



RETURPACK

SUSTAINABILITY REPORT 2021

RETURPACK SVENSKA AB



ABOUT OUR SUSTAINABILITY REPORT 2021

The 2021 Sustainability Report constitutes Returpack Svenska AB's fifth statutory sustainability report and satisfies the requirements in the Annual Accounts Act regarding sustainability reporting. The report summarises the company's sustainability work during the financial year from 1 January - 31 December 2021, and the accounting principles comply with the Global Reporting Initiative (GRI) Standards, level Core.

The auditor's opinions on the statutory sustainability report in accordance with RevR 12 can be found on page 62. Other than this, no external review has been carried out.

Our report contains information on the statutory requirements in the areas of environmental, 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.

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CEO'S STATEMENT

A world-leading return system with deposits



Just as in 2020, our operations, like society in general, were characterised by the consequences of Covid-19. Despite this, we once again succeeded in setting new records for the deposit system in Sweden in 2021. Never before have we collected so many bottles and cans in a single year – a total of 2.4 billion packages, representing an increase of 200 million packages. The recycling rate also increased, reaching 88.2 per cent. In the market research that we carry out, it can be seen that confidence in our deposit system remains high, for which we are grateful and which is demonstrated by the fact that more and more packages are being returned.

The deposit-based return system is world-leading and unique. It is based on 40 years of successful collaboration between the grocery sector and beverage producers. In Sweden, we were pioneers and the first in the world to create a deposit system, or a Deposit-based Return System, as it is actually called. We are therefore a role model and a source of inspiration for all the deposit systems that have subsequently been started up in other countries, most recently in Latvia and Slovakia. Something that, on the surface, may appear so simple and obvious is, in reality, a complicated and specialised process that requires in-depth knowledge and experience in order to be considered a matter of course in the way it is in Sweden.

In total, Returpack and other players involved in the deposit system have invested more than SEK 3 billion to make it work as well as it does, and in order for us to be able to recycle our cans and bottles to make the best input material for new cans and bottles available anywhere in Europe. Examples of such investments include the stores' and Returpack's investments in reverse vending machines, the collection vehicles that take the collected bottles and cans to our facility in Norrköping, the equipment for sorting and performing quality work in our factory, the investments in plants and machines at our buyers, as well as our systems and processes, which are uniquely specialised. Incoming and outgoing deposit payments and charges worth more than SEK 3 billion will function with an accurate and controlled return system, as well as with refunds for every recycled package. In Sweden, items are submitted to the deposit system 100 million times over the course of a year – an average of 275,000 times per day! Setting up an equivalent, fully functioning return system with deposits would take 2 years from decision to implementation.

At Returpack, we are constantly working to develop the deposit system towards ever higher goals as regards recycling, sustainability and material quality. For this reason, we invest around SEK 100 million every year in the further development of our system. We are continuing to invest in the development of our Pantamera Express reverse vending machines, where we have introduced alternative digital payments during the year. We are also testing various solutions for digital payments in stores, and are now supplementing our fully automated deposit station in Norrköping with an equivalent deposit station in Stockholm. Cash payments are also offered at these stations.

Sustainability should permeate everything we do. The installation of the latest generation of solar cells on the roof of our facility in Norrköping is providing an additional contribution of fossil-free energy. On the transport side, we have continued our work towards being completely fossil-free by 2025, through new procurements and orders for gas-powered collection vehicles. Our ambition is for us to be completely climate neutral as a business by 2030.

We have remodelled our premises in Norrköping during 2021 and, when the restrictions associated with the pandemic come to an end, we will have a more modern and more functional workplace for our employees. Of course, sustainability has been a guiding principle in this remodelling work as well. Our employees are our most important asset, and we are constantly focusing on their health and well-being.

The Swedish deposit-based return system that Returpack operates is a world-leading and unique packaging cycle, with 99.1% of the collected material being recycled, corresponding to more than 47,000 tonnes of recycled raw material. It isn't possible to do much better than this, although we are now working on how to improve the recycling of the labels. Material recycling and the circularity of our collected material has always been in focus at Returpack. The bottles and cans we collect are used in the production of new bottles and cans. This is how a genuine deposit system works, and this is how we manage to save more than 180,000 tonnes of CO₂e for our climate.

Bengt Lagerman
CEO, Returpack

OUR MISSION

Our mission is to operate the nationwide and world-leading return system with deposits for beverage packaging made of metal and plastic. The original primary purpose of the Swedish deposit system was to reduce littering and promote recycling, and over time it has developed into a sustainability system that, in collaboration with other actors in the value chain, is ensuring an ever-higher degree of collection and recycling.

We coordinate the recovery of deposit packaging, ensure that materials are recycled and administer 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. Our goal/mission is to achieve a higher level of circular efficiency for collected material, 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. Today, our deposit system is a role model for many 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 henceforth will be

referred to as Returpack. During the 2021 financial year, Returpack reported net sales of SEK 3.4 billion, and at the end of the year the company had a total of 75 employees. The company had a balance sheet total of SEK 1,091 million, including SEK 447 million in equity.

HISTORY

The deposit system has been in place for over 35 years. The decision to introduce a deposit system in Sweden was based on concerns that the launch of the aluminium can would result in littering. In 1982, the packaging industry, breweries and the retail sector formed the joint company AB Svenska Returpack. In 1984, the deposit system for cans was launched. Ten years later, in 1994, a deposit system was also introduced for PET bottles, under the control of Returpack. At that time, the collected packaging was handled at the breweries' depots, where it was baled and then forwarded for recycling. Since 2003, however, all collected returns are handled at the factory in Norrköping.

PANTAMERA

For many, Returpack is better known as Pantamera, the brand we operate to communicate our message to all our stakeholders and so increase awareness and the environmental benefits of recycling deposit packaging.

RETURPACK IN FIGURES 2021



OWNERS > THE SWEDISH BREWERS ASSOCIATION 50%, THE SWEDISH FOOD RETAILERS FEDERATION 25% AND THE SWEDISH GROCERY STORES ASSOCIATION 25%.



Producer responsibility and NATIONAL RECYCLING TARGETS

Producer responsibility for packaging and newspapers is a consequence of the EU's Packaging Directive, and has been implemented through the Ordinance on Producer Responsibility for Packaging (SFS 2018:1462). In Sweden, the goal is for 90 per cent of all deposit packages made of metal or plastic to be recycled, and in recent years we have been just below this level. The Swedish Environmental Protection Agency is the authority responsible for the combined national recycling statistics from all material companies.



Returpacks OPERATIONS

More than two 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.

Our operation is governed and regulated by the Ordinance on the return system for plastic bottles and metal cans (SFS 2005:220), where the Swedish Board of Agriculture is the licensing and supervisory authority. Returpack is now the only approved deposit-based return system for beverage packaging.

Since its inception, Returpack has continually developed the deposit system alongside other players in the value chain. We can see considerable opportunities to continue developing the deposit system to make it even more sustainable, and we have also verified the deposit system's positive contribution to the environment with the aid of life cycle assessments. 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 sold on for the production of raw materials for new cans and bottles.

We have opened up the deposit system for the optional registration of packages for fruit syrups and juice. Optional registration means that packages that are not covered by the Ordinance on return systems can be registered to the deposit system.

Since 2003, all collected beverage packaging, both that which is included in the Swedish deposit system and that which is optionally registered, is handled at the factory in Norrköping, where both the head office and the factory are located.

About 15 per cent of the beverages normally sold in Sweden are sold in cross-border trade with Norway. For most of 2021, the border has been closed, which of course has affected both sales and recycling. However, this has largely been offset by an increase in other sales and recycling in Sweden, driven by reduced imports of foreign cans and bottles and more consumption in the home.

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 vary, although one thing they all have in common is that they can be accepted by a reverse vending machine.

ARTICLES IN THE DEPOSIT SYSTEM

YEAR	CAN AND PET	OPTIONALLY REGISTERED	TOTAL
2017 >	4 092	80	4 172
2018 >	4 894	179	5 073
2019 >	5 968	262	6 230
2020 >	7 226	341	7 567
2021 >	9 088	479	9 567

RETURPACK'S VISION, BUSINESS CONCEPT, OVERALL 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. As we operate in a changing world, we are continually looking to make improvements, developing both 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:

- > Increased recycling to achieve the 90% recycling target.
- > Achieve a profit margin over time of at least 1.5% to ensure long-term financial stability.

In 2021, Returpack achieved a recycling rate of 88.2% and a profit margin of -1.5%.

OUR OVERALL GOALS WILL BE ACHIEVED THROUGH THREE OVERARCHING STRATEGIES.

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

- > **Increase recycling towards our goal** - 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. With our second strategy, Sustainable Processes, 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. Monitor the outside world, collaborate regarding legislation and government decisions and be a good social player.

OUR VALUES

Our values form the basis of our corporate culture and guide 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.

Our values can be summarised in three key words: Responsibility, Innovation and Cooperation.

Our Values

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.

THE DEPOSIT AS AN INCENTIVE

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.

CONNECT & DEPOSIT PAYMENT

PACKAGING IS REGISTERED TO THE DEPOSIT SYSTEM

Returpack supplies a deposit system for beverage packaging that is covered by the Ordinance on return systems or that is included in the deposit system on an optional 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 & DEPOSIT PAYMENTS

THE PACKAGES ARE RETURNED AND COLLECTED

Returpack establishes a collection structure with stores with reverse vending machines (RVMs), camping sites with deposit bins, etc., 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 packaging by sorting and compacting the material into bales in-house, before then selling it on to material buyers for recycling.



HOW DO OUR FINANCES WORK?

INCOME:

- > Sales of recycled material
- > Administrative charges from producers and importers

EXPENSES:

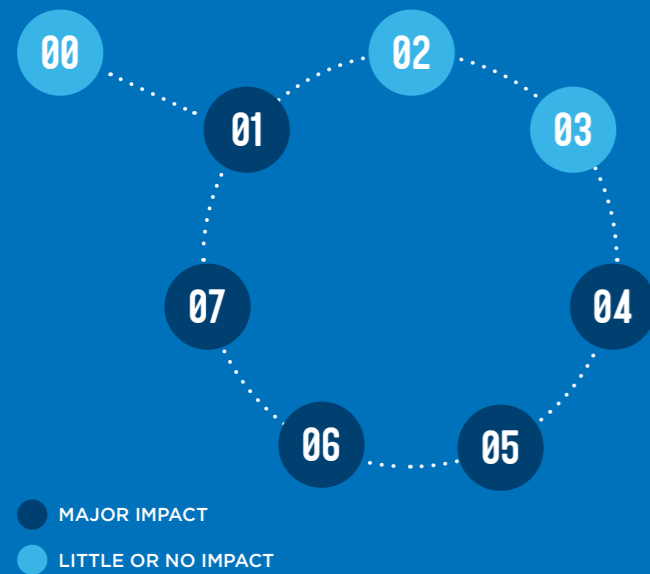
- > Reimbursement for handling paid to stores with RVMs etc.
- > Transport costs
- > Operation of the business, production, marketing and development.

RETURPACK'S IMPACT 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, and demonstrates our considerable potential to exert influence both upstream and downstream in the value chain. The demands we place on packaging design to achieve increased material recycling are worth highlighting. 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.

In the impact assessment, Returpack's positive and negative potential to exert influence at each stage of the value chain is evaluated.

Together with the results of the stakeholder analysis, a number of highly prioritised sustainability areas emerged. Of these, some are judged to be essential issues, key issues and significant issues for us.



WHERE IN THE VALUE CHAIN DOES THE IMPACT ARISE?

00. VIRGIN RAW MATERIAL: Reduce greenhouse gas emissions (positive). High quality of the material being recycled (positive).

01. PACKAGING MANUFACTURING: Reduce greenhouse gas emissions. High quality of the material being recycled. Good business relationships that are leading to an even better deposit system.

02. BEVERAGE PRODUCTION

03. RESALE

04. CONSUMPTION & RECYCLING USING THE DEPOSIT SYSTEM: Get more people to use the deposit system more.

05. RETURNS RECEPTION: Get more people to use the deposit system more. Good business relationships that are leading to an even better deposit system.

06. COLLECTION & PROCESSING: Environmental impact from transport operations (direct). High quality of the material being recycled. Good business relationships that are leading to an even better deposit system.

07. MATERIAL RECYCLING: Environmental impact from transport operations. High quality of the material being recycled. Good business relationships that are leading to an even better deposit system.

FACTS, VALUE CHAIN

415 PRODUCERS AND IMPORTERS

9 567 ARTICLES IN THE DEPOSIT SYSTEM
(Of which juice: 363 and fruit syrup: 116 = 479)

3 160 SHOPS WITH REVERSE VENDING MACHINES

8 675 OTHER COLLECTORS
(E.g. cafés, restaurants and clubs)

4 260 REVERSE VENDING MACHINES

62 PANTAMERA EXPRESS AT RECYCLING CENTRES

30 TRANSPORT PROVIDERS
Collection of packaging, transporting material

2,42 BILLION RECYCLED PACKAGING

PROCESSING AT RETURPACK
(Sorting and baling for increased closed material recycling)

47 905 TONNES
(Sorting and baling for increased closed material recycling)

3 MATERIAL BUYERS WHO GUARANTEE THAT THE MATERIAL CAN BE MADE INTO NEW PACKAGING
(Sweden, France, Germany)

STAKEHOLDERS AND STAKEHOLDER DIALOGUE

Our vision is at the heart of our sustainability work. Our overall strategies will support us in our efforts to increase recycling, to take responsibility for employees, the environment and society and to continuously develop a deposit system adapted to today's and tomorrow's requirements. Our deposit system should be able to develop with the society of the future and be sustainable for a long time to come, without compromising future resources.

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 helps us to identify our stakeholders' most important sustainability considerations and to understand what expectations they have of us. An in-depth stakeholder analysis and impact assessment has been carried out during the year, which has resulted in an updated materiality analysis. 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 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. Read more about our dialogue with stakeholders and their expectations of us on page 59.

MATERIALITY ANALYSIS

The materiality analysis is performed in order to help us identify the sustainability issues that are most relevant

to our stakeholders and where our potential to exert influence is greatest. The impact assessment follows our value chain. The materiality analysis is thoroughly reviewed and overhauled every year in order to identify and prioritise the company's most important sustainability issues, both from a stakeholder perspective as well as from a corporate perspective. A new materiality analysis was carried out in connection with our stakeholder dialogue. The issues that are considered to be of great importance from both the stakeholder and the impact perspective are the issues that are given the highest priority. The company's sustainability work is therefore based on this analysis.

We follow the GRI Standards' principles in order to develop a materiality analysis and identify the most significant issues from a sustainability perspective. A detailed description of the materiality analysis is presented on page 59.

KEY ISSUES

- 1. Increased recycling:** get more people to use the deposit system more.
- 2. Product quality:** high quality of the material being recycled.
- 3. Greenhouse gases:** reduce greenhouse gas emissions and environmental impact from transport operations.
- 4. Business relations:** good business relationships leading to an even better deposit system and satisfied customers.
- 5. Health and safety**

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 goals. Five goals have been identified as being most clearly linked to our core business, although the other goals are also represented in the company's sustainability work.

- ▶ **RETURPACK'S SUSTAINABILITY GOALS WITHIN AGENDA 2030**
- ▶ **Goal 9** Industry, innovation and infrastructure
- ▶ **Goal 11** Sustainable cities and communities
- ▶ **Goal 12** Responsible consumption and production
- ▶ **Goal 13** Climate action
- ▶ **Goal 14** Life below water

The image shows a grid of 17 icons representing the UN Sustainable Development Goals (SDGs). Each icon is a colored square with a white symbol and text. The goals are: 1. No Poverty, 2. Zero Hunger, 3. Good Health and Well-being, 4. Quality Education, 5. Gender Equality, 6. Clean Water and Sanitation, 7. Affordable and Clean Energy, 8. Decent Work and Economic Growth, 9. Industry, Innovation and Infrastructure, 10. Reduced Inequalities, 11. Sustainable Cities and Communities, 12. Responsible Consumption and Production, 13. Climate Action, 14. Life Below Water, 15. Life on Land, 16. Peace, Justice and Strong Institutions, 17. Partnerships for the Goals.

RISKS AND RISK MANAGEMENT

Returpack works systematically to identify risks within the company, and has implemented a system support for risk management during the year. 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. Risk management is carried out in all departments at the company and is an important part of the governance and prioritisation of activities that need to be carried out or safeguarded.

