



# Sustainability 2022

Our products have always had one primary purpose - to improve the individual's quality of life. Through our sustainability initiatives, we also hope to make a measurable difference for the environment and well-being of society. This report summarizes our progress over the past year, and some of the steps we will take moving forward to further contribute to a sustainable tomorrow.

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# Introduction

**Since improving people's quality of life is our core business, we believe we have a particular obligation to do the right thing. The current climate crisis requires more than just complying with regulations, but rather to lead by example and find innovative solutions that can effectively make a difference to people and the planet.**

As a developer and manufacturer of medical devices, we see durable and circular product design as our primary opportunity to drive environmentally sustainable outcomes. Innovating new solutions in collaboration with customers and partners for the benefit of the environment will be vital in tomorrow's business climate. Another important objective is to identify areas in our general processes, where we can increase efficiency and continue to make sustainable investments.

We also have a responsibility to contribute to the well-being of society. This includes promoting health and safety for end-users and caregivers as well as for employees and other stakeholders. To integrate social, environmental and ethical interests in our business strategy adds value for everyone across the value chain, and helps us to continue creating possibilities for generations to come.

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This is Etac AB's (556203-2879) sustainability report, written in accordance with Swedish Accounting Law, ÅRL. It reflects the entire group and summarizes the activities and results in sustainability for the period 2022-01-01 to 2022-12-31. Reporting is the responsibility of the Board of Directors and the report has been approved on June 20th 2023. The sustainability report is available on our website ([www.etac.com/about-us/sustainability/sustainability-reports/](http://www.etac.com/about-us/sustainability/sustainability-reports/)).

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# 2022 at a glance

Launch of Europe's first circular wheelchair.

Green certification of new UK facility (BREEAM).

Life cycle assessments initiated for two products.

39%

Gender balance in the group (green - women)

0%

Product recalls

69%

Share of recycled cardboard

Reduced GHG emissions in relation to COGS.

Decreased energy usage in relation to COGS.

## SUSTAINABILITY - WORLDWIDE



**Michael Wirzberger**  
CEO

### Message from the CEO

*"As I write my introduction to this report, we are concerned about the latest climate reports and the global temperature's steady increase, leading to severe natural disasters such as the recent flooding in Pakistan and drought in Southern Europe.*

*During 2022, we made advancements to drive positive environmental change by for example investing in environmentally friendly facility solutions and launching the first circular wheelchair in Europe. However, we realize the need to do more, and as such we have deployed significant efforts since the second half of 2022 to re-define our ambition level and set a wider strategy for our further work. The result of our dedicated work will be a renewed and group-wide sustainability strategy that will guide us in our work to contribute to the sustainable development of our global society."*



# About Etac

Etac is a world-leading developer of innovative assistive devices and patient handling equipment. Since 1973, we have been committed to improving quality of life for the individual, family members and caregivers.

Through our specialised product brands, we offer state-of-the-art solutions for a wide range of daily needs and care settings, for people at all stages of life. Our products are designed to promote the individual's abilities and support caregivers in their daily work – through high quality, user-friendly functionality, and by delivering great value over time.

## Product brands

etac®

RB2®

Convoid

Ki

AXIOM

STAR

molift®

imedia

HOVERTECH

## Facts

### Employees

~1400

### Revenue

~EUR 400 million

### Owner

Nordstjernan

### Headquarters

Sweden

### Sales

+70 countries

### Sales companies

11 offices



## Manufacturing & distribution

### Anderstorp

Sweden

### Gedved

Denmark

### Tczew

Poland

### Torrance

USA

### Stevens Point

USA

### Allentown

USA

# Sustainability framework

To actively contribute to a sustainable world is a vital part of what we do, and we continuously increase our efforts to safeguard the planet and its resources. Some years ago, we launched our first sustainability strategy with the aim to create positive change that extends beyond our own operations. Today, we are revisiting that strategy to see how we can make even more rigorous plans for the future, as it is apparent that our planet's situation demands a new perspective.

## This year's report

This report reflects Etac as a whole, including our two latest acquisitions Ki Mobility and HoverTech. It is also outlined using the new structure of Environmental, Social, and Governance (ESG\*) factors. This is a proactive step in our preparations to align with EU's "Corporate Sustainability Reporting Directive" (CSRD) that will be applicable for Etac's financial year 2025.

