

Sustainability Report

2022

Returpack Svenska AB



RETURPACK

About our Sustainability Report 2022

The 2022 Sustainability Report constitutes Returpack Svenska AB's sixth statutory sustainability report and satisfies the requirements in the Annual Accounts Act regarding sustainability reporting. The report follows the financial year and is published annually. The report has been produced in accordance with GRI Standards 2021 and summarises the company's sustainability work during the financial year 1 January 2022 to 31 December 2022. The auditor's opinions on the statutory sustainability report in accordance with RevR 12 can be found on page 81. Other than this, no external review has been carried out. Our report contains information on the statutory requirements in the areas of the environment, social responsibility, human resources, respect for human rights and anti-corruption. In addition to this, we present our work within our five focus areas: recycling, climate & the environment, business relations, employees and society. The report describes the company's sustainability work, our future direction, our ambitions and challenges. Results and goals in each area are presented in tables or in the body of the text. The report is intended for all our stakeholders and forms part of our annual report, but is presented as a standalone report. The most recent Sustainability Report was published on pantamera.nu on 20 April 2022. There have been no significant changes in the ownership structure or supply chain during the 2022 financial year.

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Returpack Sustainability Report 2022

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CEO's statement

A world-leading return system with deposits

For the deposit system, 2022 was yet another year of major changes. The effects of the pandemic, which had characterised 2020 and 2021, began to subside, and with this many previous consumption patterns reappeared, including increased cross-border trade. Once again, the deposit system set new records in Sweden. Never before have we collected so many bottles and cans in a single year – a total of more than 2.6 billion packages, representing an increase of 210 million packages. With the opening of cross-border trade, the collection rate decreased slightly, ending up at 87.4 per cent. If the packages that remain in Norway are taken into account, the collection rate for packages consumed in Sweden is over 90 per cent – the goal that we have to achieve. Our focus extends beyond “just” collecting as much as possible, as we are part of a circular cycle, where the material we collect has to be recycled. It is possible to turn a can into a can and a bottle into a bottle, but a cap can also be turned into a new cap. During the year, we have launched initiatives aimed at achieving just this, further advancing recycling alongside our partners.

The deposit-based return system is world-leading and unique. It is based on 40 years of successful cooperation between the grocery trade and beverage producers. In Sweden, we were pioneers and the first in the world to create a deposit system, and are therefore a role model and a source of inspiration for all the deposit systems that have been started up since then in other countries. We have also made it possible to register packaging that was not originally covered by the Swedish legislation, such as fruit syrup and juice and even canned dairy products. A new regulation regarding producer responsibility is entering into force on 1 January 2023. This is a joint regulation for all packaging in Sweden. At the same time, the Swedish

Environmental Protection Agency is taking over from the Swedish Board of Agriculture as our supervisory authority. The same basic rules will still apply to the deposit system, however, and it will work in the same way as before. One change, though, is that the voluntary fruit syrup and juice products now have to be included in the deposit system – once again, Returpack has taken the lead and changed the collection process and the legislation is now following after. The EU has also put forward proposals whereby all countries within the Union should have deposit systems from 2029. Just think: the things that we in Sweden have pioneered have been followed by other countries, and will now eventually become a matter of course throughout the whole of Europe. That's sustainability for real.

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 testing various solutions for digital payments in store and have supplemented our regular in-store collections with fully automated deposit stations in Norrköping and Stockholm, where cash payments are also offered. In just one year, the deposit station at Hötorget metro station has become so successful that it has become the largest returns reception in Stockholm's inner city. We have made and will be making further investments to increase the capacity in our sorting plant in Norrköping, both for cans and bottles.

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 becoming completely fossil-free by 2025, through new procurements as well as

by ordering collection vehicles powered by biogas, hydrogen or electricity. Our ambition is for us as a business to be completely climate-neutral by 2030, and we have extended our sustainability work with Agenda 2030 during the year. In 2022, we have been granted a new environmental permit for operations in accordance with the Environmental Code.

Our employees are our most important asset, and we are constantly focusing on their health and well-being, along with the working environment, protection and safety. During the year, we have also invested additional funds in skills training for our employees, managers and leaders.

Our deposit system is a world-leading and unique packaging cycle, with 99 per cent of the collected material being recycled. You can't get much higher than that. It is based on a successful collaboration between a large number of parties. These include manufacturers and importers, sales and collection points, as well as all the consumers and others who use the deposit system more than 275,000 times every day. Through good relationships, collaboration, innovations and strategic forward thinking, we have succeeded in building one of the most successful sustainability systems in the world. Around something as simple as using a deposit system. We are proud of what we do, and we do it every day. Pantamera.



Bengt Lagerman
CEO, Returpack

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Never before have we collected so many bottles and cans in a single year – a total of more than 2.6 billion packages, representing an increase of 210 million packages.



Our mission

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

The mission also entails us achieving an ever higher level of circular efficiency for both systems and materials, where the received packaging will first and foremost be recycled, firstly to make new beverage packaging, secondly for other food packaging and thirdly as raw material for other products. For this to be possible, the operation has to keep itself up-to-date regarding legislation and regulations, both at a national and a European level, as well as in respect of materials and material development, and to apply this knowledge to the beverage industry's processes and materials. The Swedish deposit system is a role model for many different countries that want to introduce their own deposit system, and we often have the opportunity to share our knowledge.

The company is jointly owned by Sveriges Bryggerier AB, Svensk Dagligvaruhandel Ekonomisk Förening and Livsmedelshandlarna SSLF AB. The Group consists of the parent company Returpack Svenska AB and the subsidiaries Returpack-Burk Svenska AB and Returpack-PET Svenska AB. This report refers to the Returpack Svenska AB group, which from now on will be referred to as Returpack. During the 2022 financial year, Returpack reported net sales of SEK 3.4 billion, and at the end of the year the company had a total of 81 employees. The company had a balance sheet total of SEK 1,091 million, including SEK 447 million in equity.

History

When beverages in aluminium cans were to be launched in the early 1980s, the authorities were worried that this would lead to littering both in the urban environment and in the countryside. The packaging industry, breweries and the retail sector established the joint company AB Svenska Returpack, and they were tasked with trying to launch some form of deposit system for these beverage packages. It took around two years to set the deposit system up, but by 1984 the deposit system for cans was up and running. Ten years later, in 1994, a deposit system was also introduced for PET bottles, under the control of Returpack. The collected packages, both cans and bottles, were initially handled at the breweries' depots, where they were baled and then forwarded for recycling. In 2003, Returpack built an operation in Norrköping to which all collected beverage packaging made of metal and plastic was to be shipped for further sorting, baling and delivery to material buyers. Sweden has now had a deposit system for 38 years.

Returpack in figures

1984

starting year for aluminium cans

1994

starting year for PET bottles

1 plant

in Norrköping, Sweden

81 employees

11,317 registered articles

12,296 stores and other collectors

2.63 billion collected packages

3.43 billion in sales

Returpack's owners

50%

Sveriges Bryggerier AB

25%

Svensk Dagligvaruhandel Ekonomisk Förening

25%

Livsmedelshandlarna SSLF AB

Returpack's operations

More than 2.6 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.

2022 is the last year in which our operation has been governed and regulated by the Ordinance on the return system for plastic bottles and metal cans (SFS 2005:220), and where the Swedish Board of Agriculture has been our licensing and supervisory authority.

As of 2023, a new regulation on producer responsibility for packaging applies, SFS 2022:1274 and the Swedish Environmental Protection Agency is taking over the supervision of our operations. 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 then sold on for the production of raw materials for new cans and bottles. Returpack opened up the deposit system back in 2015, offering the producers of

fruit syrups the opportunity to register their packaging on a voluntary basis, and in 2018 it was the turn of juice packaging to be able to be registered voluntarily. With the new regulation entering into force at the start of the year, both fruit syrup and juice packages are now included in the producer responsibility and are included in the deposit system. The deposit system still accepts voluntarily registered products if they meet the requirements regarding e.g. bottles, lids and labels. We are now starting to see more dairy products being registered with the deposit system on a voluntary basis. Around 75 per cent of fruit syrup and juice packages are already being recycled. Since 2003, all collected beverage packaging, both that which is included in the Swedish deposit system and that which is optionally registered, has been handled at the factory in Norrköping, where both the head office and the factory are located.

Running a deposit system also means administering the deposit refunds for these packages. The deposit is the financial instrument that encourages all consumers to return their packaging to the correct collection system, but administering the deposit refunds requires considerable accuracy and a system offering great control.



National recycling targets, littering and content of recycled plastic

Changes are being made within our operation as from 2023, including the calculation regarding producer responsibility for packaging. According to the new regulation, the degree of material recycling when it comes to plastic packaging waste from plastic bottles and aluminium from metal cans included in a return system must achieve a target of at least 90 per cent per year. As a result, the calculation point and measurement point for the recycling of materials has been redefined, which means that it has been moved forward in the recycling process. In previous years, the measurement point for material recycling has fallen after Returpack's sorting and baling of the material, and has covered the measured material weights.

This means that Returpack will be communicating both material collection targets and recycling targets. Our collection target will remain at 90 per cent, which for our part means that of all the beverage packaging put onto the market, 90 per cent of this packaging will be collected, before proceeding from us to the material recycling processes. In recent years, our result has been just below our 90 per cent target.

In future, we will be reporting the material recycling statistics to which our operations contribute to the Swedish Environmental Protection Agency, with the target remaining at 90 per cent.

The legislation has also set a target for recycled materials contained in single-use plastic bottles for beverages that are made from PET as the main component, and which may only be supplied on the Swedish market by producers if the bottle contains at least 25 per cent recycled plastic. The requirement regarding 25 per cent recycled PET will apply from 2025.

In the case of single-use plastic packaging products, the goal is to reduce outdoor littering by 50 per cent by 2030 compared to 2023. The extent of littering will be assessed on the basis of the litter measurements that the Swedish Environmental Protection Agency will be carrying out.

The Swedish Environmental Protection Agency is the authority responsible for the combined national recycling statistics from all material companies, as well as for the supervision of littering and the amount of recycled material in bottles.

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**.

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



Articles in the deposit system

Year	Can and PET	Optionally registered	Total
2018	4,894	179	5,073
2019	5,968	262	6,230
2020	7,226	341	7,567
2021	9,088	479	9,567
2022	10,771	546	11,317

National recycling target

90%

Overarching goals and strategies

In order for us to live up to our vision, our business concept and our values, it is important for everyone to contribute, support and inspire each other so that we can achieve our overall, departmental and personal goals. 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:

90%

Increased collection to achieve the 90% collection target

1.5%

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

In 2022, Returpack achieved a collection rate of 87.4% and a profit margin of 8.4%.



Our overall goals will be achieved through three overarching strategies.

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



Increase recycling towards our goals

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



Sustainable processes

Sustainability should permeate everything we do. 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 by monitoring the outside world, developing new technical solutions, collaborating with authorities and legislators, promoting innovation and being a good social player.

Vision and business concept

Vision

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

Business concept

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

Our values

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

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

Responsibility

Innovation

Cooperation

Business model

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

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

How do our finances work?

INCOME:

- 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.

Register and deposit payment

Packaging is registered to the deposit system

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



Collecting and deposit payments

The packages are returned and collected

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



Process and sell on

The packaging is processed and sold on in the recycling chain

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



Our role in the value chain

Our sustainability work permeates our entire operation, and it is particularly important to work on those areas where our potential to exert influence and the impact of our efforts is greatest. The value chain ensures the visibility of our role in the deposit system along with our other stakeholders, such as packaging manufacturers of plastic bottles and metal cans, beverage producers, retailers, all consumers and individuals using the deposit system, as well as our material buyers. We have considerable potential to exert influence both upstream and downstream in the value chain. The demands we place on packaging design to achieve a high level of quality and increased material recycling are worth highlighting, and in this respect we are happy to collaborate with packaging manufacturers to achieve the most recyclable product. Requirements are imposed on the design of the bottle and lid, and on the materials contained in the bottle, lid, labels and glue. The aim is for all packaging that is registered to the deposit system to work throughout the recycling process and for the material to be able to be recycled again to make new beverage packages. We notify and educate all consumers and individuals using the deposit system about how good the system is from a sustainability perspective, and that

it is always best to return beverage packaging. Life cycle assessments show that the greatest environmental benefit is obtained when the packaging is returned to the deposit system, rather than being submitted in other collection flows. We collaborate with the reverse vending machine manufacturers to develop both new and old machines for the collection of packaging. We work alongside our material buyers to consistently improve the quality of the material we collect, even though we already have the best quality in Europe as regards both metal and plastic, according to our material buyers. Our material buyers for plastic and metal make sure that the material can be recycled to produce new aluminium and plastic beverage packaging. We do not play as big a role in the retail stage, although we do provide stores with information about using the deposit system and carry out some servicing of the stores' own reverse vending machines.

An impact assessment has been carried out in which we have evaluated Returpack's positive and negative impact and potential to exert influence at each stage of the value chain. This impact is presented in the table **on the next page**.

Facts, value chain



471 Producers and importers

11,317 Articles in the deposit system
(Of which juice: 437 and fruit syrup: 109 = 546)



3,180 Shops with reverse vending machines

9,046 Other collectors
(E.g. cafés, restaurants and clubs)

3 Material buyers who guarantee that the material can be made into new packaging
(Sweden/France/Germany)

30 Transport suppliers
Collection, transport and shipping

4,359 Reverse vending machines

69 Pantamera Express at recycling centres

2.63 billion Recycled packages



Processing at Returpack
(Sorting and baling for increased closed material recycling)



50,271 tonnes
(Aluminium, clear PET, coloured PET, steel and HDPE for recycling)

Our role in the value chain

Value chain	Virgin raw material (production)	Packaging manufacturers	Beverage production	Dealers	Consumption & recycling using the deposit system	Collection & processing	Material recycling
<p>Negative environmental impact</p>	<p>Very large environmental impact:</p> <ul style="list-style-type: none"> • mining • fossil oil 	<p>High greenhouse gas emissions:</p> <ul style="list-style-type: none"> • virgin raw material • quality deficiencies in beverage packages reduce the potential to recycle the material to make new beverage packages 			<p>Beverage packaging that is not recycled has a negative environmental impact:</p> <ul style="list-style-type: none"> • increased greenhouse gas emissions (increased need for virgin materials, incineration) • littering 	<p>Environmental impact from transport, generates greenhouse gas emissions.</p> <p>Process water</p> <p>Energy</p>	<p>Environmental impact from transport that generates greenhouse gas emissions.</p>
<p>Our positive environmental impact in the value chain</p>	<p>Increased material recycling reduces the need for virgin materials.</p>	<p>High material quality increases the potential for circular material recycling.</p> <p>Good business relationships that are leading to an even better deposit system.</p> <p>Requirements placed on beverage packaging increase the potential for material recycling and reduced greenhouse gas emissions.</p>			<p>Get more people to use the deposit system more.</p>	<p>Requirements regarding the procurement of transport:</p> <ul style="list-style-type: none"> • fuel • vehicles • optimisation, routes and loading • High quality of the material that is sorted and recycled. <p>Good business relationships that are leading to an even better deposit system.</p>	<p>Requirements regarding the procurement of transport. High material quality facilitates circular material recycling.</p> <p>Good business relationships that are leading to an even better deposit system.</p> <p>The material is only sold to buyers who guarantee material recycling as follows:</p> <ul style="list-style-type: none"> • beverage manufacturing • packaging manufacturing • other material recycling

Stakeholders and stakeholder dialogue

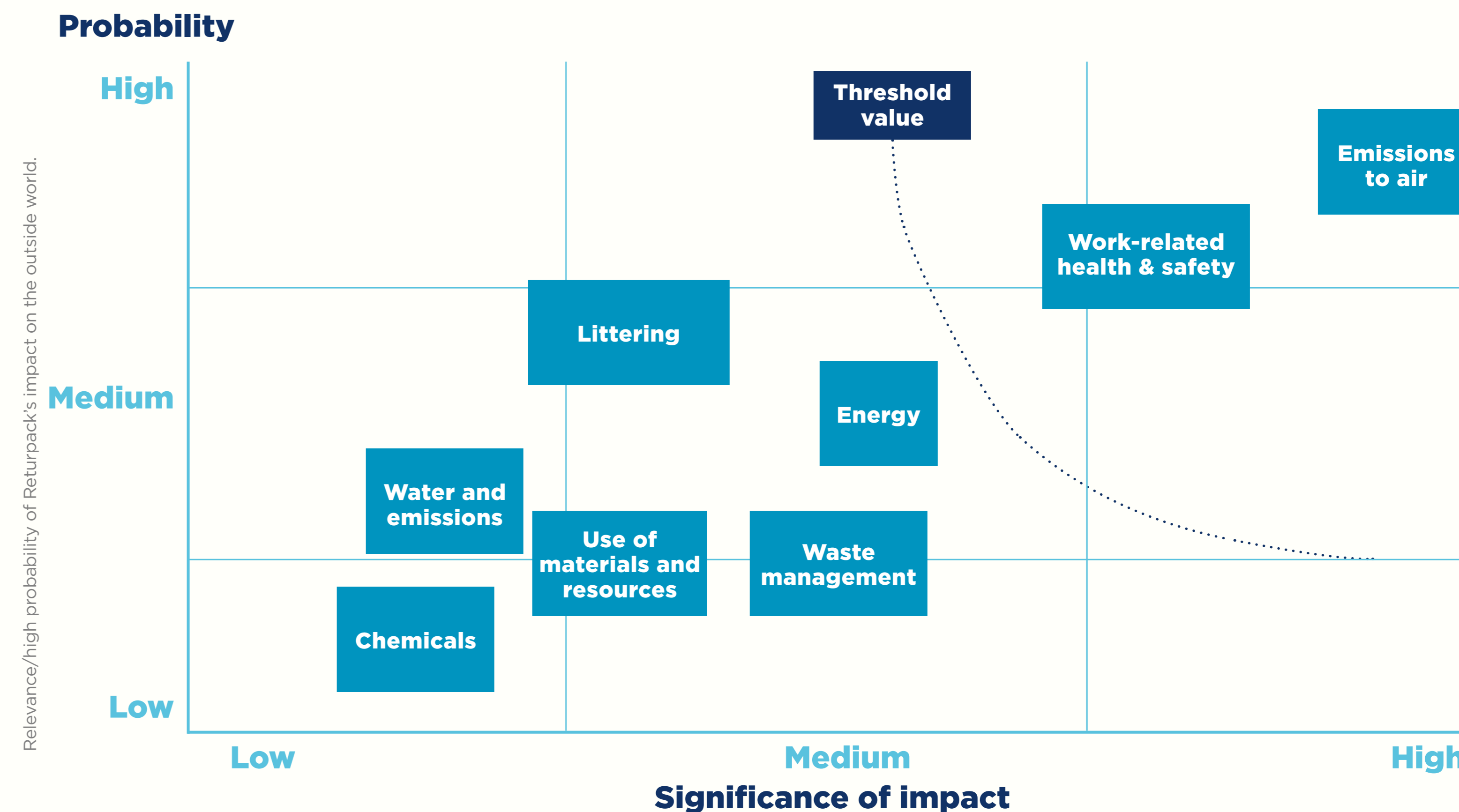
For us, it is important to be influenced by and listen to the people we meet and collaborate with. This is decisive in our work of operating and developing the deposit system and doing so responsibly.