We have identified five risk categories that we work with: 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 likelihood of them occurring and what the consequences would be should they occur. Depending on the risk value, priority is given to measures and activities designed to eliminate the risk, balance and manage it or simply accept the risk. The CEO and the Board of Directors continue working on the basis of the risk analysis.

SIGNIFICANT RISKS AND OPPORTUNITIES

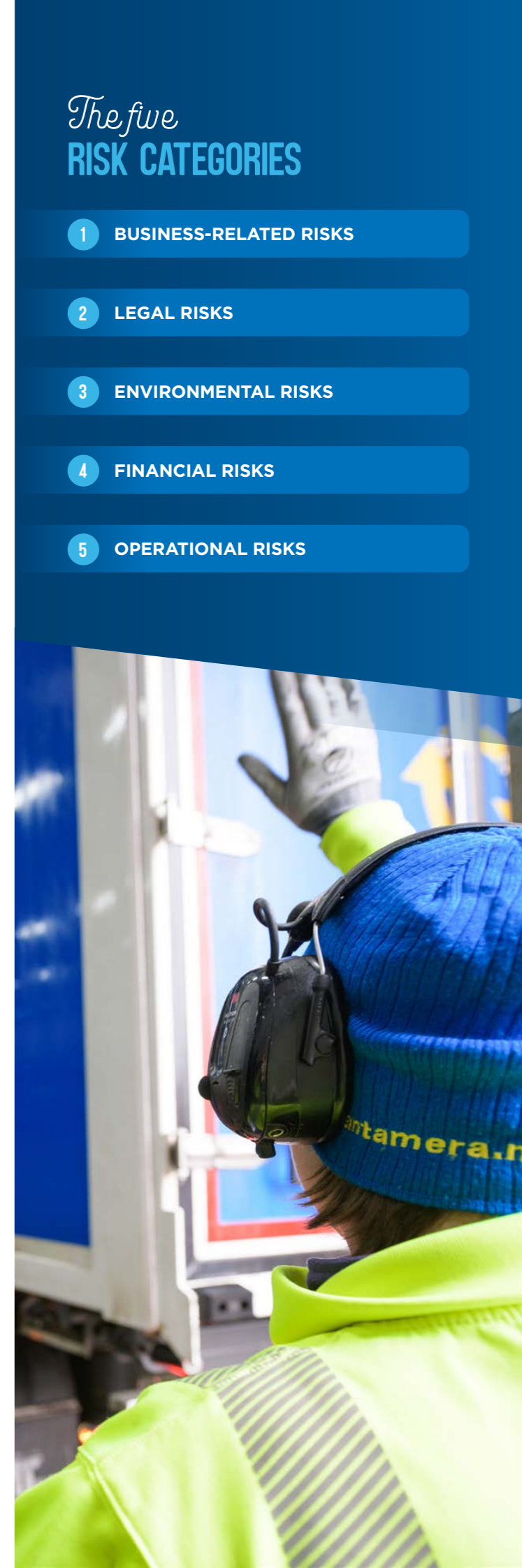
The risk management process is an integral part of our business planning process, involving the regular identification and following-up of the company's overall risks. Risks are normally dealt with in the day-to-day operations and are managed by the manager responsible.

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 57.

The five RISK CATEGORIES

- 1 BUSINESS-RELATED RISKS
- 2 LEGAL RISKS
- 3 ENVIRONMENTAL RISKS
- 4 FINANCIAL RISKS
- 5 OPERATIONAL RISKS



SUSTAINABILITY MANAGEMENT

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 HR and 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 starting point is to work preventively as far as possible and to apply the precautionary principle in the event of changes in operations.

SUSTAINABILITY PLAN AS A GUIDING INSTRUMENT

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. These focus areas bring together the sustainability issues that have been identified as key, as well as those other issues that stakeholders expect Returpack to work on. Each focus area includes a long-term commitment with concrete goals and measures to guide the business towards the vision. Goals and measures are followed up continually by the implementing organisation, and then followed up after each quarter by the management. The 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 management system of the company and covers all employees and others, such 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. All employees are responsible for complying with Returpack's Internal Code of Conduct and Unau-

thorised 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.

The environmental work is guided and followed up based on the guidelines in ISO 14001. 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 is under regulatory supervision.

Returpack's POLICIES

POLICIES AND GUIDELINES GOVERN OUR SUSTAINABILITY WORK.

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.

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.

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.

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.

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.

SPONSORSHIP POLICY

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

WORK 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 discrimination of any kind.

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.

UNAUTHORISED INFLUENCE POLICY

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

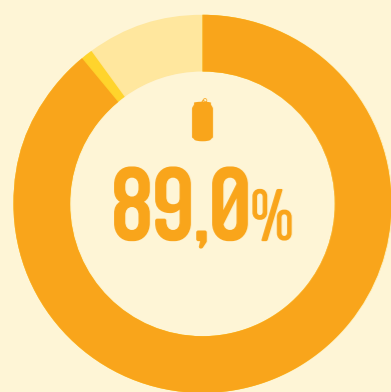


FOCUS AREAS AND GOALS

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 below, as well as in the following sections dealing with our various focus areas.

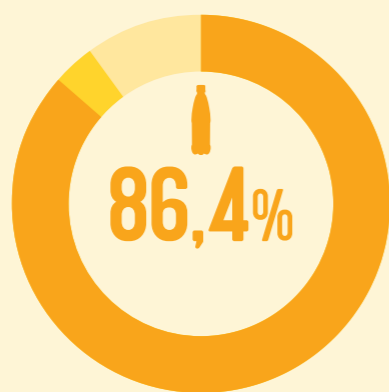
RECYCLING

RECYCLING RATE CANS



GOAL: 90%
 INTERIM GOAL 2021: 88,0%

RECYCLING RATE PET



GOAL: 90%
 INTERIM GOAL 2021: 87,00%

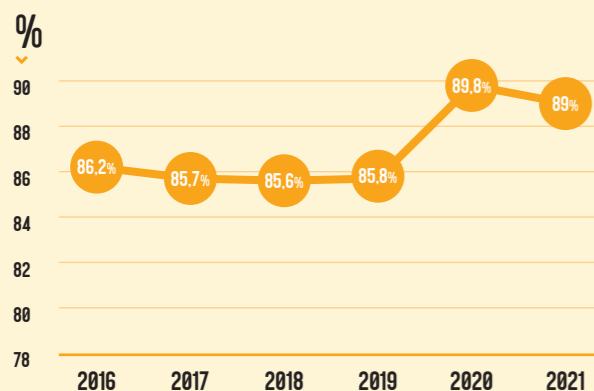
PRODUCT QUALITY ALUMINIUM

FOREIGN MATERIAL IN SORTED ALUMINIUM: **0,03%**
 OUTCOME 2021: **0,03%**
 GOAL 2021: 0.2%
 AGREEMENT: NOT MORE THAN 1.5%

PRODUCT QUALITY CLEAR PET

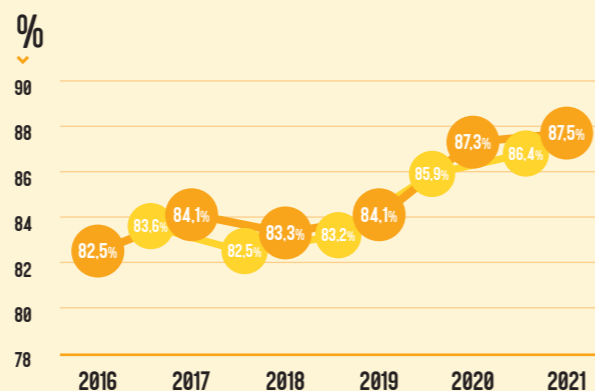
FOREIGN MATERIAL IN SORTED CLEAR PET: **0,12%**
 OUTCOME 2021: **0,12%**
 GOAL 2021: 0.25%
 AGREEMENT: NOT MORE THAN 4%

INCREASED RECYCLING CANS



RECYCLING RATE CANS

INCREASED RECYCLING PET



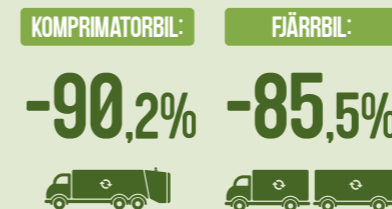
RECYCLING RATE PET EXCL. OPTIONAL REGISTRATION
 RECYCLING RATE PET INCL. OPTIONAL REGISTRATION

For 2021, Returpack achieved a total recycling rate of 88.2 per cent, an increase of 0.1 percentage points compared to the previous year. If we exclude the optionally registered products, the recycling rate for 2021 stands at 88.6 per cent.

CLIMATE & THE ENVIRONMENT

CLIMATE IMPACT TRANSPORT

Reduction of CO₂ per pack.

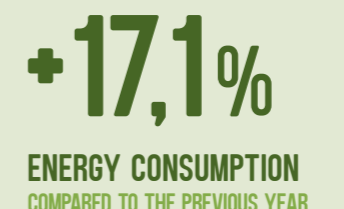


GOAL: Reduce greenhouse gas emissions from transport. Fossil-free domestic transport by 2025.
 INTERIM GOAL 2021: Reduce CO₂ per package by 90% for transport with compactor vehicles and 85% for long-distance transport. (Reference year 2015).

GREENHOUSE GAS EMISSIONS FROM TRANSPORT:
634 TON CO₂e

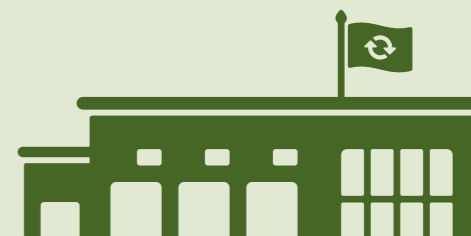
CLIMATE IMPACT PLANT

Electricity consumption:



GOAL: REDUCE ENERGY CONSUMPTION
 INTERIM GOAL 2021: 0.785 W/package Follow up greenhouse gas emissions from the plant.
 OUTCOME 2021: 0,78 W/package

CLIMATE IMPACT BUSINESS TRAVEL
 GOAL: FOLLOW UP GREENHOUSE GAS EMISSIONS FROM BUSINESS TRAVEL



TOTAL EMISSIONS 2021: 721 TON CO₂e

BUSINESS RELATIONS

CUSTOMER SATISFACTION STORE



The evaluations are carried out every two years. The next evaluation will take place in 2023.

7-POINT SCALE, WHERE 7 IS BEST

GOAL: SATISFIED CUSTOMERS

INTERIM GOAL 2021: CSI store, overall perception of Returpack, the same good result as in the previous measurement.

SOCIETY

IN 2021:

103

FLOORBALL CLUBS

HAVE JOINTLY COLLECTED:

381 018

CANS AND BOTTLES

EMPLOYEES



HEALTH & SAFETY OUTCOME



GENDER EQUALITY OUTCOME



GOAL: ACHIEVE A GENDER BALANCE IN THE RANGE 40–60% AT ALL LEVELS OVER TIME

TRAINING & DEVELOPMENT OUTCOME



GOAL: All employees must have an annual follow-up in the form of a staff appraisal and a development plan.

CORRUPTION INCIDENTS OUTCOME



GOAL: NO CORRUPTION INCIDENTS

DISCRIMINATION CASES OUTCOME



GOAL: NO DISCRIMINATION CASES

EMPLOYEE INDEX OUTCOME



Employee surveys are conducted every two years. The next employee survey will be conducted in 2023.



RECYCLING

BY INCREASING THE RECYCLING 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.

Our entire mission relates to recycling. 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 recycling 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 recycled material that we sell on.



RECYCLING TARGETS & 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. Just like the year before, 2021 was also strongly affected by the corona pandemic, which affected the deposit recycling rate.

The people of Sweden have been consuming beverages in cans and PET bottles like never before. A whopping 2.7 billion cans and PET bottles were sold in 2021, representing an increase of 9% compared to the previous year. This is despite the fact that cross-border trade with Norway has been affected by the pandemic, with closed borders at times during the year.

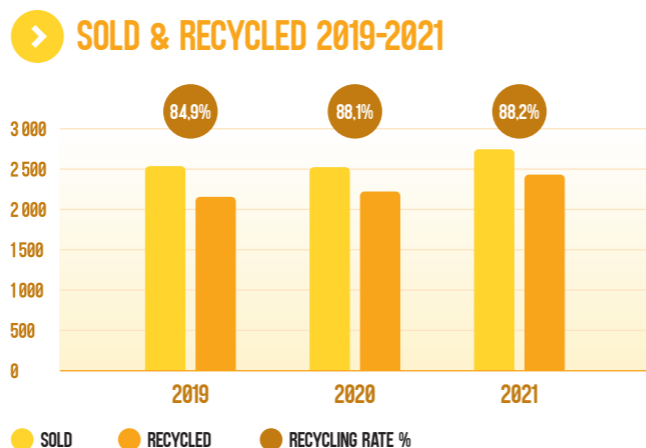
“During 2021, we have also witnessed that a closed border between Norway and Sweden has a significant impact on the cross-border use of the deposit system. Even though a proportion of the cans and bottles that are normally sold to Norway do not return to our Swedish deposit system, usage of the system is affected even more by the temporary cessation of border trading,” says Katarina Lundell, Marketing and Communications Manager for Returpack/Pantamera.

RECORD SALES AND INCREASED RATE OF RECYCLING

Returpack’s total recycling for 2021 amounted to 88.2 per cent, an increase of 0.1 percentage points compared to the previous year. 2021 was also a record year in terms of volume, as we received more than 2.4 billion recycled packages in our facility.

“An increase of 0.1 percentage points may not sound like much of a difference, but in this case it relates to an increase of 200 million packages that, by being submitted, can be recycled to make new cans and bottles,” says Katarina Lundell.

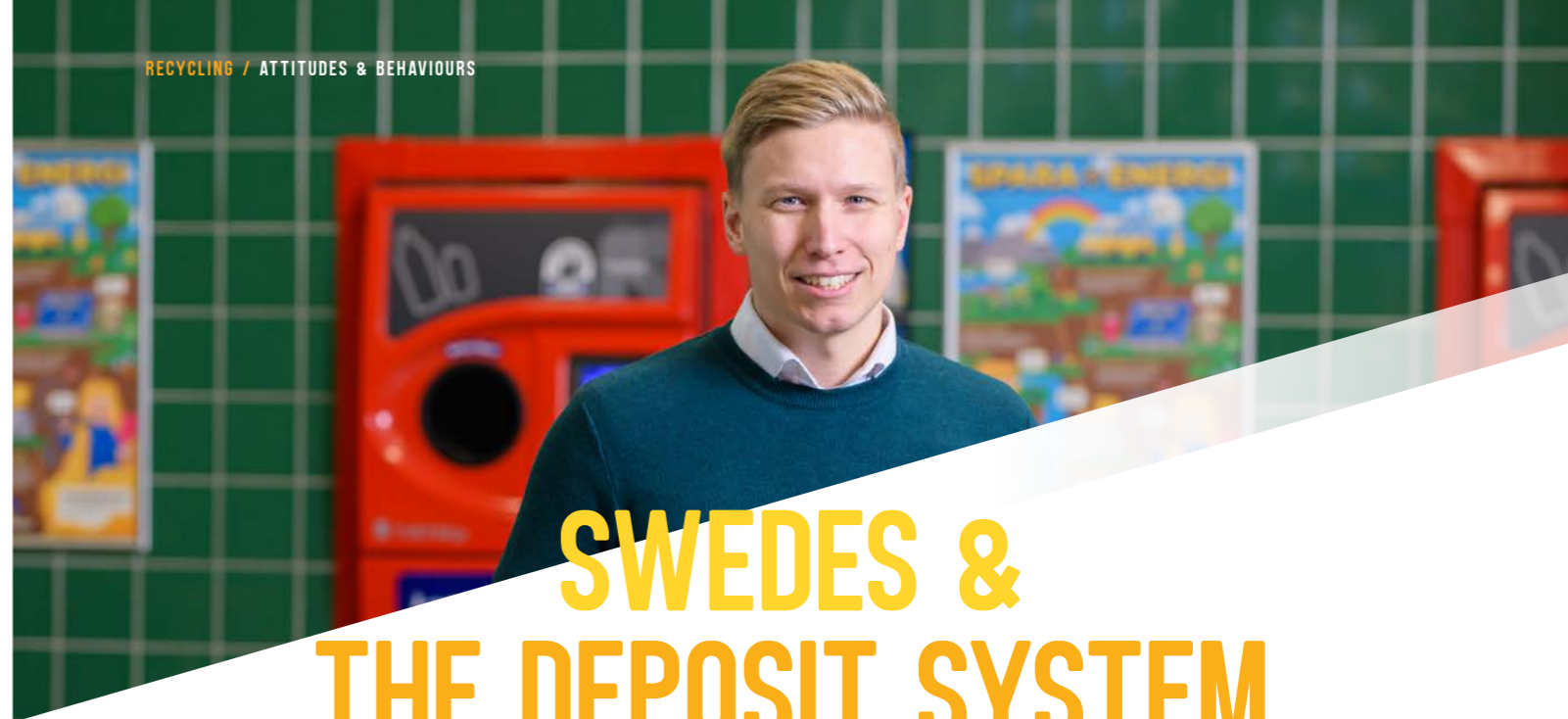
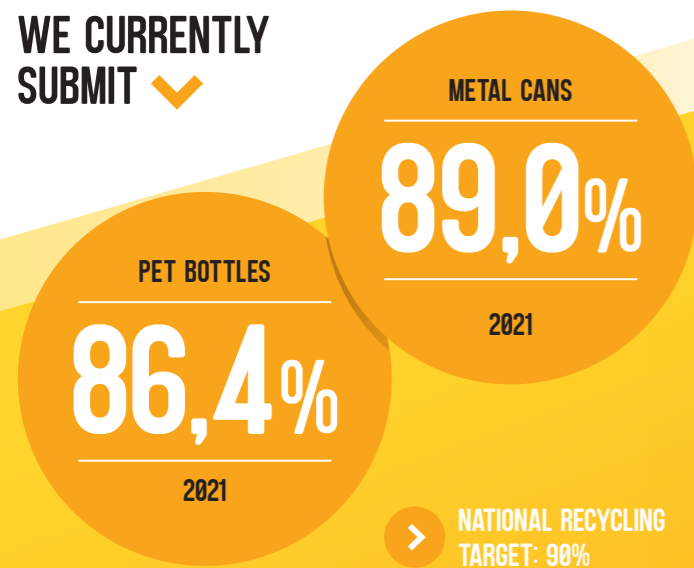
The increase in sales has been driven in part by the fact that cross-border trade started up again in 2021 and in part by higher consumption at home. The high level of consumption in the home is also a significant reason for



