

A close-up, slightly angled shot of a man with a beard and mustache, smiling. He is wearing a blue hard hat and a blue safety vest over a dark shirt. In the background, other workers wearing blue hard hats and safety vests are visible but out of focus. The lighting is bright, suggesting an outdoor construction or industrial setting.

# SUSTAINABILITY REPORT 2020

JERNBRO®

# SUSTAINABILITY - AN IMPORTANT PART IN OUR CORE BUSINESS



Through our focus on services and products for increased operational reliability and for capacity increases in production systems, we help our customers get more for less.

Deep competence, understanding of the industry's conditions and proximity to our customers in the local area means that we dare to promise a production that is more safe, more efficient and more accessible. This permeates all parts of Jernbro. Through focused work and constant customer focus, we contribute to our customers achieving their sustainability goals. **At [jernbro.com](https://jernbro.com) there's more about how we help companies with long-term sustainability.**

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## ABOUT JERNBRO

# INDUSTRIAL SERVICES FOR BETTER FLOW

We, who work at Jernbro, have extensive expertise in maintenance, technology and specialist service. This means that we can develop both customers' maintenance and production facilities. Our goal is to improve productivity while reducing total cost to create a more safe, a more efficient and a more accessible production facility.

We are located locally where our customers are. That's one of our strengths. The closeness means that the expertise is in place and that we quickly can provide the right resources at the right time. Closeness also means that we get to know the customers' processes and challenges. Our goal is local growth and development. Among Jernbro's many customers, there are both small and medium-sized local companies, as well as large international groups. We also follow our customers abroad to help with both assignments and machine deliveries.

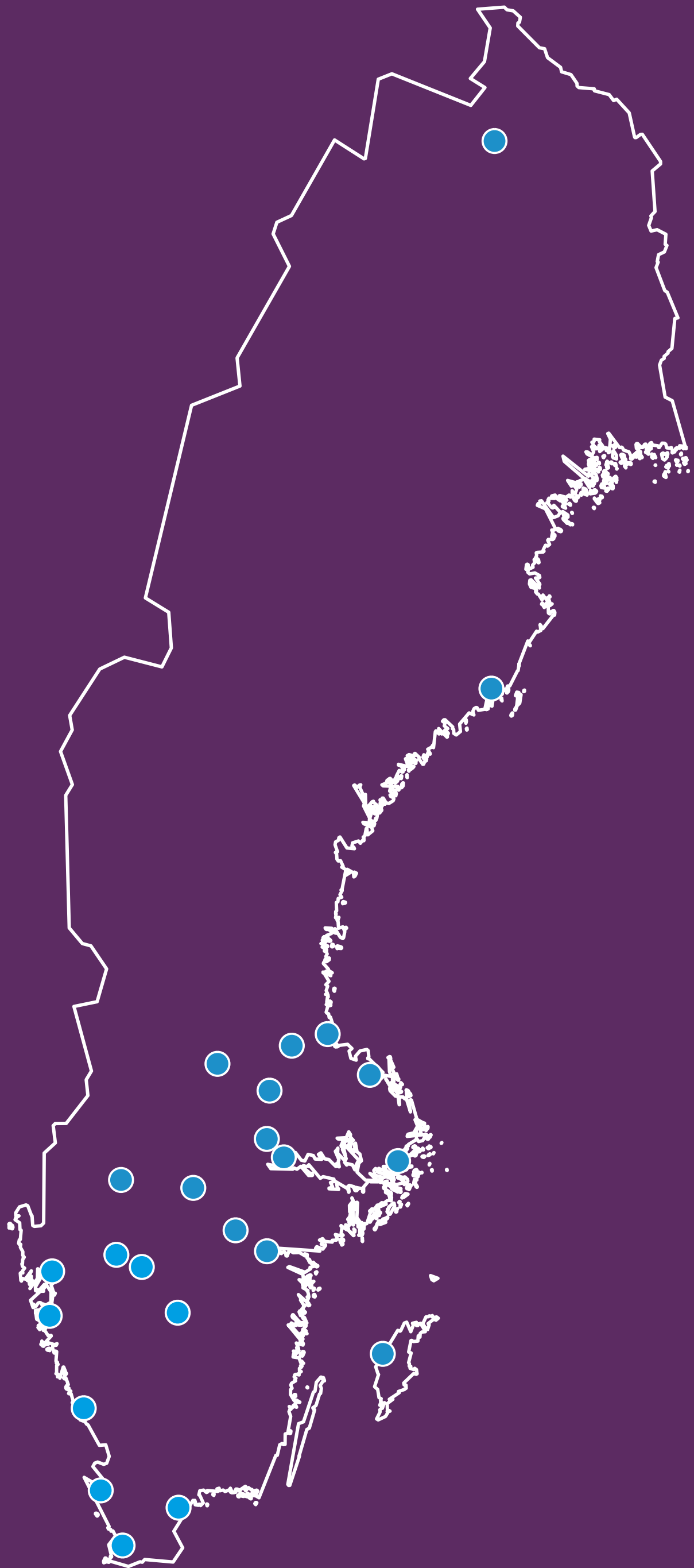
Jernbro is the market leader in industrial maintenance in Sweden. Every day, all year round, we help Swedish industry spin more safe, more efficiently and more sustainably.