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

public authorities, boards of directors and owners, producers and importers, consumers/recyclers, stores with RVMs etc., suppliers, material buyers and employees. We also collaborate with other stakeholder groups, such as packaging manufacturers, the media, pressure groups and trade associations. Read more about our dialogue with stakeholders and their expectations of us on **page 66**.

Materiality analysis

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



Relevance/high probability of Returpack's impact on the outside world.

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

Key issues

1 Increased recycling: get more people to use the deposit system more.

2 Product quality: high quality of material being recycled.

3 Greenhouse gases: reduce greenhouse gas emissions and the environmental impact from transport.

4 Business relations: good business relationships that are leading to an even better deposit system and satisfied customers.

5 Health and safety: Safe and secure working environment for our employees

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



Agenda 2030

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

During the year, we have developed our business plan in which all prioritised activities are linked to a global goal. In addition, all employees at the company have been trained and gained a deeper knowledge of Agenda 2030.

Returpack's prioritised sustainability goals within Agenda 2030

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

Risks and risk management

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



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 68.**

The five risk categories

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



Our sustainability work

Anchored in our Board of Directors

Returpack's senior decision-making body is our Board of Directors. The Board consists of 9 members, including the Chair. The members are appointed at the Annual General Meeting following proposals from Returpack's owners, and represent the various skills, experiences, stakeholders and sector knowledge that are required to govern and follow up Returpack's operations in a strategic fashion. All the Board members are non-executive and are independent from the rest of Returpack's organisation. The Board meets at least 4 times a year, with each meeting having a main area of focus.

- Adoption of the Annual Report, Sustainability Report, Auditors' Review and Annual General Meeting
- Strategy meeting, with review of the company's Owner's Directive, assignments, long-term strategies, focus areas, external monitoring, vision and goals. Particular focus is placed on issues relating to finances, the environment and sustainability, as well as employees/people
- Budget and business plan conditions
- Determining the budget and business plan for the coming year

At each meeting, a review is carried out of the company's operations and results, with a particular focus on finances, the environment/sustainability and employees/

people; follow-up of established key figures; and issues, investigations and follow-ups that are relevant for the governance of the company.

Five Board meetings were held in 2022.

An Investment Council is attached to the Board of Directors, meeting once a month to discuss and, within the framework of the company's investment policy and currency and commodity policy, to make decisions on hedging regarding the company's exposure to fluctuations in commodity prices and currencies as well as possible investments of cash and cash equivalents.

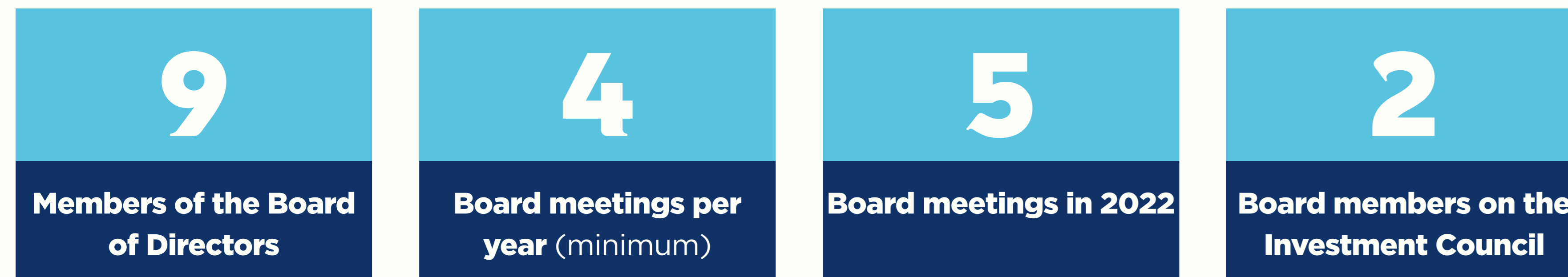
The Investment Council consists of two Board members together with the CEO and Administrative Manager.

The Board is led by a Chair who is independent from the organisation, and the work is regulated by the Board's rules of procedure and through Returpack's Ownership Directive. Read more about the composition of the Board on **page 72**.

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

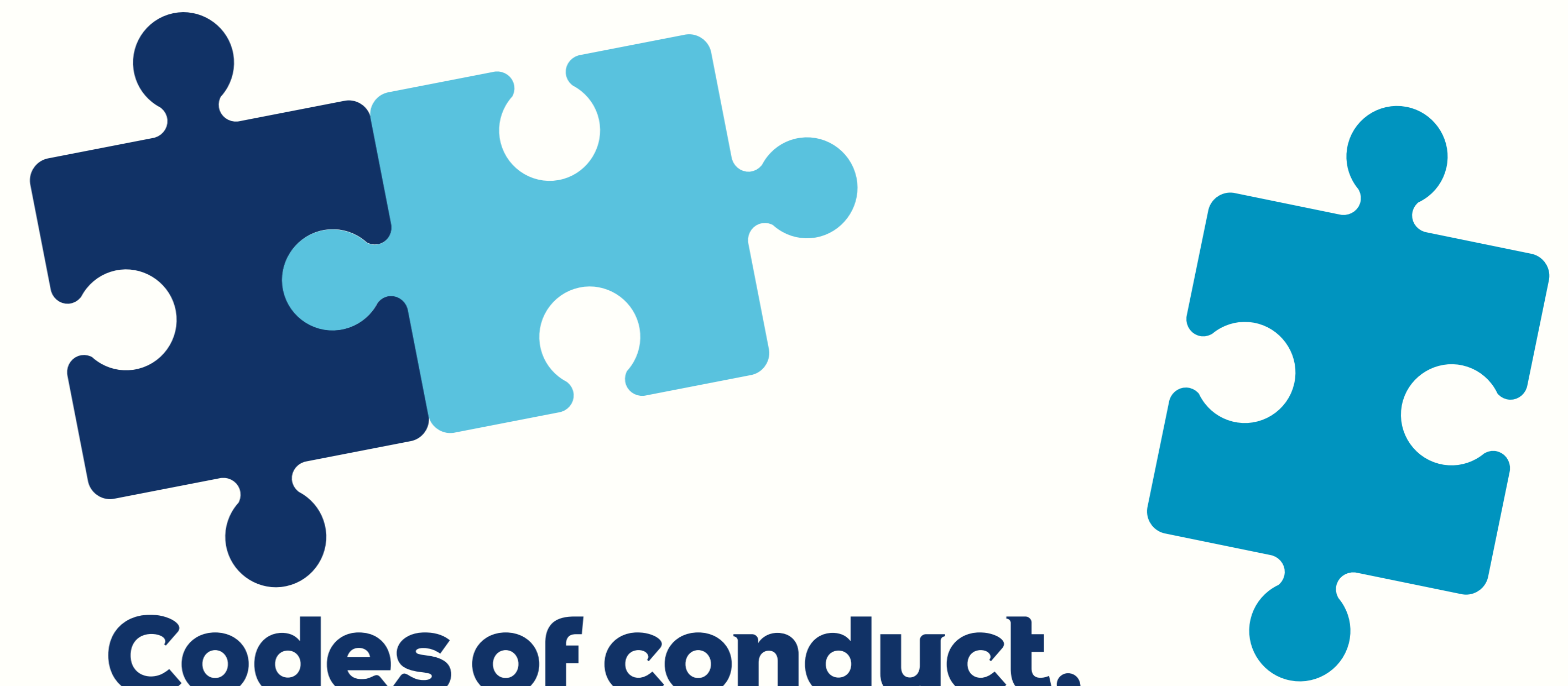
Governance of the sustainability work

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



Our sustainability plan

The sustainability plan is integrated into the company's overall business plan. Five focus areas have been identified: recycling, climate and the environment, business relations, employees and society. 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 actions are followed up continually by the implementing organisation, and then followed up after each quarter by the management. Returpack's Board of Directors receives regular reports regarding the outcome of the sustainability work.



Codes of conduct, policies and guidelines

Returpack's working environment and environmental work, as well as safety and protection work, meets all the requirements stipulated in applicable legislation, prevailing industry regulations and agreements. Health and safety work is included in the company's management system and covers all employees, as well as hired staff, consultants and contractors. Returpack's Code of Conduct for Suppliers communicates the requirements that we impose on ourselves, our suppliers and their subcontractors regarding labour and human rights, health and safety, the environment and business ethics. The Code of Conduct must be taken into account during all purchases, although to varying degrees depending on the nature of the purchase. Returpack's code of conduct for suppliers is based on the UN Global Compact, the Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. All employees are responsible for complying with Returpack's Internal Code of Conduct and Unauthorised Influence Policy. There is a whistleblower service that is available to all employees, through which it is possible to submit anonymous reports about any misconduct or irregularities. Our environmental work complies with the precautionary principle and the best possible technology. 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 under regulatory supervision.



Returpack's policies

Policies and guidelines govern our sustainability work

**RETURPACK**

1 *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.

2 *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.

3 *Product Quality Policy*

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

4 *Purchasing Policy*

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

5 *Code of Conduct for Suppliers*

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

6 *Sponsorship Policy*

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

7 *Working Environment Policy*

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

8 *Policy on Equality and Diversity and Combatting Victimisation*

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

9 *Unauthorised Influence Policy*

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

Focus areas and goals

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

01

02

03

04

05

01: Recycling

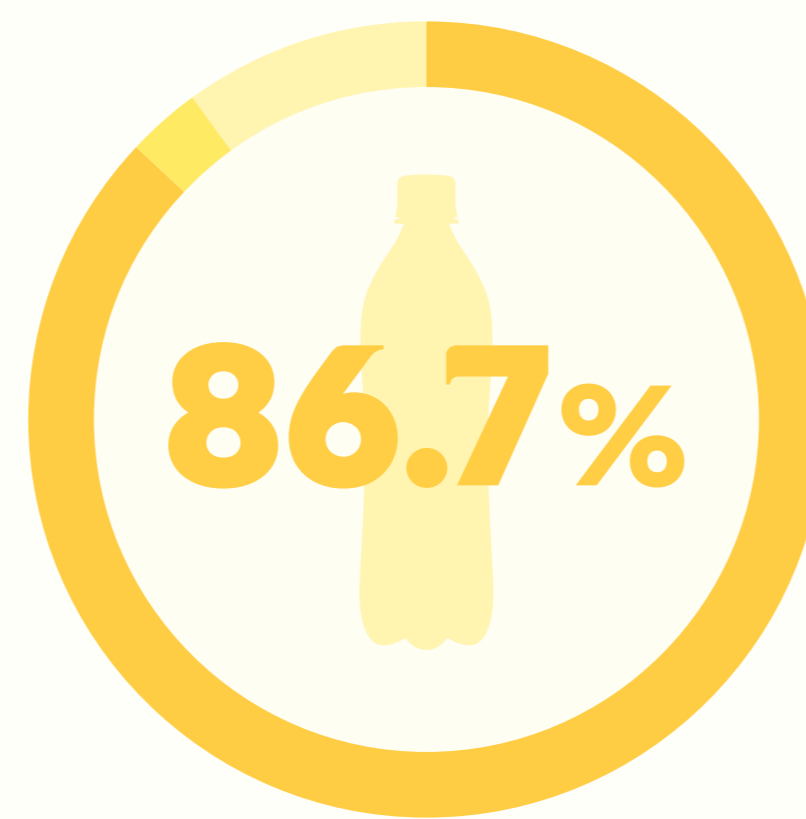
Total recycling rate



Cans

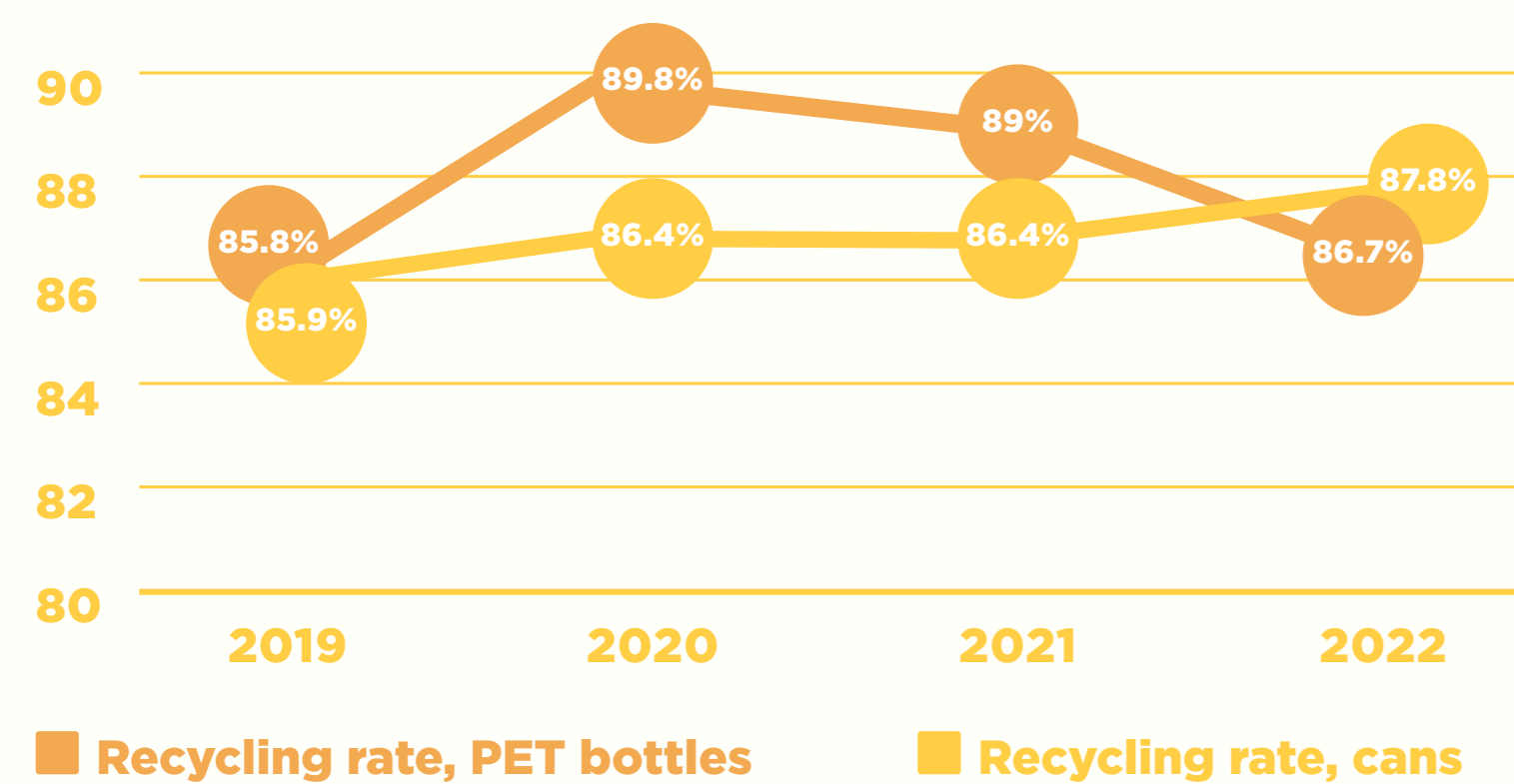


PET bottles



For 2022, Returpack achieved a total recycling rate of 87.4 per cent, a decrease of 0.8 percentage points compared to the previous year. If we exclude the optionally registered products, the recycling rate for 2022 stands at 88.2 per cent.

