiency of our employees*
- *Issues relating to stress are taken seriously at Returpack*



# Skills development

*We are working constantly to maintain and develop the skills levels within the company, and encourage our employees to be the driving force in their own development alongside their immediate superior.*

At Returpack, work is continually being carried out to develop and maintain high skills levels among our employees and managers. Everyone is encouraged to work with sustainable self-management and be the driving force in their own development.

Employees' individual goals and development plans are set in our annual staff appraisals, and are then followed up every six months with the aim of developing both employees and the organisation. All employees have had a staff appraisal with their manager during 2023.

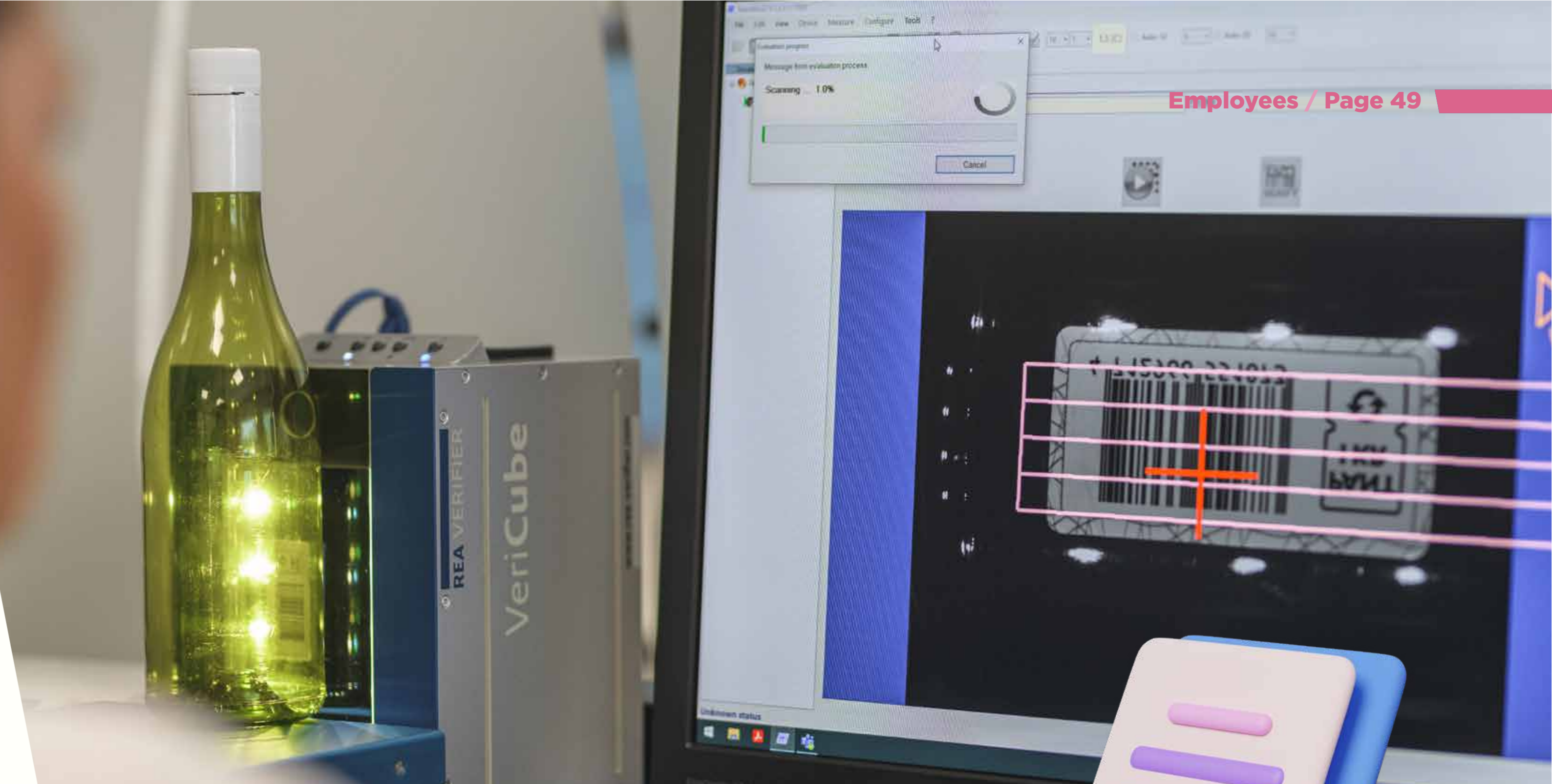
During the year, we have focused on joint and continuous training throughout the organisation. For example, we have continued to train employees in the basics of project management work and change management, as part of the insight work we initiated in 2022.

We have held two joint development days in 2023. The spring development day focused on labour law, where the aim was to increase understanding of what labour law is in terms of commitments, obligations and rights, as well as the importance of working together to achieve an even better

workplace. One aspect of the training related to "Threats and violence". This element was intended to provide employees with knowledge and tools in order better to deal with threats and violence, should they be exposed to them in the course of their work. Finally, there was a lecture by a health coach who inspired us to achieve a better balance in life.

During the autumn development days, the issue of developing sustainable self-management was raised. The aim was to create an understanding of – and to learn to balance – physical activity, mindfulness, focus time, recovery and sleep, as well as creativity and relationship-building time. We also carried out our Organisational and psychosocial safety round, which you can read more about on **page 48** (Working environment).

During 2024, we will be reviewing our need to develop key individuals who are not managers. A couple of employees who can step in as deputies for their managers have been given the opportunity to attend the training course "To manage without being a manager". During 2024, for example, we will be evaluating this course and drawing up a plan for how we want to train our potential leaders of the future.



## Employee survey

The results of the employee survey in 2023 demonstrate a high level of satisfaction at a general level among our employees. The outcome ended up at ESI 88, which is far above the benchmark for Sweden as a whole. The likelihood of employees recommending Returpack as an employer is also high, which can be seen from our Employee Net Promoter Score (eNPS) of 68.

The survey also shows that employees at an individual level feel to a great extent that they are encouraged to share their thoughts and ideas regarding improvement. The feeling of being appreciated at work is rated above the benchmark level, and this has increased even further since 2021.

"As the results are generally very positive, we have opted to focus heavily on maintaining the positive aspects, as well as working even more on health-promotion and prevention in respect of stress and counteracting the uneven division of labour. We are also focusing on reinforcing important values such as zero tolerance for harassment and victimisation," says Cecilia Winterqvist, HR Manager.

Employee Satisfaction **88%**

## Introduction of new employees

*In 2023, we have employed new talents within IT, Production, Accounting and Customer Service. We also now have a new CEO, who took up his position at the end of the summer.*

New employees at Returpack undergo a comprehensive introductory programme. It is the responsibility of their immediate superior to ensure that the introduction is planned and implemented. The introduction includes everything from a welcome on the first day by the manager and colleagues to a guided tour of the facility and a safety briefing, as well as traineeships in other departments. The introduction will provide the new employee with a good insight into the business, their assignment and their role, as well as the chance to get to know their colleagues in the rest of the business. The mandatory elements include a briefing on of the company's vision, overall goals and values, the internal Code of Conduct, policies, regulations and procedures. The environmental management system is introduced and the new employee undergoes environmental and sustainability training. Returpack can never accept corruption or any other form of unethical conduct. Working with anti-corruption is therefore important to us, both in order to be a serious business partner, as well as to ensure ethical conduct in line with the company's values and Code of Conduct. We have an Internal Code of Conduct and an Unauthorised Influence Policy. In addition, we have established preventive work consisting of continual risk assessments and training efforts. All new employees receive a briefing on the Code of Conduct and are trained in how we work to prevent bribery and unauthorised benefits.



## An equal workplace

For Returpack, it is important to promote equal rights and opportunities in the workplace. Our goal is to achieve a gender balance within the range of 40–60 per cent at all levels over time. The overall gender balance at the end of 2023 is within the target range, at 58 per cent men and 42 per cent women. We see an even distribution between men and women among salaried employees. When it comes individuals employed under a collective bargaining agreement, however, there is a strong predominance of men, with only one in 15 employees being women. At the end of the year, the management team consisted of four women and one man.



## Returpack's occupational health service

We work closely and proactively with our occupational health service in the systematic health and safety management work. In addition to measurements and risk assessments, we accept their help in the early detection and, above all, prevention of ill health in the workplace. During the year, for example, we have carried out initiatives such as ergonomics reviews for new employees and a special ergonomics round in the factory, with follow-up training for production staff. In addition, we carry out individual coaching for managers, training in relation to systematic work environment management, as well as an organisational and psychosocial safety round that has been carried out in collaboration with the occupational health service.