the increased rate of recycling. “The surveys we regularly carry out show that we are better at using the system for the cans and bottles that we consume at home than for the ones we consume ‘on the go’. During the pandemic year of 2021, we have been at home both for work and studies to a greater extent than usual, which has probably affected our behaviour regarding the deposit system,” says Katarina Lundell.

The collection flows have been different in 2021 as well. The volume of returns from restaurants and cafés has remained smaller than normal, although there has been an increase during the latter part of the year. Likewise, the number of cans and bottles that come in from festivals, concerts and events during a normal summer has decreased in 2021 as a result of the pandemic.

WE CURRENTLY SUBMIT



SWEDES & THE DEPOSIT SYSTEM

More and more Swedes feel that they are making a contribution to the environment when they use the deposit system. Confidence in the deposit system remains high, with 81 per cent of Swedes stating that they have high or very high confidence in the system. This can be seen from the SIFO survey that Returpack commissioned in 2021.

Almost 7 in 10 Swedes consider that the reverse vending machines work well, a figure that is particularly pleasing as Returpack has developed new digital payment solutions for the Pantamera Express large reverse vending machines during 2021.

“We know that there is always a risk of change being perceived as aggravating, but our Swedish recyclers are demonstrating that they were ready for new ways of having their deposits refunded,” says Rickard Andersson, Strategic Marketing Manager and responsible for the SIFO survey.

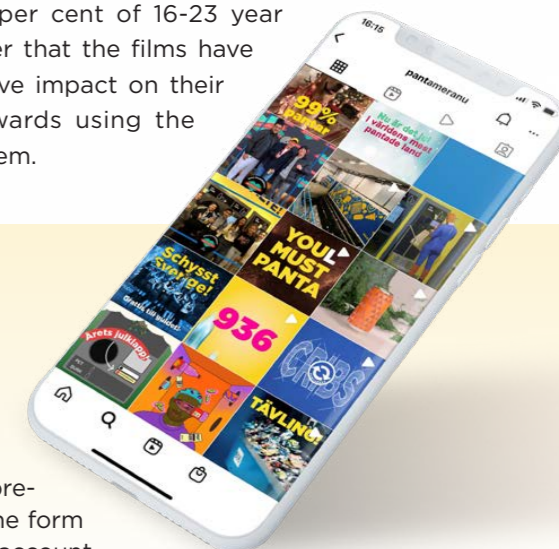
Climate and environmental issues are high on the agenda for many. The most recent SIFO survey confirms this picture. Almost 8 out of 10 Swedes feel that they are doing something for the environment when use the deposit system for their cans and bottles. By far the most important reason for using the deposit system is also related to the environment – namely the knowledge that the cans and bottles are being recycled.

Young men and women are the group that stands out somewhat in the survey. They state that they are slightly less likely to use the deposit system than the population as a whole, while at the same time being

responsible for higher consumption of beverages in cans and bottles. Confidence in the deposit system has fallen most among young women, from 87 to 82 per cent, with young women previously having had the highest level of confidence in the system.

CAMPAIGN SURVEY BY PANTAMERA HUMOUR

In 2021, we also conducted a campaign survey of our Instagram account, Pantamera Humour. The results are consistently good and show that we have reached 1/3 of all Young Adults on Instagram during the year. The thing that stands out most is the respondents’ reply that, after seeing the films, they “Will use the deposit system”. Among those who are familiar with Pantamera Humour and who like the films, the results in the survey are consistently higher. The results show that Pantamera Humour has had, and is having, a positive impact on the desire to use the system. 63 per cent of 16-23 year olds consider that the films have had a positive impact on their attitude towards using the deposit system.



THE WORLD’S LEADING COUNTRY FOR RECYCLING CANS AND BOTTLES

We continued our campaign on Instagram during 2021, highlighting facts, statistics and nonsense about the deposit system in the World’s leading country for recycling cans and bottles. The campaign focuses on reaching young adults, and mainly relates to presenting the deposit system’s environmental and climate benefits, in the form of accessible and thought-provoking posts on Pantamera’s Instagram account.



PANTAMERA WITH PETRA MARKLUND

Music and humour will encourage more people to use the system more

Our challenge is to get everyone to always return all their packaging. And Sweden is one of the best in the world when it comes to recycling. Of course, this is partly because we are one of only relatively few countries to actually have a deposit system, but also because we Swedes have made using the system something that feels completely natural. In our regular SIFO surveys, around 99 per cent of Swedes state that they use the deposit system.

“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.

Petra Marklund, one of Sweden’s most popular pop artists, was responsible for the 2021 version of the now classic Pantamera song, a song that focuses on love and circularity.

“For us, it is important to put our message across in places where people actually are, although without intruding.”

KATARINA LUNDELL
MARKETING AND COMMUNICATIONS MANAGER



HOW WE GET MORE PEOPLE TO USE THE DEPOSIT SYSTEM:

- › Increase accessibility and simplify the deposit system
- › Influence attitudes and behaviour to encourage the use of the system, particularly in young adults



PANTAMERA WITH ESPORTS

In our endeavour to encourage young men to use the deposit system even more, we are collaborating with eSports. In 2021, we rolled out eight more episodes of the Pantamera with eSports Talkshow, a series of interviews on YouTube where our hosts SampeV2 and Yacine Laghamri meet Swedish gamers and streamers. We were involved in the virtual summer festival, DreamHack Beyond, and finally got to meet all the wonderful visitors to our stand again when DreamHack Winter took place in Elmia, after a break of a year and a half. We finished with a 12-hour live stream in aid of Musikhjälpen, with Viktor Leksell once again fronting the fundraiser. This year’s total finished up at SEK 202,378!



MORE PEOPLE CHOOSING TO RECYCLE ON A LARGE SCALE

Large reverse vending machines, where you can deposit large quantities of cans and PET bottles quickly and easily in one go, are becoming increasingly popular. The first Pantamera Express reverse vending machine was installed in 2015, and there are now some 62 machines spread right across the country.

“More and more customers are choosing to recycle on a large scale. In 2021, more than 119 million packages have been submitted in Returpack’s Pantamera Express reverse vending machines – an increase of 31 per cent compared to the same period the year before,” says Carita Classon, Product Manager at Pantamera/Returpack.

Returpack’s own large reverse vending machines now account for more than five per cent of the total volume of deposit packaging collected in Sweden. The Pantamera Express reverse vending machines are mainly installed at recycling centres around the country.

The number of large reverse vending machines in stores is also increasing, with 132 large reverse vending machines installed in store settings.

› FACTS ABOUT PANTAMERA EXPRESS:

119 million packages were collected via Pantamera Express in 2021. This is an increase of just over 28 million packages from the previous year. In 2021, 7 new reverse vending machines were installed and 4 were replaced.

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.

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.

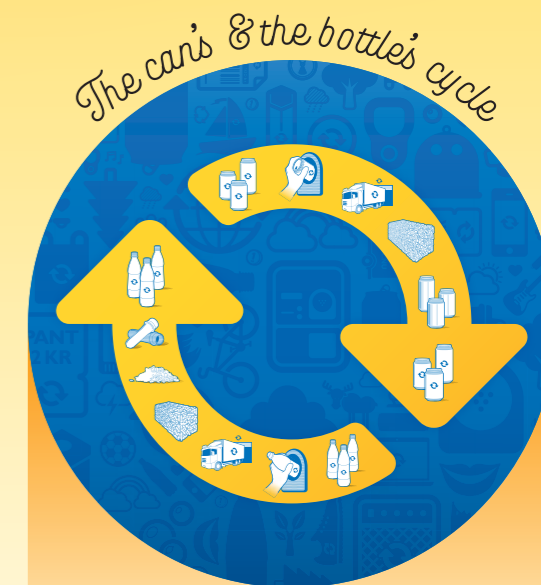
› PRODUCT QUALITY, ALUMINIUM

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

› PRODUCT QUALITY, CLEAR PET

Proportion of coloured PET in sorted clear PET fraction. **Returpack’s goal:** max 0.2% inclusion of coloured PET. According to our agreement, the maximum limit stands at 4%.

The outcome for 2021 was 0.03% for aluminium and 0.12% for clear PET. 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.



HIGHER LEVELS OF RECYCLED MATERIAL IN THE PACKAGING



Bottles that are recycled multiple times and consist of a higher proportion of recycled plastic – that’s the future. “Consumers are pushing for greater recyclability and higher recycled content,” said Sara Bergendorff, Materials and Product Quality Manager.



The Swedish deposit system is unique and circular: a can is made into a new can, a bottle can be made into a new bottle. The material that leaves the plant at Händelö must be of such a high level of quality that producers want to and can use it again to make new packaging.

“In order to succeed in creating circular material flows, all parts of the value chain must be involved and do their part, from packaging design and choice of materials to collection, sorting and recycling. Awareness of the importance of recycling has increased in recent years, especially among producers and consumers,” says Sara Bergendorff.

According to the EU’s Single-Use Plastics Directive, all PET bottles must contain at least 25% recycled plastic by 2025. There are already producers who go much further than this, putting packaging on the market that consists of up to 100 per cent recycled plastic. Sara Bergendorff and her team are taking a closer look at how this is affecting product quality.

“It’s positive that more and more producers are including higher proportions of recycled material in their packaging. We are monitoring closely how the quality of the materials in our flow is being affected by a large proportion of the plastic passing through the system multiple times. Every time plastic is processed in a recycling process, some of the material’s properties are lost and the colour of the plastic tends to take on a slightly darker and more yellowish tone. The extent of the impact of the recycling process on the material is determined by the original materials in the bottles, any additives and various impurities that may originate from the collection phase.”

ACCEPTANCE AMONG CONSUMERS

It may be the case that the PET bottles of the future will have a slightly greyer or more yellowish tone due to high proportion of recycled content and the fact that the plastic has undergone multiple loops in the system. The issue, in this case, is how it will be received by consumers. Can people accept a slightly darker tone, particularly if they know that the bottle is

more environmentally friendly?

“I absolutely believe that consumers are pushing for a higher content of recycled materials. It is becoming increasingly difficult to defend the purpose of the marketing if it does not go hand in hand with consumer demands for sustainability,” says Sara Bergendorff.

So it’s a good sign if the bottle is slightly greyer, because it consists of a higher percentage of recycled material. And more and more producers are choosing to register bottles made of 100 per cent recycled material. There are limitations, however, as plastic cannot be recycled endlessly.

SMALL AMOUNT OF NEW RAW MATERIAL

“All recycling is based on mixing in a small amount of new raw material when manufacturing a package, both due to the availability of materials and in order to preserve the necessary material properties and quality. Not all bottles can be made of 100 per cent recycled PET. On the one hand, we don’t collect 100 per cent of the packaging, so there isn’t enough material, and on the other, we don’t yet know how many times the plastic can pass through the system before it loses too much in terms of quality. Our focus is on ensuring that the material maintains a high level, while at the same time enabling producers to increase the content of recycled plastic in their bottles. However, the new raw material that you add doesn’t have to be fossil,” says Sara Bergendorff.

Many new bioplastic variants are being developed, including for PET. And with new technologies such as chemical recycling, opportunities are also being created to recycle PET so that it is of the same quality as new raw materials.

“The beverage bottles of the future will consist of a high proportion of mechanically recycled PET with the inclusion of bio-PET or chemically recycled PET. I also believe we will see other material choices when it comes to labels and bottle colours, with even greater consideration being given to recyclability,” concludes Sara Bergendorff. ■



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 as possible. Every can and bottle that is returned must be transported to our 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 the greenhouse gas emissions.





Returpack one

STEP AHEAD OF THE LAW

In the coming years, we will see several new legal requirements enter into force relating to plastic, deposits and recycling. “We have been one step ahead of legislators and the authorities, as is often the case in industry if you have a serious environmental mindset,” says Annelie Niva, Sustainability Strategist at Returpack.

As of 1 January 2023, packaging for juice and fruit syrup will be included in the deposit system, according to Swedish legislation. For consumers, this means that more packaging can be recycled in the system. But since Returpack was already offering producers the chance to optionally register packaging for fruit syrup back in 2015, and packaging for juice a few years later, many consumers are already aware of this. Around 75 per cent of fruit syrup and juice packages are already being recycled.

“Although there won’t be a huge difference for us in purely practical terms when the law comes into force, we are very happy that the legislature has now understood that the deposit system is the best option. PET bottles do the most good for the climate and the environment in a closed deposit system, a fact that we have been able to establish with the aid of a number of different life cycle assessments,” says Annelie Niva.

DEPOSITS ON PACKAGING FOR DAIRY-BASED PRODUCTS

The next step to be implemented in the Directive is for packaging for dairy beverages to also be included in the deposit-based return system.

“There are difficulties in collecting these packages, however, as they can give rise to unpleasant odours and

contribute to possible bacterial and mould growth. But we are looking at the issue and have already carried out a number of trials in the factory and in some stores in order to gain an understanding of the true nature of the problems, so we are already gearing up for this,” says Annelie Niva.

THE LID MUST BE IN PLACE

In 2022, the EU’s new Single-Use Plastics Directive will also be entering into force in Sweden. This entails that certain products will be banned: cotton buds, balloons, disposable plastic cups. PET bottles that are included in the deposit system are affected such that, from 2024, the lids will have to remain on the bottle during recycling, for example in order to prevent littering.

“Here, too, we have carried out trials and tests regarding how this can be successfully implemented. But it is not entirely straightforward, as these packages have to continue working in the reverse vending machines in such a way that any loose hanging lids do not prevent recycling. In addition,



the lids have to be able to be separated from the bottle and dealt with separately when they reach us, as they are made of a different type of plastic. We already recycle the lids.”

Another requirement associated with the Directive is that the bottles will have to contain a certain amount of recycled plastic, up to 25% by 2025 and 30% by 2030, in order to satisfy the demand for recycled materials and the circular approach. A newly manufactured Swedish PET bottle already contains an average of 50% recycled PET material.

MORE OUTDOOR COLLECTION OF DEPOSITS

The EU’s Plastics Directive has been drawn up to reduce littering and the waste of resources associated with plastics. The Directive contains requirements regarding the collection of plastic in outdoor environments, which means that we will see more options for the collection of deposits in outdoor settings in future, explains Annelie Niva.