Increased recycling %



Product quality

ALUMINIUM		CLEAR PET	
IMPURITIES IN SORTED ALUMINIUM:	OUTCOME 2022:	IMPURITIES IN SORTED CLEAR PET:	OUTCOME 2022:
	0.04%		0.07%
GOAL 2022:	0.2%	GOAL 2022:	0.2%
AGREEMENT:	NOT MORE THAN 1.5%	AGREEMENT:	NOT MORE THAN 4%



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.

02: Climate & the environment

Climate impact, transport

Reduction in CO₂ per package

COMPACTOR VEHICLE

-90.7%

LONG-DISTANCE TRUCK

-86.3%

GOAL Reduce greenhouse gas emissions from transport. Fossil-free domestic transport by 2025.

INTERIM GOAL 2022 Reduce CO₂ per package by 90% for transport by compactor vehicles and by 87% for long-distance transport. (Ref. year 2015).

GREENHOUSE GAS EMISSIONS FROM TRANSPORT:

668 TONNES OF CO₂e

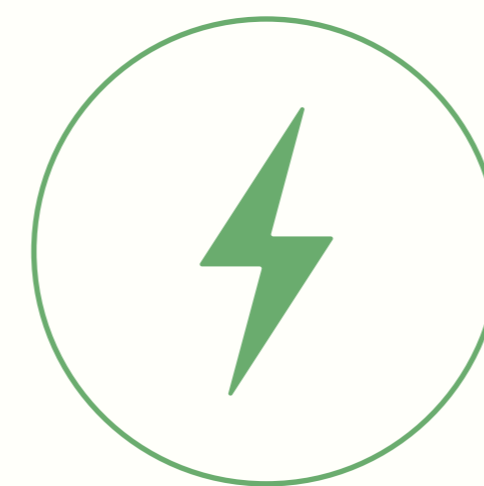
TOTAL EMISSIONS 2022

729 TONNES OF CO₂e

Climate impact, the plant

Electricity consumption per package

0.68 W /package



Energy consumption

GOAL max 0.75 W/package

GREENHOUSE GAS EMISSIONS FROM THE PLANT:

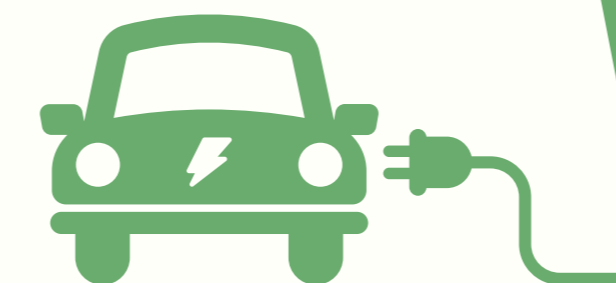
46 TONNES CO₂e

Climate impact of business travel

GOAL Follow up greenhouse gas emissions from business travel

GREENHOUSE GAS EMISSIONS FROM BUSINESS TRAVEL:

15 TONNES OF CO₂e



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



03: Business relations

Customer satisfaction

Shop



7-POINT SCALE, WHERE 7 IS BEST

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

GOAL

Satisfied customers

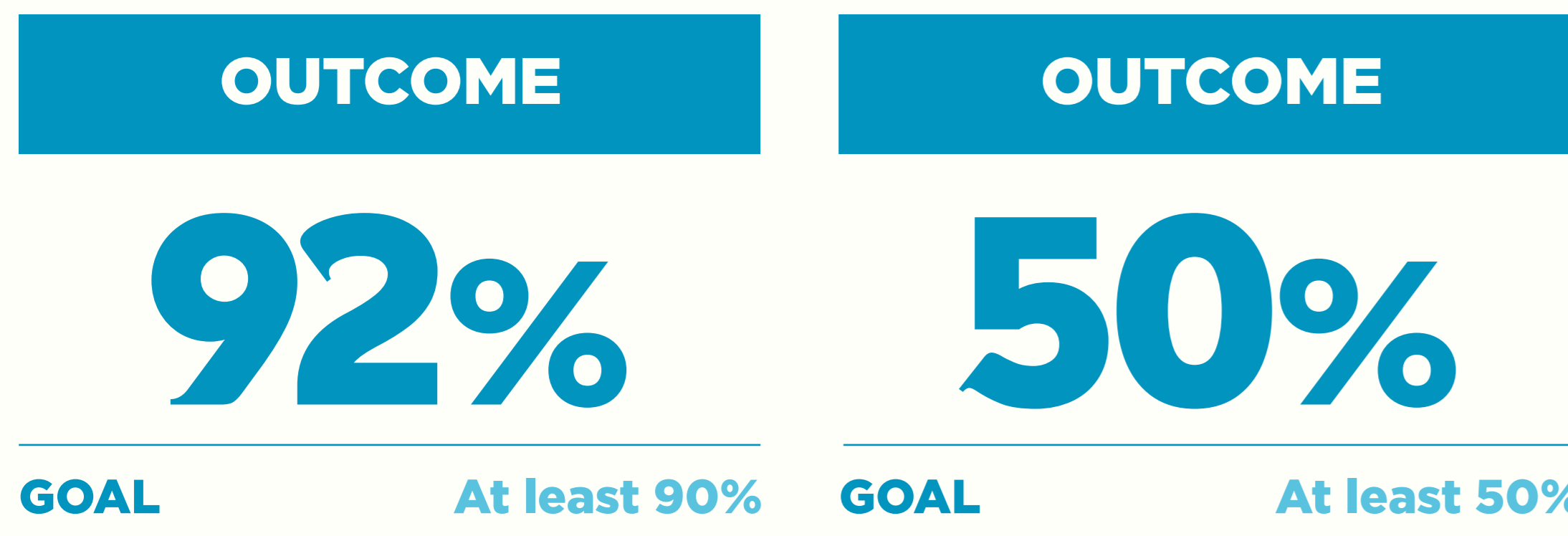
INTERIM GOAL 2021

CSI Store, overall perception of Returpack, the same good result as in the previous measurement.

Sustainable suppliers

Major suppliers (A & B)

Smaller suppliers (C & D)

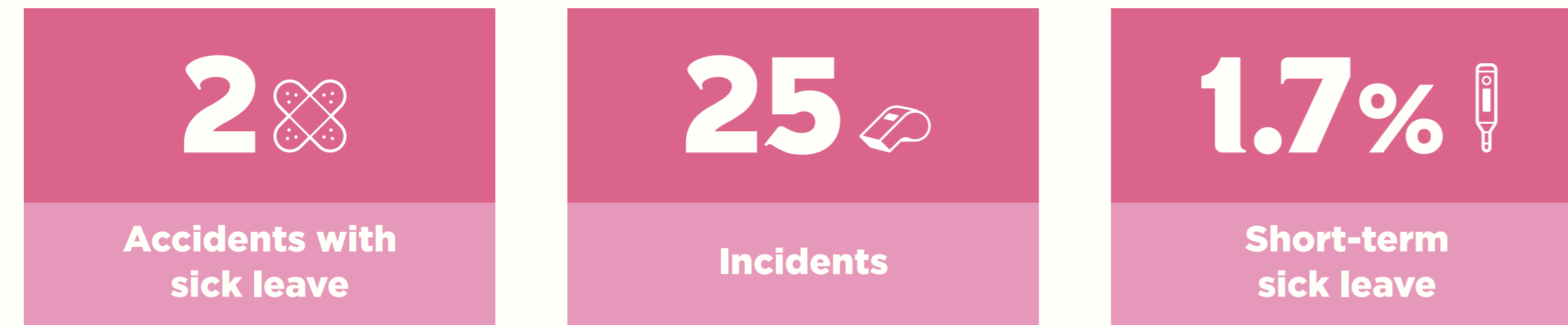


Our business relationships should be characterised by the assumption of responsibility and a long-term approach. Together with our customers and suppliers, we are working to continually improve the deposit system and the recycling process.

04: Employees

Health & Safety

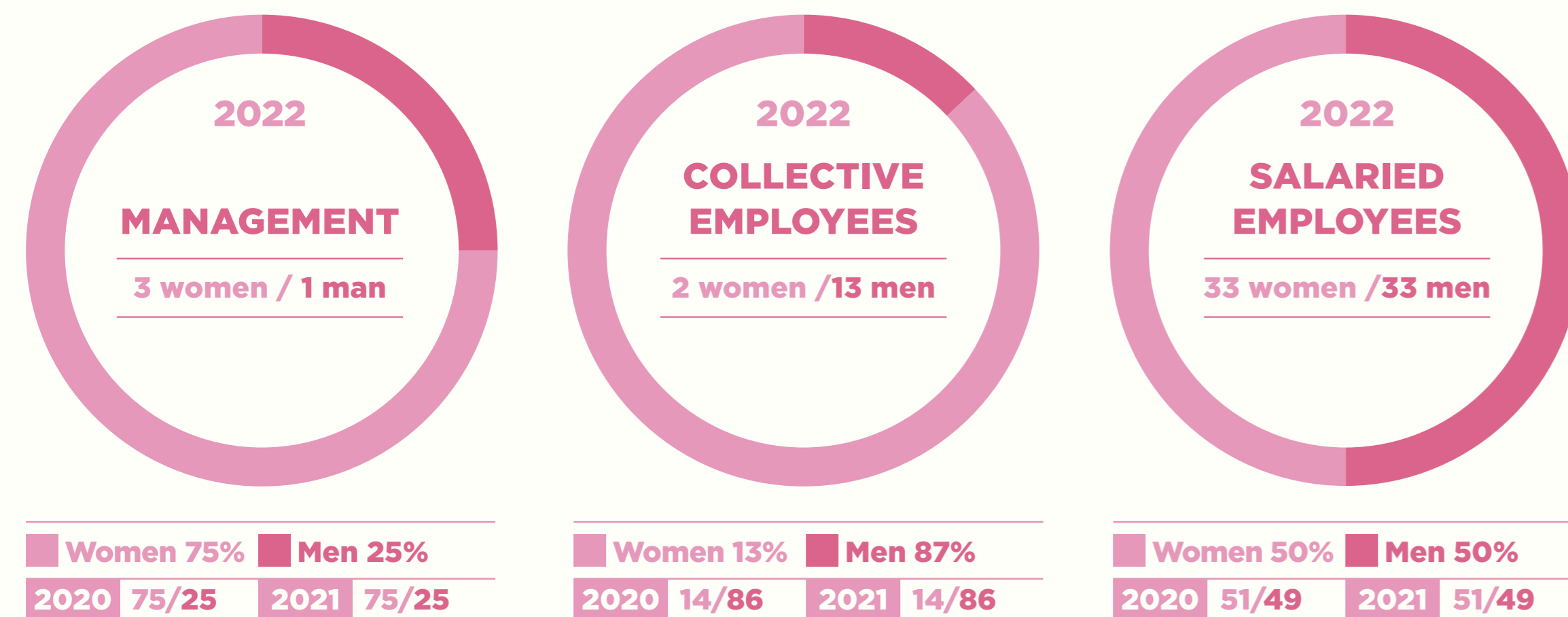
Outcome



GOAL No workplace accidents. Short-term sick leave < 2.3%

Gender equality

Outcome



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

Training & development

Outcome

100% INCIDENTS REPORTED

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

Corruption incidents

Outcome

0 BY EMPLOYEES

GOAL No corruption incidents

Discrimination cases

Outcome

0 REPORTED CASES

GOAL No discrimination cases

Employee index

Outcome

2021
85%

2019
84%

2017
75%

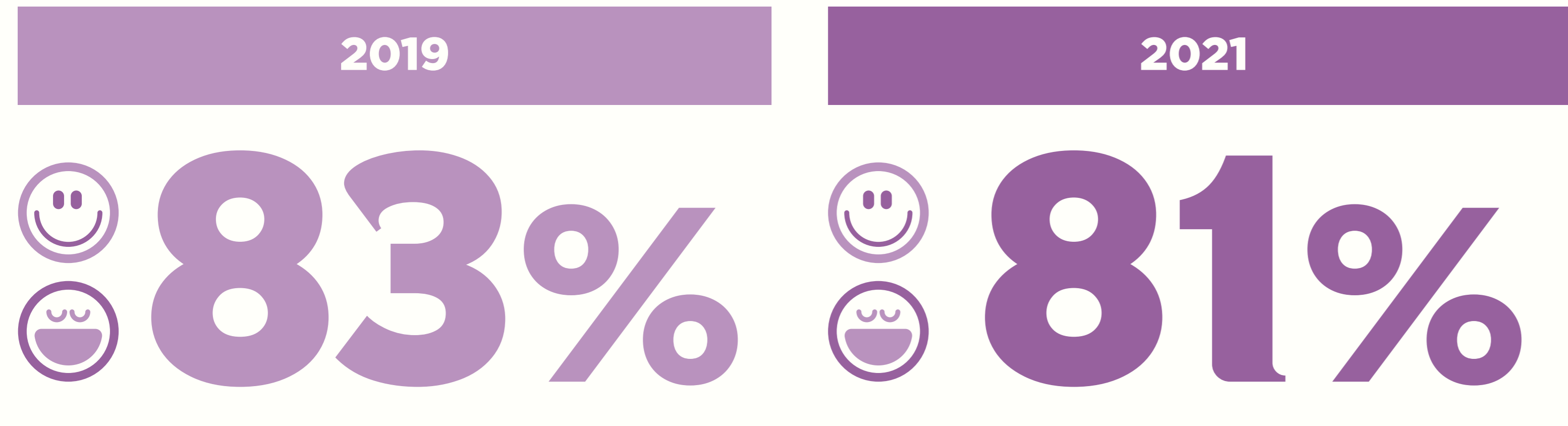
Employee surveys are conducted every two years. The next employee survey will be conducted in 2023.



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

05: Society

Confidence in the deposit system



Measured in our SIFO surveys, which are carried out every two years. The next survey will take place in 2023.

Main sponsor of Swedish floorball



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

01: 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 and deposit statistics 2022

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. 2022 is the first year after the coronavirus pandemic where borders have been open again and where people are back in their workplaces and going out in public again. However, it is also a year characterised by the war in Ukraine, rising commodity prices – and also rising energy prices. This has affected the deposit statistics in 2022.

The people of Sweden have been consuming beverages in cans and PET bottles like never before. A whopping 3 billion cans and PET bottles were sold in 2022, representing an increase of 10 per cent compared to the previous year.

“We can see that, in 2022, consumption is back to more normal patterns again – Swedes are going to restaurants and cafés, travelling abroad and having parties at home again. This has an impact on our collection flows and can be seen in our deposit statistics,” says Katarina Lundell, Marketing and Communications Manager at Returpack/Pantamera.

Record sales – but reduced rate of recycling

Returpack’s total recycling for 2022 amounted to 87.4 per cent, a decrease of 0.8 percentage points compared to the previous year. 2022 was also a record year in terms of volume, as we received more than 2.6 billion recycled packages in our facility.

“The reduction in the rate of recycling is largely due to the open border with Norway. The borders were open in

2022, and Norwegian consumers shopped and used the deposit system to almost the same extent as before the pandemic years,” says Katarina Lundell.

As has been stated, the increased sales have been driven by the resumption of cross-border trade, as well as by higher consumption outside the home. The high level of consumption outside of the home is also a significant reason for the decreased rate of recycling.

“The surveys we regularly carry out show that we are better at recycling the cans and bottles that we consume at home than the ones we consume ‘on the go’, which means that a higher level of consumption outside the home has a tendency to bring down the rate of recycling.

The collection flows have also been restored to more normal patterns. The use of the system by restaurants and cafés has increased significantly compared to the years of the coronavirus pandemic. Similarly, the number of cans and bottles received from festivals, concerts and events has increased significantly in 2022 compared to the previous two years.



Total recycling rate
87.4%

We release our deposit statistics every year

How many packages were returned in Sweden over the last full year? What recycling rate was achieved? For 2022, those figures have reached record highs – more than 2.6 billion returned cans and bottles and a recycling rate of 87.4 per cent.