We will continue to work preventively to combat stress, and are planning to build on and work with Sustainable self-management for this purpose. In 2024, we will also have a common theme centred around equal treatment and harassment, within the framework of our zero tolerance approach in this area.

# 05: Society

*We will contribute actively to sustainable social development within and in addition to our mission.*

For Returpack, it is important to take responsibility both as an employer in the local community and in a broader perspective as a social player and pioneer within the circular economy. In this section, we are presenting e.g. our work aimed at children and young people, as well as our commitment to clubs and associations in Sweden.





## Collaborations with students

Our collaborations with students can involve offering them the opportunity to do work placements and degree projects with us. This is a good way for us to make contact with future employees. The students gain knowledge and experience of working with sustainability issues, while we get valuable input from them. We have had one workplace training intern in the Logistics Department during 2023,

as well as two workplace training interns in the Purchasing Unit. In addition, two students from Linköping University – one student from the HR programme and one from the Statistics programme – as well as one student from the International Marketing programme at Halmstad University have carried out their internships with us.

## Children and young people

*The work on sustainable development begins with children and young people, which is why we have chosen to target several of our social commitments at this target group.*

For many years, we have worked to educate children and young people regarding recycling and environmental issues through our “Pantresan” school activity. We also support Ståda Sverige (Clean Sweden), which is sport’s environmental organisation for young people and clubs. Together with the Swedish Environmental Protection Agency, we are one of the founders of Keep Sweden Tidy, where we cooperate in targeted efforts in relation to preschools and schools.

### The Pantamera family

We consider that it is important for young people to have the

opportunity to test themselves in working life. The Pantamera family grows every summer, when the children of employees are given the opportunity to do summer work at the company. In 2023, we had a team in our event area at Stadium Sports Camp, as well as at other events. Another team provided cover as summer substitutes in the office, and yet another team worked in our production facility.

“Offering summer jobs is something we have done for many years, as we believe it is important for young people to get to try out working life. We believe in a sustainable workplace in all its forms,” says Cecilia Winterqvist, HR Manager at Returpack.



# Pantresan

## – in the classroom

To arouse interest in deposits and recycling, Pantamera invites children and young people to Pantresan. This is an activity that is adapted to LGR22, and everyone from preschool up to Year 6 can participate. In 2023, the programme has been led by the actor Ida On together with students Alva and Sami, and they are learning more about deposits, recycling, energy and sustainable consumption. The class schedule includes educational short films, time travel, study visits, interactive questions and lots of challenges.

“We wanted to bring even more humour and joy into the new Pantresan, although at the same time we wanted to retain the cinematic storytelling. In the 2023 edition of Pantresan, we offered four episodes packed with knowledge tailored to the target group,” says Anton Gustafsson, Communications Officer at Pantamera.

A total of 1,400 classes have participated in Pantresan during 2023, and together they have saved almost 20 tonnes of carbon dioxide by using the deposit system. In total, the students have donated **SEK 125,000 to charity**.

Pantresan was launched in 2006 and, since then, has reached almost 200,000 pupils in Sweden’s primary schools.



Participating school classes in 2023:

**1,400 school classes**

Winners 2023:

**Spring term: Uddaredsskolan School, class 3 in Floda**  
**Autumn term: Anneroskolan School, Year 6 in Helsingborg**

# Main sponsor for Swedish floorball

Returpack has been the main sponsor of the Swedish Floorball Federation (SIBF) since 2015. Since 2020, this sponsorship has also involved the Premier Floorball League (FSSL). The collaboration has included exposure through the national team and in arenas, the development of websites with tips and tricks, Fair Play awards, and the latest collaborations with Schysst Lag, Schysst Match and Schysst Förebild.

“In connection with the Swedish Floorball Championship final, we were present as the main sponsor at a ‘great floorball event’ to support the teams in the final and contribute to a great atmosphere,” says Carita Classon, the person responsible for the sponsorship of the Swedish Floorball Federation and the FSSL.

All over the country, there are floorball clubs connected to our club concept, all making a contribution to the environment at the same time as bring in some extra cash to support the club’s finances.

In 2023,  
**151** floorball clubs  
 have jointly collected  
**546,127**  
 cans & PET bottles



## Fair Play award

*Another example of an activity we are continuing to work on is our Fair Play award, which we instituted to promote good team spirit, fair play and a positive floorball climate.*



## Sponsorship & collection work

**Our sponsorship policy clarifies how we view sponsorship.** For us, it is crucial for our commitment to include social responsibility and environmental benefits, and to be clearly linked to the collection of deposits and/or the acquisition of knowledge. We only sponsor initiatives that are consistent with our values and other policies. Examples of sponsorship can include recycling bins, bags, help with transport or marketing materials. As a customer of the deposit system, you can apply for support for activities that contribute to the increased collection of deposit packages.

Our sponsorship collaboration with the Swedish Floorball Federation and FSSL aims to influence attitudes and behaviour regarding recycling in the target group of children and young adults. The collaboration is taking place at club level.



# New EU legislation

One of the major societal problems that the EU wants to combat is the growing amount of waste, especially from packaging, where single-use plastic packaging is considered to be the biggest culprit. Within the framework of the EU's initiatives in the circular economy and the EU Green Deal programme, work is in progress aimed at updating and rewriting the Packaging and Packaging Waste Directive (PPWD). Alongside the Single-Use Plastics Directive (SUPD), which was launched a couple of years ago, the legislation for producers who use single-use plastic packaging is being significantly tightened up. Following its revision, it is proposed that the PPWD will move from the status of "directive" to "regulation", which means that the legislation will be mandatory in all Member States, and the proposal is therefore called the PPWR. The PPWR is not yet finalised at the time of writing, and further negotiations remain.

## Reusable packaging

Introducing reusable packaging for different types of products is viewed by the EU as an effective and important way of reducing waste. The current proposal includes a requirement for 10 per cent of beverage products to be packaged in refillable packaging by 2030, and there is a voluntary target of 40 per cent by 2040.

## Reuse vs recycling

Both the reuse and recycling of packaging are highlighted as important and complementary solutions in the PPWR. Reuse in order to reduce the volume of waste and recycling to make use of material resources.

"From an environment perspective, it's hard to say which is best in all situations, disposable packaging or reusable bottles made of glass and PET

As always, it depends on what assumptions are made, what recycling is available and the nature of the transport

flows. Reusable glass fulfils its function in shorter return flows and works effectively in restaurant businesses, for example. At the same time, the recycling of single-use packaging is a better alternative environmentally in other flows," says Sara Bergendorff, Sustainability and Quality Manager at Returpack.

## Return systems for bottles and cans in all EU Member States

The legislation proposes that it should be mandatory for all Member States to introduce deposit systems by 2029 for (disposable) beverage bottles and cans. As a model for the formulation of the legislation, the EU has looked at how the deposit systems are structured in the Nordic countries. The PPWR is launching requirements that describe how deposit systems should be structured and function, but in the current proposal, deposit systems that have already been established do not have to respond to these if they can demonstrate a collection rate of at least 90 per cent.

## Other proposals to promote material recycling

The PPWR also includes requirements relating to recyclable packaging. All plastic packaging that is placed on the market must be classified as recyclable by 2030, according to standards under development, and this also includes PET bottles. The fact that all plastic packaging will be recyclable is positive, but with harmonised requirements and standards, there is a risk that we will not be able to set our own packaging requirements in relation to registration as we do at present. We are therefore participating actively in the ongoing standardisation work at both a Swedish and a European level. Other proposals for increasing material recycling include requirements regarding the recycled content in plastic packaging – for PET beverage bottles, the targets are 30 per cent by 2030 and 65 per cent by 2040.



1 January  
2023

*all juice and fruit syrup packages were included in the deposit system*

*Returpack became a*

**PRO**

*producer-responsibility organisation in conjunction with the new ordinance SFS 2022:1274*

# Year of surveys

## Market survey via KANTAR

Every two years, we conduct a major market survey with a representative sample of Sweden's population with the aid of KANTAR. Thanks to the large amount of data collected, we can then draw conclusions about both the population in general and about young adults, women and men.

“In our latest KANTAR survey, 97 per cent of the respondents state that they use the deposit system, but perhaps not always and for everything,” says Lil Berger, Marketing Manager for Pantamera at Returpack.