ABOUT JERNBRO

Jernbro has about 900 employees and is located in 24 towns. Many of us have extensive experience of Swedish industry.

Long relationships combined with great commitment and interest in technology and improvements have led to a deep knowledge in the following industries: workshop, steel, mines, food, petrochemicals, purification and distribution of water, plastics and rubber, wood, paper and pulp and energy . Jernbro's annual turnover is SEK 1.4 billion.



24 towns

900 employees

9 industries

- Workshop
- Steel
- Mines
- Food
- Petrochemistry
- Purification and Distribution of Water
- Plastic and Rubber
- Wood, Paper and Pulp
- Energy



## ABOUT JERNBRO

## MAINTENANCE, SPECIALISTS AND PARTNERSHIPS

Jernbro's organization is divided into the three business areas Maintenance Services, Specialist Services and Strategic Partnerships, which serve customers locally, nationally and internationally.

Within **Maintenance Services**, we deliver operation and maintenance services and work with energy, electricity, mechanical and automation projects.

Specialist services include **Machine processing, Industrial Pipes, Engineering, Energy Efficiency, Component Servicing** and Automation.

Within **Machine processing**, we offer milling, turning, drilling, grinding and measurement of various metals for renovation assignments and new manufacturing.

Within **Industrial Piping**, we have extensive experience of prefabricating pipe systems in various metallic materials that can handle liquid fuels such as gas and oil.

**Engineering** offers experienced maintenance engineers, project managers and designers with cutting-edge expertise in machine safety, programming and system development in both minor conversions and new complete machine or production lines..

When it comes to **Energy Efficiency**, it's about us doing a review of the customer total energy needs and provide suggestions on how the customer can optimize use.

**Component Servicing** increases the life of components through repairs and service of electric motors, servomotors, servo drives, spindles, pumps, gearboxes and electronics.

**Automation** delivers customer-specific automation solutions consisting of AGVs (Automated Guided Vehicles), overall steering, fixtures, robotic and relief for assembly applications and logistics applications close to production.

Through **Strategic Partnerships**, we offer long-term collaborations where we handle the customer's internal support functions (operation and maintenance), supply systems (media and energy) and personnel in relevant areas. Strategic Partnerships have the specific expertise and the resources required for feasibility studies, implementation and implementation.

# SUSTAINABILITY POLICY

Jernbro is the market leader in industrial maintenance in Sweden. Every day, all year round, we help Swedish industry to flow more safely, more efficiently and more sustainably. We are located locally where the customer is. Our success lies in being able to handle the industry's increasingly tough requirements for quality, health, safety, working environment and sustainability, and that we can make unique expertise available in a wide range of services that clearly contribute to improving the industry's competitiveness.