“The deposit statistics say more than simply how many cans and bottles are returned in Sweden every year. From these statistics we can determine how Swedes have vacationed, what consumption patterns look like in different areas, whether deposit patterns differ between large cities and small towns, etc.,” says Sara Riismark, Communications Manager at Pantamera/Returpack.

Are you curious about how the deposit system is used in your municipality?

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



Pantamera Express and Swish – there’s an app for that

As much as we love an old-fashioned deposit receipt, we can’t get away from the fact that there has been a growing demand in recent years for more ways to receive refunds. New consumption patterns are leading to new needs. And we can now offer both bank transfers and Swish payments from our Pantamera Express machines – from Ystad in the south to Luleå in the north. All you need is an app.

“This has been challenging and we’ve learned a lot along the way. From the beginning, for example, the idea was that the transaction would be handled via an online app, but we soon realised that cookies and incognito modes, as well as the volume of different browsers, posed a greater challenge than we had anticipated. At the same time, it was important for us to find a solution that was sustaina-

ble in the long term and easy to develop. So – we developed an app. This completely different form of customer contact also represents a major change. We have had to build up 2nd line support and train our employees, especially those who are involved in customer services,” says Henric Oscarsson, Development and Integration Manager at Returpack.

In 2022, the My Deposit app achieved a figure of around **181,000 active users**. Some **900 Swish transactions** were carried out per day. As before, however, you can also choose to have the money transferred to your bank account, to donate the deposit to various clubs associations, or to receive the traditional voucher.

Pantamera has developed the My Deposit app in collaboration with the fintech company Payer and the bank SEB.



FACTS: PANTAMERA EXPRESS

Almost **137 million packages** were collected via Pantamera Express in 2022.

That’s an increase of **18 million packages** compared to the year before.

In 2022, **7** new reverse vending machines have been installed and **2** have been replaced.

5.25% Recycling through Pantamera Express accounts for 5.25% of the total volume of recycling using the deposit system.

FACTS: MY DEPOSIT

Just over **900 Swish transactions** from Pantamera Express reverse vending machines are recorded every day

There are currently **69** Pantamera Express reverse vending machines in Sweden, from Ystad in the south to Luleå in the north

The My Deposit app has **181,000 active users**

Pantamera with Myra Granberg



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.

And we think we’ve found an ingenious way of succeeding with this. The Pantamera brand was launched in 2004 with the help of its very own interpretation of the Cuban song Guantanamera. Since then, a large number of artists have been given the opportunity to make their own versions of the Pantamera song. In 2022, it was the turn of rising star Myra Granberg! Myra’s Pantamera song “Superhero Ide-



Once it became clear that I had to interpret the Pantamera song, I had the idea of being an ‘everyday hero’.

al” is a tribute to all the heroes out there who are using the deposit system and helping to do good for the environment and the climate.

We asked Myra how she got the idea for the song:

“Once it became clear that I had to interpret the Pantamera song, I had the idea of being an ‘everyday hero’. I’d spent my whole Christmas break binge-watching all the Marvel movies, and when the time came to start writing, I soon visualised the image of Pantamera’s own superhero.”

EXTRA DETAILS

We often talk about “the Pantamera song”, but did you know that there have been several Pantamera songs over the years? In 2004, we released our own version of Guantanamera, and 2005 Volare was turned into a Pantamera song. In 2006, a variation on Pata Pata was produced, and in 2009 it was time for the Macarena to get a Pantamera makeover.

A large reverse vending machine solution in the heart of Stockholm



Success for our deposit station in the City of Stockholm - more than 3,500,000 packages returned in 2022! At the start of the year, we opened the doors to our blue and yellow deposit station in the heart of the City of Stockholm, on the metro level at Hötorget. Thanks to a large reverse vending machine, as well as the potential to have refunds paid directly into your account or paid out in cash, the deposit station has quickly gained popularity and attracted many different types of recyclers.

“It has exceeded our expectations. Recyclers like the deposit station and they have quickly found their way here,” says Annelie Sundberg, Account Manager at Pantamera. “This includes everyone from individuals passing by and returning single packages, to various companies in the vicinity. And of course our recycling heroes who collect large volumes of deposit packaging to earn a little money.”

Our aim with the deposit station is to address new consumption patterns and deposit needs. People are increasingly shopping on their way home from work and consuming beverages on-the-go to a greater extent. They may therefore sometimes miss out on the chance to take their returns to the store, and the individual package they consume on-the-go ends up outside the deposit system. At the city deposit station, there is a large reverse vending machine to make it easier for big recyclers to return packages. It is also an important complement to the stores in the area, which may have difficulty receiving large volumes of returns.

At the deposit station, it is possible to choose how the refunds are to be paid out - in cash or digitally. The refund can also be donated to charity.

“Cash is by far the most popular option up to now. But we believe that digital payments via the My Deposit app will grow in the long term, as the recyclers get used to the existence of the function.

The deposit station at Hötorget is Pantamera’s second city deposit station. Since the summer of 2020, there has also been a similar station in central Norrköping.

FACTS: DEPOSITED IN 2022

Hötorget deposit station

3,595,258
packages

Norrköping deposit station

269,528
packages

**You will find more information about
our city deposit stations here:**

<https://pantamera.nu/sv/privatperson/var-kan-jag-panta/pantstationer/>

Product quality

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

This is how we define and follow up product quality

The quality tests are based on regularly checking that the mechanical sorting process is working properly and that we are delivering the right, agreed material quality to the customer. Measurements are conducted twice a day and followed up continually with action if required. We measure the content of moisture and impurities in aluminium, the accuracy in the sorting of the clear and coloured PET fractions, as well as moisture and the presence of impurities in the lid material. The Sustainability Report presents targets and outcomes as regards impurities in aluminium and clear PET, as these are our most important flows when it comes to achieving a high product quality.



Product quality, clear PET

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

Outcome 2022: **0.07%**

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.

Product quality, aluminium

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

Outcome 2022: **0.04%**



More and more plastic is being recycled

Greater demands are being made regarding recycled plastic in our beverage packaging – while at the same time there is a shortage of material on the market. Returpack is working consistently to improve plastic recycling, ensuring that the deposit system's producers can meet the higher legal requirements.

More recycled plastic is needed on the market, especially as the EU's Single-use Plastics Directive is increasing the demands placed on producers. By 2025, beverage bottles made of PET will have to consist of at least 25 per cent recycled plastic, and at least 30 per cent five years later.

"We have developed well during the year, and several exciting projects are underway. Returpack is protecting the deposit system's members and ensuring that the material is available," says Sara Bergendorff, Head of Material and Product Quality.

Lid to lid

Since 2017, Returpack has been collecting loose lids in order to sell the material on to the company Reelab in Småland. This will then be turned into pallets, cable drums and waste bins.

"When the agreement expired, we wanted to see instead if it would be possible to make new lids from our lid material, and we received tenders from a number of companies. We opted to go with Reelab. They had an ambitious plan to build up a lid-to-lid recycling process, and

we launched a new collaboration in the autumn of 2022."

It will take time before all the food permits are in place, but the project is already underway. From Returpack's point of view, it is important to maintain a closed recycling loop for the lid material, in order to retain the value and quality of the material.

"We already had a good system for recycling the lids, but it feels good that we're not just settling for that, but are actually aiming higher. This is innovative and is promoting the development of material recycling in Europe."

Hopeful about green PET bottles

Another of this year's projects has focused on recycling coloured PET in a different way. At present, only the clear bottles can be used to make new bottles. The coloured ones are separated out and turned into products such as cardboard straps. Around 6-7 per cent of the bottles are coloured, and most of these are green. "We can now see an opportunity to make a recycled green material that could be used for carbonated beverages. We have proven this year that the method works from a purely

technical perspective. I can see that this will be feasible practically in the long run, when our material buyer acquires larger premises and its own granulation process."

Labels can be recycled

At the same time as the lids are being sifted out, a large number of the labels also come off. Returpack obtains washed, small flakes of label as a by-product in the lid process. These flakes are currently sent for incineration.

"This year we have investigated whether there are any companies that can recycle the label material, and Novoplast in Karlskoga has shown an interest. Tests show that they can melt down and recycle the flakes to make various plastic components. We are now investigating how the label flakes can be compacted and shipped in a resource-efficient manner."



02: Climate & the environment

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

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



Knowledge to achieve the climate goals

Returpack is aiming to be climate-neutral by 2030. An important interim goal on the road to achieving climate neutrality is to be fossil-free by 2025 – a goal that will probably be achieved as early as next year.

“Becoming entirely climate-neutral by 2030 is a tough goal, but we are not achieving it on our own. Through active and long-term collaboration with our suppliers, we can make the huge strides that are necessary in order to reach our goal,” says Marie Skoog, Logistics Manager at Returpack.

Collaboration leading to increased knowledge

During 2021/2022, we have procured transport for collecting from stores, known as compactor vehicles. This procurement gave us the opportunity to further reduce our climate footprint by laying down requirements for new technology and fuels.

“We have incorporated all aspects of sustainability in our agreements. These agreements are for 5 + 2 years and include a price model that creates financial sustainability and security in the collaboration when investing in new technology. We are daring to invest in new, more environmentally friendly technology to gain knowledge ahead of the next contract period, which is providing Returpack with environmental sustainability. To achieve social sustainability, we are ensuring that the working environment and traffic safety are in focus for our suppliers on behalf of their employees,” says Marie Skoog.

Following up the new agreements is extremely important, both for the suppliers and Returpack. This provides knowledge, for example in relation to environmental and capacity performance.

“For instance, we continually take fuel samples to ensure that transport operations are being carried out with the agreed fuel. These samples are sent to the laboratory to determine the proportion of biogenic carbon in the fuel,” says Jan Wendelin, Logistics Developer at Returpack.

Tank verification is an approach that will replace physical fuel samples in the long term, as sampling is not appropriate for vehicles that are powered by compressed biogas, liquefied biogas, hydrogen or electricity.

“**Open book**” is one aspect of the knowledge transfer that is taking place with our suppliers. This is a transparent account of finances and capacity, in which we are primarily monitoring the vehicles that are using new technology, electricity and hydrogen. Lessons that are learned from this shared knowledge will be useful for the next round of procurements, which will start in 2028/2029 and which is the Logistics Department’s contribution to Returpack becoming climate-neutral.



Business intelligence and new technology

“Monitoring and keeping abreast of factors such as political decisions, laws and regulations is a prerequisite for us being able to make long-term and strategic decisions. It also provides us with knowledge about technological developments and various initiatives, such as the expansion of fuel infrastructure,” says Jan Wendelin, mentioning a few areas where a great deal is going on at the moment: electrification, hydrogen technology, liquefied and compressed biogas and High Capacity Transport (HCT).

“Electrification is really the future – and Returpack’s first electric compactor vehicle will be put into operation before the summer of 2023. Our carrier has invested in a mobile charger, where charging will mainly be performed slowly at night,” explains Jan Wendelin.

A considerable number of adaptations will be needed in order for this to work optimally for heavier traffic, including both charging infrastructure and route optimisation. The number of charging points for heavy vehicles needs to be expanded and the range of electric trucks needs to be developed.

Another technology that Returpack has decided to try out for its transport operations is hydrogen.

“We have procured a vehicle that is powered by hydrogen, in order to learn more about a technology that is

theoretically ideal for regional and long-distance transport. It is important here to demand that the hydrogen used to refuel the vehicle is produced using renewable energy to achieve the best climate benefit. The first hydrogen-powered compactor vehicle will be put into operation during the first quarter of 2024.”

The use of liquefied and compressed biogas has grown rapidly in recent years. In 2023, 53 of our 55 collection vehicles will be powered by biogas. The availability of biogas is good and the political rules of play are clear for many years to come. More and more long-distance transport operations are being performed using liquefied biogas (LBG). The network of filling stations for liquefied biogas is continuously being expanded, and the gaps on the map are rapidly being eliminated. Carriers are satisfied both with the technology and also the financial aspect.

“Another area we are monitoring is High Capacity Transport (HCT). This involves being able to transport more material per combination, which in turn reduces emissions. An HCT combination can be up to 34.5 metres in length, which means that we can use up to 25 per cent fewer long-distance vehicles to transport the same total volume as today,” says Jan Wendelin.

And looking into the future

“Just a year ago, I felt that, as purchasers of transport, we were having to press in order to drive developments forward, but this year things have finally turned around. During the year, Returpack has received a number excellent proposals regarding collaborations involving new technology. There are already good examples of major operations that are investing electric and hydrogen-powered vehicles. They are taking this to another level by actively investing and participating in the production of green electricity, through solar farms and wind power. The future is here – we just have to absorb this knowledge and believe in it,” concludes Marie Skoog.



Climate-neutral by 2030

We have one of the world's most ambitious climate goals here in Sweden, which means that, by 2045, we will be producing no net emissions of greenhouse gases into the atmosphere. Our goal is to reach zero net emissions by 2030. We report our climate emissions according to the Greenhouse Gas Protocol (GHG) in scopes 1, 2 and 3. The transport sector accounts for a significant proportion of Sweden's greenhouse gas emissions, and the same applies in our operations, where greenhouse gas emissions from transport operations are our largest source of emissions.

In 2017, we accepted Fossil Free Sweden's challenge, which means that, by 2025, the company will only be purchasing fossil-free domestic transport. This goal 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.

During 2022, we have achieved a result of 99.5 per cent fossil-free in our transport operations, and we are approaching the goal of 100 per cent.

The second major source of greenhouse gas emissions from our operations is our use of electricity and district heating. In the factory, we have solely been using electricity from wind power for several years, and we are now producing our own solar power from our installation on the roof. The biggest factor in the reduction of our climate gases is the fact that we are now receiving better information about the type of electricity our partners are using for the reverse vending machines, our Pantamera Express machines and for the compactors. In addition, we have carried out additional, more accurate measurements of how much electricity the equipment requires in order to report correct climate emissions. Since the turn of the half-year, we have also been purchasing climate-compensated district heating.

Facts transport flows

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

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

Fossil-free transport

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.



2025

99.5%

fossil-free transport in 2022

Read more about how we work with our transport operations on page 33-36.

Our logistics solutions provides smart solutions



Efficient returns reception in the factory

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

Sustainable conditions for drivers

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

Good opportunities for reloading

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

Freight transport by rail

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

Facts, bulk goods flows 2022



25
Intermediate warehouses



16
Transport suppliers



52
Compactor vehicles



20
Collection areas



1,649,056 containers
was handled in
308,243 collections



Long-distance transport
High-volume vehicles and & sacks/boxes

Goal
-87%

Outcome
-86.3%

Compactor vehicles

Goal
-90%

Outcome
-90.7%

Investments for the environment and the future

Returpack is approaching its goal of a fossil-free facility. At the same time, we are continuing our investment in producing our own, clean electricity via solar cells on the roof – and ensuring that the factory is fitted out to receive more and more packaging.

This year, Kjell Petersson will be celebrating his twentieth year as factory manager at Returpack in Norrköping. He was there right from the start, and has seen the factory change over the years. From deposit packaging being received in boxes and sacks, to being collected in bulk and tipped directly in the factory. Returpack is constantly working to develop the factory environment, and saving energy is an important part of our sustainability work. Fossil-free district heating has been used in the plant since the middle of 2022, and our electricity has long been supplied through wind power. This year, it has been possible to evaluate the results of our own solar cells on our roofs.

“We were promised that they would produce 303,000 kWh during this first full year. But they achieved more than that, more than 323,000 kWh, so we’re happy. We’re now going to see if it’s possible to double this and install even more solar panels,” says Kjell Petersson.

In 2022, solar electricity produced in-house accounted for 17.5 per cent of the factory’s electricity consumption.

“This means that we have avoided buying in electricity worth half a million kronor. With energy prices rising, it is increasingly easy to recoup an investment like this.”

Better sorting of cans

Other changes have also been implemented in the factory during the year. Two faithful old servants – the alumin-

ium presses – have served their time and been replaced with two new presses from Presona.

“This is enabling us to can press the aluminium cans harder and achieve 5 per cent more weight per bale. We are now approaching the maximum possible weight per train carriage when forwarding the bales. This is very positive.”

In recent years, the number of aluminium cans in the deposit system has increased significantly. Kjell explains that, last summer, they reached the ceiling of what the factory can handle. He and the staff are now working two shifts. In order to avoid going up to three shifts, it is important to increase the capacity in the sorting process.

More recycled plastic

Over the next year, three old PET presses and two plastic sorting machines will also be replaced. As the sorting process is improved, more clear plastic bottles will end up in the right place, where they can be turned into new bottles. The demand for recycled materials among beverage producers is high. To meet this need, Veolia Pet Svenska will be investing in new production equipment. The company rents its premises from Returpack, which is helping out by expanding the property by around 350 square metres. Thanks to the new equipment, granules can be produced that are approved for use to make new beverage packaging.