In the survey, the respondents themselves are asked to estimate their consumption and their use of the deposit system – and then we see that the estimated recycling rate is 91 per cent for all respondents. We have broken down this figure for the 16-29 year age group, and we can see that men aged 16-29 years old have increased their estimated recycling rate from 74 per cent in 2013 to 80 per cent in 2023. For young women, the corresponding figures are 83 per cent in 2013 and 89 per cent in 2023. For both groups, this equates to a shift of 6 percentage points.

In addition, 80 per cent of the respondents say that they have confidence in the deposit system. This is a good sign that our Swedish deposit system is working well.



## Youth Barometer

To acquire further knowledge about the Young Adults target group, we conduct surveys alongside the Youth Barometer. The most recent survey shows that total beverage consumption among young people has increased since 2019. The consumption of soft drinks, energy drinks/functional beverages and fruit syrups is increasing significantly. Beer/cider and water are the only product categories that are declining. The increased consumption is mainly being driven by girls and young women, especially when we look at the consumption of soft drinks and energy drinks. The proportion who respond that they always recycle the cans they have bought has increased by 4 percentage points compared to 2019. There is still a focus on young men and those who identify as ‘gamers’, but the latest study shows that the target group girls and young women, as well as those who identify as ‘fitness enthusiasts’, are the ones who are driving consumption, which makes them an extremely interesting target group.

## Norwegian recyclers in the cross-border trade

Although cross-border Norwegians are the ones who are driving up the rate of recycling in border municipalities such as Strömstad, Eda and Årjäng, we know that a large number of cans and bottles that are sold to these individuals do not return to Sweden.

In 2023, together with the Norwegian agency Apeland, we carried out a survey aimed at understanding what barriers prevent cross-border Norwegians from recycling more in Sweden, what would drive increased recycling and what they do in Norway with packaging that has been purchased in Sweden.

The survey showed, for example, that 60 per cent of the Norwegians who shop in Sweden state that they also use the deposit system in Sweden. Swedish deposit stations in Norway are stated as being to be the solution in order to increase the recycling of Swedish packaging.

“Norwegians are generally very aware of the deposit system and the advantages the system offers. However, they do not consider that recycling in Norway or sorting waste in Norway would be any worse for the environment than recycling in Sweden, which may be one explanation why some Swedish-purchased packaging does not come back,” says Lil Berger, Marketing Manager for Pantamera at Returpack.







## Pantamera Humour

The Swedish Internet Foundation's annual survey, Swedes and the Internet, shows that the three social media that are used most by Swedes are YouTube, Facebook and Instagram. Both young and old people use social media, but the platforms they use differ to some extent. Among young people born in the 2000s, the most widely used are YouTube, Snapchat, TikTok and Roblox. TikTok has grown the most out of all the social media platforms. In 2023, 24 per cent are using TikTok, compared to 20 per cent in 2022. Almost one in four Swedes use TikTok, in other words.

Another initiative aimed at young people is Pantamera Humour, which can be found on TikTok and Instagram. Pantamera Humour shows how you can reach a discerning young target group who don't like advertising. The platform has nurtured new, young comedians, been nominated for several awards, and in 2023 celebrated its fifth anniversary with a bang on social media.

"We are extremely proud of Pantamera Humour! It is something of a breeding ground for young comedians in Sweden, and the content and format have consistently evolved in line with trends and current events. For us, it has been important to constantly keep up with these shifts and to develop the little universe that Pantamera Humour has actually become," says Lovisa Lannerstedt, Project Manager for Young Adults at Pantamera.

## Pantamera with eSports

This year, for the seventh time, we organised the Pantamera fundraising campaign with eSports. What started as an attempt to hit home with a hard-to-find target group, has steadily grown and is now something of a movement, where the gaming and eSports scene meets recycling and charity.

The content of the Pantamera with eSports campaign has varied pretty widely, but the fundraising for Musikhjälpen has always remained. This year's total ended up at SEK 418,307 and, in line with tradition, we visited the cage and handed over the pot.

"Over the years, major players in the fields of eSports and music, along with gamers from across the country, have raised almost SEK 2,500,000 for charity. This money comes primarily from returned bottles and cans — which in itself is making a big difference for the planet. It's only natural for us to feel proud when we think about what we have achieved together!" says Lovisa Lannerstedt, Project Manager for Young Adults at Pantamera.

*In 2023, Pantamera with eSports donated*

# SEK 418,307

*to Musikhjälpen*



# Additional information

For the seventh consecutive year Returpack is reporting its sustainability work according to the guidelines for the Global Reporting Initiatives (GRI) Standards 2021. The report has been reviewed by the accounting firm Ernst & Young AB to ensure that the requirements under the Annual Accounts Act are satisfied; no other external review has been carried out.



# Overview stakeholder dialogue (1/2)

Stakeholder group	Authorities	Owners	Employees	Suppliers (carriers)	Suppliers (reverse vending machines)
<p><b>Channels for dialogue</b></p>	<ul style="list-style-type: none"> <li>• Ongoing dialogue if necessary</li> <li>• Annual state-of-play meetings</li> <li>• Permit-related reconciliations</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing dialogue</li> <li>• Board and strategy meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Daily reconciliation and interaction</li> <li>• Meetings and conferences</li> <li>• Annual performance review</li> <li>• Employee survey every two years (2023)</li> </ul>	<ul style="list-style-type: none"> <li>• Daily contact via Returpack’s transport management</li> <li>• Annual follow-up meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing dialogue</li> <li>• State-of-play meetings</li> </ul>
<p><b>Issues raised during dialogue</b></p>	<ul style="list-style-type: none"> <li>• Collection rate</li> <li>• Development of the deposit system</li> <li>• Follow-up and inspection by public authorities</li> <li>• Referrals and legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Collection rate</li> <li>• Financial stability</li> <li>• Development of the deposit system</li> </ul>	<ul style="list-style-type: none"> <li>• Working environment</li> <li>• Cooperation within the organisation</li> <li>• Skills development</li> <li>• Good business ethics</li> </ul>	<ul style="list-style-type: none"> <li>• Collection efficiency</li> <li>• Customer service</li> <li>• Fuel</li> </ul>	<ul style="list-style-type: none"> <li>• Technical development</li> <li>• New packages</li> <li>• Payment solutions</li> <li>• Minimising theft</li> </ul>
<p><b>Our response</b></p>	<p>Read more about increased collection, <b>pages 26-30</b>, and about optional registration, <b>pages 5, 10, 47 and 64</b></p>	<p>Read more about increased collection, <b>pages 26-30</b>, and about optional registration, <b>pages 5, 10, 47 and 64</b></p>	<p>Read more about our proactive work aimed at achieving a pleasant workplace in the Employees section, <b>pages 45-50</b></p>	<p>Read more about our transport operations, <b>pages 32-34</b>, and the work on sustainable purchasing, <b>page 44</b></p>	<p>Read more about our work on recycling design, <b>page 41</b>, and the work on sustainable purchasing, <b>page 44</b></p>

# Overview stakeholder dialogue (2/2)

Stakeholder group	<b>Recyclers</b> Customer group	<b>Producers and importers</b> Customer group	<b>Stores with RVMs</b> Customer group	<b>Material buyers</b> Customer group
<b>Channels for dialogue</b>	<ul style="list-style-type: none"> <li>• Customer services</li> <li>• Social media</li> <li>• Website</li> <li>• Consumer survey at least every two years: attitudes towards using deposit system</li> <li>• Other surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service and account managers</li> <li>• Website</li> <li>• Web portal – My pages</li> <li>• Customer survey</li> <li>• Visits and meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Customer services</li> <li>• Website</li> <li>• Web portal – My pages</li> <li>• Visits and meetings</li> <li>• Customer magazine</li> <li>• Customer survey, store, every two years</li> <li>• Customer survey</li> <li>• Clubs and associations</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing dialogue</li> <li>• State-of-play meetings</li> </ul>
<b>Issues raised during dialogue</b>	<ul style="list-style-type: none"> <li>• Which packages are included in the deposit system</li> <li>• Availability of reverse vending machines and hygiene</li> <li>• Payment solutions</li> <li>• Deposit amounts</li> <li>• The environmental benefit of the deposit system</li> </ul>	<ul style="list-style-type: none"> <li>• Packaging requirements</li> <li>• Contractual terms</li> <li>• Material development</li> <li>• Recycling rate</li> <li>• Expanding the deposit system</li> </ul>	<ul style="list-style-type: none"> <li>• Refunding of deposits and reimbursement for handling</li> <li>• Carriers and collections</li> <li>• Waste/quality during collection</li> <li>• The environmental benefit of the deposit system and the role of stores with RVMs</li> <li>• Contractual terms</li> <li>• Which packages are included in the deposit system</li> </ul>	<ul style="list-style-type: none"> <li>• Product quality</li> <li>• Packaging materials</li> <li>• Sustainable logistics solutions</li> <li>• Closed loop for cans and bottles</li> </ul>
<b>Our response</b>	Read more about cooperation with customers, <b>pages 39-44</b>	Read more about product quality, <b>pages 21, 30 and 72</b> , and about optional registration, <b>pages 5, 10, 47 and 64</b>	Read more about cooperation with customers, <b>pages 39-44</b>	Read more about product quality, <b>pages 21, 30 and 72</b> , transport, <b>pages 32-34</b>