“PET bottles do the most good for the climate and the environment in a closed deposit system, a fact that we have been able to establish with the aid of a number of different life cycle assessments.”

ANNELIE NIVA • SUSTAINABILITY STRATEGIST AT RETURPACK

“Here, too, we have been ahead of the game, with the development of deposit tubes. These are tubes for both bottles and cans that can be attached to waste bins, poles or similar. But now there is going to be a legal requirement, and we will be seeing even more collaboration between us, local authorities and producers to collect even more packaging at locations such as beaches and parks,” says Annelie Niva. ■

RECYCLED MATERIALS					
	2017	2018	2019	2020	2021
ALUMINIUM	16 740 TONNES	18 356 TONNES	19 870 TONNES	20 993 TONNES	22 745 TONNES
CLEAR PET	16 515 TONNES	17 822 TONNES	21 077 TONNES	21 246 TONNES	21 963 TONNES
COLOURED PET	3 767 TONNES	4 539 TONNES	2 167 TONNES	1 665 TONNES	1 801 TONNES
LID MATERIAL	-	1 354 TONNES	1 377 TONNES	1 418 TONNES	1 376 TONNES
HDPE	-	-	-	16 TONNES	100 TONNES
STEEL	-	-	-	-	20 TONNES

RETURPACK’S CLIMATE GOALS

Our ambition is for Returpack to be climate-neutral under our own power by 2030.

An important part of the company’s sustainability strategy is to reduce the climate footprint of our operations. As a result, we have adopted new climate goals in order to be climate-neutral under our own power by 2030. This journey began a number of years back, although at that time with a heavy focus on transport operations and the decision to report our emissions according to the Greenhouse Gas Protocol (GHG) and in Scopes 1, 2 and 3.

The Swedish climate target is one of the world’s most ambitious climate goals, and means that by 2045 Sweden will have no net emissions of greenhouse gases into the atmosphere, before subsequently achieving negative emissions. Here at Returpack, we want this climate goal to be a driving force, and our goal is to reach net zero emissions by 2030 at the latest. This is an extremely tough goal that is to be reached in a short space of time, but we believe it is possible. During 2022, we will be developing activities and action plans with the aim of

becoming climate-neutral by 2030.

The transport sector accounts for a significant proportion of Sweden’s greenhouse gas emissions, and at Returpack, greenhouse gas emissions from transport operations are the largest source of emissions. As early as 2017, Returpack was one of the first companies to sign up to Fossil Free Sweden’s challenge, whereby the company will only buy fossil-free domestic transport by 2025 at the latest – thereby becoming 100% fossil-free by 2025. This goal, too, is more ambitious than that determined by the Swedish Parliament regarding domestic transport, where the goal is to reduce greenhouse gas emissions by 70 per cent by 2030 compared to 2010.

We have reached 99% fossil-free in our transport operations during 2021, which means we are very close to our target of 100%, but reducing the last 1 per cent is where the difficult work begins. Read more about our work with transport on page 30.





CLEAN ELECTRICITY AT HÄNDELÖ

March 2021 saw the beginning of a new chapter in Returpack's history: in-house production of clean electricity, with 621 solar panels on the roof of the Händelö plant.

As a company, Returpack is constantly striving to develop and wants to be at the forefront. Kjell Petersson holds the position of Factory Manager and has worked at Returpack in Norrköping since joining the company in 2003.

"I guess I'm a bit of an inventory of the company," Kjell says with a laugh.

"But it's a fantastic company to work at, and I've been given great opportunities to continually develop and improve the factory environment."

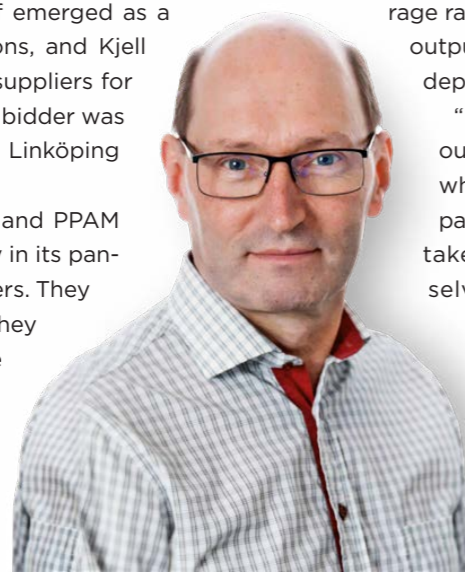
One such area of development is the factory's energy efficiency. The machines have to be operated for a large part of the day and night, so the premises have to be heated and lit. Constantly looking for ways to save energy is an important part of Returpack's sustainability work.

"Way back in 2010, we made a clear decision to only buy electricity from wind power. We are an environmental company, after all, and we want sustainability to be included in all aspects of our business. We then we looked at our CO2 emissions in greater detail, and came to the conclusion that we could make an even greater difference by producing clean electricity ourselves," says Kjell Petersson.

CUTTING-EDGE TECHNOLOGY

Installing solar energy on the roof emerged as a clear alternative in the deliberations, and Kjell and his team invited a number of suppliers for further discussions. The successful bidder was PPAM Solkraft, a company from Linköping employing exciting technology.

"I like cutting-edge technology, and PPAM uses a slightly different technology in its panels compared to most other suppliers. They may not be the cheapest, but they were able to present an impressive level of space efficiency," says Kjell Petersson.



For example, the solar cells work in such a way that they also utilise reflected sunlight. In other words, it is not just the rays of sunlight that hit the solar cell itself that are absorbed, but also the radiation that bounces back when the sunlight illuminates the surrounding area. For this reason, the roof has been painted white before the solar panels were installed.

"Our supplier claims that we have Sweden's most space-efficient solar panels. They are themselves surprised by how efficient the production actually is," says Kjell Petersson.

INCREASED LOAD ON THE ROOF

The roof, yes. The biggest challenge has involved ensuring that the roof will actually support the increased load.

"That's what's taken the longest time, making sure the roof will hold. But we have investigated the matter thoroughly, which was obviously a prerequisite, as safety always comes first.

The solar panels cover an area of 1,275 square metres and were commissioned on 10 March 2021, with the outcome for the first year being 284,322 kWh of solar electricity produced in-house. PPAM had promised an annual output of 290,000 kWh, calculated on the basis of average radiation over a ten-year period. The actual output may vary from year to year, however, depending on the weather and the climate.

"For us, this equates to 15.2 per cent of our electricity consumption in the factory, which is above our expectations. The solar panels have a long service life and it doesn't take very long for them to pay for themselves, so there is no doubt that this is a good investment. And every element is important in our endeavour to be as energy-efficient as possible," says Kjell Petersson. ■

ELECTRICITY CONSUMPTION RETURPACK'S PLANT

A total of 1,871,141 kWh of electricity were consumed at the plant in 2021, an increase of 17.1% from the previous year. This increase is due in part to the increase in volume that has occurred during the year, and in part to the remodelling of our facility. Our solar panels were up and running as from March 2021, and we produced 284,680 kWh of solar energy in-house during the year.



FOSSIL-FREE TRANSPORT BY 2025

We are one of the companies to have taken on Fossil Free Sweden's Transport Challenge. The goal in the challenge is for all domestic transport carried out and purchased to be fossil-free by 2030. We want to push on this work even faster, however, which is why we have declared our intention to rise to the challenge as early as 2025.



TOTAL ELECTRICITY CONSUMPTION KWH

2017	>	1 262 127
2018	>	1 469 836
2019	>	1 618 103
2020	>	1 597 891
2021	>	1 871 141



ELECTRICITY CON- SUMPTION/PACKAGE W/PACK.

2017	>	0,69
2018	>	0,72
2019	>	0,75
2020	>	0,72
2021	>	0,78



NUMBER OF PACKAGES BILLION PACK.

2017	>	1,86
2018	>	2,05
2019	>	2,15
2020	>	2,22
2021	>	2,42



As of 2018, we have been reporting electricity consumption including the lid processing facility installed in 2017.



Transport efficiency for REDUCED CLIMATE FOOTPRINT

The most sustainable transport-kilometre is the one that never needs to be driven – this is something that Returpack is happy to sign up to. In order to find these “unnecessary” kilometres, solutions such as route optimisation software, level gauges and analysis of deposit data using AI are being developed and used.

PROJECTS FOR MORE SUSTAINABLE TRANSPORT

In 2021, a project was concluded regarding the development of communication with the stores’ reverse vending machines, where the results showed that data from the machines is read more frequently, thereby creating the conditions for better planning, following-up and estimation/forecasting of routes. This also provides better grounds for future demand-driven collection in stores, including information about which reverse vending machines have been supplied, decommissioned or have experienced breakdowns.

One project that was launched in 2021 relates to the testing of level gauges. Level gauges have been installed on our return containers at tourist facilities. The project will perform an evaluation of the level gauges and their benefits in terms of savings regarding the environment and costs.

Reuse Pantamera Express is a project that was launched in 2021. In the project, we are looking into the possibility of reusing our large Pantamera Express reverse vending machines. The project will provide answers as to whether additional service life and applications can be obtained from our large reverse vending machine solution, as well as reviewing compaction closer to the customer in the manual flow in order to reduce the number of kilometres driven both in the collection flow and for our long-distance transport to Norrköping.

“We are in no doubt that we will succeed with our goal of Fossil-free transport by 2025, with this year’s result approaching 99%. We now have our sights set on becoming climate-neutral. In order for Returpack to succeed with this, the transport sector needs to pick up the pace, new vehicles need to be developed, functional electrical power infrastructure has to be created and a desire to invest has to exist



among all the various players,” says Maria Skoog, Logistics Manager at Returpack/Pantamera.

DEVELOP THE LOGISTICS AREA

Returpack wants to be at the forefront and, working alongside others, participate in and contribute to developments, for example in the field of logistics. One contribution to this development are the external knowledge networks and projects in which we are participating. The latest in this line is a letter of intent that Returpack has signed to participate in a pilot project that will evaluate the conceptual Battery swapping solution, for the electrification of heavy trucks. Battery swapping is a technique where you simply switch to a fully charged battery in the same length of time it takes to refill with conventional fuels. The batteries are charged in a controlled manner in an automated swapping station and the vehicle avoids downtime. This system also provides benefits such as cheaper infrastructure, more efficient use of vehicles, slower charging that can help to balance the electricity grid and less space required for stationary vehicles as they are being charged.

LESSONS LEARNED AND EXPERIENCES

“Since we started the journey towards fossil-free transport, the development of technology and fuels has accelerated. The thing that has developed most, however, is the knowledge and maturity of our suppliers and ourselves. Together with our suppliers, we have sought and shared knowledge, and it is with this strength behind us that I am positive that Returpack will succeed with its goals regarding sustainable transport,” concludes Marie Skoog. ■

FACTS TRANSPORT FLOWS

Our largest collection flow consists of bulk collection. Here, we collect the packaging from shops and Pantamera Express machines using compacting 2-compartment vehicles, drive to intermediate warehouses, reload to high-volume vehicles and then drive to our facility. Within this facility, we use forklift trucks and smaller vans. The PET material is transported by forklift to our neighbouring facility, where Veolia PET conducts its operation to recycle the PET material. The aluminium is mostly transported by rail, as well as a small proportion by truck. The lid material and any residual fractions are transported by truck.



FACTS, BULK GOODS FLOWS

14 951
AMOUNTS OF ROUTES WERE MADE



3 578 420
KM WERE DRIVEN

APPROXIMATELY THAT IS

89 ROUNDS
AROUND THE
WORLD

Our logistics planning 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.

24
INTERMEDIATE
WARE-
HOUSES

16
TRANS-
PORTERS

52
2 COMPARTEMENT
VEHICLES

20 COLLECTION AREAS

1 599 901
AMOUNT OF BINS WERE HANDLED AT
300 857
COLLECTION ROUNDS

CO₂ LONG DISTANCE VEHICLES

TARGET > -85% BASE YEAR 2015
OUTCOME > -86%

CO₂ COMPARTEMENT VEHICLES

TARGET > -90% BASE YEAR 2015
OUTCOME > -90%

CLIMATE CALCULATIONS

We calculate the climate impact from our operations with the aid of the international Greenhouse Gas Protocol (GHG Protocol), a standard in which emissions are categorised into three scopes. Using an established method and standard ensures that the calculations are relevant, that they are comparable, but above all that they are transparent. It also means that we are following the guidelines of the United Nations Panel on Climate Change (IPCC), including the greenhouse gases that have been identified by the Paris Agreement. These are reported as carbon dioxide equivalents (CO₂e). The table below shows the distribution between the scopes.

EMISSIONS PER SCOPE (TON CO ₂ e)	> 2017	> 2018	> 2019	> 2020	> 2021
SCOPE 1	> 1	> 2	> 1	> 1	> 0
SCOPE 2	> 330	> 527	> 228	> 133	> 78
SCOPE 3	> 931	> 902	> 797	> 640	> 643
TOTAL EMISSIONS	> 1 262	> 1 431	> 1 026	> 774	> 721

EMISSIONS INCLUDED:

- > **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:** Indirect emissions, which occur as a consequence of us purchasing transport services and conducting business travel.

In order to clarify the link with our operation, we have opted to divide emissions into three categories: transport, the plant and business travel. These categories are in turn divided into sub-categories in order thereby to provide ourselves with a good foundation for follow-up and improvement work.

EMISSIONS PER SCOPE (TON CO ₂ e)	> 2017	> 2018	> 2019	> 2020	> 2021
TRANSPORT	> 917	> 878	> 778	> 630	> 634
THE PLANT	> 330	> 527	> 228	> 133	> 78
BUSINESS TRAVEL	> 15	> 26	> 21	> 11	> 9
TOTAL EMISSIONS	> 1 262	> 1 431	> 1 026	> 774	> 721

> The reference year for our climate calculations is 2017.



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.



CUSTOMERS

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



RECYCLERS

All those who return their cans and bottles.



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.



PRODUCERS & IMPORTERS

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



MATERIAL BUYERS

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

SUSTAINABILITY INITIATIVE OF THE YEAR

The Sustainability Initiative of the Year award for 2021 goes to supermarket manager Markus Wahlgren at Stora Coop Visby, for the store's work to combat bread waste and returns of bread. The award was presented at the Grocery Gala on 15 November. Svenska Retursystem and Pantamera are behind this award.

Every year, more than 80,000 tonnes of bread are thrown away in Sweden. This happens throughout the value chain, i.e. in bakeries, food stores, restaurants and households. Bread waste stands out, as a large proportion of the bread is thrown away in the actual stores. Coop Visby wanted to investigate whether they could do anything about the problem, and in just two months they managed to halve their bread waste.

ABOUT THE GROCERY GALA

The Grocery Gala was held for the thirteenth time on 15 November under the auspices of Fri Köpenskap.

JUSTIFICATION

THE JURY'S MOTIVATION FOR THE SUSTAINABILITY INITIATIVE OF THE YEAR STATES:

This year's Sustainability Initiative of the Year award goes to something that should really serve as an inspiration for the entire grocery industry. Many were initially hesitant, but this year's award-winner has managed to convince both suppliers and other stakeholders about the importance of reducing the environmental impact. This has been achieved by combatting unnecessary waste and returns of bread, as well as by ensuring that any waste that still arises is given a new lease of life in a "strong" product. The Sustainability Initiative of the Year award for 2021 goes to Markus Wahlgren at Stora Coop Visby.



Deposit Store OF THE YEAR NAMED

The Deposit Store of the Year award has been handed out for the third year in a row, and never before has there been such a high level of commitment. In total, consumers nominated over 850 stores across the country for the competition, giving an indication of the importance of the deposit space in a store. Pantamera can now present the five winners.

"We are very good when it comes to using the deposit system in Sweden, and the stores play a crucial role in making things easy and a positive experience for the person returning packaging. The traders do a great job of keeping things clean, tidy and accessible to customers. It is particularly good that many customers also appreciate this and take the time to draw attention to their favourite store," says Lil Berger, Project Manager at Pantamera/Returpack.

A total of 857 nominations were received, from which five stores were nominated in five different categories: Most efficient of the year, Friendliest of the year, Most personal of the year, Most considerate of the year and Most accessible of the year. The stores win SEK 15,000 each to give to charity, reward their staff and customers or develop their deposit space.