Our sustainability policy expresses the overall ambitions in quality, environment and work environment, including social responsibility. We regularly measure our customers' and employees' experience and expectations and act on the results to achieve continuous improvement in our own and in the customers' operations.

## JERNBRO WILL CONDUCT HIGH-QUALITY, ENVIRONMENTALLY FRIENDLY AND SAFE OPERATIONS

We will offer our services that meet customers' requirements regarding quality, functionality, economy, safety, environmental impact and development. We achieve this by:

- striving to protect our environment, reduce our environmental impact such as energy use, carbon dioxide emissions from transport and chemical handling
- contributing to our customers fulfilling their environmental commitments and by proactively proposing environmental improvement measures
- continuously following up that we comply with relevant legislation and other binding requirements.



## SUSTAINABILITY POLICY

### JERNBRO WILL BE A RESPONSIBLE AND DEVELOPING EMPLOYER

Jernbro has a zero vision regarding work-related accidents. The work environment must be SAFE and SECURE. Our working methods must be characterized by RESPECT for and PREVENTION of risks of injuries and accidents that employees, partners, customers and others may be exposed to when Jernbro is to perform a job. We work actively with a common corporate culture. Our Code of Conduct contributes to:

- all employees being involved and contributing to a safe, secure and pleasant work environment
- all employees participating in our work environment by continuously identifying risks and reporting accidents, incidents and risk observations
- to close cooperation with our customers and subcontractors in work environment issues

### JERNBRO WILL TAKE RESPONSIBILITY FOR SUPPLIERS

Our suppliers must conduct their business in a professional manner that meets all the requirements imposed by applicable law, applicable industry regulations and agreements and maintain a high environmental standard. Our subcontractors must act in accordance with our Code of Conduct and be well acquainted with our internal requirements and the requirements set by our customers.

### JERNBRO WILL COMMUNICATE WITH ITS STAKEHOLDERS

Jernbro shall have an open and clear dialogue with all relevant stakeholders in each area. It includes employees as well as customers, suppliers, authorities, neighbors and others concerned.



## OUR VALUES

# FOR US AT JERNBRO, RESPECT IS THE FOUNDATION OF EVERYTHING WE DO

Through personal development opportunities and always putting safety first, we show **respect for our employees**.

By trusting the ability of our colleagues and creating a good collaborative climate, we show **respect for competence**.

By focusing on sustainability and local presence, we show **respect for the environment**.

Through proactivity, sensitivity and professional action we show **respect for the customer**.

By being businesslike, loyal and having the will to develop, we show **respect for Jernbro**.





## FOCUS ON ENVIRONMENT AND QUALITY

# A PROFESSIONAL AND SAFE OPERATION

Each business carries out local materiality analyzes based on its own environmental impact and based on customers' needs. All operations focus on implementing environment-related measures linked to our significant environmental aspects. The result is for example more digital meetings and more environmentally friendly transport to reduce CO2 emissions. We raise our goals for continuous improvement with satisfied customers.

JERNBRO HAS IDENTIFIED TWO  
SIGNIFICANT ENVIRONMENTAL ASPECTS  
IN **ENERGY** AND **TRANSPORT**

WORK ENVIRONMENT AND SAFETY

OUR EMPLOYEES  
AT JERNBRO

Employees at Jernbro must feel good during and after every working day. Jernbro continuously employs new staff and has a program for introducing new employees with a focus on work environment and safety, but also on knowledge of the customer and the business relationships that are relevant. All managers undergo a work environment training (BAM).

In 2020, we have become work environment certified and has therefore received a certificate for ISO 45001. We have also employed a Health and Safety manager who will focus on work environment issues.