# Risk analysis (1/3)

Area	Risk	Handling	Risk level	Business opportunity
<b>Environment</b> (business-related)	<b>Loss of confidence/relevance for the deposit system</b> 1. Reduced use of the deposit system as a result of customers/consumers not perceiving the deposit system to be a sustainable, accessible system 2. Politicians/authorities do not perceive the deposit system to be a sustainable, accessible system 3. Changed consumption patterns due to FNI. Recycling not meeting the national targets 4. Reputation free-riding and misleading marketing by other players 5. Cross-border trade	<ul style="list-style-type: none"> <li>• Customer surveys</li> <li>• Activities according to marketing plan</li> <li>• Activities according to sustainability plan (safe recycling of materials, promoting sustainable transport and transparent activities)</li> <li>• Dialogue with decision-makers and opinion-formers</li> <li>• Expansion of the deposit system on an optional basis</li> <li>• Activities for increased recycling</li> <li>• Development of alternative collection channels</li> <li>• Internal transport management, supplier agreements and following-up of agreements</li> <li>• Regulations in retail agreements</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Goodwill</li> <li>• Brand</li> <li>• Increased confidence in the company and the brand among stakeholders</li> <li>• Increased awareness of the circularity benefits of the deposit system</li> <li>• Increased customer satisfaction</li> <li>• Attractive employer</li> <li>• Develop close and long-term relationships with customers and suppliers</li> <li>• Increased recycling</li> </ul>
<b>Environment</b> (operational)	<ul style="list-style-type: none"> <li>• External influences from surrounding activities that affect Returpack’s ability to conduct operations</li> <li>• Fire in factory and office</li> <li>• Prolonged power failure affecting operations and IT</li> <li>• Computer fraud &amp; hacking</li> <li>• Pandemic</li> <li>• Poor quality of delivered materials (consequences: lower material revenues, hampering reuse to make new cans and bottles, quality problems at packaging and beverage manufacturers)</li> <li>• Increased material recycling leads to poorer quality characteristics in our collected PET</li> <li>• Increased demand produces a risk of material shortages</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration with related operations and emergency services</li> <li>• Preventive measures</li> <li>• Emergency preparedness, planning, training, contingency plan</li> <li>• Training of rescue leaders</li> <li>• Backups, continuity plan, disaster resolution and recovery plan</li> </ul> <p><b>Ongoing dialogue with material buyers</b></p> <ul style="list-style-type: none"> <li>• Material requirements and approval process for packaging in the deposit system</li> <li>• Daily internal quality checks</li> <li>• Regulations in producer agreements</li> <li>• Investments in improved sorting technology</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Collaboration with related operations</li> <li>• Good preparedness</li> <li>• Supplier of top-quality aluminium and PET materials for the production of new beverage packaging</li> <li>• Improved material quality</li> </ul>

# Risk analysis (2/3)

Area	Risk	Handling	Risk level	Business opportunity
<b>Environment</b> (emissions)	<b>Undesirable environmental impacts in the form of:</b> 1. Emissions to air (greenhouse gases) 2. Discharges to water	<ul style="list-style-type: none"> <li>• Environmental requirements when procuring transport, energy and equipment</li> <li>• Transition to fossil-free fuels for all domestic transport</li> <li>• Self-monitoring programmes and action plans</li> <li>• Optimisation of water treatment plant</li> <li>• Certified according to the ISO 14001 environmental management system</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Proactive environmental work driving the sustainability work, internally and externally</li> <li>• Minimise greenhouse gas emissions</li> <li>• Satisfying legal requirements minimises costs and increases confidence</li> <li>• Develop the business</li> </ul>
<b>Social issues &amp; employees</b> (operational)	<ul style="list-style-type: none"> <li>• Physical and/or mental ill health among employees</li> <li>• Serious workplace accident</li> <li>• Pandemic</li> <li>• Incident or activity that entails negative publicity and reduced confidence in the deposit system</li> </ul>	<ul style="list-style-type: none"> <li>• Communication of and compliance with Returpack's values and internal Code of Conduct</li> <li>• Preventive work on the working environment</li> <li>• Employee and performance reviews</li> <li>• Salary mapping</li> <li>• Emergency preparedness, planning, training</li> <li>• Health Group</li> <li>• Follow FHM's restrictions and guidelines</li> <li>• Rehabilitation plans</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Safety and health promoting employees' productivity and morale</li> <li>• Attractive workplace</li> <li>• Better working conditions in the supply chain</li> </ul>
<b>Social issues &amp; employees</b> (operational)	<ul style="list-style-type: none"> <li>• Skills shortages now and in the future</li> </ul>	<ul style="list-style-type: none"> <li>• Staff appraisals and development plans</li> <li>• Cooperation with schools and universities as well as participation in labour market days</li> <li>• Offering work placements and project placements</li> <li>• Offering competitive employment conditions and skills development</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Motivated and skilled employees and managers increase the potential to achieve company-specific goals</li> <li>• Attractive workplace</li> </ul>
<b>Legal risks</b>	<ul style="list-style-type: none"> <li>• A change in the legislation affecting, altering or restricting the company's activities and self-determination</li> </ul>	<ul style="list-style-type: none"> <li>• Business intelligence</li> <li>• Expansion of the deposit system on an optional basis</li> <li>• Collaboration and dialogue with politicians, ministers and departments</li> <li>• Adapt the business according to current and future legislation</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Increased confidence</li> <li>• Strong business ethics promote future business and development opportunities</li> </ul>

# Risk analysis (3/3)

Area	Risk	Handling	Risk level	Business opportunity
<b>Human rights</b> (operational)	<ul style="list-style-type: none"> <li>• Violations and unequal treatment</li> <li>• Discrimination, harassment and bullying</li> </ul>	<ul style="list-style-type: none"> <li>• Application of purchasing policy and code of conduct for suppliers: environment, human rights, working conditions</li> <li>• Communication of and compliance with Returpack’s values and internal Code of Conduct</li> <li>• Plan for gender equality with a diversity perspective</li> <li>• Plan to counter victimisation</li> <li>• Whistleblower system</li> <li>• Training in diversity and inclusion for managers and all employees</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Attractive employer</li> <li>• Brand</li> <li>• Good relations with owners and investors</li> <li>• Strong business ethics promote internal stability and future business</li> </ul>
<b>Risk of corruption and fraud</b> (business-related, financial)	<b>Bribery/Fraud/Corruption</b> 1. Fraud aimed at incorrect payments from Returpack 2. Corruption in connection with agreements or other relationships between Returpack and an external party	<ul style="list-style-type: none"> <li>• Internal checks of deposit data and payments</li> <li>• Checks of reverse vending machines and in stores</li> <li>• Training and follow-up of internal Code of Conduct and values: environment, human rights, working conditions</li> <li>• Application of purchasing policy and code of conduct for suppliers</li> <li>• Secure business systems, delegation arrangements and payment checks</li> </ul>	Low	<ul style="list-style-type: none"> <li>• Working to combat corruption and fraud has a positive impact on Returpack as an employer, and increases credibility and transparency in relation to the company’s stakeholders (customers, recyclers, suppliers, employees, owners/investors)</li> <li>• Attractive workplace</li> </ul>
<b>Business operations</b> (operational)	<ul style="list-style-type: none"> <li>• Significant foreign exchange losses and a decrease in raw material revenues, as well as risks related to Returpack’s financial investments</li> <li>• Fake invoices, attempted fraud</li> <li>• Refunding of deposits/reimbursement for handling – not paid on time or incorrect payments</li> <li>• Supplier dependence in respect of critical systems (e.g. Payer, Swish)</li> </ul>	<ul style="list-style-type: none"> <li>• Investments, raw material and currency hedging according to policy</li> <li>• Monthly reporting of exposure to Investment Council</li> </ul>	Medium	<ul style="list-style-type: none"> <li>• Strong business ethics promote future business and development opportunities</li> </ul>