THIS YEAR'S WINNERS ARE:

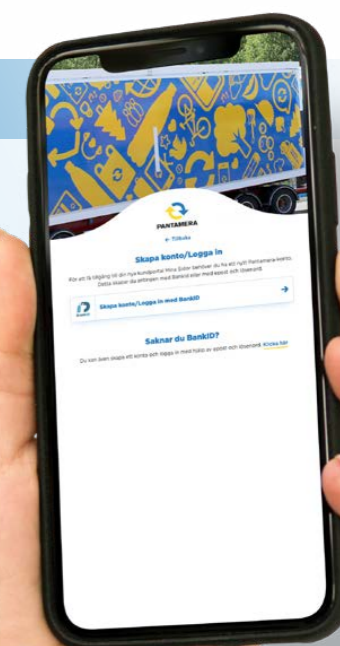
- CITY GROSS BORÅS
Most efficient deposit store of the year
- STORA COOP ÖRNÄSET LULEÅ
Friendliest deposit store of the year
- ICA SUPERMARKET ÖRKELLJUNGA
Most personal deposit store of the year
- ICA KVANTUM HOVÅS
Most considerate deposit store of the year
- ICA NÄRA ÖRARNA
Most accessible deposit store of the year

NEW CUSTOMER PORTAL ON THE WEB

Pantamera launched its new website in the spring of 2021. The starting point has been the development of a customer-oriented and utility-based website, where the focus should be on the needs of users.

The website now includes the My Pages portal - where all of Pantamera's customers can log in and manage their affairs whenever suits them best, at any time of the day or night. Here, the user easily creates a personal account using their BankID, after which they can connect relevant operations to it. The result is a portal for all customer groups.

In addition to the customer portal, the new website also includes updated public pages, including brand new map functions to make it easier to find your nearest deposit station, a new statistics portal and language support for a completely English website no matter where on the site you are. The website is also fully responsive and consequently works just as well on your mobile as on your computer.





MATERIAL BUYERS MAKE RECYCLING POSSIBLE

Our material buyers must be able to guarantee that the recycled material is food-approved and, consequently, can be used to manufacture new cans and bottles – the circular approach is crucial to us. Continuity is important, and the agreements with our material buyers extend over a long period of time. In addition, Axjo ensures that our lid material is recycled to make cable drums.

OUR MATERIAL BUYERS: CONSTELLIUM, NOVELIS, VEOLIA PET SVENSKA AB AND AXJO.

The club concept

OUR WAY OF SUPPORTING CLUBS AND ASSOCIATIONS IN SWEDEN

All non-profit clubs and associations 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 refunds for damaged and imported cans – this is our way of supporting clubs and associations in Sweden. All clubs that are affiliated to our club concept can be selected on the large Pantamera Express reverse vending machines, making it easy for supporters to support their favourite club!

Club customers can choose to submit their returns to the drop-off points in Pantamera's club bags. A flat-rate refund of SEK 200 per bag is then paid. In 2021, we have also developed the club concept so that clubs can opt to deposit returns in our large Pantamera Express reverse vending machines, which can be found right across the country. The refunds are then paid into the club's or team's giro account within a week.

In Pantamera Express reverse vending machines, you can also donate refunds to your favourite club, regardless of where in the country the club is located. The only requirement is that the club is affiliated as a club customer of Pantamera.

"If a grandma in Hudiksvall wants to donate to her granddaughter's football club on Visingsö, that's no problem at all. With the new payment solution, we are also creating an opportunity for people who want to donate their refund and thereby support local clubs and associations," says Katarina Lundell.



More products registered TO THE DEPOSIT SYSTEM

The producers and importers who have joined our Swedish deposit system ensure that their packaging meets a number of stringent requirements in order to optimise recycling. Firstly, the cans and bottles must fit in the reverse vending machines from a size point of view, at the same time as the barcodes must be easy for the machines to read. Once they have been collected and transported to Returpack's plant, they must be able to be sorted into pure fractions in order for the materials to be fully recycled.

On 1 September, the deposit system was opened up to the optional registration of dairy beverages in metal cans. This means that producers and importers of these products can choose to sign up to the deposit system, and that these cans will be able to be submitted and recycled to make new cans.



ROBUST DEVELOPMENT FOR PREVIOUSLY OPTIONALLY REGISTERED PRODUCTS

Since 2015, it has been possible to optionally register fruit syrup products to the deposit system, and since 2018 the same has applied to juice products containing more than 50 per cent fruit, berry or vegetable content. All major players in the fruit syrup segment, as well as a large number of juice producers, have opted to register their products, and the recycling of these products is increasing month on month. And it is now the turn of dairy-based beverages in metal packaging.

FRUIT SYRUP	QTY SOLD, PCS	QTY RECYCLED, PCS	RECYCLING RATE
2015 >	46 708	5 005	11%
2016 >	10 365 405	3 015 317	29%
2017 >	15 148 967	9 091 413	60%
2018 >	18 995 694	12 378 589	65%
2019 >	19 839 239	14 139 187	71%
2020 >	21 730 919	16 885 341	78%
2021 >	22 460 068	18 222 542	81%

JUICE	QTY SOLD, PCS	QTY RECYCLED, PCS	RECYCLING RATE
2018 >	8 798 428	4 309 685	49%
2019 >	19 446 132	11 839 447	61%
2020 >	35 335 738	21 588 410	61%
2021 >	46 870 395	32 750 720	70%

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 survey.

Returpack regularly conducts CSI (Customer Satisfaction Index) 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.

"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.



NEW PAYOUT SOLUTIONS



You can now receive your refund directly into your bank account when you use the deposit system. Pantamera, together with the fintech company Payer, has developed the new service, which has been installed on the large Pantamera Express reverse vending machines that can be found in 62 recycling centres around the country. A test project was also initiated in 2021 together with the retail sector to evaluate whether it is possible to implement the service on more reverse vending machines in the long term.

“We are constantly working to develop the deposit system to make it as smooth as possible to make returns. The time has now come to review the payment solution,” says Carita Classon, Product Manager for Pantamera Express at Returfack/Pantamera.

TEST-BEDS FOR THE DEPOSIT SYSTEM OF THE FUTURE

The collaboration with the Swedish fintech company Payer was launched in 2019. The new refund solution has now been installed on the large Pantamera Express reverse vending machines that Pantamera itself owns, and which are installed at recycling centres around the country.

“The Pantamera Express reverse vending machines are an important part of our development work regarding the deposit system of the future. Here we have had the opportunity to test the new refund solution on a large scale and are now able to offer a simple and versatile service for transferring deposit refunds directly into the bank account,” says Carita Classon.

MY DEPOSIT APP PROVIDING OPPORTUNITIES

The new refund solution is based on downloading the My Deposit app, where you connect the bank account to which you want the refund to be paid. All the major Swedish banks are affiliated to the new refund solution. Using the app, you scan the QR code on the

deposit receipt and have the refund paid into your account within one business day. Identification is performed via mobile BankID.

ROLLING OUT THE NEW REFUND SOLUTION IN-STORE

The next step is to test the new payment solution in the “regular” reverse vending machines in grocery stores. There are a total of 4,260 reverse vending machines in grocery stores around the country. In 2021, a test project was launched together with the retail sector to evaluate whether consumers might eventually be able to have their refunds transferred to their bank account when using the deposit system in-store.

A NEW WAY FOR CLUBS TO USE THE DEPOSIT SYSTEM

In the Pantamera Express reverse vending machines, you can also donate deposits to your favourite club, regardless of where in the country the club is located. The only requirement is that the club is affiliated as a club customer of Pantamera. If so, it can be selected on the screen of the large reverse vending machines.

CASH REFUNDS AT DEPOSIT STATIONS CLOSE TO CITIES

As early as 2020, Pantamera opened a deposit station in the Spiralen shopping centre in central Norrköping,

and in 2021 we have been working on an equivalent deposit station in the City of Stockholm, on the metro level at Hötorget, which is opening at the start of 2022. These new deposit stations are making things easier in particular for those who have large amounts of returns, and offer a unique opportunity to have the refund paid out in cash, in addition to the traditional refund solutions.

“We are constantly working to develop the deposit system to make it as smooth as possible to make returns. The time has now come to review the payment solution.”

CARITA CLASSON • PRODUCT MANAGER PANTAMERA EXPRESS

“Here at Pantamera, we are constantly working to make using the deposit system easier and more accessible. Our new deposit station is an important complement to the stores in the city, which currently find it difficult to receive large volumes of returns. The excellent location will also be an ideal platform for reaching out with messages to recyclers about our environmentally smart deposit system and about the environmental contribution they are making when using the deposit system,” says Lil Berger, Project Manager for the investment in deposit stations close to cities at Returfack/Pantamera. ■

Pantahemma NOW WE'RE UP AND RUNNING

Pantamera's mission is to consistently increase and improve accessibility, making it easy to use the returns system:

“For us, it is important to meet changes in consumer behaviour, in the form of an increase in online grocery purchases. We want to ensure that it is just as easy for people shopping online to deposit their cans and PET bottles as it is for people shopping in store,” says Lil Berger, Project Manager at Pantamera/Returfack.

In line with this, the Pantahemma service was launched together with Mathem at the end of September. Pantahemma is based on Mathem customers buying a returns bag on Mathem.se at cost price. The bag is delivered together with the Mathem delivery, and is then returned at the time of the next delivery when the returns bag has been filled. Once the deposit has been redeemed, the amount is added to the customer's Mathem account and can subsequently be used as payment towards the next purchase.

A pilot study for Pantahemma was carried out in Gothenburg in 2019, and this year it was time to launch it as a permanent service on Mathem. The service was first launched in autumn 2021 in Gothenburg, before starting up in Malmö.



SUSTAINABLE BUSINESS

For us at Returpack, sustainable business is of paramount importance. By sustainable business, we are referring to long-term, stable relationships based on trust, understanding and commitment. Our model for sustainable purchasing, along with our Supplier Code of Conduct and our Unauthorised Influence Policy, is fundamental for our cooperation with our suppliers. The sustainable purchasing model is used to quality-assure our purchasing activities. Business ethics are one of the cornerstones of the way we do business, and this is a requirement that we not only place on our suppliers, but that also applies to our own work, of course. We want to be a serious business partner in all situations, in line with the company's values and Code of Conduct. All new employees receive a briefing on Returpack's purchasing policy, our Code of Conduct for suppliers and are trained in how we work to prevent bribery and unauthorised benefits. Our Code of Conduct describes the minimum requirements that we impose on ourselves, our suppliers and subcontractors regarding labour, human rights, health and safety, the environment and business ethics.

WHAT IS SUSTAINABLE PURCHASING AT RETURPACK

In order to be classified as a sustainable purchase at Returpack, the supplier must have signed our Code of Conduct and we must have performed a risk analysis and a credit assessment. The risk analysis assesses the purchase, in part on the basis of the country of origin and product category, and the credit assessment checks that the supplier has sustainable finances. During all purchases, we must consider the environmental impact and, if possible, choose suppliers with an environmental profile. We have continued our systematic work aimed at achieving our long-term goal, i.e. for all of our suppliers and purchases to be able to be classified as sustainable purchases.

Our suppliers are divided into class A, B, C and D suppliers, where we assess and rank them based on complexity and risk. A class A supplier has the highest complexity and risk, while a class D supplier is classified as low complexity and risk. For class A and B suppliers, the target for sustainable purchases was 70%, while for class C and D suppliers, we had a target of reaching 25%. The result for class A and B suppliers was achieved by a clear margin, although we have some way to go to reach the target for class C and D suppliers. We have worked actively to reduce the number of suppliers, with a goal of 620, and we managed to get down to 552 by the end of the year.

MONITORING OUR SUPPLIERS

During the year, we have started work on conducting audits at our suppliers to check that they are complying with the requirements we stipulate. The audits include a number of elements, where we review the suppliers' documentation and visit their production sites in order, for example, to check working conditions, safety and that waste is being handled correctly. We then write a report, which often sets out a number of items that require improvement. During 2022, we will be focusing on conducting multiple audits. ■

A AND B GOALS	C AND D GOALS	NUMBER OF SUPPLIERS
76,5%	20,8%	552
GOAL: 70%	GOAL: 25%	GOAL: 620 ST

Facts

SUPPLIERS & PURCHASING

RETURPACK HAS A TOTAL OF APPROX.:

552 ACTIVE SUPPLIERS

PURCHASING, GOODS & SERVICES:

412 MILLION SEK

TRANSPORT & LOGISTICS SERVICES:

54% OF 412 MILLION SEK

INFORMATION & MARKETING:

18% OF 412 MILLION SEK

PRODUCTION MACHINES & REVERSE VENDING MACHINES:

17% OF 412 MILLION SEK



EMPLOYEES

IT IS THANKS TO OUR EMPLOYEES THAT WE ARE ABLE TO CONTRIBUTE TO A SUSTAINABLE SOCIETY AND RUN SWEDEN'S FANTASTIC DEPOSIT SYSTEM.

All our sustainability work begins and ends with them. It is therefore important for us to be an attractive, inclusive and safe workplace with a leadership and employees who are committed and who provide the conditions to develop. We want our employees to feel proud of working at Returpack.



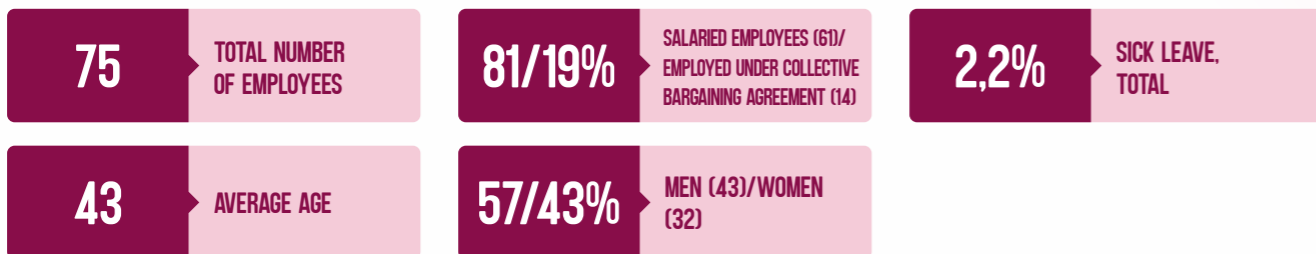
A SAFE WORKING ENVIRONMENT

Returpack conducts proactive and preventive health and safety management work, with a strong focus on employees' health and well-being. Our health and safety management work encompasses all our operations and our employees' overall work situation, where physical, mental and social aspects are taken into account. We work systematically to minimise the risks of occupational injuries, accidents and incidents. We also work to achieve a working environment that is free from unequal treatment and discrimination.

In 2021, the company's management has held weekly meetings to monitor the development of the Coronavirus pandemic in respect of sick leave. At these meetings, decisions have also been made regarding the situation at Returpack in line with the changing restrictions. Staff have been continually updated about what applies in relation to working from home, quarantine, etc. We are pleased to see that, despite the Coronavirus pandemic, Returpack's sick leave figures have fallen further in 2021, to a total of 2.2%. Sweden's healthiest company has become even healthier.



EMPLOYEES IN NUMBERS



SICK LEAVE	2016	2017	2018	2019	2020	2021
Sick leave, total, %	3,1	3,9	4,1	3,7	2,8	2,2
Men	2,1	3,1	2,1	1,9	2,0	2,5
Women	4,3	4,6	6,2	5,7	3,6	1,9
Sick leave, short-term, %	1,7	1,6	1,8	1,5	1,8	1,6
Men	1,7	1,8	1,9	1,5	1,7	1,6
Women	1,8	1,3	1,6	1,7	2,0	1,6

ACCIDENTS & INCIDENTS	2016	2017	2018	2019	2020	2021
Accidents at work	2	0	5	2	6*	2*
Incidents	46	104	105	54	41	53
Risk observations	-	-	-	109	119	53

*One of which entailed sickness absence.



Safe working environment THROUGH PREVENTIVE WORK

The systematic health and safety management work is based on the Swedish Work Environment Authority's regulations and takes place in close collaboration with our employees' representatives.

Risks and deficiencies in the working environment are charted, rectified and monitored at senior management level. Safety rounds are conducted eleven times a year in the factory, once a year in the office and twice a year at our returns collection facility in Kungens Kurva in Stockholm.

We have two health and safety officers who represent the employees in occupational health and safety issues.

The Working Environment Committee meets at least once a quarter to consult regarding the working environment and to follow up objectives and action plans. The results from each meeting of the Working Environment Committee are presented at management group meetings, where any major decisions that lie outside of the budget and the business plan are adopted. Returpack has a zero vision regarding workplace accidents. No employees, contractors or visitors should be killed or injured at Returpack. An important element in the prevention of accidents is to ensure the reporting of risk observations and incidents.