IMPORTANT THINGS

Everyone at Jernbro has a common approach to safety issues that helps us achieve the vision of zero accidents:

***Your safety is your and my responsibility.***

1

THINK BEFORE

Always make a risk inventory before you start an assignment. Some tasks involve greater risks, such as work at high altitudes, work with hazardous waste or chemicals, fire and heat, driving and more. Make sure you know what it takes to perform these tasks safely and securely.

2

PROTECT YOURSELF

Always wear the protective clothing and protective equipment provided required to reduce the identified risks.

3

REPORT

Always report risk observations, incidents and accidents. In this way, we can learn from each other and implement measures in areas where it's required..

4

TAKE RESPONSIBILITY

Remind each other of the importance of focusing on safety in daily work. Also show care.

CODE OF CONDUCT FOR SUPPLIERS

JERNBROS  
RESPONSIBILITY  
FOR SUPPLIERS

Jernbro places high demands on suppliers through routines for supplier qualification and supplier evaluation. The basis for this is our requirements for the suppliers’ work with quality and the environment, but contains also ethical issues. The requirements for suppliers are clarified in Jernbro’s Code of Conduct for suppliers. This is signed by all major suppliers, with a special focus on those who deliver services to our customers. Our regular meetings with all major suppliers, where we together develop the business based on a goal of long-term sustainability, are also important.

Jernbro’s Code of Conduct for suppliers also regulates our requirements for working conditions at the supplier and his suppliers. There’s also a requirement to support and follow the principles of the UN Global Compact, which is the UN Universal Declaration of Human Rights and the ILO’s core conventions for human rights in working life.

Supplier management	2018	2019	2020
Proportion of framework agreement suppliers who have been qualified or evaluated in accordance with current routine	100%	100%	100%



## CODE OF CONDUCT FOR EMPLOYEES

# A GOOD ETHICAL AND MORAL APPROACH

Jernbro's Code of Conduct governs how we behave in our work within the company and towards the outside world. All employees undertake to follow the Code of Conduct in connection with employment.

The Code of Conduct also regulates the issue of corruption and there are clear rules for attitudes towards customers and suppliers. Jernbro works actively with dialogue with both employees, customers and suppliers to ensure that we are in agreement at the levels that are reasonable and encourages open reporting of activities.

Jernbro follows the principles of the UN Global Compact, the UN Universal Declaration of Human Rights and the ILO's core human rights conventions in working life.

An important part of ensuring a healthy business ethic is the "whistle blower" function that exists for employees who discover violations or deviations from the Code of Conduct. For our suppliers, there's a Code of Conduct for suppliers as an important part of the work with them.



## CORRECT OCH RELEVANT INFORMATION

# JERNBRO MEETS STANDARDIZED REQUIREMENTS

Jernbro cooperates with authorized public accountants to ensure accurate reporting of financial information.

Jernbro is certified according to ISO 45001, ISO 9001, ISO 14001, ISO 3834, EN 1090, and ISO/IEC 17025.

The certifications ensure that working methods and processes meet standardized requirements and thus that the information in these areas is transparent and follows accepted principles.

The certificate for ISO 45001 means that we are work environment certified and work in accordance with current regulations and standards. The certificate also shows that we work actively with the work environment and systematic improvements.



# STAKEHOLDER DIALOGUE

Jernbro conducts regular meetings with all major customers. In this work, the customers' focus areas are captured and the parties jointly plan focus areas for development. These focus areas are different for each customer, depending on the customer's business and challenge and the work is handled locally.

Through decentralized work with customer dialogues, goal management and employees, the employees' views are also captured regularly.

# SIGNIFICANCE ANALYSIS

Through our goal management process, we consider all internal and external factors that affect Jernbro and prioritize activities based on this. Goal management work takes place at all levels throughout the organization. The analyzes made last year show that our business areas have different challenges and thus different focus.