# Positive impact (1/3)

## Cause

Actual	Potential	Negative impact from the positive impact
In-house production of solar electricity (frees up green electricity, minimises fossil emissions)		Manufacture of solar cells (metals, environmental pollutants, water, etc.)
Reduced littering	Material recycling (residual fraction)	
Sponsorship (floorball, HSR)		
Jobs opportunities (summer jobs, internships, students, Samhall)		
Material recycling (closed loop, good quality, high level of recycling)		Shift from efficient flows (clubs and associations, MatHem) Increased energy usage due to increased collection
Keep Sweden Tidy		
Collaboration Veolia (quality assurance, sorting, capacity utilisation RP/Veolia)		
Solar bags (carbon offsetting)		We cannot ensure that the solar bags will be recycled
Employer that makes development possible		
Voluntary registration (fruit syrup, juice, dairy)		Collection of dairy has an impact on the working environment (RP and stores with RVMs)
High demands on suppliers (CoC)		High demands eliminate local and small suppliers
Long-term agreements		
Source of inspiration, commitment as a construction client		
Communicates, drives the entire recycling sector		



# Positive impact (2/3)

*Contribute to*

Actual	Potential	Negative impact from the positive impact
National recycling (other packaging, business waste)	Impact on legislators	
Imported cans can be recycled		Recycling of imported cans leads to increased costs for the deposit system
Notify and inspire others (spreading knowledge)	Financial opportunity/infrastructure for people on the margins of society	
Education, inspiration for children & young people (Pantresan)		
Driving force, fossil-free transport/fuels	Local collaborations within sustainability (Eon, the municipality, Sports Camp, Nodra, events, etc.)	The manufacture of batteries for electric vehicles has a negative impact on the environment. Fossil-free fuels based on residual products from unsustainable forestry can be considered to have a negative impact on the environment
Makes donations possible (tourist destinations)		Refunds get into the wrong hands (donations, clubs and associations)
Driven development of RVMs/product development		
Collaboration within charities (Friends)		
Supports clubs and associations		
Reduced littering		
Contributes to deposit systems in other countries		
Employer that takes account of employees' whole life		
Summer jobs		
Collaboration with academia (research, development, degree projects, internships)		

# Positive impact (3/3)

*Be linked to*

Actual	Potential	Negative impact from the positive impact
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Makes donations possible (store, Pantamera Express)		
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Deposits as enablers		
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Engages clubs and associations, Swedish Sea Rescue Society, etc.		
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Design for recycling, demands contribute to development		
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		RP's packaging spec. May limit the development of environmentally friendly packaging (materials, distribution, etc.)
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# Returpack's Board of Directors

Chair

**Carina Andersson**

Born: 1964



**Board member since:**  
2022

**Current position:**  
Board work in several companies

**Education:**  
Master of Science in Materials Science and Engineering (KTH)

**Relevant skills for governance of Returpack:**  
Industrial and corporate governance experience

**Other board commitments:**  
Chair of Carbomax AB, Board member of Beijer Alma AB (publ), Systemair AB (publ), Detection Technology oyj (publ), Swedish Stirling AB (publ)

Board member

**Karin Brynell**

Born: 1963



**Board member since:**  
2014

**Current position:**  
CEO of Svensk Dagligvaruhandel

**Education:**  
Stockholm School of Economics

**Relevant skills for governance of Returpack:**  
Experience from the food sector and other assignments within packaging and recycling

**Other board commitments:**  
Svenska Retursystem, Svensk märkning, Svensk Plaståtervinning, Metallkretsen, Returkartong, Svensk Glasåtervinning, Sweden Food Arena, GS1

Board member

**Pär Bygdeson**

Born: 1966



**Board member since:**  
2008

**Current position:**  
CEO of Livsmedelshandlarna

**Education:**  
Horticultural economist and journalist

**Relevant skills for governance of Returpack:**  
Management positions and board work

**Other board commitments:**  
Returkartong, Svenska Metallkretsen

Board member

**Anna-Karin Fondberg**

Born: 1966



**Board member since:**  
2018

**Current position:**  
CEO of Sveriges Bryggerier AB

**Education:**  
IHM Business School

**Relevant skills for governance of Returpack:**  
Good knowledge of the beverage industry in general and the brewing industry

**Other board commitments:**  
Svensk Glasåtervinning AB, Svenska Returglas 33 cl AB, Svenska Returglas 50 cl AB, Svenska Brettbolaget AB, Fondberg Business Consulting, Virtuous Spirits AB, A&A Fondberg Consulting AB, SayHey AB

Board member

**Peter Nilsson**

Born: 1966



**Board member since:**  
2022

**Current position:**  
Business Area Director North – Asker Healthcare Group

**Education:**  
Master of Science in Mechanical engineering, industrial economics and organisation at KTH

**Relevant skills for governance of Returpack:**  
Experience from the brewing and medical technology sectors, supply chain and purchasing

**Other board commitments:**  
Evercare Medical AB, OneMed Sverige AB, OneMed AS, OneMed Services AS, Ascan AS

Board member

**Andreas Norlin**

Born: 1973



**Board member since:**  
2014-2019, 2023

**Current position:**  
Hemköp trader

**Education:**  
Marketing economics

**Relevant skills for governance of Returpack:**  
In-store and trading skills

**Other board commitments:**  
Own companies, Livsmedelshandlarna and Visbohammar Utveckling AB

Board member

**Merlin Poljak**

Born: 1966



**Board member since:**  
2021

**Current position:**  
CFO of Systembolaget

**Education:**  
Master of Science in Business and Economics at Örebro University

**Relevant skills for governance of Returpack:**  
Economics in general, and experience from the grocery and specialist trade (ICA/Systembolaget)

**Other board commitments:**  
-

Board member

**Gunnar Svensson**

Born: 1950



**Board member since:**  
1997

**Current position:**  
Board work and advisor

**Education:**  
Master of Science

**Relevant skills for governance of Returpack:**  
Management positions and board work

**Other board commitments:**  
-

Board member

**Tomas Westergren**

Born: 1961



**Board member since:**  
2022

**Current position:**  
Consultant

**Education:**  
Master of Science in Engineering from the Faculty of Engineering at Lund University

**Relevant skills for governance of Returpack:**  
Experience from the packaging sector in relation to the beverage industry

**Other board commitments:**  
-

# Materiality analysis

Since 2022, our material topics have been based on a process whereby these have been determined from the company's actual and potential impact, both the negative as well as the positive impact. The process of drawing up the positive and negative impact helps us to see what sustainability issues are most important to us and most probably also to our stakeholders. It also shows what areas are most important for us to prioritise.

In order to identify the company's actual and potential negative and positive impact on the economy, the environment, people and human rights, a group of experts has been assembled. The 11 participants in this group have long experience and a good insight into the company's operations, as well as a good knowledge of the laws and requirements that affect the business. The participants also have a good knowledge

of both the short-term and long-term effects of the impact.

The work of identifying the impact was carried out in a workshop, and the results can be seen on **page 14**. All impact activities were prioritised by the company's management team, together with the factory manager, the logistics manager and the sustainability strategist.

A threshold was identified on the basis of the actual and potential impact on the outside world from an economic, social (human rights) and environmental perspective. In our model, this assessment is performed on the basis of low, medium and high impact, as well as probability. The diagram on **page 14** shows how the threshold relates to impact and probability, as well as the material topics that were identified in this process. The threshold was validated by the group of seven individuals who also assessed and prioritised the impact.

In this process, the impact has been identified solely by the company's own experts, while the validation has been carried out by the management team along with various experts. The company will review the process and determine how other stakeholder groups can be involved in the validation work going forward.

The material topics that emerged relate to Emissions, GRI 305, and Occupational health and safety, GRI 403. None of the other material topics identified in GRI Standards 2021 have been identified as material to the company.

The operation's management has decided that the company will continue to have its own material topics, as we consider these to be very important for conducting our business and helping it to develop. In-house material topics are: Increased recycling, High product quality and Sustainable

business relationships. These topics are a high priority for our stakeholders and for the Board.

We follow the GRI Standards' principles in order to develop material topics, and these are the company's most significant issues from a sustainability perspective.

Thanks to their experience and in contact with stakeholders, an internal group of experts and the senior management have verified the material topics that emerged in the analysis. In 2024, a double materiality assessment will be carried out, based on the requirements of the EU's upcoming Corporate Sustainability Reporting Directive (CSRD). The double materiality assessment includes both an impact and a financial materiality assessment for the business.