17.5% solar energy
323,000 kWh



5% higher weight per bale



Recycled materials

Aluminium (tonnes)	
2018	18,356
2019	19,870
2020	20,993
2021	22,745
2022	24,238

Clear PET (tonnes)	
2018	17,822
2019	21,077
2020	21,246
2021	21,963
2022	22,758



Coloured PET (tonnes)	
2018	4,539
2019	2,167
2020	1,665
2021	1,801
2022	1,625

Lid material (tonnes)	
2018	1,354
2019	1,377
2020	1,418
2021	1,376
2022	1,368



HDPE (tonnes)	
2018	-
2019	-
2020	16
2021	100
2022	114

Steel (tonnes)	
2018	-
2019	-
2020	-
2021	20
2022	35



Electricity consumption, plant

A total of 1,868,083 kWh of electricity was consumed in the plant in 2022, a decrease of 3,058 kWh, despite the significant increase in volume that was achieved during the year.

In 2022, we produced 323,000 kWh of solar energy in-house from our solar panels.

Total electricity consumption (kWh)

2018	1,469,836
2019	1,618,103
2020	1,597,891
2021	1,871,141
2022	1,868,083

Electricity consumption/package (W/pack.)

2018	0.72
2019	0.75
2020	0.72
2021	0.78
2022	0.68

Number of packages (billions)

2018	2.05
2019	2.15
2020	2.22
2021	2.42
2022	2.63

Emissions to air

As part of the process of identifying significant issues, our transport operations were identified as significant as they generate carbon dioxide emissions etc., since all returns that are collected have to be transported to the factory in Norrköping. Carbon dioxide equivalents are calculated in tonnes for all the transport the company generates. The emissions from transport have a negative impact, primarily affecting the environment and the surroundings locally where the transport is carried out. In the bigger picture, the climate is negatively affected in the long term by the effect of the climate gases. Measures have been implemented since 2017, when the company demanded that all procured transport operations should be carried out using a better fuel, and the decision was made to use HVO. We signed up to Fossil Free Sweden's challenge, which means that our transport will be fossil-free by 2025. Our aim is to support the Paris Agreement in full and contribute to keeping global warming below the 1.5° target.

Energy consumption within the operation contributes to some extent to the climate impact. The electricity that is consumed is 100% green electricity, as we buy electricity from wind power and produce solar electricity from the solar panels that were installed on the factory roof in 2020. The production of in-house solar power is real and long-term. More solar panels will be installed in 2023 to produce additional electricity. The district heating is purchased from an energy company and contributes to greenhouse gas emissions, but since the middle of 2022, "green" district heating is also being purchased.

A policy commitment has been developed regarding sustainable development, with an undertaking to reduce greenhouse gas emissions from our transport operations, our plant and in our value chain. Our management has also signed up to and adopted Fossil Free Sweden's challenge for the company to reduce our climate emissions to zero by 2030. This target applies to all three scopes, 1, 2 and 3, according to the Greenhouse Gas Protocol.

The negative effects that our operations contribute to in respect of greenhouse gases must be reduced in the first instance, and the amount of carbon dioxide equivalents that are generated must be carbon offset. Since 2018, we have been carbon offsetting our emissions in the approved Solvatten project. Our ambition is to reduce emissions to zero, however.



100%
GREEN
ELECTRICITY

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 (tonnes CO ₂ e)	2018	2019	2020	2021	2022
Scope 1	2	1	1	0	0
Scope 2	527	228	133	75*	48
Scope 3	902	797	640	643	683
Total emissions	1,431	1,026	774	718*	731

* Correction for the previous year, new calculation factor from electricity supplier, 78 to 75.

Emissions per scope (tonnes CO ₂ e)	2018	2019	2020	2021	2022
Transport	878	778	630	634	668
The plant	527	228	133	75*	48
Business travel	26	21	11	9	15
Total emissions	1,431	1,026	774	718*	731

* Correction for the previous year, new calculation factor from electricity supplier, 78 to 75.

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 subcategories in order thereby to provide ourselves with a good foundation for follow-up and improvement work.



03: Business relations

Our business relationships should be characterised by the assumption of responsibility and a long-term approach.

Together with our customers and suppliers, we are working to continually improve the deposit system and the recycling process.

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



Material buyers make recycling possible

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

Our material buyers: Constellium, Novelis, Veolia PET Svenska AB and Axjo.



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.



Visit to Novelis – one of our important material buyers

One of our aluminium buyers – Novelis – is located in Germany. Why go so far, you might think? Aren't there any smelters closer to home? For our part, it is crucial that our material buyers can guarantee that our material is made into new beverage packaging – to keep it in a closed loop – and not all smelters can do this. We transport our material to Novelis by rail.

Novelis Recycling is located in Nachterstedt, just south of Magdeburg. Some 200 people work here around the clock, all week long, and around 1,300 tonnes of material are handled daily. Roughly half of the aluminium that Novelis receives is UBC (Used Beverage Cans), with the other half made up of other aluminium scrap, for example from the automotive industry. These different types of aluminium are meticulously kept apart.

As mentioned, our material is transported here by train, which is relatively unique to us as a supplier, as most deliver by truck. When the material arrives at Novelis, it is immediately tested, both for humidity and for organic residues. Our material is consistently awarded high marks – it maintains an even and stable level, within the limits for both moisture and the presence of organic matter.

The aluminium is then melted down in large smelting furnaces. Novelis has 6 of these, with a total capacity of 930 tonnes. The smelting rate is approximately 18 tonnes/hour. The molten aluminium is then cast into large ingots. A single ingot can be a maximum of 10 metres in length and weigh 25 tonnes. The end pieces are cut off to ensure that the ingot is the right size. All process waste is recycled.

The aluminium that is to be used for new cans is then forwarded to Novelis's Alunorf plant in Düsseldorf, where it is rolled in both cold and hot processes. When the material is rolled, it is pressed to produce large, thin sheets. These are then rolled up and sent to the can manufacturers. After rolling at Alunorf, the aluminium that is to be used for lids is returned to Nachterstedt for further processing.

Finally, both the can and the lid material are sent to the can manufacturer – for example Ball in Malmö.



Every year, we help to ensure that more than 2 billion returned cans and bottles can be recycled to make new cans and bottles. In 2022, for example, we recycled more than 24,000 tonnes of aluminium!



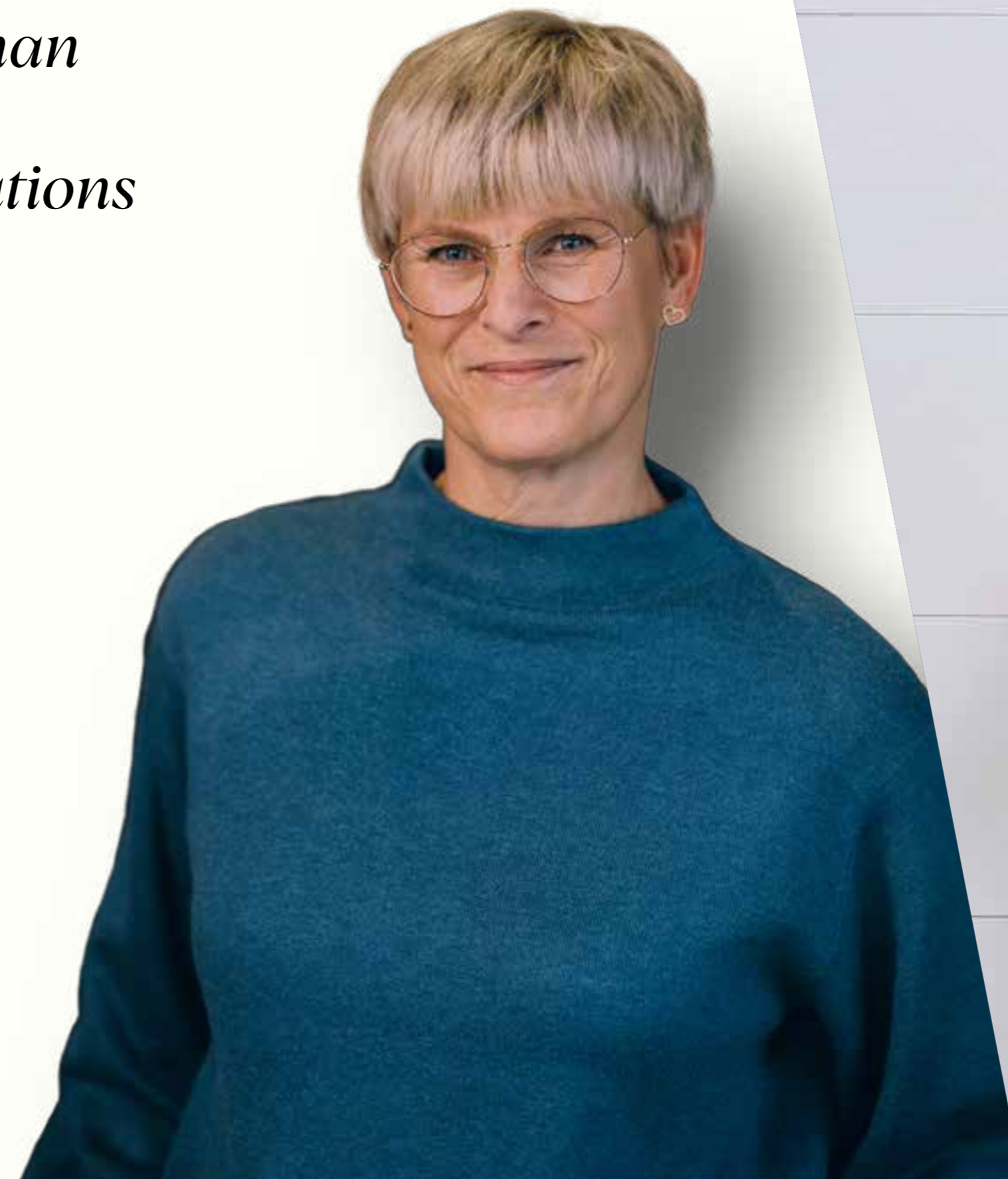
Deposit Store of the Year named

The Deposit Store of the Year competition was launched in 2019 and the level of interest has never been greater than it is now. The number of stores voted for increased from 150 last year to 204 this year, and the number of nominations increased from 850 to 2,000.

“It’s great fun to hear all the voices and see all the creativity and commitment that exist regarding deposits in Sweden’s stores. Some invest in state-of-the-art machines, others offer extraordinary levels of service, and others focus on particularly attractive fittings or the opportunity to use the deposit system around the clock. They are only limited by their imagination,” says Lil Berger, Project Manager at Pantamera.

Five stores in Sweden have been awarded the distinction Deposit Store of the Year: Ica Supermarket Arons in Hjärnarp in Skåne is the Most Complete Deposit Store of the Year, Hemköp Ellös in Orust is the Smartest Deposit Store of the Year, Nelins Livsmedelsbutik in Uppsala is the Nicest Deposit Store of the Year, Handlar’n in Nyåker in Västerbotten is the Most Valuable Deposit Store of the Year, and Ica Supermarket Mathyttan in Långshyttan is the Bravest Deposit Store of the Year.

The winning stores have been able to select the charitable cause to which they want to donate the prize of SEK 20,000 per store. This year, a total of **SEK 100,000 is going to the Swedish Childhood Cancer Foundation, My Special Day, Save the Children in Ukraine and Städa Sverige.**



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, which was carried out in 2021. The next CSI survey will be conducted in 2023.

“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.



Returpack wins 100 watts for long-term, effective advertising

We won the top prize in the top category – by winning 100 Watts in the Long-Term category in the 100 Watts advertising competition! We are immensely proud of this award and the jury’s reasoning:

“There is advertising that take up such an obvious place that you don’t even think of it as advertising. It becomes part of our everyday lives and something that we all relate to. It blurs the boundaries between brands, entertainment and pop culture. This year’s 100 Watt winner delivers this kind of communication time and time again. It’s impressive and highly effective, to say the least. A worthy winner in a very tough final round that makes us all want to sing, hum and laugh as we use the deposit system more and more and more.”

Since 1990, Sveriges Annonsörer has recognised and rewarded advertising that has generated a demonstrable effect – through the 100 Watts advertising competition. The nominated entries are all examples of how advertising can be measured and evaluated in relation to the way it creates commercial benefit. They are also good examples that can provide inspiration and motivation to others. 100 Watts, 75 Watts and 50 Watts are awarded in the various categories.

Returpack wins this year’s Honorary Award at Norrköping Business Gala

The Business Gala was held in Norrköping in May, and Returpack got to step up onto the stage and receive this year’s Honorary Award. We are obviously incredibly proud and delighted to have received this award and with the wonderful reasoning behind it:

“The Business Gala’s Honorary Award goes to a company that really does a fantastic job for both the climate and charity. The company is involved everywhere, and is perhaps Norrköping’s biggest unknown player when it comes to their business. They are also very involved at a local level. The company has a facility in Norrköping that receives 2 billion cans and bottles every year!”

Returpack is a national company that has the whole of Sweden as its business area, but we are also a company and an employer in our local area. This distinction serves as a valuable confirmation that, as a company, we are making a difference in our local area.





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

When our **Föreningskampen environmental competition** was decided at the end of 2022, it became clear that more than SEK 16.5 million had been received by Swedish clubs and associations. More than 2,800 clubs and associations took part in the competition in 2022, and together they have collected more than 18 million packages.

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

Development of Föreningskampen produces more winners

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

A couple of years ago, we introduced a new payment solution in the large Pantamera Express reverse vending machines. This is a solution that makes it possible both for clubs and associations to submit returns themselves in the large reverse vending machines and have the refunds paid

into their account, as well as for individuals to donate their refunds to their favourite club or association, as long as it's signed up to our club concept.

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

We will be continuing the development of our club concept in 2023, under the new name Pantamera With Sport. In the Föreningskampen club competition, there will also be county-specific competitions in addition to a national winner. In this way, we can highlight clubs and associations that collect packaging at a county level, making it easier for more smaller clubs to win.

The background to our club concept is our desire to sponsor and support the non-profit sports movement, with a focus on children and young people.

The club concept 2022

2,810 clubs and associations

took part in the Föreningskampen club competition.

18,474,814

packages were collected through clubs and associations.

SEK 16,510,459

was collected at Swedish clubs and associations.





More products registered to the deposit system

(voluntarily registered products)

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.

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 with 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 has increased steadily over time.

In 2021, 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.

As of 2023, fruit syrup and juice products have to be included in the deposit system in accordance with ordinance SFS 2022:1274.



Dairy

Year	Qty sold, pcs	Qty recycled, pcs	Recycling rate
-	-	-	-
2022	391,602	113,219	29%

Fruit syrup

Year	Qty sold, pcs	Qty recycled, pcs	Recycling rate
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%
2022	24,620,913	19,842,029	81%

Juice

Year	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%
2022	49,973,037	35,414,609	71%

Long-term business relationships

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

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

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

Checking and monitoring our suppliers

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

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

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

As regards the major suppliers – categories A and B – we exceeded our target for approved suppliers according to our sustainable purchasing process. We also achieved our goal for the smaller suppliers – categories C and D – but the bar for them was not set as high. See goals and outcomes on [page 49](#).