Total hours worked in 2021 amounted to 137,392 for in-house employees and 24,606 for contractors. We had no serious accidents or deaths during the year. We had one travel accident involving a bicycle that resulted in sick leave as well as one contractor who injured their hand while cleaning a machine. The main types of injuries that have been reported are crush injuries and bone injuries, as well as fractures.

The working environment goals we worked on in particular in 2021 focused on safety, cohesion and a positive working climate, with both remodelling and

the pandemic in mind. We wanted to ensure that all employees could maintain their health, job satisfaction and efficiency despite the ongoing challenges in society. We also ensured that all employees have a good knowledge of how Returpack works in relation to the working environment.

In 2021, we have remodelled and moved into our new office premises, as well as working with our traffic flow and our outdoor environment. The aim, i.e. to further create an attractive and sustainable workplace that promotes innovation and collaboration, and that is perceived as personal, safe and welcoming, has been achieved.

OUR FOCUS AREAS AND WORKING ENVIRONMENT GOALS FOR 2022

- Safety
- Cohesion and cooperation
- Promoting health, job satisfaction and efficiency
- Stress issues

In 2022, we will be carrying out a number of activities in which we review our future working methods, with a focus on these issues. We started working on stress-related issues in 2021, and there will be a particular focus on this in 2022 during the staff appraisals. Factory staff will receive training regarding continual improvements as part of further raising the level of safety. We also have a special plan to examine and implement a sustainable future working method that will promote job satisfaction, cohesion and efficiency.



A MODERNISED WORKPLACE

The remodelling of Returpack’s premises began at the end of 2020, and a year later we can see the finished result. The focus has been on sustainability throughout the project, which – in addition to furniture, fittings and premises – has also related to how the company will meet future demands for new working methods and creative environments. Ulrika Magnusson is the HR and Sustainability Manager at the company, and the person in charge of the remodelling process.

“It is our employees who possess the innovative power. In order to develop the deposit system, to drive through our sustainability ambitions and to create the corporate culture we have, our employees are the most important precondition for our success. Creating a sustainable physical and digital environment that is suitable for our employees has been the guiding principle in the project.

NEW WORKING METHODS WITH UPDATED TECHNOLOGY AND SYSTEM SUPPORT

During the remodelling process, Returpack also invested in new technology with the motto “it should be easy to do the right thing”. The conference rooms have been fitted out with modern equipment to fully support various needs regarding different forms of meeting – physical, digital and hybrid. Several different system support and digital tools have been updated and implemented with the aim of clarifying, quality assuring and developing areas such as internal

communication and internal processes.

Returpack has launched its new collaboration platform during the year, comprising an intranet integrated with Microsoft Teams and a new management system. Here, employees can access company information, share news and generate engagement through comments and reactions, as well as follow the company’s development aimed at achieving the overall goals. In order to promote the work on continuous improvement and to attract ideas for new innovations, the reporting of deviations and improvement proposals has gained a central position on the intranet. All functionality in the collaboration platform is also available in the mobile app, so as to increase the accessibility of internal information.

SUSTAINABLE MATERIAL CHOICES - AND REUSE

Together with companies that have worked with reuse, Returpack has conducted studies with the aim of designing the premises in the most sustainable way



possible when it comes to building materials and the choice of paint, for example.

“We wanted to have a workplace that promotes health and creativity. However, we also wanted to ensure that the office was as sustainable as possible, both in terms of our employees’ well-being and the products available at the office. We have mixed both new and recycled, which means we have reused a great many things,” says Ulrika.

SATISFIED EMPLOYEES

The staff working with material and product quality were the first to have their workplaces remodelled. Erik Wall works as a product coordinator and purchasing administrator at Returpack, and has largely been on site throughout the remodelling process.

“The lab where we are working today was the first to be completed during the remodelling work, and this is probably where I see the biggest difference personally. Before, a great deal of our test equipment was out in the factory. We now have a proper lab where all the equipment is gathered, and a workplace that

▶ ABOUT THE REMODELLING PROJECT

Creating a sustainable physical and digital environment that is suitable for our employees has been the guiding principle in the project.

is perfectly suited to its purpose. I also think that the office has acquired a wonderful modern feel and has been well planned, with plenty of conference rooms and workrooms,” says Erik.

Pero Cicak, who works as a production manager at Returpack, is also happy with the remodelling work. Pero and his team have been on site throughout the remodelling period and have been able to follow the project at close quarters. He is also pleased with the results.

“It feels as though the premises are much brighter now. We have also gained more conference rooms and the dining room is fantastic,” says Pero. ■



“The rooms have been created in various ways in order to unleash the creative and innovative streak within us.”

ULRIKA MAGNUSSON
HR AND SUSTAINABILITY MANAGER



“It feels as though the premises are much brighter now. We have also gained more conference rooms and the dining room is fantastic.”

PERO CICAK
PRODUCTION MANAGER



“We now have a proper lab where all the equipment is gathered, and a workplace that is perfectly suited to its purpose.”

ERIK WALL • PRODUCT COORDINATOR
AND PURCHASING ADMINISTRATOR



SKILLS DEVELOPMENT FOR ALL

SKILLS DEVELOPMENT

We are working to constantly raise the skills levels within the company, and encourage our employees to be the driving force in their own development alongside their immediate superior. The annual staff appraisals are intended to develop both the employee and the organisation. Individual goal and development plans for the year are developed and followed up half-yearly. All employees have had a staff appraisal during the year.

Before 2020, a number of business-critical focus areas were identified for the organisation to continue working on in the coming years. On the basis of the focus areas, a competency survey was conducted at departmental level with a gap analysis to identify possible skills development requirements. The results of the survey have been included in a number of activities in the 2021-2023 business plan and are included in the company's skills development plan.

We conducted two development days in 2021, one in the spring with the focus on sustainability, diversity and communication, and one in the autumn on the theme of stress and recovery.

Skills development initiatives have been carried out, for example within project management, where a number of employees received training regarding the company's project management model. We have also continued our work on innovations and have provided further training for a number of innovation leaders during the year.

System support was implemented during 2021, for the identification of skills development and training

ON SKILLS DEVELOPMENT

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

requirements. For example, the process for staff appraisals has been simplified and improved, and the link between skills and wage growth has been refined. Employees can now register more easily for a number of training courses.

LEADERSHIP DEVELOPMENT

In 2021, a number of training and development initiatives were carried out to strengthen the leadership within Returpack. The courses were based on the results from previous years' employee surveys, a skills survey based on our critical areas of activity and our systematic working environment activities.

The managers gathered on four occasions during the year for joint leadership development. The focus was on collaboration, sustainable leadership, communication and innovation. During the spring, we practised our ability to manage remotely and to maintain motivation, and in the autumn we extended our knowledge regarding working environment issues.

In 2022, our managers and employees will continue this journey with an even more innovative corporate culture.

EMPLOYEE SURVEY

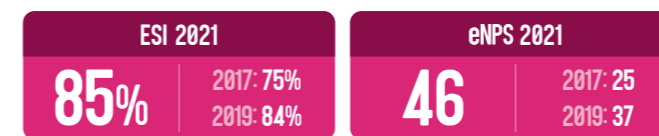
We conduct an employee survey every two years. For example, we measure the Employee Satisfaction Index (ESI) and the Employee Net Promoter Score (eNPS), which present our employees' job satisfaction level and how likely employees are to recommend their employer to others.

We reported positive results once again in 2021, increasing our ESI from 84 per cent to 85 per cent and raising our eNPS from 37 to 46, compared to a reference value of 20, which is considered very good. 96 per cent of our employees (72 out of 75) responded to the survey.

The results show that the majority of our employees are satisfied with their work situation and with Returpack as an employer. Improvements were achieved in all the measurement areas with comparable data, with the exception of confidence in the company management, which remains at the same high level (4.44 on a scale of 0-5) as in 2019.

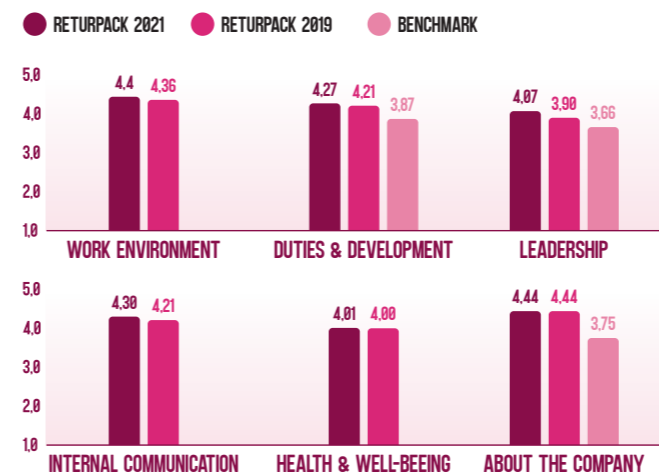
Since the employee survey in 2019, Returpack has worked to strengthen its leadership as well as improve employees' development opportunities and refine our internal communication. We can note that these areas have been improved and have produced results in our latest employee survey.

The open responses confirm that our employees appreciate Returpack as an employer and the sustainability mindset that the company stands for. We have positive and pleasant colleagues, as well as challenging, varied and progressive work duties.



OVERALL RESULTS (MAIN AREAS)

The chart below shows the overall results for the survey's 6 main areas. The results present the average value for all the assertions within each area.



* The block "About the company" consists of 2 extra questions this year: "Returpack is a company that promotes innovation" and "At Returpack, we work every day from a sustainability perspective that permeates everything we do (both internally and externally)". Because of this, the results over time are not fully comparable

Introduction of NEW EMPLOYEES

During 2021, we have strengthened our organisation with additional expertise in the fields of IT, production, marketing and HR, as well as materials and product quality.

All 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 programme generally runs over a period of one month, and includes everything from a welcome on the first day by the manager and colleagues, a guided tour of the facility and a safety briefing, to traineeships in other departments. The introduction will provide the new employee with a good insight into the business, their assignment and their role. The mandatory elements include a review 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, including on the working environment.



Business ethics and ANTI-CORRUPTION

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 2021 is even, with 56 per cent men and 44 per cent women. Similarly, we see an even distribution between men and women among salaried employees. When it comes to blue-collar workers, however, the distribution is not as even, with 85% of these employees being men. At the end of the year, the management team consisted of three women and one man.

GOAL

Our goal is to achieve a gender balance within the range of 40-60 per cent at all levels over time.

RETURPACK'S OCCUPATIONAL HEALTH SERVICE

We work closely and proactively with our occupational health service. In addition to measurements and risk assessments, they help us in the early detection and, above all, prevention of ill health in the workplace. During 2021, a number of training initiatives have been carried out in collaboration with the occupational health service. Work environment engineer and ergonomics advice in connection with the remodelling of our office premises, leadership development, working environment training and a development day on the theme of stress and recovery. We have also had the opportunity to offer our employees a tick vaccine and Covid vaccination, as well as an ergonomics review when moving back to our new premises.

RETURPACK RAISING AWARENESS ABOUT ITS SAFETY CULTURE

A good safety culture involves everyone helping to reduce our risks, as well as avoiding and preventing incidents and accidents. For many years, safety has been high up on the agenda at Returpack and is a natural element in all factory meetings.

Based on an analysis of completed risk observations, Returpack has worked to minimise and eliminate a number of risks during 2021. This relates to the use of forklift trucks, safety and protection, injuries caused by sharp objects as well as heavy traffic in Returpack's area. For example, a number of procedures have been updated and simplified to ensure that it is easy to understand our safety instructions. We have reviewed our Pantamera Express machines and installed fall protection, and we have continued our work regarding the use of forklift trucks and warning symbols in the factory. In conjunction with the remodelling process, extensive work was carried out to change the traffic flow so that we could separate pedestrian and truck traffic.



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.



	2017		2018		2019		2020		2021	
	EMPLOYEES	PROPORTION OF WOMEN	EMPLOYEES	PROPORTION OF WOMEN	EMPLOYEES	PROPORTION OF WOMEN	EMPLOYEES	PROPORTION OF WOMEN	EMPLOYEES	PROPORTION OF WOMEN
TOTAL NUMBER OF EMPLOYEES										
Number of permanent employees	63	46%	68	49%	68	46%	73	44%	75	43%
> Of which full-time	63	46%	68	49%	68	46%	73	44%	75	43%
> Of which part-time	0	0%	0	0%	0	0%	0	0%	0	0%
Number of fixed-term employees	2	50%	2	50%	1	100%	2	50%	2	100%
Total number of employees	65	46%	70	49%	69	46%	75	44%	77	44%

Key figures and indicators regarding the number of employees refer to 31 December in the year in question.



A different WINTER & SUMMER SEASON

2021 was a genuine record year when it comes to recycling using the deposit system at our Swedish tourist resorts. Deposit collection increased by 25% compared to 2020.

“The collection of deposit packaging in Swedish tourist resorts reached a record level in 2021 – more than 4.9 million packages were collected,” says Carita Classon, Product Manager for Pantamera at Returpack.

We were able to witness a strong trend of people staycationing in 2021 as well. The number of Swedish guest nights at campsites increased by 5 per cent in June compared to 2020, and the number of ski days at ski resorts increased by 15 percent compared to 2020.

“In addition to our collection via recycling igloos and recycling bins, we also continued with our successful

concept from 2020 of travelling around in our Pantobil in order to increase accessibility to use the deposit system, to provide a reminder and say thank you, and to create added value through fun events,” says Carita Classon.

➤ **1.1 MILLION SEK**
was donated to various charitable initiatives through visitors at Sweden’s campsites.

Collaboration 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. Within our work aimed at improving product quality, we have had a master’s student from Linköping University attached to us during 2021. In addition, two students from the Graphic Design and Communication programme at Linköping University did their work placements with us.



When the deposits collected from Pantamera with eSports and Maxa Panten are totted up, Pantamera can only bow before Sweden’s generosity – more than SEK 350,000 has been donated to Musikhjälpen via these sources.

“The money comes from cans and bottles that all the amazing recycling heroes right across the country decided to donate in aid of Musikhjälpen. Together we really maximised the deposits,” says Lovisa Lannerstedt, Project Manager for Pantamera’s Musikhjälpen initiative in 2021.

MAJOR INVESTMENT IN COLLECTION OF DEPOSITS FOR MUSIKHJÄLPEN

Musikhjälpen has a great history of succeeding in attracting a high level of engagement from people around the country, and particularly in the city that is given the honour of hosting the event. This year, Musikhjälpen took place in Norrköping – Pantamera’s own neighbourhood and the capital of the deposit system.

“We opted to invest heavily with a number of activities and high attendance, in order to collect deposits in aid of Musikhjälpen. We have had our Pantobil (‘Deposit vehicle’) in Kärlekens Torg, a tour of the city’s shops to collect deposits, Pantamera messengers in town and a deposit service that collected deposits from offices, workplaces and private individuals. In addition, we staffed our deposit room in Spiralen throughout the week,” says Lovisa Lannerstedt.

Since the middle of November, all PantameraExpress reverse vending machines around the country have set their donation buttons in favour of Musikhjälpen. Even before the start of Musikhjälpen, the donations from Pantamera Express had passed SEK 40,000.