## Membership and commitment 2023

*The list below sets out the memberships and commitments in which the company participates, so as to be at the forefront as regards knowledge and to be able to influence and pursue important issues in order to take early action if and when this is required. We have a more extensive commitment and potential to exert influence in a couple of these organisations, such as Keep Sweden Tidy, which we established together with the Swedish Environmental Protection Agency in 1983 to counteract littering. Städa Sverige (Clean Sweden) and Swedish floorball, where we provide financial support in order, in various ways, to increase the recycling of beverage packaging and counteract littering in nature.*

### Sustainability network

- Member: Cleantech Östergötland
- Member: CSR East Sweden
- Member: Östgöta Challenge
- Member: Norrköpings Miljönätverk
- Participant: Fossil Free Sweden
- Member: Sustainability network Enacts
- Member: Motala Ströms Vattenvårdsförbund
- Member: Altinget
- Member: Petcore (PET Container Recycling Europe)
- Member: Avfall Sverige
- Member: ÖTKS (Östergötland Transport Climate Smart)

### Other networks

- Member: Trampoline, innovation management knowledge network
- Member: Chamber of Commerce of Eastern Sweden
- Member: SIS technical committee for packaging and the environment

### Employer's organisation

- Member: IKEM – Innovation and Chemical Industries in Sweden

### Colleges and universities

- Graduate work: "Using statistical methods to investigate lead time" (LiU)
- Graduate work: "Defining sustainable purchasing for Returpack and suggesting areas for improvement in the purchasing process" (Logistikprogrammet, Norrköping)

### Sponsorship

- Main sponsor: Swedish floorball

### Other

- Founders & directorships: Keep Sweden Tidy
- Professional development: Samhall
- Developed collaboration: Städa Sverige

# About the report

*The Sustainability Report for 2023 has been reported in accordance with the guidelines set out in the Global Reporting Initiatives Standards 2021 (GRI Standards 2021) and is Returpack's seventh Sustainability Report. The report has been reviewed by the accounting firm Ernst & Young AB to ensure that the requirements under the Annual Accounts Act are satisfied. Other than this, no external review has been carried out.*

## Reporting principles

**Returpack's Sustainability Report** refers to the Returpack Svenska AB group, corp. reg. no. 556753-4259, and encompasses the company's two subsidiaries, Returpack-Pet Svenska AB, corp. reg. no. 556478-4204, and Returpack-Burk Svenska AB, 556218-9117. The report follows Returpack's financial year and covers the period 1 January 2023 to 31 December 2023.

When formulating the scope and content of the Sustainability Report, Returpack has worked on the basis of the GRI Standards' principles. The ambition is for the report to provide a complete and balanced picture of the company's operations, where the content has been determined on the basis of the sustainability issues that are most important for the operation and for the company's stakeholders. The analysis for identifying and assessing the negative and positive impact of the business on sustainability has resulted in two material topics – GRI 305 Emissions, and GRI 403 Occupational Health & Safety. In addition, the company has identified its own material topics and, since there is no equivalent aspect in GRI, sustainability governance information is presented, as well as at least one company-specific key figure for the company-specific sustainability issue. Some of the general information requirements can be found directly in the index. The index also provides information about any deviations.

## Measurement and calculation

**Sustainability data for the report** is compiled centrally. During the year, data is reported on an ongoing basis from employees who are responsible for sustainability issues. Documented procedures exist for measuring, calculating and collecting data. Figures relating to financial data and employees are taken from business and HRM systems. Some manual processing of employee data is performed, as the current system does not provide in full the information that the report requires. During 2023, a total of 2,720,986,635 packages were collected. Returpack has opted to round the figure off to 2.72 billion packages in the Sustainability Report. All calculations are based on the total number of packages collected, except for the energy calculations, which also include PET packaging from the Finnish deposit system. Set out on the following pages are descriptions of measurement and calculation methods for each key issue.



## Increased collection

**Returpack has drawn up its own key figures** for increased collection in the form of collection rates for metal cans and PET bottles respectively. The internal objective includes all packages that are registered to the deposit system, i.e. both the packages covered by the ordinance on producer responsibility for packages and those that are optionally registered. The collection rate is calculated as the number of returned packages divided by the number of packages sold. The number of returned packages is primarily based on the reading of barcodes in reverse vending machines or reading conducted in Returpack's factory, or alternatively by weighing materials or using a flat-rate. The number of packages sold is based on reported sales from producers and importers. When calculating the collection rate for metal packaging, the number of imported cans that have been collected and recycled via Returpack is also included in the number of returned packages. Data management takes place in the Pandum business system.

# Greenhouse gases

## *Climate calculations*

**Returpack's method** for measuring and reporting greenhouse gas emissions is inspired by the guidelines set out in the GHG Protocol's Corporate Standard. Returpack uses the control method and applies the financial control criterion in order to define the organisation's system boundaries and to allocate emissions between different scopes. Emissions are included from Returpack Svenska AB, Returpack-Pet Svenska AB and Returpack-Burk Svenska AB. Data is collected and reported jointly for the Group.

In accordance with the GHG Protocol, Returpack divides its emissions into three different categories, known as

"scopes", based on where the emissions occur in relation to the organisation.

The report includes the following emissions:

**Scope 1:** Direct emissions from our own transport operations.

**Scope 2:** Indirect emissions arising in conjunction with the production of electricity and heat, which is purchased or otherwise supplied to Returpack's own assets.

**Scope 3:** Indirect emissions, which occur as a consequence of Returpack purchasing transport services and conducting business travel.

Returpack has a proprietary system for calculating greenhouse gas emissions. The system collects data from support systems, performs calculations and compiles the results. Some manual input of data occurs. The emission factors that are used are obtained via subscription from SÅ Klimat Calc or directly from the fuel supplier. Updating is performed twice a year. In 2024, Returpack will be producing a complete climate report in accordance with the GHG Protocol.



## Fact box climate calculations

### *Transport*

**Greenhouse gas emissions from transport** refer to the collection of deposit packaging from stores with RVMs etc. via intermediate warehouses to Returpack's factory, internal transport in the form of vans and forklift trucks, deliveries of aluminium and PET to material buyers, as well as the delivery of various residual fractions. The calculations are based on the transport providers' information about average consumption of various fuels, as well as Returpack's information regarding distance per transport operation and the number of journeys. The support systems that supply data are T5 (transport administration system) and Fleet Planner (route optimisation system). For a small proportion of the deposit packages, Returpack does not arrange for their collection directly from the store, but instead retrieves the packages from various depots for onward transport to the factory. The greenhouse gas effect from reverse vending machines to the depot is not currently included in Returpack's calculations, nor the staff's car journeys to and from work.

### *Energy*

**Data regarding the use of electricity** and district heating in Returpack's plant in Norrköping comes from the electricity supplier and the district heating supplier. Only origin-labelled wind power is purchased, and the district heating is labelled "Special Environmental Choice" by the supplier. Suppliers' emission factors are used. Energy usage for proprietary reverse vending machines deployed at municipal recycling centres is included in the calculations, as well as mobile compactors located in association with a number of larger stores. Electricity consumption for each installation is estimated on the basis of consumption per package calculated using a flat-rate, as well as the number of packages received. In those installations where Returpack does not know the source of the electricity, the emission factor for the Nordic electricity mix is used.

### *Business travel*

**Greenhouse gas emissions from business travel** are calculated on the basis of trains, flights, company and courtesy cars as well as employees' own cars that are used for business travel. For rail travel, data is obtained from the supplier. Greenhouse gas emissions from cars are based on mileage, type of fuel and information provided by vehicle manufacturers regarding average consumption. Flights can be booked through travel companies or in-house. The travel company reports carbon dioxide emissions for the travel that has been booked through them. Other flights are reported to the sustainability strategist, who calculates carbon dioxide emissions for this travel using NTM's calculation tool.



# Employees/Health & safety

The term 'employees' encompasses personnel employed by Returpack as permanent, fixed-term, full-time and part-time employees and those workers who are not employed by Returpack but whose work or workplace is controlled by the organisation. Key figures in respect of employees are based on the number of employees as of 31 December in the year in question. Workplace accidents, incidents and risk observations are reported via the IA system. Sick leave is calculated as the number of hours of sick leave in relation to planned working hours.



## Customer satisfaction

Returpack's key figures for customer satisfaction are based on the outcome of a survey of the customer group comprising stores with RVMs etc. The survey is conducted by means of telephone interviews, is aimed at shops fitted with reverse vending machines, and is carried out every two years or as necessary; a survey was carried out in 2023. The CSI rating is calculated on the basis of the overall perception of Returpack. A 7-point scale is applied, where 7 is the best. Customer satisfaction is also followed up in relation to other customer groups.