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

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



Facts Suppliers & purchasing

In 2022, Returpack made purchases and investments worth

SEK 454 million

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

Transport & logistics services:

54%



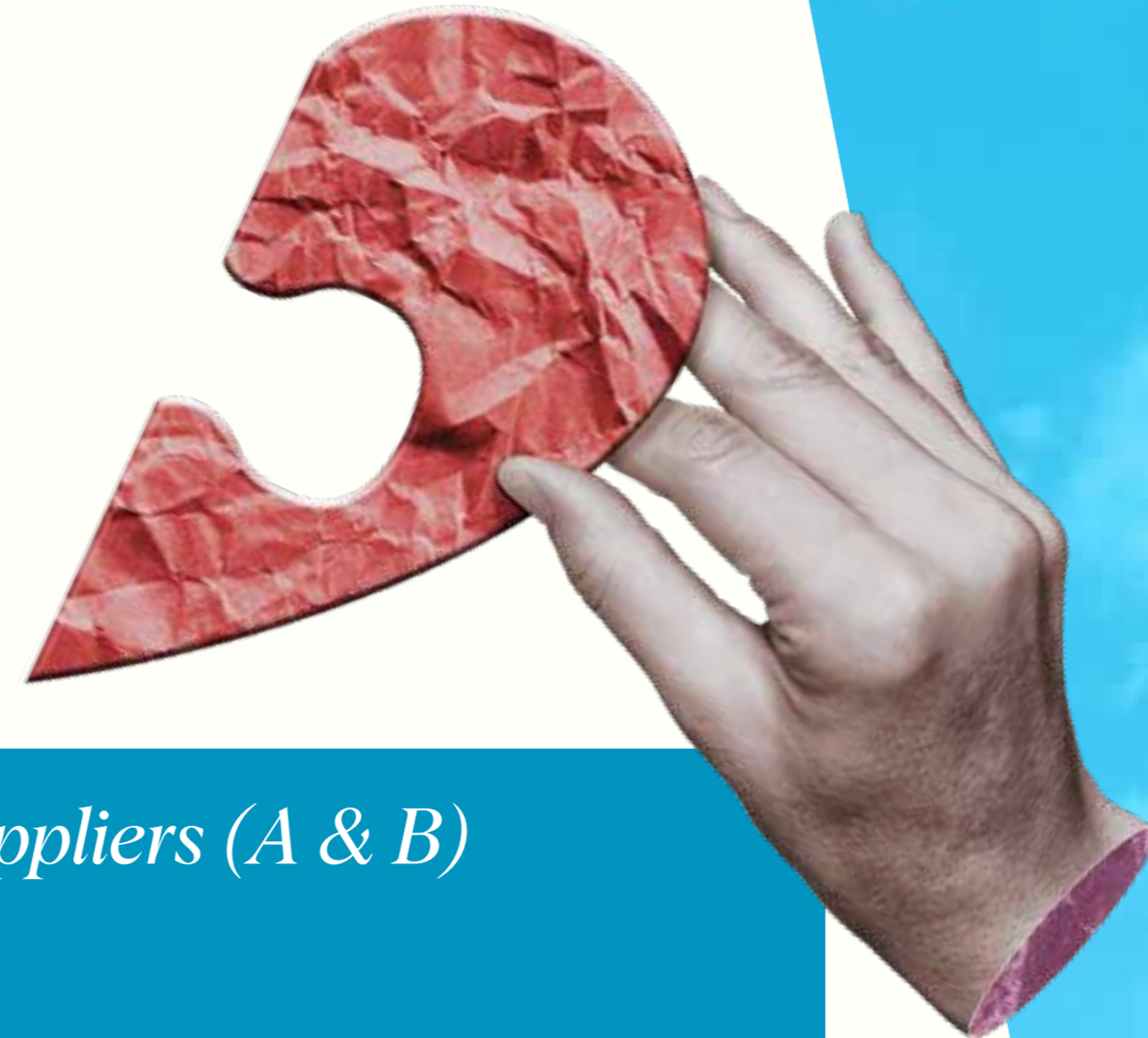
Production machines & reverse vending machines

16%



Information & marketing:

15%



Major suppliers (A & B)

92%

GOAL At least 90%

Smaller suppliers (C & D)

50%

GOAL At least 50%



04: Employees

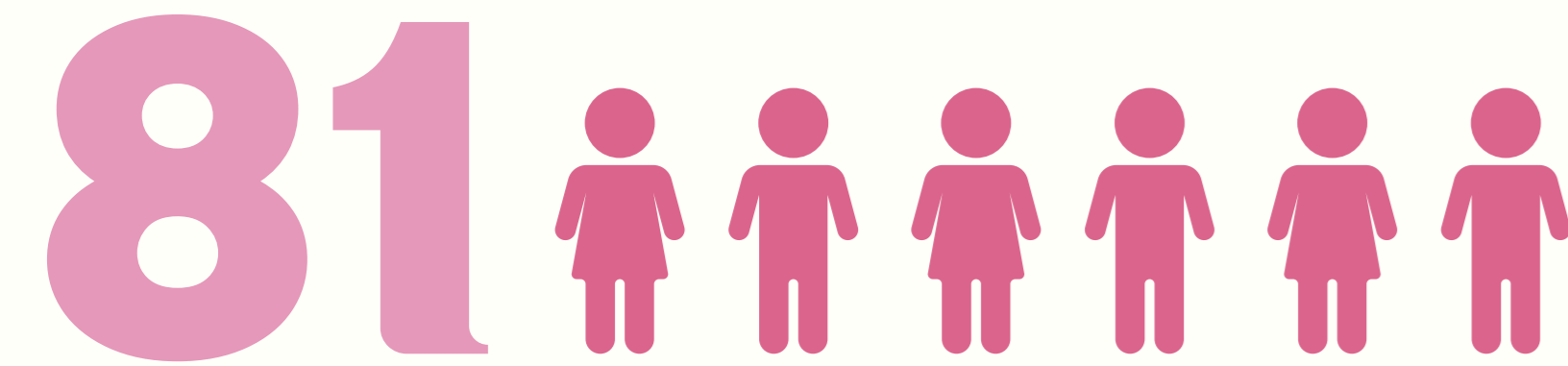
It is thanks to our employees that we are able to contribute to a sustainable society and run Sweden's fantastic deposit system.

It is our employees who make it possible to carry out sustainability work that permeates the entire organisation. 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 be innovative and to develop. We want our employees to feel proud of working at Returpack.



Employees in numbers

Total number of employees:



Average age:



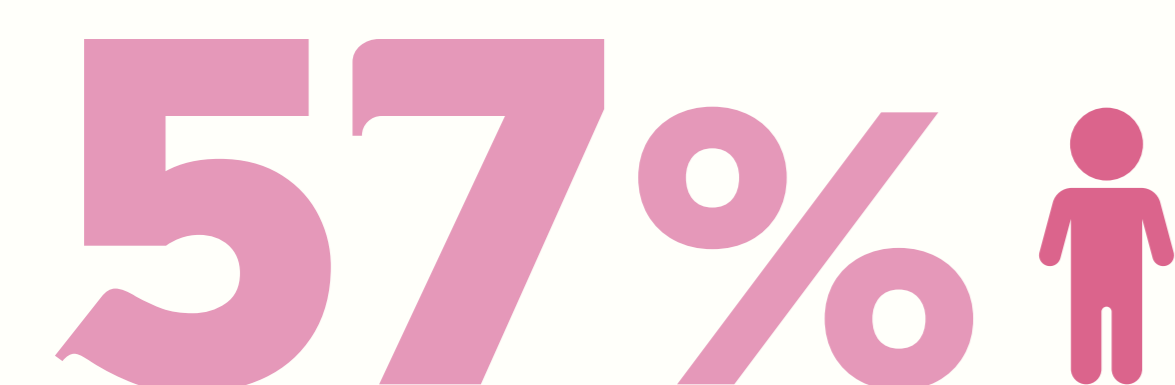
Salaried employees:



Employed under collective bargaining agreement:



Men:



Women:



Sick leave, total:



Sick leave

	2019	2020	2021	2022
Sick leave, total	3.7%	2.8%	2.2%	2.9%
Men	1.9%	2.0%	2.5%	3.8%
Women	5.7%	3.6%	1.9%	1.8%
Sick leave, short-term	1.5%	1.8%	1.6%	1.7%
Men	1.5%	1.7%	1.6%	1.8%
Women	1.7%	2.0%	1.6%	1.6%

Accidents & incidents

	2019	2020	2021	2022
Accidents at work	2	6*	2*	4**
Incidents	54	41	53	25
Risk observations	109	119	53	25

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



A safe and secure 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.

Working environment, and deficiencies in the working environment are charted, rectified and monitored at senior management level. We carry out physical as well as organisational and psychosocial safety rounds on an ongoing basis.

The physical 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 and at the Hötorget deposit station in Stockholm and the City deposit station in Norrköping. The organisational and psychosocial safety round is carried out once a year with all employees.

The employees have two health and safety officers who represent them 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 Commit-

tee are presented at management team meetings, where any major decisions that lie outside of the budget and the business plan are adopted. All managers at Returpack receive information about the outcomes of the Working Environment Committee's meetings and discuss any issues together at the management group meeting.

Returpack has a zero vision regarding workplace accidents. No employees, contractors or visitors should be injured or killed at Returpack. An important element in the prevention of accidents is to ensure the reporting of risk observations and incidents. During the year, a serious accident occurred in which an employee's arm was trapped in a roller. A report has been submitted to the Swedish Work Environment Authority, an investigation and a further risk assessment have been carried out following this serious accident, deficiencies have been rectified and subsequently followed up by the Swedish Work Environment Authority.

The working environment goals we worked on in particular in 2022 focused on safety, cohesion and a positive working climate, with a view to an innovative culture in which everyone contributes.

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 2022 we moved into our office premises, which had been renovated and were completed around the end of 2021. We have focused in particular on ensuring that everyone has a well-functioning workplace with a good physical and psychosocial working environment, and will be continuing this work in 2023. We are now also looking ahead by investigating and defining our future working methods at Returpack.

The aim for 2022, of creating 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 & working environment goals 2023

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

In 2022, we carried out a number of activities focusing on these issues.

We started working on stress-related issues in 2021 and 2022, and will continue to have a particular focus on this during the staff appraisals in 2023.

Factory staff are working continually on ongoing improvements as part of further raising the level of safety.

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. 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.

Returpack – a development-driven organisation

Our elevator pitch for our employer brand reads: At Returpack, you get to work with things that play a big role, and to play a big role yourself, and these are not just words plucked out of thin air.

“We have a long tradition of extensive employee influence, with wide-ranging involvement in improvement and development work and utilisation of our employees’ commitment and ideas. We have had this throughout our journey from small to medium-sized company,” explains Ingrid Wennström, responsible for Returpack’s innovation team.

The world around us is changing at an ever-faster pace, as are the demands and expectations placed on us as a return system. We are currently facing a number of major challenges, such as 90 per cent recycling, increased circularity of material flows and our work to become climate-neutral. Our employees already assume a considerable amount of responsibility for developing the business in order to achieve our goals, but the rapid pace of change means that we have to further hone our skills.

A few years ago, we identified a need to strengthen the

company’s innovative potential. Since then, we have developed strategies and governance for how our innovation work should be conducted. An innovation team is responsible for leading this work, with strengthened skills, practical applications and wide-ranging involvement being prioritised in the initial stage.

“Our innovation work includes all kinds of development activities, from continuous improvements in day-to-day operations to the development of completely new solutions – everything is equally important. The ambition is to involve all employees at all levels of the organisation in our development work,” says Ingrid Wennström.

During 2022, we have focused particularly on strengthening the innovative climate by training leaders and employees regarding methods for insight work and the development of ideas. The new working methods have made a great impact, they being requested and are increasingly being used in various types of development work.

During 2023, we will be implementing insight work across a broad front in the organisation, as well as strengthening skills in respect of change management.



”

At Returpack, you get to work with things that play a big role, and to play a big role yourself, and these are not just words plucked out of thin air.

Skills development

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

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.

We carried out two development days during 2022, one in the spring focusing on team-building, community and coming together after the years of the pandemic, and one in the autumn on the theme of the environment and sustainability as well as the employer brand.

In 2022, we have carried out skills development initiatives in the field of innovation, where our innovation leaders have provided internal training regarding innovation methods for employees from various departments. Read more on [page 52](#).

The work on training and development initiatives to strengthen leadership within Returpack continued in 2022, including individual coaching for managers that was carried out during the spring. Leadership development for new managers is planned to be carried out during 2023. Other than this, training for individual managers is carried out as required, along with joint initiatives for both managers and employees. A joint initiative is planned to take place in the spring of 2023 on the topic of Threats and Violence.



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. Our most recent employee survey, which was conducted in 2021, reported positive results in which we increased our ESI from 84 per cent to 85 per cent and raised 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. Our next employee survey will be conducted in 2023.

Introduction of new employees

During 2022, we have been enriched with additional expertise in the fields of IT, production, marketing, HR, technology and maintenance, as well as materials and product quality

New employees at Returpack undergo a comprehensive introductory programme. It is the responsibility of their immediate superior to ensure that the introduction is planned and implemented. The introduction includes everything from a welcome on the first day by the manager and colleagues to a guided tour of the facility and a safety briefing, as well as traineeships in other departments. The introduction will provide the new employee with a good insight into the business, their assignment and their role, as well as the chance to get to know their colleagues in the rest of the business.

The mandatory elements include a briefing on of the company's vision, overall goals and values, the internal Code of Conduct, policies, regulations and procedures. The environmental management system is introduced and the new employee undergoes environmental and sustainability training, including on the working environment.

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 percent at all levels over time. The overall gender balance at the end of 2022 is even, with 57 per cent men and 43 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 87.5% of these employees being men. At the end of the year, the management team consisted of three women and one man.

Returpack's occupational health care and the refurbishment of our office premises

We work closely and proactively with our occupational health service in the systematic health and safety management work. In addition to measurements and risk assessments, we accept their help in the early detection and, above all, prevention of ill health in the workplace. During the year, initiatives have been carried out in collaboration with the occupational health service, such as an ergonomics review for new employees and a follow-up after the renovation of our office premises. In addition, there has also been individual coaching for managers, Better working environment training and a Health survey.





Our values

For us, it is important to have a clear corporate culture with common 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.***

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 now, safety has been high on the agenda at Returpack. Based on an analysis of completed risk observations, we have worked to minimise and eliminate risks. This relates to the use of forklift trucks, safety and protection, injuries caused by sharp objects as well as heavy traffic within the business's area. For example, a number of procedures have been updated and simplified to ensure that our safety procedures are easy to understand. We have supplemented our equipment within production with additional protection to prevent accidents from occurring.

We have conducted a number of training courses during 2022 aimed at improving our skills levels regarding our safety culture. The crisis management team has carried out fictitious crisis management drills on two occasions and our evacuation managers have updated their previous knowledge, and we have also expanded our evacuation organisation. In the future, we are planning to train all our staff in respect of threats and violence.



05: Society

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



Summer and sun and lots of returns!

For most people, summer means a quieter working period, with a slightly slower pace and relentless holidays. Here in the Pantamera factory, however, we work flat out all summer! This is because it's during the summer that people use the deposit system most in Sweden. We receive masses of cans and bottles from student celebrations, festivals, campsites, outdoor cafes and airports. And that's in addition to all the packaging that flows in through stores and Pantamera Express reverse vending machines across the country, of course.

"We handle approximately 26 per cent more material in July and August compared to the other months of the year. At other times we receive around 21 trucks on an average working day, but during the most intense summer weeks we average 28," says Kjell Petersson, our Factory Manager.

The heat of the summer and the fact that people have time off work lead to increased sales and consumption of canned and bottled beverages. These sales are followed by people using the deposit system, after a certain time lag. The heatwave at the beginning of June this year resulted in us handling record amounts of deposit packaging during July.

Even a normal summer is high season for the deposit system. However, the summer of 2022 brought record recycling levels, with both the early summer heat and the European Football Championships affecting the consumption of beverages. The large increase in the level of recycling

put pressure on the entire deposit system – from the reverse vending machines in the stores to transport, intermediate warehouses and the actual handling in the factory.

"In order to meet the increased inflow of materials, we increased our working hours in the plant. We normally operate during the day, but during the summer we went up to two-shifts and also increased our staffing levels – in part with the aid of our summer workers."

Pero Cicak is Production Manager at the Pantamera factory. With a number of summers under his belt, he has plenty of experience of running the business during the high season.

"Summer always means change in the factory. The increased flow of materials, combined with higher temperatures in the plant, means that the job can sometimes feel more strenuous than at other times. In this case, it is particularly important for me to support my staff. Part of this work involves making sure that I set aside time for our summer workers and the hired staff. So that they can get up to speed as efficiently as possible and so help to relieve the load on my regular employees."



We handle approximately 26% more material in July and August compared to the other months of the year.

Would you like to know more about our facility and the work that goes on there? Carry out a digital study visit to the Pantamera factory on our website!



Pantamera with eSports

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

Young men consume the most beverages, but generally use deposit systems a little less than the rest of the population. As a result, they are a priority target group for Sweden's deposit system. To reach this group, we decided in 2011 to focus on eSports. This was a completely new approach in Sweden at the time, and it had a great impact! Following the popular remake of the music video for Guantanamera, featuring some of the biggest stars in Sweden's gaming scene at the time, as well as three rounds of the successful 'Pantamera CS:GO challenge' tournament at Inferno Online in Stockholm (where the prize pool had been built up through returns by the audience), we were named 'Campaign of the Year' in Stockholm Media Week.

'Pantamera with eSports' was born in 2016 – for the first time, we arranged

the Musikgibbet competition together with Universal Music Group. At this event, professional gamers met streamers and artists in a tournament that trended on Twitch and reached 3 million people. Here, people were also given the opportunity to compete for a place in the same team as their idols, by collecting as much packaging as possible. The winning team was given the honour of handing over the total deposit refund to Musikhjälpen.

Pantamera with eSports has rolled on since then – in different guises and configurations. In 2019, we entered into a partnership with DreamHack. In addition to their two annual events in Jönköping, we also produce a livestream together, for the benefit of Musikhjälpen, with our ambassadors Yacine 'yzn' Lagmari, Samuel 'SampeV2' Stronegger and Viktor Leksell.

Through the partnership, DreamHack has donated all the refunds that have been received via their events. In 2022, this figure amounts to SEK 80,000. This year, the digital cultural centre SPACE Stockholm has also chosen to donate its refunds to Pantamera with eSports – just over SEK 40,000. The eSports

organisation Eyeballers and companies such as Prac and Peas of Heaven surprised us with their own donations during the livestream. Agon by AOC donated SEK 20,000 and Elgiganten AB decided to donate a massive SEK 100,000 to Musikhjälpen through our collection box. On the Saturday, in line with tradition, we visited the cage and handed over the pot, which this year ended up at just over SEK 330,000.