PANTAMERA WITH ESPORTS

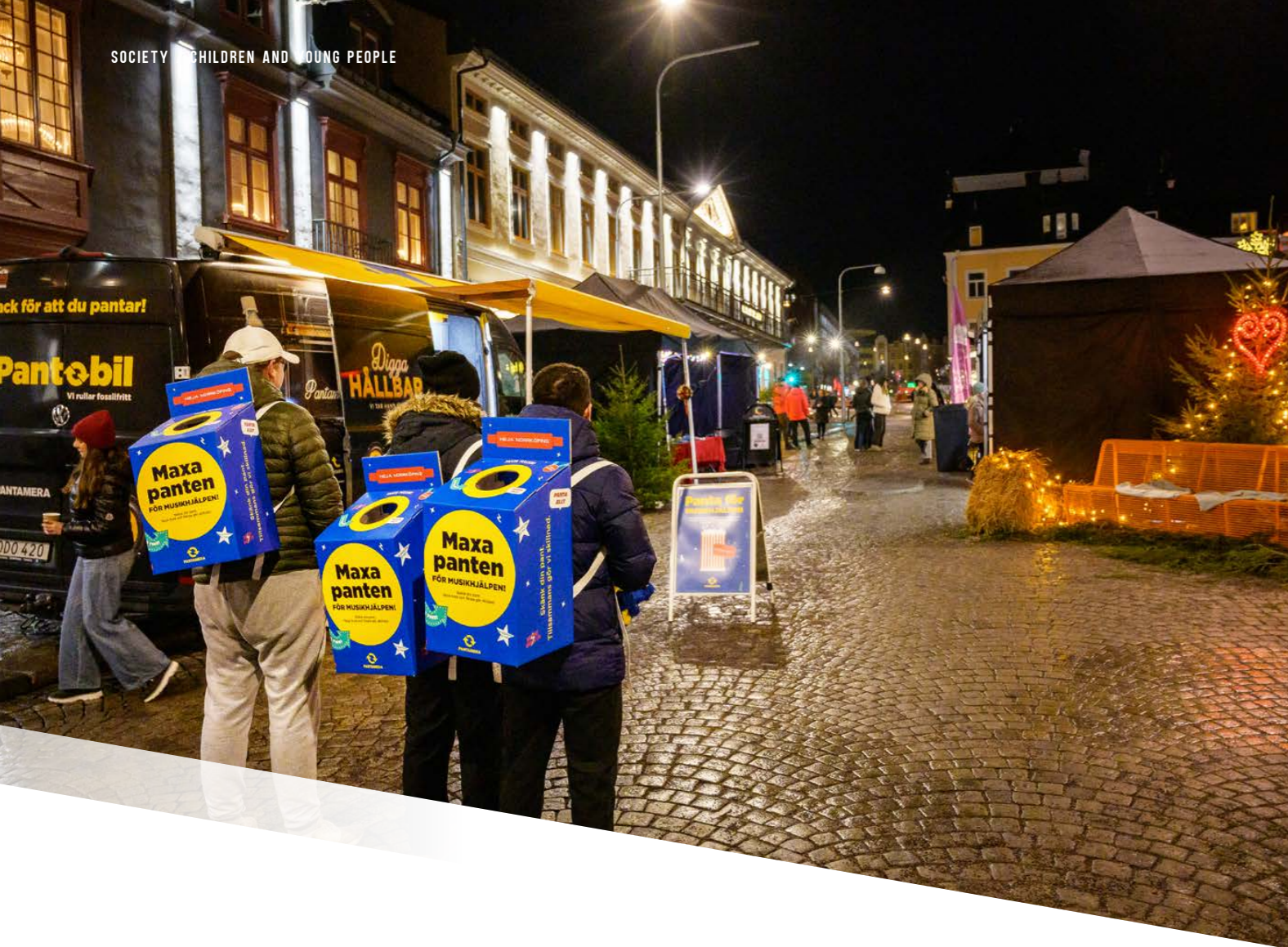
For the fifth year in a row, Pantamera arranged the fundraising campaign Pantamera with eSports, where

“Here at Pantamera, we would like to say a huge thank you to all the big recyclers, little recyclers, gaming recyclers, jogging bottoms recyclers – and everyone else who has contributed to Musikhjälpen.”

LOVISA LANNERSTEDT • PROJECT MANAGER FOR PANTAMERA’S MUSIKHJÄLPEN INITIATIVE 2021

major players within eSports as well as gamers right across the country donated their deposit refunds to Musikhjälpen. The first activities were launched as early as the start of the year, including through the Pantamera with eSports Talkshow on YouTube and through the collection of deposits at events such as DreamHack Winter. During the Musikhjälpen week, Pantamera’s 12-hour fundraising stream was broadcast live from DreamHack’s studio, which Musik-hjälpen visited via a link. Pantamera’s ambassadors – streamer and Valorant professional Yacine Laghmari and YouTuber SampeV2 – were also present in Norrköping on the Friday together with artist Viktor Leksell to talk about the fundraiser and to reveal the total amount, which ultimately reached more than 200,000 SEK.

“Here at Pantamera, we would like to say a huge thank you to all the big recyclers, little recyclers, gaming recyclers, jogging bottoms recyclers – and everyone else who has contributed to Musikhjälpen,” concludes Lovisa Lannerstedt.



CHILDREN & YOUNG

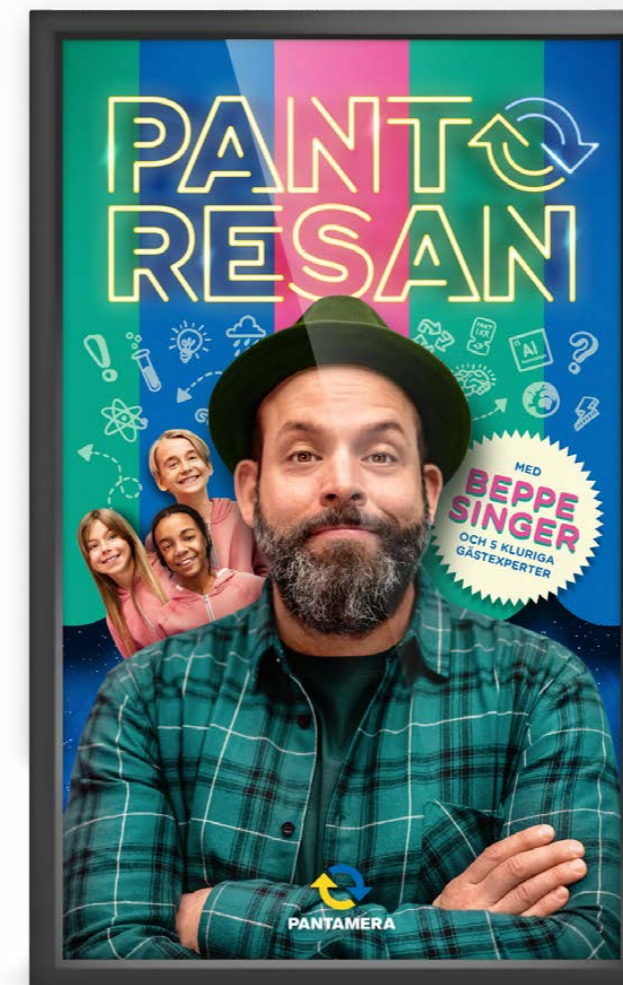
The work on sustainable development begins with children and young people, which is why we have chosen to direct several of our social commitments at this target group.

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 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.

We consider that it is important for young people

to have the opportunity to test themselves in working life. Every year, we create employment in the form of holiday jobs and summer jobs aimed at young people aged 16 and over. We offered safe and secure jobs for young people during 2021 as well. We engaged almost 25 young people in connection with the activities that could be carried out in a coronavirus-safe way; for example at Stadium SportsCamp and Musikhjälpen, and as cycling Pantamera messengers at campsites and marinas.

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Pantresan THE TALKSHOW

With a new format, we broke through the 1,000-class barrier for Pantresan in 2021. A total of 1,225 classes participated in the two rounds this year – an increase of 43% compared to 2020. The first prize in the autumn round of Pantresan went to Bilingual Montessori School of Lund.

Pantresan is a combined educational package and competition, aimed at children from preschool up to Year 6. The aim is to pass on knowledge and inspiration regarding the environment, energy, recycling and using the deposit system. It shows in an easy-to-understand manner how a circular system works. This year’s concept has been an interactive talk show with Beppe Singer, known from the Children’s Channel, along with a children’s panel and five knowledgeable experts.

“Pantamera wants to contribute with accessible and credible knowledge, which at the same time conveys the hope that it is actually possible to exert influence in the right direction – that everyone can do something,” says Katarina Lundell, Communications Manager for Pantamera/Returpack.

PARTICIPATING CLASSES 2021: 1,225 SCHOOL CLASSES
PARTICIPANTS SINCE THE START: MORE THAN 100,000 STUDENTS

Main sponsor for the SWEDISH FLOORBALL FEDERATION

Returpack has been the main sponsor of the Swedish Floorball Federation (SIBF) since 2015, and 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 Spel and Schysst Lag.

“In connection with the Women’s Floorball World Championship in Uppsala, we were present as the main sponsor at a ‘great floorball event’ to support our Swedish national team and contribute to a great atmosphere,” says Rickard Andersson, Strategic Marketing Manager and responsible for the sponsorship of the Swedish Floorball Federation and the FSSL. All over the country, there are now floorball clubs

affiliated to our club concept, all making a contribution to the environment at the same time as bringing in some extra cash for the club funds. During 2021, 103 of Sweden’s floorball clubs collected 381,018 cans and 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.



A unique lubricant **THAT WORKS**

“The deposit lubricates the system,” is CEO Bengt Lagerman’s answer, when asked what makes the deposit system so unique.

And it is no doubt a lubricant that has worked excellently since, as the first country in the world, Sweden introduced deposits for glass bottles in 1885 to ensure that traders would get their bottles back. Glass has been replaced by other materials since then, and in 1984 Sweden was once again first to put a deposit on packaging that was not reusable – although it was recyclable. The Swedish Parliament has set a target of 90 per cent of all beverage packaging in the deposit system being recycled. And there isn’t far to go: in 2021, the recycling level stood at 88.2 per cent.

SYSTEM THAT REQUIRES CONTROL

The success compared to all other recycling systems is indisputable. The deposit is the financial incentive that motivates the consumer to return the packaging – “the deposit lubricates the system”, as Bengt Lagerman puts it. However, it is also a system that requires control in order to function.

“There are a great many schemes that claim to be deposit systems, but that aren’t. In order for a deposit

system to work, the controlled return of the packaging is required, as well as the management of fees and quality assurance of the packages. This is a major difference compared to other recycling systems,” says Bengt Lagerman.

MORE AND MORE COUNTRIES INTRODUCING DEPOSIT SYSTEMS

Sweden was the first, but many other countries have introduced deposit systems since then. The Nordic countries, Germany, the Netherlands, the Baltic states and Slovakia have all introduced deposit systems, and discussions are taking place in most other European countries. Deposit systems are also now being used for bottles and cans in parts of the USA and Australia.

“Of course, I am proud that we in Sweden were the first and are still the best in the world when it comes to deposit systems. However, I am also proud because, as a company, we are involved in driving developments forward and we remain at the forefront,” says Bengt Lagerman.



SPONSORSHIP & FUNDRAISING 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, i.e. children and young adults. The collaboration is taking place at club level.



Pantamera's **FIRST HUMOUR SCHOLARSHIP**

Pantamera has long used humour to get even more people to use the deposit system even more. This is a strategy that has proven to be successful – more than 2.42 billion cans and bottles were recycled in Sweden in 2021. The Humour Scholarship that was launched during the year totals SEK 50,000 and represents an opportunity to participate in the production of Pantamera’s viral humour success – Pantamera Humour.

“Our ‘Pantamera Humour’ Instagram account is a much appreciated channel that now has close to 50,000 followers. We can thank the amazing comedic talents who run the account for this. Making digital humour is an art form that has grown increasingly strong during the pandemic. Through the Humour Scholarship, our aim is to encourage more people to dare to take the plunge and go for a career in humour,” says Lovisa Lannerstedt, Project Manager at Pantamera.

It is said that boredom breeds creativity, and the time of the pandemic has perhaps been among the most boring periods we have experienced? More than 200 applications were submitted for the Humour Scholarship in 2021. The individual who finally won the jury’s heart and thereby received this year’s Humour Scholarship was Anna Claesson – the brains behind the humour account @claessonpataket on Instagram and TikTok. The jury included TikTok masters Aya Samaritand Galadrius, comedian Torbjörn Averås Skorup and psychologist and author Per Naroskin.



OVERVIEW

STAKEHOLDER DIALOGUE

STAKEHOLDER GROUP	CHANNELS FOR DIALOGUE	ISSUES RAISED DURING DIALOGUE	OUR RESPONSE
Authorities	<ul style="list-style-type: none"> Ongoing dialogue if necessary. Annual state-of-play meetings. 	<ul style="list-style-type: none"> Recycling rate. Development of the deposit system. Follow-up and inspection by public authorities. Referrals and legislation. 	Read more about increased recycling, page 19 , and about optional registration, pages 6 and 37 .
Owners	<ul style="list-style-type: none"> Ongoing dialogue. Board and strategy meetings. 	<ul style="list-style-type: none"> Recycling rate. Financial stability. Development of the deposit system. 	Read more about increased recycling, page 19 , and about optional registration, pages 6 and 37 .
Recyclers <i>Customer group</i>	<ul style="list-style-type: none"> Customer services. Social media. Website. Consumer survey at least every two years - (2021: attitudes towards using the deposit system). Other surveys. 	<ul style="list-style-type: none"> Which packages are included in the deposit system. Availability of reverse vending machines and hygiene. Payment solutions. Deposit amounts. The environmental benefit of the deposit system. 	Read more about cooperation with customers, page 34 .
Producers and importers <i>Customer group</i>	<ul style="list-style-type: none"> Customer service and account managers. Website. Web portal - My pages. Customer survey (2021: customer satisfaction). Visits and meetings. 	<ul style="list-style-type: none"> Packaging requirements. Contractual terms. Material development. Recycling rate. Expanding the deposit system. 	Read more about product quality, pages 23, 34, 62 , and about optional registration, pages 6 and 37 .
Stores with RVMs etc. <i>Customer group</i>	<ul style="list-style-type: none"> Customer services. Website. Web portal - My pages. Visits and meetings. Customer magazine. Customer survey every two years (Customer satisfaction 2021). Customer survey Clubs and associations 2021. 	<ul style="list-style-type: none"> Refunding of deposits and reimbursement for handling. Carriers and collections. Waste/quality during collection The environmental benefit of the deposit system and the role of stores with RVMs. Contractual terms. Which packages are included in the deposit system. 	Read more about cooperation with customers, page 34 .
Material buyers <i>Customer group</i>	<ul style="list-style-type: none"> Ongoing dialogue. State-of-play meetings. 	<ul style="list-style-type: none"> Product quality. Packaging materials. Sustainable logistics solutions. Closed loop for cans and bottles. 	Learn more about product quality, pages 23-24 , our shipments page 31 , transport pages 30-31 .
Employees	<ul style="list-style-type: none"> Daily reconciliation and interaction. Meetings and conferences. Annual performance review. Employee survey every two years (2021). 	<ul style="list-style-type: none"> Working environment. Cooperation within the organisation. Skills development. Good business ethics. 	Read more about our proactive work aimed at achieving a pleasant workplace in the Employees section, page 41 .
Suppliers (carriers)	<ul style="list-style-type: none"> Daily contact via Returpack's transport management. Annual follow-up meetings. 	<ul style="list-style-type: none"> Collection efficiency. Customer service. Fuel. 	Read more about our transport operations, pages 29-31 , and the work on sustainable purchasing, page 40 .
Suppliers (reverse vending machines)	<ul style="list-style-type: none"> Ongoing dialogue. State-of-play meetings. 	<ul style="list-style-type: none"> Technical development. New packages. Payment solutions. Minimising theft. 	Read more about our work on recycling design, page 24 , and the work on sustainable purchasing, page 40 .