## Product quality

The key figure for aluminium product quality is calculated as the proportion of foreign material in the sorted aluminium fraction, while product quality for clear PET consists of the proportion of coloured PET in the sorted clear PET fraction. Quality checks are performed twice a day by removing a predetermined amount of material directly from the flows for aluminium cans and clear PET. The removed material is sorted and weighed, which provides a basis for calculating the key figures.



# Sustainability report according to the Annual Accounts Act

*In accordance with Chapter 6, section 11 of the Annual Accounts Act, Returpack has opted to prepare the statutory sustainability report as a separate document from the legal annual report. The sustainability report contains essential information about the company's work and results in relation to the environment, social conditions and personnel, respect for human rights and anti-corruption.*

## The auditor's statement regarding the statutory sustainability report

To the Annual General Meeting of Returpack Svenska AB, org. no. 556753-4259

### Mission and division of responsibility

The Board of Directors is responsible for the sustainability report for 2023 and for its preparation in accordance with the Annual Accounts Act.

### Focus and scope of the review

My review has been performed in accordance with FAR's recommendation RevR 12 The auditor's opinion on the statutory sustainability report. This means that my review of the sustainability report has a different focus and is significantly smaller in scope compared to the focus and scope of an audit according to the International Standards on Auditing and good auditing practice in Sweden. I consider that this review provides me with sufficient grounds for my statement.

### Statement

A sustainability report has been prepared.  
Norrköping, 10 April 2024

**Peter von Knorring** Authorised Public Accountant





# GRI index

## Statement of use

Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2023 to 31 December 2023

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
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## General disclosures

### The organisation and reporting principles

#### Requirement 2

GRI 2: General disclosures 2021	<b>2-1</b> Organisational details	Page nos. 3-7 and 17. Returpack conducts its operations solely in Sweden.	No deviations may be made from these first five points	
GRI 2: General disclosures 2021	<b>2-2</b> Units covered by the Sustainability Report	Page nos. 4 and 70		
GRI 2: General disclosures 2021	<b>2-3</b> Reporting period, frequency and contact person	Page no. 2		
GRI 2: General disclosures 2021	<b>2-4</b> Changes in previously reported disclosures	There have been no significant changes in the ownership structure or supply chain during the 2023 financial year.		
GRI 2: General disclosures 2021	<b>2-5</b> External authentication	Pages 2 and 72. The auditor's opinions on the statutory sustainability report in accordance with RevR 12. Other than this, no external review has been carried out.		

### Activities and employees

GRI 2: General disclosures 2021	<b>2-6</b> Activities, value chain and other business relationships	Page nos. 11-14, 39-40, 44-45 2-6 d. There have been no significant changes in the value chain, the supply chain or in other relevant business relationships.		
GRI 2: General disclosures 2021	<b>2-7</b> Employees	Page nos. 24 and 46-51 2-7 b. Division into regions not relevant, plant only in Norrköping. 2-7 b. iv and v. Returpack only has full-time employees. iii. Not relevant at Returpack 2-7 c. The method for compiling data is reporting from the HR department. The figures are reported in number of employees. 2-7 e. No significant fluctuations between reporting periods.		
GRI 2: General disclosures 2021	<b>2-8</b> Non-employed employees (consultants)	2-8 a. i, ii. Workers who are consultants are brought in to cover instances where staffing is difficult to calculate, to cover operators or where there is a vacant position or temporary work stoppage (e.g. IT, logistics, operator work) b.) i and ii Aggregated data is calculated on total consulted hours over the whole of 2023 (28,183 hours) and is reported by the HR Department. c.) No significant fluctuations between the reporting periods.		

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
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## Governance

GRI 2: General disclosures 2021	<b>2-9</b> Composition and structure of governance Group's/Board of Directors' governance and composition Group's/Board of Directors' governance on sustainability issues	Page nos. 17 and 68		
GRI 2: General disclosures 2021	<b>2-10</b> Nomination and election of the senior governing body	Page no. 17		
GRI 2: General disclosures 2021	<b>2-11</b> Chair of the senior governing body	Page nos. 17 and 68		
GRI 2: General disclosures 2021	<b>2-12</b> The role of the senior governing body in the work on reviewing and managing the impact	Page nos. 17, 65 and 69		
GRI 2: General disclosures 2021	<b>2-13</b> Delegation of responsibility in order to manage the impact	Page no. 17. The CEO is responsible for day-to-day operations and is accountable to the Board of Directors. Responsibility is governed by the Instructions to the CEO. Returpack's Board of Directors approves the materiality analysis. The Sustainability Policy is approved by the CEO.		
GRI 2: General disclosures 2021	<b>2-14</b> The role of the senior governing body in relation to the Sustainability Report	Page no. 73. The Board of Directors approves the Sustainability Report.		
GRI 2: General disclosures 2021	<b>2-15</b> Conflicts of interest	Any conflicts of interest are handled by the Board of Directors. Dependencies on owners/owner organisations are clarified and public.		
GRI 2: General disclosures 2021	<b>2-16</b> Communication of critical problems/issues	The company has a whistleblowing policy and an independent whistleblowing procedure, where all observed incidents are reported to the senior management and the Board of Directors. No incidents were reported in 2023.		
GRI 2: General disclosures 2021	<b>2-17</b> Collective knowledge of the senior governing body	Page no. 17. Updating takes place at Board meetings in relation to changed legislation, external monitoring, relevant new knowledge and developments within sustainable development.		
GRI 2: General disclosures 2021	<b>2-18</b> Evaluation of the work of the senior governing body	The Board evaluates its own work continually after each Board meeting.		
GRI 2: General disclosures 2021	<b>2-19</b> Remuneration policies	Board fees are paid to the Chair of the Board and to external members. The Board representatives have a fixed fee that is calculated each year using the price base amount. No bonuses or other incentive payments are paid within the company. Read more in the Group's Annual Report.		
GRI 2: General disclosures 2021	<b>2-20</b> The process for determining remuneration	The Chair and members of the Board of Directors are remunerated in accordance with a resolution at the Annual General Meeting. The CEO's salary is set by the Chair and approved by the Board of Directors.		
GRI 2: General disclosures 2021	<b>2-21</b> Annual total remuneration	a.) The ratio between the annual total remuneration for the organisation's highest paid individual and the median of the annual total remuneration for all employees (excluding the highest paid individual) was 6.12. b.) The ratio between the percentage increase in the annual total remuneration for the organisation's highest paid individual and the average percentage increase in annual total remuneration to all employees (excluding the highest paid person) was 1 (0.995%).		

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
GRI 2: General disclosures 2021	<b>2-22</b> Statement on strategy for sustainable development	Page no. 3		
GRI 2: General disclosures 2021	<b>2-23</b> Policy commitments: (Values, principles, standards and norms regarding conduct)	Page no. 18 a.) Read more in the companies' Annual Report, which is prepared in accordance with the Annual Accounts Act BFAR 2012:1, and in the consolidated financial statements according to K3. d.) Approved at the highest level by the CEO and the management team. e.) Described in the Code of Conduct f.) Ensuring the Code of Conduct and supplier audit, see page no. 44	2-23 c. Information unavailable	2-23 c. Policy commitments are not publicly available, but can be requested.
GRI 2: General disclosures 2021	<b>2-24</b> Anchoring of values, principles, standards and norms regarding conduct	Page nos. 18-19, 44-45, 48, 50 Code of Conduct Whistleblower function Training		
GRI 2: General disclosures 2021	<b>2-25</b> Policy commitments – Processes for remedying and preventing negative effects (negative impact)	Page nos. 19, 65-67 Impact analysis conducted Deviation management system with regular following-up of measures Risk management processes Stakeholder dialogues Climate finance ("carbon offset") through Solvatten		
GRI 2: General disclosures 2021	<b>2-26</b> Mechanisms for advising and reporting on affairs for the organisation	i.) The individual seeks advice regarding the Code of Conduct and ii.) Raises any concerns in the system for the Whistleblowing service		
GRI 2: General disclosures 2021	<b>2-27</b> Compliance with laws and regulations	Returpack has no identified significant instances of non-compliance with laws and regulations during this reporting period or during previous reporting periods. In other words, no fines or non-monetary sanctions have been imposed on the company.		
GRI 2: General disclosures 2021	<b>2-28</b> Membership of organisations	Page no. 68		

## Stakeholder involvement

GRI 2: General disclosures 2021	<b>2-29</b> Method for stakeholder involvement	Page no. 14 Refer to stakeholder analysis and overview stakeholder dialogue, surveys that have been conducted and are described The stakeholders are involved in impact and materiality analysis		
GRI 2: General disclosures 2021	<b>2-30</b> Collective agreement	All permanent employees are covered by collective bargaining agreements		