"The content of the Pantamera with eSports campaign has varied pretty widely, but the fundraising for Musikhjälpen has always remained. Over the years, major players in the fields of eSports and music, along with gamers from across the country, have raised more than SEK 2,000,000 for charity. This money comes primarily from returned bottles and cans – which in itself is making a big difference for the planet. It's only natural for us to feel proud when we think about what we have achieved together!" says Lovisa Lannerstedt, Project Manager at Pantamera.



Pantamera with eSports contributed just over

SEK 330,000
to Musikhjälpen



Collaborations with students



Our collaborations with students can involve offering them the opportunity to do work placements and degree projects with us. This is a good way for us to make contact with future employees. The students gain knowledge and experience of working with sustainability issues, while we get valuable input from them. During 2022, we have had a student intern in the Logistics Department. In addition, two students from the Communication, Society and Media Production programme at Linköping University did their work placements with us.

Children and young people

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

For many years, we have worked to educate children and young people regarding recycling and environmental issues through our “Pantresan” school activity. We also support Städa Sverige, 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 2022 as well. We engaged almost 20 young people in connection with activities that could be carried out in a Coronavirus-safe way; for example at Stadium SportsCamp and DreamHack, and as cycling Pantamera messengers at campsites and marinas.



Pantresan the Talkshow 2.0

This year's edition of the Pantresan school competition has taken the form of an interactive talk show with host Beppe Singer. The material has been adapted for LGR22 grade F-6, and the pupils learn about energy, materials, recycling, nature and sustainability. In total during 2022, the material has been presented to 1,500 school classes, which is a clear increase from last year's 1,200 classes.

"We are incredibly proud that so many teachers and students are involved in Pantresan, and that there is an upward trend. It is clear that this digital and interactive format works really well in the classroom," says Anton Gustafsson, Project Manager for Pantresan at Pantamera.

Pantresan was launched in 2006 and, since then, has reached 164,000 pupils in many of Sweden's primary schools.



Participating school classes in 2022:

1,500 school
classes

Winners 2022:

VT: Class 3 Red at Bärstadsskolan in Hammarö
HT: Year 3 at Carlshöjdsskolan in Umeå

Main sponsor for Swedish floorball

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 teams and in arenas, the development of websites with tips and tricks, Fair Play awards, as well as the latest collaborations with Schysst Spel and Schysst Lag.

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

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

In 2022,
99 floorball associations
 have jointly collected
511,467
 cans & PET bottles



Fair Play award

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

Sponsorship & collection work

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

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



This year's recipient of Pantamera's Humour Scholarship

In 2021, Pantamera launched its Humour Scholarship, which is aimed at anyone who is passionate about entertaining and wants to explore a career in comedy. The 2022 Humour Scholarship is awarded to Molly Grundmark - @yollom! This maddeningly prolific TikToker knocked the jury out with her delightful mix of everyday comedy and parodies.

When Pantamera launched its Humour Scholarship last year, it was something of a pilot project - a way of developing the initiative regarding Pantamera Humour. The aim was for the Scholarship to serve as a kind of springboard for young talents.

Out of all the creators, actors, directors, wordsmiths, stand-up comedians, animators, screenwriters, musicians and TikTokers who applied for the scholarship, Emma Melin, Finn Aldén-Joyce, Fredrik Broman, Pontus Croneld and Sebastian From were nominated by the jury, in addition to Molly Grundmark.

"As a recipient of Pantamera's Humour Scholarship, you receive SEK 50,000 and the chance of a completely new career! However, being nominated also opens the door to new contacts and important networks. With the Humour Scholarship, we are continuing to generate communication with a high level of recognition, which is engaging and stands out. It has strengthened our relationship with our target group of young adults, and further raised the recycling rate," says Lovisa Lannerstedt, Project Manager at Pantamera.

This year's humour jury was made up of TikTok creators Aya Samarit, Wonderboi and Martin Redhe Nord, as well as the comedian Johanna Wagrell, Mediabyrån Scream's Åsa Sohl and Pantamera's Marketing Manager Katarina Lundell.

The 2022 Humour Scholarship recipient is **Molly Grundmark @yollom!**



New laws but the same deposit system

As of 2023, a new regulation applies including a number of legal requirements relating to deposits and recycling. This regulates Returpack’s operations in various ways, but also stipulates a clearer requirement for consumers to use the deposit system.

Our Swedish deposit system was launched in the early 1980s, and has since then had the Swedish Board of Agriculture as its supervisory authority. As from January 2023, the Swedish Environmental Protection Agency is taking over this role. As a result, everyone who handles packaging professionally in Sweden will now come under the same authority, and we are getting new, joint legislation regarding packages and packaging waste.

“We have enjoyed a good dialogue and close collaboration with the Swedish Board of Agriculture over the years. We are now looking forward to building an equivalent relationship with the Swedish Environmental Protection Agency. We basically all want the same thing – for everyone in Sweden to use the deposit system more,” says Bengt Lagerman, CEO of Returpack.

New laws for juice, fruit syrup and dairy

From 1 January 2023, all juice and fruit syrup packaging is included in our deposit system.

“Almost 80 per cent of this packaging is already being recycled, as we offered fruit syrup producers the opportunity to register with the system voluntarily in 2015, and subsequently made the same offer to juice producers. It’s

great that the legislators have now caught up with us.”

Beverage packaging for dairy products will be included in the deposit system from 2029. However, it is already possible to register dairy beverages in aluminium cans, on a voluntary basis. Only a few products have been registered so far, such as chocolate drinks and coffee drinks. But there may be more in future.

Clearer demands and better reporting

The new law clarifies that consumers and businesses have an obligation to return their deposit packaging in the right return system. For example, an aluminium can with a deposit must be returned to the deposit system, not discarded with household waste or with metal recycling.

As much as 15 per cent of all cans and PET bottles in Sweden are sold as part of the Norwegian cross-border trade. Our Norwegian neighbours are happy to purchase beverages in Sweden because they are cheaper.

“Unfortunately, only around a third of these packages come back to us. Starting from this year’s reporting, however, we can take into account the proportion of the products sold in Sweden that then remain in Norway. This provides a more accurate picture of the statistics.”

PRO and the future

In connection with the new regulation, Returpack is becoming a ‘producer-respon-

sibility organisation’ – a PRO – which is a new concept in Europe. This regulates the responsibility of manufacturers and collectors, but it does not entail any major change for Returpack.

“We are gaining common legislation with others who work with packaging and packaging waste, but we will be keeping the return system we have today. We will continue to be working at the forefront, as usual. For us, it is important to consistently develop the system and see if there are any other packages that can be included, even if they are not covered by the law,” says Bengt Lagerman.



As from
**1 January
2023**

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

A whole
15%

*of all cans & PET bottles
are sold in the Norwegian
cross-border trade*

Returpack becomes a
PRO

*producer-responsibility
organisation in conjunction with
the new regulation*

The Pantamera family

The Pantamera family grows every summer – when the children of employees are given the opportunity to do summer work at the company. In 2022, we had a team in our event area at Stadium Sports Camp, as well as at other events. Another team provided cover as summer substitutes in the office, and yet another team worked in our production facility.

Our employees range from parents of small children, logistics developers, operators and ePorts players – to marketing staff, grandmothers, product specialists and economists. To name just a few. And this is important for us. The people who work here get more than just an unusually fun job. Your whole life has to be accommodated, and if you have children aged 16 or over, you have the opportunity to let the apple of your eye work with us during the summer.

Offering summer jobs is something we have done for many years, as we believe it is important for young people to get to try out working life. We believe in a sustainable workplace in all its forms (and there is also something circular about the whole thing).



Marcus Jessen

“This is my fifth summer in Pantamera’s customer service team. It feels good to help people in different situations with different solutions every day. You get the chance to hone your creative streak here,” says Marcus Jessen, who we can find in both our customer service team and on reception this summer.



Adam Lundell

“It’s fun to be Pantamera! We always meet a lot of happy faces when we’re out at various events. I’ve worked both in production and in the office before, so I’ve gained lots of different experiences over the years,” says Adam Lundell, who has been working with Pantamera events during the summer.



Rosa Tutala and Filip Wåhlin

“It’s fun to try out lots of different things, and you really get to do that here. In addition, there’s a great deal of pressure regarding handling deposits during the summer – so we’re all working flat out in the plant.” They have spent several summers in our production operation, where they have had the opportunity to gain their operator’s licence to drive a forklift.



Additional information

For the sixth 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.



Overview stakeholder dialogue (1/2)

Stakeholder group	Authorities	Owners	Employees	Suppliers (carriers)	Suppliers (reverse vending machines)
<p>Channels for dialogue</p>	<ul style="list-style-type: none"> • Ongoing dialogue if necessary • Annual state-of-play meetings 	<ul style="list-style-type: none"> • Ongoing dialogue • Board and strategy meetings 	<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"> • Daily contact via Returpack’s transport management • Annual follow-up meetings 	<ul style="list-style-type: none"> • Ongoing dialogue • State-of-play meetings
<p>Issues raised during dialogue</p>	<ul style="list-style-type: none"> • Recycling rate • Development of the deposit system • Follow-up and inspection by public authorities • Referrals and legislation 	<ul style="list-style-type: none"> • Recycling rate • Financial stability • Development of the deposit system 	<ul style="list-style-type: none"> • Working environment • Cooperation within the organisation • Skills development • Good business ethics 	<ul style="list-style-type: none"> • Collection efficiency • Customer service • Fuel 	<ul style="list-style-type: none"> • Technical development • New packages • Payment solutions • Minimising theft
<p>Our response</p>	<p>Read more about increased recycling, page 25-31, and about optional registration, page 5, 10, 47 and 64.</p>	<p>Read more about increased recycling, page 25-31, and about optional registration, page 5, 10, 47 and page 64.</p>	<p>Read more about our proactive work aimed at achieving a pleasant workplace in the Employees section, page 50.</p>	<p>Read more about our transport operations, page 33-36, and the work on sustainable purchasing, page 48-49.</p>	<p>Read more about our work on recycling design, page 11, and the work on sustainable purchasing, page 48-49.</p>

Overview stakeholder dialogue (2/2)

Stakeholder group	Recyclers Customer group	Producers and importers Customer group	Stores with RVMs etc. Customer group	Material buyers Customer group
<p>Channels for dialogue</p>	<ul style="list-style-type: none"> • Customer services • Social media • Website • Consumer survey at least every two years – 2021: attitudes towards using deposit system • Other surveys 	<ul style="list-style-type: none"> • Customer service and account managers • Website • Web portal – My pages • Customer survey • Visits and meetings 	<ul style="list-style-type: none"> • Customer services • Website • Web portal – My pages • Visits and meetings • Customer magazine • Customer survey, store, every two years • Customer survey • Clubs and associations 	<ul style="list-style-type: none"> • Ongoing dialogue • State-of-play meetings
<p>Issues raised during dialogue</p>	<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 	<ul style="list-style-type: none"> • Packaging requirements • Contractual terms • Material development • Recycling rate • Expanding the deposit system 	<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 	<ul style="list-style-type: none"> • Product quality • Packaging materials • Sustainable logistics solutions • Closed loop for cans and bottles
<p>Our response</p>	<p>Read more about cooperation with customers, page 41-46.</p>	<p>Read more about product quality, page 20, 30 and 80, and about optional registration, page 10, 47 and 64.</p>	<p>Read more about cooperation with customers, page 41-46.</p>	<p>Read more about product quality, page 20, 30 and 80, our shipments page 35, transport page 33-36.</p>

Risk analysis (1/4)

Area	Risk	Management / (action)	Risk level	Business opportunity
Environment (business-related)	Loss of confidence/relevance for the deposit system 1. 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. 2. Politicians/authorities do not perceive the deposit system to be a sustainable, accessible system. 3. Reputation free-riding and misleading marketing by other players. 4. 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
Environment (the environment)	Undesirable environmental impacts in the form of: 1. emissions to air (greenhouse gases) 2. 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 • 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
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

Risk analysis (2/4)

Area	Risk	Management / (action)	Risk level	Business opportunity
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
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

Risk analysis (3/4)

Area	Risk	Management / (action)	Risk level	Business opportunity
Human rights (operational)	<ul style="list-style-type: none"> • Violations and unequal treatment • Discrimination, harassment and 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)	Bribery/Fraud/Corruption <ol style="list-style-type: none"> 1. Fraud aimed at incorrect payments from Returpack. 2. Corruption in connection with agreements or other relationships between Returpack and an external party 	<ul style="list-style-type: none"> • 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.

Risk analysis (4/4)

Area	Risk	Management / (action)	Risk level	Business opportunity
<p>Business operations (operational)</p>	<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 Council. 	<p>Medium</p>	<ul style="list-style-type: none"> • Strong business ethics promote future business and development opportunities.

Positive impact (1/3)

Cause

Actual	Potential	Negative impact from the positive impact
Solar energy (releasing green electricity, minimising fossil emissions). Producing electricity in-house	Health initiative for employees	Manufacture of solar cells (metals, environmental pollutants, water, etc.)
Reducing littering	Material recycling (residual fraction)	
Sponsorship (floorball, HSR)		
Jobs opportunities (summer jobs, internships, students)		
Samhall		
Material recycling (closed loop, good quality, high level of recycling) >energy		Shift from efficient flows (clubs and associations, MatHem) Increased energy consumption due to increased collection
Keep Sweden Tidy		
Collaboration Veolia (quality assurance, sorting, capacity utilisation RP/Veolia)		
Solar bags (carbon offsetting)		No collection of solar bags
Employer that makes development possible		
Voluntary registration (fruit syrup, juice, dairy)		Collection of dairy has an impact on the working environment (RP and stores with RVMs)
Drives carbon-offset energy (district heating)		
High demands on suppliers (CoC)		High demands eliminate local and small suppliers
Long-term agreements		
Source of inspiration, commitment as a construction client		
Communicates, drives the entire recycling sector		

Positive impact (2/3)

Contribute to

Actual	Potential	Negative impact from the positive impact
National recycling (other packaging, business waste)	Impact on legislators	
Imported cans can be recycled		Recycling of imported cans leads to increased costs for the deposit system
Notify and inspire others (Spreading knowledge)	Financial opportunity/infrastructure for people on the margins of society	
Education, inspiration for children & young people (Pantresan)		
Driving force, fossil-free transport/fuels	“Sustainability approach” locally through collaborations (Eon, municipality, Sports Camp, Nodra, events, etc.)	Affects fossil-free fuels (palm oil, batteries, crops/forests)
Makes donations possible (tourist destinations)		Refunds get into the wrong hands (donations, clubs and associations)
Driven development of RVMs/product development		
Collaboration within charities (Friends)		
Supports clubs and associations		
Reduced littering		
Contributes to deposit systems in other countries		
Employer that takes account of employees' whole life		
Summer jobs		
Collaboration with academia (research, development, degree projects, internships)		

Positive impact (3/3)

Be linked to

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

Chair

Carina Andersson
59 years



Board member since:
2022

Current position:
Board work in several companies

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

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

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

Board member

Karin Brynell
60 years



Board member since:
2014

Current position: CEO of Svensk Dagligvaruhandel

Education:
Stockholm School of Economics

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

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

Board member

Pär Bygdeson
57 years



Board member since:
2008

Current position:
CEO of Livsmedelshandlarna

Education:
Horticultural economist and journalist

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

Other board commitments:
Returkartong, Svenska Metallkretsen

Board member

Anna-Karin Fondberg
57 years



Board member since:
2018

Current position:
CEO of Sveriges Bryggerier AB

Education:
IHM Business School

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

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

Board member

Peter Nilsson
57 years



Board member since:
2022

Current position:
Business Area Director North – Asker Healthcare Group

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

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

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

Board member

Andreas Norlin
50 years



Board member since:
2014-2019, 2023

Current position:
Hemköp trader

Education:
Marketing economics

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

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

Board member

Merlin Poljak
57 years



Board member since:
2021

Current position:
CFO of Systembolaget

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

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

Other board commitments:
-

Board member

Gunnar Svensson
73 years



Board member since:
1997

Current position:
Board work and advisor

Education:
Master of Science

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

Other board commitments:
-

Board member

Tomas Westergren
62 years



Board member since:
2022

Current position:
Consultant

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

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

Other board commitments:
-

Materiality analysis

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

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

also have a good knowledge of both the short-term and long-term effects of the impact.

The work of identifying the impact was carried out in a workshop, and the result can be seen on **page 13**. All impact activities were prioritised by the company's Management team, together with the Factory Manager, the Logistics Manager and the Sustainability Strategist.