**What's common, however, is that the work environment and safety are among the most important areas for all parts of Jernbro and this is therefore a common focus.**

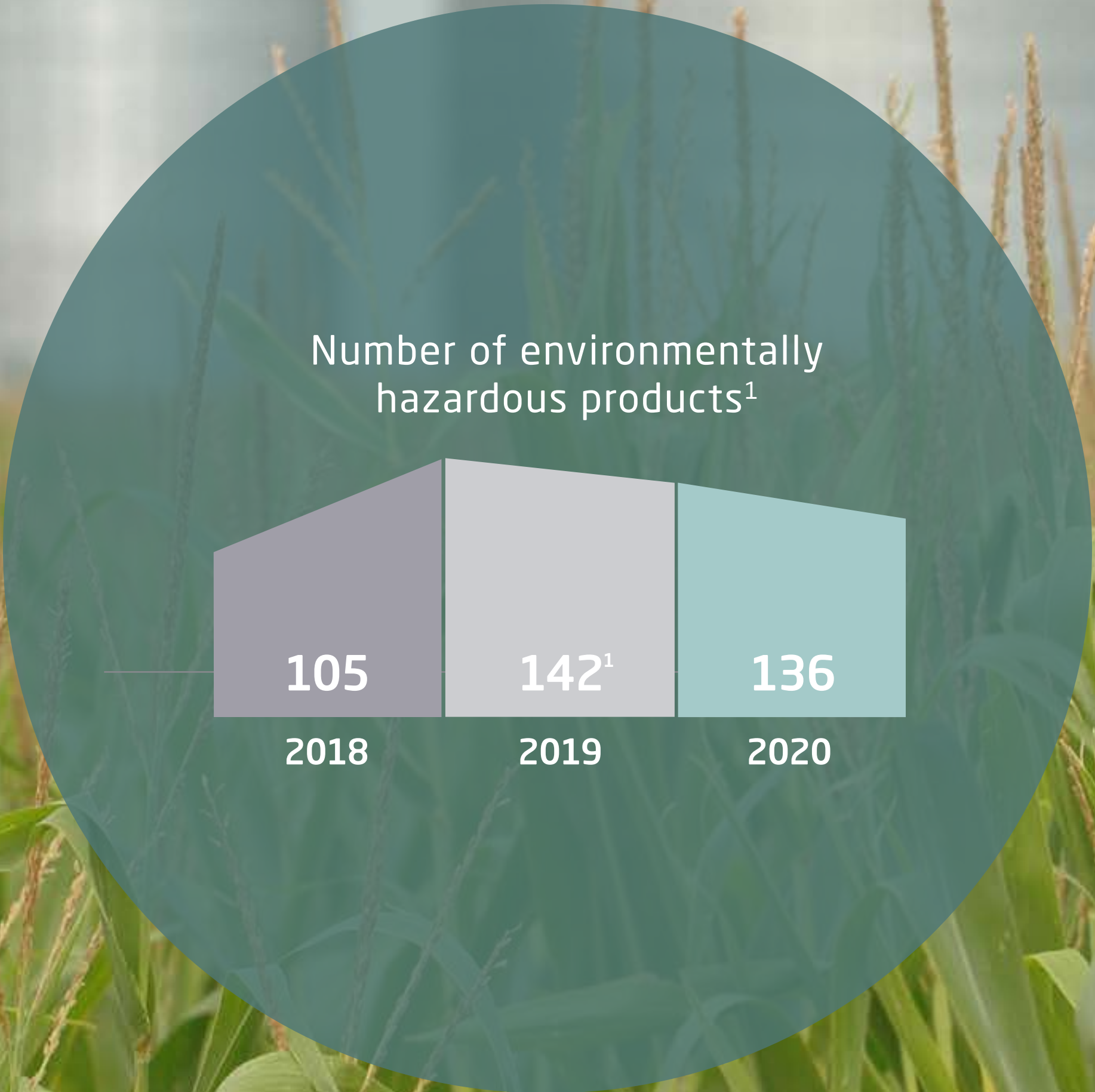
## A CONTINUOUS AND PROACTIVE SECURITY WORK

In order to continuously reduce the number of workplace accidents, Jernbro works with reporting and analysis of incidents and provides risk observations with action plans. The four KPIs that we follow up and analyze at least once a quarter at all levels within the company is:

**Accidents**  
**LTA (Lost Time Accident)**  
**Incident**  
**Risk observations**

In the coming years, the management team will visit the regions again in order to improve the safety work of each unit and to emphasize that safety always comes first at Jernbro.