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
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## Question-specific information

### Key issues

GRI 3: Key issues 2021	<b>3-1</b> Process for determining key issues	Page no. 14		
GRI 3: Key issues 2021	<b>3-2</b> List of key issues	Page no. 14 a.) Recycling (in-house) Product quality (in-house) Business relations (in-house) GRI 305: Emissions to air GRI 403: Occupational health and safety b.) No changes since previous report		

## Emissions to air

GRI 3: Key issues 2021	<b>3-3</b> Governance of key issues	a-c) Page nos. 17, 19, 31-38, 65-67 d. i) Regular risk analyses and resulting action plans ii) Carbon offsetting Solvatten - water treatment iii. Responsibly communicate the positive effects that setting requirements for fossil-free transport and other emission reduction measures contribute to. e. i.) The organisation continually gathers data for evaluation, following-up and review in internal and external systems. ii.) Page nos. 22, 34 e. i.-iv) In 2024, a complete climate report in accordance with the Greenhouse Gas Protocol will be carried out for the business, including analysis of actions, target evaluation and updated follow-up procedures. f. Stakeholders have been involved in the selection of emission reduction measures through surveys and various stakeholder dialogue forums. The effects of emission reduction measures are monitored through the monthly or annual measurement of greenhouse gas emissions from these activities.		
GRI 305: Key issues	<b>305-1</b> Direct greenhouse gas emissions (Scope 1)	Page nos. 22 and 38 b.) CO2 and CH4 are currently included in the calculations. d. i) The base year is 2017, as this was the first year when climate calculations were carried out. ii) Emissions in scope during the base year: 1 tonne CO2e iii. No recalculations for base year performed. e. Source of emission factors: SÅ Klimat Calc, Swedish Energy Agency f. Financial control g. Calculations inspired by the Greenhouse Gas Protocol	Information not complete	c) Biogenic emissions are not currently measured, but will begin to be mapped as from 2024

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
<b>Emissions to air</b>				
GRI 305: Key issues	<b>305-2</b> Indirect emissions of greenhouse gases, energy (Scope 2)	Page nos. 22 and 38 Emissions in Scope location-based method: 189.7 tonnes CO2e c. i) The base year is 2017, as this was the first year when climate calculations were carried out. ii) Emissions in scope during the base year: 330 tonnes of CO2e (market-based method) iii. No recalculations for base year performed. d. Source of emission factors: E.ON and the Swedish Energy Agency e. Financial control f. The information is based on E.ON's financial statements and EPDs from Vattenfall	Information not complete	b. Incomplete information from energy suppliers c) Biogenic emissions are not currently measured, but will begin to be mapped as from 2024
GRI 305: Key issues	<b>305-3</b> Other indirect greenhouse gas emissions (Scope 3)	Page nos. 22 and 38 b.) CO2 and CH4 are currently included in the calculations. This will be expanded during 2024. d.) The Scope 3 categories included in the calculations are: 3.3. Fuel and energy-related emissions 3.4 Upstream transport and distribution 3.6 Business travel 3.9 Downstream transport and distribution e.) i. The base year is 2017, as this was the first year when climate calculations were carried out. ii) Emissions in scope during the base year: 931 tonnes CO2e iii. No recalculations for base year performed. f.) The sources of the emission factors are SÅ Klimat Calc and the Swedish Energy Agency g.) Calculations inspired by the Greenhouse Gas Protocol A complete climate report in accordance with the Greenhouse Gas Protocol will be carried out in 2024, which will include more Scope 3 categories.		c) Biogenic emissions are not currently measured, but will begin to be mapped as from 2024
GRI 305: Key issues	<b>305-4</b> Intensity of greenhouse gas emissions	N/A	Not applicable	No intensity quotas for greenhouse gas emissions have been developed for the organisation. These will be drawn up during 2024.
GRI 305: Key issues	<b>305-5</b> Reduction in greenhouse gas emissions	a.) Since the base year, the organisation's total greenhouse gas emissions have decreased by xx tonnes of CO2e, as a result of emission reduction measures and efficiency improvements. b.) The greenhouse gases included in the calculations are CO2 and CH4. c.) The base year is 2017, as this was the first year when climate calculations were carried out. d.) The reductions have taken place in all Scopes 1, 2 and 3 as follows: 1 tonne in Scope 1, 282 in Scope 2 and 248 in Scope 3. The reduction in emissions in Scope 2 has been achieved through the transition to renewable electricity (wind power) and district heating that is labelled "Special Environmental Choice". The reduction in Scope 3 emissions has principally been achieved through setting requirements for fossil-free transport. c.) Calculations inspired by the Greenhouse Gas Protocol have been carried out. Through an agreement with the carbon offsetting project Solvatten, an emission reduction of 792 tonnes of CO2e has been financed in 2023.		

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
<b>Emissions to air</b>				
GRI 305: Key issues	<b>305-6</b> Emissions of ozone-depleting substances (ODS)	N/A	Not applicable	The business has no known emissions of ozone-depleting substances.
GRI 305: Key issues	<b>305-7</b> Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant emissions to air	N/A	Information not available	Energy: The company has no direct emissions of NOx, SOx or other significant emissions to the air. Transport: Emissions of pollutants to the air from transport are not currently measured, other than greenhouse gas emissions. To date, it has not been possible to obtain emissions data from suppliers for various fuels used in transport. Measures to minimise these emissions are in a high Euro class, which results in lower emissions.

## Occupational health & safety

GRI 3: Key issues 2021	<b>3-3</b> Governance of key issues	17, 19, 47-50, 65-67		
GRI 403: Working environment & safety 2018	<b>403-1</b> Governance system for occupational health and safety (governance disclosure)	Page no. 48 a.) The company does not have a certified management system for the working environment. The systematic work environment management that is being conducted complies with current legislation. b.) All workers, activities and the entire workplace are covered by the management system.		
GRI 403: Working environment & safety 2018	<b>403-2</b> Identification of hazards, risk assessment and incidents (governance disclosure)	Page no. 48 a.) The company has a digital system for reporting risks, incidents and accidents. i., ii. Depending on the area of responsibility, employees and managers have received the required training, which is documented. The functionality and appropriateness of the system are evaluated regularly. b, c. Whistleblower function		
GRI 403: Working environment & safety 2018	<b>403-3</b> Occupational health care (governance disclosure)	Page nos. 48 and 50		
GRI 403: Working environment & safety 2018	<b>403-4</b> Employee participation, consultation and communication regarding working environment and safety (governance disclosure)	Page nos. 48 Non-employed individuals at Returpack receive an introduction and information about Health and safety work from their immediate superior at Returpack.		
GRI 403: Working environment & safety 2018	<b>403-5</b> Training of employees regarding occupational health and safety (governance disclosure)	Page nos. 48-49 Introduction, ongoing information and internal/external training apply to in-house staff. External staff receive information via introduction. Examples of training courses: Fire, first aid, CPR, Better Work Environment, evacuation drills, etc.		

# GRI index

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference and additional information	Deviations from requirement	Reason
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## Occupational health & safety

GRI 403: Working environment & safety 2018	<b>403-6</b> Promotion of employee health (governance disclosure)	Page nos. 19 and 48-49		
GRI 403: Working environment & safety 2018	<b>403-7</b> Prevention and limitation of occupational health and safety (governance disclosure)	Page nos. 19 and 48		
GRI 403: Working environment & safety 2018	<b>403-8</b> Employees who are covered by management systems for occupational health and safety	N/A No implemented management system based on standards. Working environment processes and instructions are based on legal requirements and systematic work environment management. All employees are covered by the work environment management system.		
GRI 403: Working environment & safety 2018	<b>403-9</b> Work-related injuries	Page nos. 19 and 47-48 a) i. No fatal incidents. v. Number of hours worked: 151,078. b.) i. No fatal incidents. No work-related injuries reported. v. 28,183 purchased consulting hours		
GRI 403: Working environment & safety 2018	<b>403-10</b> Work-related health problems	Page nos. 19 and 47-48 a) i. No fatal incidents. ii - iii.) Out of 4,133 sick hours, 878 have been due to stress/fatigue syndrome b) N/A		

## Key corporate issues

GRI 3: Key issues 2021	<b>3-3</b> Governance of key issues Increased recycling	Page nos. 17, 21, 26-30		
GRI 3: Key issues 2021	<b>3-3</b> Governance of key issues Product quality	Page nos. 17, 27-28, 30.		
GRI 3: Key issues 2021	<b>3-3</b> Governance of key issues Business relations	Page nos. 23, 39-45		



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