A threshold was identified on the basis of the actual and potential impact on the outside world from an economic, environmental, social and human rights perspective. In our model, this assessment is performed on the basis of low, medium and high impact, as well as probability. The diagram on **page 13** shows how the threshold relates to impact and probability, as well as the material topics that were identified in this process. The threshold was

validated by the group of seven individuals who also assessed and prioritised the impact.

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

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

The operation's management has decided that the company will continue to have its own material topics, as we consider these to be very important for conducting

our business and helping it to develop. In-house material topics are: Increased recycling, High product quality and Sustainable business relationships. These topics are a high priority for our stakeholders and for the senior Board.

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

Thanks to their experience, contacts with stakeholders and expert knowledge, the internal group of experts and the senior management have verified the material topics that emerged in the analysis. A method for communicating our negative and positive impact will be developed in order to involve our stakeholder groups.

Membership and commitment 2022

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

Sustainability network

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

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

Employer's organisation

- Member:** IKEM – Innovation and Chemical Industries in Sweden

Colleges and universities

- Graduate work:** No graduate work in 2022.

Sponsorship

- Main sponsor:** Swedish floorball

Other

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

About the report

The Sustainability Report for 2022 has been reported in accordance with the guidelines set out in the Global Reporting Initiatives Standards 2021 (GRI Standards 2021) and is Returpack's sixth Sustainability Report. The report has been reviewed by the accounting firm Ernst & Young AB to ensure that the requirements under the Annual Accounts Act are satisfied; 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 2022 to 31 December 2022.

When formulating the scope and content of the Sustainability Report, Returpack has worked on the basis of GRI Standard'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 analysis for identifying the negative and positive impact, and then the assessment of the impact, has resulted in two material sustainability topics, GRI 305 Emissions, and GRI 403 Occupational Health & Safety. In addition, the company has identified its own material topics and, since there is no equivalent aspect in GRI, sustainability governance information is presented, as well as at least one company-specific key figure for the company-specific sustainability topic. 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 HRM systems. Some manual processing of employee data is performed, as the current system does not provide in full the information that the report requires. During 2022, a total of 2,634,365,205 packages were recycled. This figure includes the optionally registered fruit syrup and juice products. Without fruit syrup and juice products, the figure is 2,579,108,567 packages. Returpack has opted to round the figure off to 2.63 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 producer responsibility for packages 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.

Scope 1 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.

Scope 2 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. 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. In-house solar power is produced via the solar panels that were installed on the factory roof in 2020.

Scope 3 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. Flights can be booked through travel companies or in-house. The travel company reports carbon dioxide emissions for the travel that has been booked through them. Other flights are reported to the sustainability strategist, who calculates carbon dioxide emissions for this travel using NTM's calculation tool.



Employees/Health & safety

The term 'employees' encompasses personnel employed by Returpack as permanent, fixed-term, full-time and part-time employees and those workers who are not employed by Returpack but whose work or workplace is controlled by the organisation. Key figures in respect of employees are based on the number of employees as of 31 December in the year in question. Workplace accidents, incidents and risk observations are reported via 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 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 2022 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, 21 March 2023, Ernst & Young AB

Peter von Knorring Authorised Public Accountant



GRI index

Statement of use

Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
The organisation and reporting principles					
Requirement 2					
GRI 2: General disclosures 2021	2-1 Organisational details	Page nos. 3, 4, 5 and 32. Returpack conducts its operations solely in Sweden.	No deviations may be made from these first five points		
GRI 2: General disclosures 2021	2-2 Organisational details	Page nos. 4 and 74			
GRI 2: General disclosures 2021	2-3 Reporting period, frequency and contact person	Page no. 2			
GRI 2: General disclosures 2021	2-4 Changes in previously reported disclosures	Page no. 2			
GRI 2: General disclosures 2021	2-5 External authentication	Page nos. 2, 16 and 77			

GRI index

Statement of use

Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Activities and employees					
Requirement 2					
GRI 2: General disclosures 2021	2-6. Activities, value chain and other business relationships	Page nos. 10, 11, 12, 41-43, 46-47	2-6 d. There have been no significant changes in the value chain, the supply chain or in other relevant business relationships.		
GRI 2: General disclosures 2021	2-7. Employees	Page nos. 23, 49-50,	2-7 b. Division into regions not relevant. 2-7 b. iv and v. Returpack only has full-time employees. iii. Not relevant at Returpack 2-7 c. Methods and assumptions for compiling data are full-time employees per year as well as % rate. 2-7 e. There are no significant fluctuations between reporting periods.		
GRI 2: General disclosures 2021	2-8. Non-employed employees (consultants)		PEMA, Samhall, Lernia, etc. 2-8 a. i, ii. Workers who are: consultants are brought in to cover instances where staffing is difficult to calculate, operators or where there is a vacant position or temporary work stoppage (IT, Logistics, consultants, etc.) 2-8 b. i, ii. It is calculated on the basis of consulted hours in total over the year 2022, 23,017 h. 2-8 c. There are no significant fluctuations between the reporting periods.		

GRI index

Statement of use

Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Governance					
Requirement 2					
GRI 2: General disclosures 2021	2-9. Composition and structure of governance.	Page nos. 16 and 72			
GRI 2: General disclosures 2021	2-10. Nomination and election of the senior governing body	Page no. 16			
GRI 2: General disclosures 2021	2-11. Chair of the senior governing body.	Page no. 16			
GRI 2: General disclosures 2021	2-12. The role of the senior governing body in the work on reviewing and managing the impact	Page nos. 16, 73 and 77			
GRI 2: General disclosures 2021	2-13. Delegation of responsibility and decision-making in order to manage the impact.	See pages 15 and 16. The CEO is responsible for day-to-day operations and is accountable to the Board of Directors. Responsibility is governed by the Instructions to the CEO	The Board receives information about the materiality analysis, but it is approved by the management.		
GRI 2: General disclosures 2021	2-14. The role of the senior governing body in relation to the Sustainability Report.	Page no. 77. The Board of Directors approves the Sustainability Report.	The Sustainability Policy is approved by the CEO.		
GRI 2: General disclosures 2021	2-15. Conflicts of interest	Any conflicts of interest are handled by the Board of Directors. Dependencies on owners/owner organisations are clarified and public			
GRI 2: General disclosures 2021	2-16. Communication of critical problems/issues	The company has a whistleblowing policy and an independent whistleblowing procedure, where all observed incidents are reported to the senior management and the Board of Directors. No reported incidents during 2022			
GRI 2: General disclosures 2021	2-17. Collective knowledge of the senior governing body. Collective knowledge of the senior governing body.	Page no. 72. Updating takes place at Board meetings in relation to changed legislation, external monitoring, relevant new knowledge and developments in the field			
GRI 2: General disclosures 2021	2-18. Evaluation of the work of the senior governing body	The Board evaluates its own work continually after each Board meeting			

GRI index

Statement of use

Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Governance					
Requirement 2					
GRI 2: General disclosures 2021	2-19. Remuneration policies				Board fees are paid to the Chair of the Board and to external members. No bonuses or other incentive payments are paid within the company. Read more in the Group's Annual Report.
GRI 2: General disclosures 2021	2-20. The process for drawing up/determining remuneration				The Chair and members of the Board of Directors are remunerated in accordance with a resolution at the Annual General Meeting. The CEO's salary is set by the Chair and approved by the Board of Directors.
GRI 2: General disclosures 2021	2-21. Annual total remuneration				<p>a.) The maximum salary in relation to the annual remuneration of all employees is 6.4%. (Calculated using the annual median salary for all salaries except the highest paid).</p> <p>b.) The percentage increase in the annual total remuneration for the organisation's highest paid individual is 2.2%, compared to the median for the percentage increase in annual total remuneration to all employees (excluding the highest paid person), which is 4.2%. The highest paid individual has received a salary increase corresponding to 52% of the total increase for other employees in the organisation.</p> <p>c.) In point b, the median of the percentage salary increase has been taken into account in relation to the CEO's salary increase. If the average percentage increase is also requested, this is 6% (due to the increase for reaching market-based wages)</p>

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GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Strategy, policies and practices					
Requirement 2					
GRI 2: General disclosures 2021	2-22. Statement on strategy for sustainable development	Page no. 3			
GRI 2: General disclosures 2021	2-23. Policy commitments: (Values, principles, standards and norms regarding conduct)	Page nos. 9, 13, 15-18, 47-48, 54, 61, 73 and 77	2-23 a. ii. 2-23 c.	Not applicable for 2022	Policy commitments are not available externally, but can be requested.
GRI 2: General disclosures 2021		iii. Read more in the companies' Annual Report, which is prepared in accordance with the Annual Accounts Act BFAR 2012:1, and in the consolidated financial statements according to K3. b.) Code of conduct d.) Approved at the highest level by the CEO and the management team. e.) An annual audit of policy documents. f.9 Ensure the Code of Conduct and supplier audit; see page no. 47			
GRI 2: General disclosures 2021	2-24. Anchoring of values, principles, standards and norms regarding conduct	See page nos. 17-18, 47 Code of Conduct, Whistleblowers			
GRI 2: General disclosures 2021	2-25. Policy commitments – Processes for remedying and preventing negative effects (negative impact)	a.) Impact analysis conducted			
GRI 2: General disclosures 2021	2-26. Mechanisms for advising and reporting on affairs for the organisation	2-26 a.i. Seek advice regarding the Code of Conduct and ii. Raise concerns in the system for the Whistleblowing service.			
GRI 2: General disclosures 2021	2-27. Compliance with laws and regulations	Returpack has no instances of non-compliance with laws and regulations during this reporting period or during previous reporting periods. In other words, no fines or non-monetary sanctions have been imposed on the company.	n/a	n/a	n/a
GRI 2: General disclosures 2021	2-28. Membership of organisations	Page no. 73			

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GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Stakeholder involvement					
Requirement 2					
GRI 2: General disclosures 2021	2-29. Method for stakeholder involvement	Page nos. 13 and 52			
GRI 2: General disclosures 2021	2-30. Collective agreement	All permanent employees are covered by collective bargaining agreements			

Key issues

Requirement 2

GRI 3: Key issues 2021	3-1. Process for determining key issues	Page no. 73			
GRI 3: Key issues 2021	3-2. List of key issues	Page no. 13 3-2 a.) Recycling (in-house) Material quality (in-house) Satisfied customers and good business relations (in-house) 305: Climate 403: Working environment 3-2 b.) No changes since previous report			

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GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Emissions to air					
Requirement 2					
GRI 3: Key issues 2021	3-3. Governance of key issues	3-3 d.ii) Carbon offsetting. 3-3 d iii) Requirements regarding transport carried out for the organisation. 3-3 e i) The organisation continually gathers data for evaluation, following-up and review in internal and external systems. 3-3 e ii) Carbon dioxide emissions are monitored continually and overall goals are set by the management. Scopes 1, 2 and 3 according to the GHG Protocol. 3-3 e iii) Since the following-up and the work began in 2017, CO2e has been reduced by more than 40%	3-3 e iv) 3-3 f	Both e and f need to be reviewed and better described in subsequent reports.	
GRI 305: Key issues 2016	305-1 Direct greenhouse gas emissions (Scope 1)	305-1 b. No information. 305-1 c. No information about biogenic emissions in scope 1 305-1 d. Base year 2017 and was selected when we started calculating these emissions at that time. 305-1 d.ii. 1 tonne of CO2e. 305-1 d.iii. No recalculations for base year performed. 305-1 e. GWP is not available information. 305-1 f. Financial control 305-1 g. According to GHG protocol, calculation tool.	Biogenic share of total emissions: The base year 2015 was selected because it was the year in which the company began imposing requirements on the carriers and introducing demands regarding fossil-free fuel. 305-1 b. No information from Eon. No information about biogenic emissions Energy scope 1.		
GRI 305: Key issues 2016	305-2 Indirect emissions of greenhouse gases, energy (Scope 2)	305-2 b. not available information District heating: 2017. We began reporting on sustainability this year. 305-2 b. No information. 305-2 d. Information from Eon (no reporting of GWPs at present). 305-2 e. Financial control 305-2 e. The information is based on Eon's reporting.			
GRI 305: Key issues 2016	305-3 Other indirect greenhouse gas emissions (Scope 3)	Page nos. 35, 39, 75	305-3 f. The source of the emission factors is taken from SÅ Klimat Calc and the Swedish Energy Agency.	The organisation does not have sufficient data to provide this account.	Investigation and assurance regarding the next reports if relevant.
GRI 305: Key issues 2016	305-4 Intensity of greenhouse gas emissions		Departures		

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Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Emissions to air					
Requirement 2					
GRI 305: Key issues 2016	305-5 Reduction in greenhouse gas emissions	305.5 a. Transport: The requirement for HVO for transport operations carried out for the organisation has had a direct impact on CO2 emissions. A total reduction of 283 tonnes of CO2e since the base year. Energy: The requirement for “green” electricity at customers with the large reverse vending machine solution PEX and compactors has reduced emissions by 252 tonnes of CO2e. These reductions have taken place in scopes 2 and 3. 305-5 e. The same calculation tool as reported in scopes 1, 2 and 3 above. 2.9 During the time that the CO2 reduction has taken place, the company has consistently expanded its production and no part of these processes has been outsourced. 2.9.4 See above in scopes 1, 2 and 3. There has also been a reduction in scope 1, as fossil fuels in cars have been replaced with vehicles that use HVO and that now run entirely on electricity. Calculation tool, page no. 75			
GRI 305: Key issues 2016	305-6 Emissions of ozone-depleting substances (ODS)		Departures from requirements as this information is not available for the company.	It is complicated to obtain this information from e.g. carriers.	Investigated for future reporting
GRI 305: Key issues 2016	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant emissions to air	Energy: The company has no direct emissions of NOx or SOx, but reports our share of CO2e from the energy company's reporting. Transport: not available information.	Departures from requirements as this information is not available for the company from the energy company.	The suppliers do not report this at present.	Contact is made with energy companies to discuss the potential for obtaining this information.

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Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Work-related health & safety					
Requirement 2					
GRI 3: Key issues 2021	3-3. Governance of key issues				
GRI 403: Working environment & safety 2018	403-1 Governance system for work-related health and safety (governance disclosure)	Page nos. 51 and 55	The company does not have a certified management system for the working environment.	The management has considered that there is no need for a management system for the working environment, e.g. 45001, but that the systematic work environment management that is conducted is sufficient and complies with the relevant legislation.	
GRI 403: Working environment & safety 2018	403-2 Identification of hazards, risk assessment and incidents (governance disclosure)	See page nos. 23, 50, 70 and 80. 403-2 a. The company has a digital system for reporting risks, incidents and accidents in IA. i. Depending on the area of responsibility, employees and managers have received the required training, which is documented. b, c. Whistleblowers			
GRI 403: Working environment & safety 2018	403-3 Work-related health care (governance disclosure)	Page no. 54			
GRI 403: Working environment & safety 2018	403-4 Employee participation, consultation and communication regarding working environment and safety (governance disclosure)	See page no. 51	403-4 Non-employed individuals at Returpack receive an introduction and information about Health and safety work from their immediate superior at Returpack.		
GRI 403: Working environment & safety 2018	403-5 Training of employees regarding work-related health and safety (governance disclosure)	See page nos. 23, 53-55	403-5 Introduction, ongoing information and internal/external training applies to in-house staff. External staff receive information via introduction. Examples of training courses: Fire, first aid, CPR, Better Work Environment, evacuation drills, etc.		
GRI 403: Working environment & safety 2018	403-6 Promotion of employee health (governance disclosure)	See page nos. 51, 54 and 69.			

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Returpack Svenska AB has reported in accordance with GRI Standards for the period 1 January 2022 to 31 December 2022

GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Work-related health & safety					
Requirement 2					
GRI 403: Working environment & safety 2018	403-7 Prevention and limitation of work-related health and safety (governance disclosure)	Page nos. 51, 54 and 69.			
GRI 403: Working environment & safety 2018	403-8 Employees who are covered by management systems for occupational health and safety		Departures: No implemented management system based on standards. Working environment processes and instructions are based on legal requirements and systematic work environment management.		
GRI 403: Working environment & safety 2018	403-9 Work-related injuries	No fatal incidents.			
GRI 403: Working environment & safety 2018	403-10 Work-related health problems	No fatal incidents.			

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GRI 1 used

GRI 1: Foundation 2021

GRI standard	Disclosure and name of disclosure	Page reference	Deviations from requirement	Reason	Explanation
General disclosures					
Key corporate issues					
Requirement 2					
GRI 3: Key issues 2021	3-3. Governance of key issues Increased recycling	Page nos. 16, 19-24			
GRI 3: Key issues 2021	3-3. Governance of key issues Product quality	See chapter Recycling page no. 25 Page nos. 16, 19-24			
GRI 3: Key issues 2021	3-3. Governance of key issues Business relations	Page nos. 22, 40, 47-48			

Specific information

Material topics in the applicable GRI sector standards that are deemed not relevant (non-material)

GRI 11: The oil and gas sector 2021

"not applicable"

GRI 12: The coal sector

"not applicable"



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