KEY FIGURES



KEY FIGURES

NKI	2018	2019	2020
Result from NKI survey	69	67	67

ENVIRONMENTALLY FRIENDLY, PROFESSIONAL AND SAFE OPERATION

Own environmental impact	2018	2019	2020
Number of registered products in our chemical handling system	720	1012 <sup>1</sup>	947
– of which environmentally hazardous	105	142 <sup>1</sup>	136
Number of business trips by train <sup>2</sup>	193	176	132
Number of business trips by air <sup>2</sup>	149	145	85

<sup>1</sup> The increase is due to Jernbro acquiring a business of 300 employees in October 2019

<sup>2</sup> Only bookings via BCD Travel are shown here



## KEY FIGURES

## A RESPONSIBLE AND DEVELOPING EMPLOYER

Accidents	2018	2019	2020
Number of work-related accidents	39	49 <sup>1</sup>	61
Number of work-related accidents <i>(in relation to the number of full-time employees)</i>	0,07	0,06	0,08
Proportion of employees covered by organized safety committee work	100%	100%	100%

Employees	2018	2019	2020
Number of permanent employees <i>(non-temporary employees, fixed-term employees or hourly employees.)</i>	559	802 <sup>1</sup>	748
– Women	10%	7%	8%
– Men	90%	93%	92%
Age group 20–34	23%	28%	28%
Age group 35–49	31%	32%	32%
Age group 50–67	46%	40%	40%

People in a leading position	2018	2019	2020
Number of unit managers, department heads, group managers	58	72	71
– Women	9%	3%	4%
– Men	91%	97%	96%
Age group 20–34	7%	7%	13%
Age group 35–49	45%	43%	49%
Age group 50–67	48%	50%	38%

<sup>1</sup> The increase is due to Jernbro acquiring a business of 300 employees in October 2019.



KEY FIGURES

New employees	2018	2019	2020
Number of new employees	101	366 <sup>1</sup>	49
– Women	5%	4%	12%
– Men	95%	96%	88%
Age group 20–34	40%	34%	39%
Age group 35–49	32%	33%	33%
Age group 50–67	28%	33%	28%

Retirement	2018	2019	2020
Retirement	130	143	103
– Women	14%	7%	10%
– Men	86%	93%	90%
– Pension	12%	5%	6%
– Other	38%	95%	94%
Age group 25–34	26%	20%	28%
Age group 35–49	21%	30%	31%
Age group 50–67	53%	50%	41%

Collective agreement	2018	2019	2020
Proportion of employees covered by collective agreements	100%	100%	100%

Personalomsättning	2018	2019	2020
Staff turnover <i>Calculated as resignation / number of employees</i>	12%	11%	8%

Staff development	2018	2019	2020
Number of registered training hours / employee	19	17	18

<sup>1</sup> The increase is due to Jernbro acquiring a business of 300 employees in October 2019.

## WE CREATE LOCAL GROWTH

Our goal is local growth and development. This is why we invest locally. Many of us live in the area.

Our children go to school in the town. We care about its survival – for the next generation. We strive to develop business relations with local companies. In this way, we secure the competence for more efficient and safer production in your local area. It also creates new job opportunities.

Read more about us and how we make your  
production spin faster at **[jernbro.com](https://jernbro.com)**

*Jernbro annually reports its sustainability work as part of Jernbro's annual report. Jernbro has been inspired by Global Reporting Initiative Standards (GRI) for accounting. The sustainability report follows the provisions in ÅRL 6e chapter. Jernbro's sustainability report has not been reviewed by third parties.*

# JERNBRO®