RISK ANALYSIS

BASED ON OUR FIVE RISK CATEGORIES AND KEY ISSUES

AREA	RISK	MANAGEMENT/(ACTION)	RISK LEVEL	BUSINESS OPPORTUNITY
The environment (business-related)	Loss of confidence/relevance for the deposit system <ol style="list-style-type: none"> Reduced recycling using of the deposit system due to customers/consumers not perceiving the deposit system to be a sustainable, accessible system. Changes in consumption habits. Politicians/authorities do not perceive the deposit system to be a sustainable, accessible system. Reputation free-riding and misleading marketing by other players. Cross-border trade. 	<ul style="list-style-type: none"> Customer surveys. Activities according to marketing plan. Activities according to sustainability plan (safe recycling of materials, promoting sustainable transport, transparent activities). Dialogue with decision-makers and opinion-formers. Expansion of the deposit system on an optional basis. Activities for increased recycling. Development of alternative collection channels. Internal transport management, supplier agreements and following-up of agreements. Regulations in retail agreements. 	Medium	<ul style="list-style-type: none"> Goodwill. Brand. Increased confidence in the company and the brand among stakeholders. Increased awareness of the sustainability benefits of the deposit system. Increased customer satisfaction. Attractive employer. Develop close and long-term relationships with customers and suppliers. Increased recycling.
The environment (the environment)	Unwanted environmental consequences in the form of: <ol style="list-style-type: none"> Emissions to air (greenhouse gases). Discharges to water. 	<ul style="list-style-type: none"> Environmental requirements when procuring transport, energy and equipment. Transition to fossil-free fuels for all domestic transport. Implementation of life cycle assessment for packaging in the deposit system. Self-monitoring programmes and action plans. Optimisation of water treatment plant. Certified according to the ISO 14001 environmental management system. 	Medium	<ul style="list-style-type: none"> Proactive environmental work driving the sustainability work, internally and externally. Minimise greenhouse gas emissions. Satisfying legal requirements minimises costs and increases confidence. Develop the business.
The environment (operational)	<ul style="list-style-type: none"> External influences from surrounding activities that affect Returpack's ability to conduct operations. Fire in factory and office. Prolonged power failure affecting operations and IT. Computer fraud & hacking. Pandemic. 	<ul style="list-style-type: none"> Collaboration with related operations and emergency services. Preventive measures. Emergency preparedness, planning, training. Contingency plan. Training of rescue leaders. Backups, continuity plan, disaster resolution and recovery plan. 	Medium	<ul style="list-style-type: none"> Reducing or eliminating serious impact from surrounding events affecting people, the environment, property, equipment. Minimising negative effects on our operations and our stakeholders.
The environment (operational)	<ul style="list-style-type: none"> Poor quality of delivered materials (consequences: reduced material revenues, hampering reuse to make new cans and bottles, quality problems at packaging and beverage manufacturers). Increased material recycling leads to poorer quality characteristics in our collected PET. Increased demand produces a risk of material shortages. 	<ul style="list-style-type: none"> Ongoing dialogue with material buyers. Material requirements and approval process for packaging in the deposit system. Daily internal quality checks. Regulations in producer agreements. Investments in improved sorting technology. 	Medium	<ul style="list-style-type: none"> Supplier of top-quality aluminium and PET materials for the production of new beverage packaging. Improved material quality.
Social issues & employees (operational)	<ul style="list-style-type: none"> Physical and/or mental ill health among employees. Serious workplace accident. Pandemic. Incident or activity that entails negative publicity and reduced confidence in the deposit system. 	<ul style="list-style-type: none"> Returpack's values and internal Code of Conduct. Preventive work on the working environment. Employee and performance reviews. Salary mapping. Emergency preparedness, planning, training. Health Group. Follow FHM restrictions and guidelines. Rehabilitation plans. 	Medium	<ul style="list-style-type: none"> Safety and health promoting employees' productivity and morale. Attractive workplace. Better working conditions in the supply chain.

RISK ANALYSIS CONTINUED

AREA	RISK	MANAGEMENT/(ACTION)	RISK LEVEL	BUSINESS OPPORTUNITY
Social issues & employees (operational)	<ul style="list-style-type: none"> Skills shortages now and in the future. 	<ul style="list-style-type: none"> Staff appraisals and development plans. Cooperation with schools and universities as well as participation in labour market days. Offering work placements and project placements. Offering competitive employment conditions and skills development. 	Medium	<ul style="list-style-type: none"> Motivated and skilled employees, managers increase the potential to achieve company-specific goals. Attractive workplace.
Human rights (operational)	<ul style="list-style-type: none"> Violations and unequal treatment. Discrimination, harassment & bullying. 	<ul style="list-style-type: none"> Application of purchasing policy and code of conduct for suppliers: environment, human rights, working conditions. Returpack's values and internal Code of Conduct. Plan for gender equality with a diversity perspective. Plan to counter victimisation. Whistleblower system. Training in diversity and inclusion for managers and all employees. 	Medium	<ul style="list-style-type: none"> Attractive employer. Brand. Good relations with owners and investors. Strong business ethics promote internal stability and future business.
Risks relating to corruption and fraud (business-related, financial)	<p>Bribery/Fraud/Corruption</p> <ol style="list-style-type: none"> Fraud aimed at incorrect payments from Returpack. Corruption in connection with agreements or other relationships between Returpack and an external party. 	<ul style="list-style-type: none"> Internal checks of deposit data and payments. Checks of reverse vending machines and in stores. Training and follow-up of internal Code of Conduct and values: environment, human rights, working conditions. Application of purchasing policy and code of conduct for suppliers. Secure business systems, delegation arrangements and payment checks. 	Low	<ul style="list-style-type: none"> Working to combat corruption and fraud has a positive impact on Returpack as an employer, increasing credibility and transparency in relation to the company's stakeholders (customers, recyclers, suppliers, employees, owners/investors). Attractive workplace.
Legal risks	<ul style="list-style-type: none"> A change in the legislation affecting, altering or restricting the company's activities. Pandemic. 	<ul style="list-style-type: none"> Business intelligence. Expansion of the deposit system on an optional basis. Material recycling. Collaboration and dialogue with politicians, ministers and departments. Adapt the business according to current and future legislation. 	Medium	<ul style="list-style-type: none"> Increased confidence. Strong business ethics promote future business and development opportunities.
Business operations (financial)	<ul style="list-style-type: none"> Significant foreign exchange losses and a decrease in raw material revenues, as well as risks related to Returpack's financial investments. Fake invoices, attempted fraud. Refunding of deposits/reimbursement for handling – not paid on time or incorrect payments. Supplier dependence in respect of critical systems (e.g. Payer, Swish). 	<ul style="list-style-type: none"> Investments, raw material and currency hedging according to policy. Monthly reporting of exposure to investment advice. 	Medium	<ul style="list-style-type: none"> Strong business ethics promote future business and development opportunities.

ABOUT THE MATERIALITY ANALYSIS

A new, in-depth materiality analysis identified a number of key sustainability areas, five of which were pinpointed as highly significant sustainability issues. The aim of the materiality analysis is to identify the most significant sustainability issues for Returpack, based on the organisation's economic, environmental and social impact. The results are indicative of the issues that the organisation reports according to GRI. The materiality analysis is validated annually.

Stakeholders were identified through analysis of the value chain and a review of which other players affect or are affected by Returpack's operations. Based on GRI's framework, the way various sustainability issues affect and are affected by Returpack's operations was investigated. A study of the issues on which similar operations focus provided additional input. The work resulted in sustainability issues that might reasonably be of interest to our stakeholders. The stakeholder dialogue consisted mainly of surveys (1,132). In addition, a small number of interviews were conducted (15). In the online questionnaire, the stakeholders were asked to indicate how important, on a scale of 1 (not important) to 10 (very important), each sustainability issue was for Returpack to deal with. The stakeholders who were interviewed also answered the same questionnaire. The stakeholders also had the opportunity to highlight other sustainability issues that they considered to be important for Returpack to work on. The outcome by question and by stakeholder group was then converted on the basis of the established weighting. The management team then performed an evaluation, based on the same scale, of the way the operation affects and is affected by each sustainability issue. The results of the stakeholder dialogue and the impact assessment were compiled, and the sustainability issues that were most important from both a stakeholder and an impact perspective were identified as being key. These key issues were to get more people to deposit more, reduce greenhouse gas emissions, high quality of the material being recycled, good business relationships leading to an even better deposit system, as well as health and safety.

The environmental impact of transport is included in the reduction of greenhouse gas emissions, as they are judged to be similar based on the impact they have. Increased recycling or getting more people to use the deposit system more is an important aspect of Returpack's assignment from our owners, as well as being an integral part of the company's operations. For this reason, getting more people to use the deposit system more is also treated as a key sustainability issue. Satisfied customers are linked to good business relationships, which lead to an even better deposit system. The management team also decided to highlight and prioritise health and safety as an absolutely key issue. In addition, there are a number of issues that Returpack is expected to deal with in its sustainability work: circular economy, developing the deposit system, renewable energy, preventing littering and being a role model for other deposit systems around the world.

MEMBERSHIP & COMMITMENT 2021

Returpack's commitments and collaborations in 2021 are listed below.

SPONSORSHIP

Main sponsor: Swedish Floorball Federation

SUSTAINABILITY NETWORKS

- Member: Cleantech Östergötland
- Member: CSR East Sweden
- Member: Östgöta Challenge
- Member: Norrköpings Miljönätverk
- Participant: Fossil Free Sweden
- Member: Sustainability network Enacts
- Member: Motala Ströms Vatten-vårdsförbund
- Member: Altinget

OTHER NETWORKS

- Member: Packbridge, including steering group member of Fempack – packaging network that brings together the education sector and industry
- Member: Trampoline, innovation management knowledge network
- Member: Chamber of Commerce of Eastern Sweden
- Member: SIS technical committee for packaging and the environment
- Member: Dagens Industri's Network for HR Directors

COLLEGES AND UNIVERSITIES

Graduate work: Material properties of recycled PET in drink bottles, KTH

EMPLOYER'S ORGANISATION

Member: IKEM – Innovation and Chemical Industries in Sweden.

OTHER

- Founders and directorships: Keep Sweden Tidy
- Professional development: Samhall
- Developed cooperation: Städa Sverige



ABOUT THE REPORT



For the fifth year in a row, Returpack is reporting its sustainability work according to the guidelines for the Global Reporting Initiative (GRI) Standards, with the Core application level. 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.

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 2021 to 31 December 2021.

When formulating the scope and content of the sustainability report, Returpack has worked on the basis of GRI's 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 implemented materiality analysis has resulted in five key sustainability issues, which are linked to at least one GRI aspect where possible. In those cases where 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 (see the GRI index on pages 63-65). Some of the general information requirements can be found directly in the index. The index also provides information about possible exemptions, such as incomplete data.

MEASUREMENT AND CALCULATION METHODS

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 HR 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 2021, a total of 2,423,827,180 packages were recycled. This figure includes the optionally registered fruit syrup and juice products. Without fruit syrup and juice products, the figure is 2,372,853,918 packages. Returpack has opted to round the figure off to 2.42 billion packages in the sustainability report. All calculations are based on the total number of recycled packages.

Set out below are descriptions of measurement and calculation methods for each key issue.

INCREASED RECYCLING

Returpack has drawn up its own key figures for increased recycling in the form of recycling 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 return systems and those that are optionally registered.

The recycling 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 recycling 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 based on 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. Returpack only reports fossil emissions when data for calculating biogenic emissions is not available. The possibility of being able to report biogenic emissions in future will be reviewed.

In order to increase the relevance of the report, Returpack's emissions are reported, in addition to the GHG Protocol's division into the various scopes, on the basis of categories that are adapted to the company's own operations. The various categories are transport, the plant and business travel, and these are described below.

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. Greenhouse gas emissions from such stores to depots are not currently included in Returpack's calculations.

Car journeys by employees to and from work are also not calculated or presented in this report in respect of greenhouse gases.

The plant

Data regarding the consumption of electricity and district heating in Returpack’s plant in Norrköping comes from the electricity supplier and the district heating supplier. The plant only uses green electricity from wind power, while the district heating is based on the actual mix of fuels for the period to which the calculations relate. The suppliers’ emission factors are used. The plant category also includes proprietary reverse vending machines deployed at municipal recycling centres, 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 Sweden’s electricity mix is used.

Business travel

The climate impact from business travel is 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. Most flights are booked through travel companies. However, a small proportion of the flights are booked independently and, for these, data has been collected separately by means of employees reporting what journeys they have made. Emissions from all air travel are then calculated using NTM’s calculation tool.

EMPLOYEES/HEALTH AND 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 Returpack’s case management 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 2020. 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 ON 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 2021 and for its preparation in accordance with the Annual Accounts Act.

FOCUS AND SCOPE OF THE REVIEW

Our review has been performed in accordance with FAR’s recommendation *RevR 12 The auditor’s opinion on the statutory sustainability report*. This means that our 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. We consider that this review provides us with sufficient grounds for our statement.

STATEMENT

A sustainability report has been prepared. Norrköping, 17 March 2022
Ernst & Young AB

Peter von Knorring

Authorised Public Accountant

GRI INDEX

The GRI index below states specifies where in the sustainability report the various information can be found. The entire index refers to GRI Standards 2016.

INFORMATION	COMMENTS	PAGE
ORGANISATION PROFILE		
102-1	Name of the organisation	5
102-2	Operations, brands, products and services	5-9
102-3	Location of the head office	6
102-4	Countries where the organisation has operations	Returpack conducts its operations in Sweden. 6, 63
102-5	Ownership structure and corporate form	5, 60
102-6	Markets	6-7, 34
102-7	Size of the organisation	5, 18, 42
102-8	Information about employees and other workers	Returpack reports the number of employees as of 31 December in the year in question. Returpack also occasionally hires temporary replacements during holiday periods, primarily in the summer. Returpack has no significant variations in the number of employees over the year. Returpack’s transport operations are not carried out in-house, but rather by transport providers. 42-43, 48, 62
102-9	Description of the company’s supply chain	10, 40
102-10	Significant changes during the reporting period in terms of size, structure, ownership or supply chain.	There have been no significant changes in the ownership structure or supply chain during the 2021 financial year. 63
102-11	Application of the precautionary principle	14
102-12	Compliance with external initiatives/guidelines	29, 59
102-13	Membership of organisations	59
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102-14	CEO’s statement	4
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102-16	Values, principles and ethical guidelines	8, 14-15, 47-48
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102-18	Corporate governance	5, 14, 60
STAKEHOLDER INVOLVEMENT		
102-40	List of stakeholder groups	56
102-41	Proportion of employees covered by collective bargaining agreements	All employees are covered by collective bargaining agreements. 63
102-42	Identification and selection of stakeholders	11, 56
102-43	Methods of cooperation with stakeholders	11, 56, 59
102-44	Key topics and issues that have emerged in dialogue with stakeholders	11, 56, 59

INFORMATION	COMMENTS	PAGE
REPORTING PARAMETERS		
102-45	Units included in the report	5, 60
102-46	Process for defining the content of the report	11, 59
102-47	Issues identified as key	11, 59
102-48	Explanation of corrections from previous reports	No corrections have been made. 64
102-49	Changes in the report	No changes compared to previous reporting period. 64
102-50	Reporting period	2, 60
102-51	Most recent report	Returpack's sustainability report for 2020 was published on pantamera.nu on 22 April 2021. 64
102-52	Reporting cycle	Annually, calendar year 64
102-53	Contact person for questions about the report	2
102-54	Claims for reporting in accordance with GRI Standards	2, 60
102-55	GRI index	63-65
102-56	External review	2, 60
<i>Key issues, boundaries, governance and indicators</i>		
GREENHOUSE GASES		
103-1	Description of the issue and its boundaries	27-32, 61
103-2	Method of sustainability management	14-15, 17, 28-32, 57
103-3	Evaluation of sustainability management	32
305-1	Direct greenhouse gas emissions (scope 1)	The reference year for our climate calculations is 2017. 17, 32, 57
305-2	Indirect greenhouse gas emissions (scope 2)	The reference year for our climate calculations is 2017. 17, 32, 57-58
305-3	Other indirect greenhouse gas emissions (scope 3)	The reference year for our climate calculations is 2017. 17, 32, 57-58
HEALTH AND SAFETY		
103-1	Description of the issue and its boundaries	42-43
103-2	Method of sustainability management	14-15, 42-46
103-3	Evaluation of sustainability management	42-43, 46-48
403-1	Occupational health and safety management system	11, 14, 18, 42-43
403-2	Hazard identification, risk assessment, and incident investigation	13, 42-43, 48, 57-58
403-3	Occupational Health and Safety	48
403-4	Worker participation, consultation, and communication on occupational health and safety	43
403-5	Worker training on occupational health and safety	48
403-6	Promotion of worker health	42, 45, 47, 62
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	14-15, 31, 40, 57-58
403-9	Work-related injuries	42-43
103-1	Description of the issue and its boundaries	5-7, 60
103-2	The management approach and its components	11, 13-15

INFORMATION	COMMENTS	PAGE
103-3	Evaluation of sustainability management	16, 20-21, 37
Company-specific key figure Recycling rate, cans		16, 20
Company-specific key figure Recycling rate, PET		16, 20
PRODUCT QUALITY – COMPANY-SPECIFIC KEY ISSUE		
103-1	Description of the issue and its boundaries	23, 62
103-2	Method of sustainability management	14-15, 23-24
103-3	Evaluation of sustainability management	23
Company-specific key figure Product quality, aluminium		16, 23
Company-specific key figure Product quality, clear PET		The reference year for product quality, clear PET, is 2017. 16, 23
CUSTOMER SATISFACTION – COMPANY-SPECIFIC KEY ISSUE		
103-1	Description of the issue and its boundaries	34, 37, 62
103-2	Method of sustainability management	11, 14-15, 34-39
103-3	Evaluation of sustainability management	17, 37
Company-specific key figure CSI (monitoring customer satisfaction, stores)		The next follow-up will be carried out in 2023. 17, 65





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