## Value chain

As an international provider of medical devices, our sustainability impact includes more than our own company. The activities and processes involved in bringing our products to the market consist of multiple stages, from natural resource extraction to each subsequent phase of manufacturing, transportation, usage and end of life. As such, we aim to work with sustainability throughout the entire value chain, which includes suppliers, our own processes and how the products are eventually used by our customers.

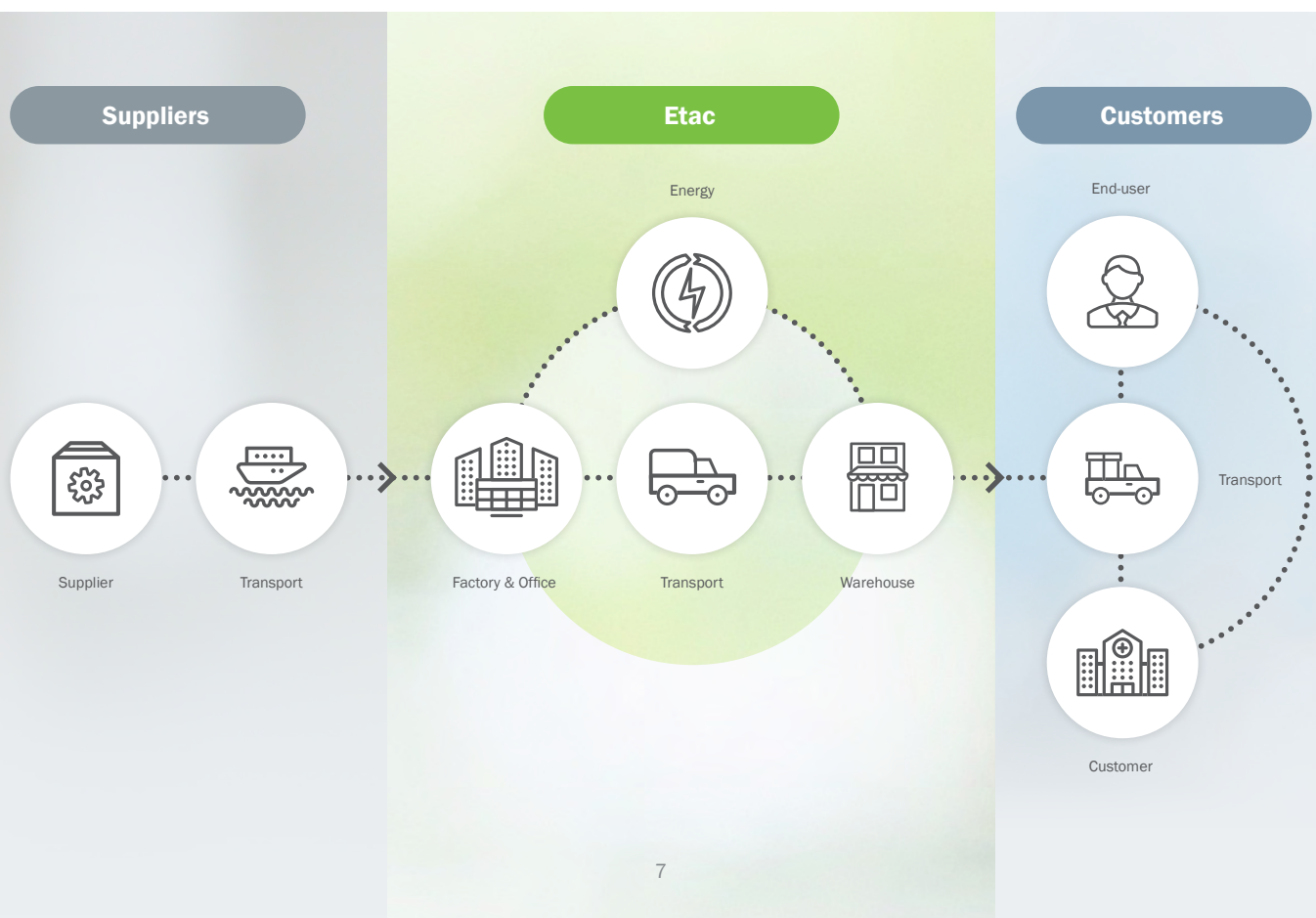
### \*ESG definitions

ESG is a data and reporting framework that includes ESG-related issues, targets and initiatives, performance metrics and reporting standards. It divides the rather large concept of sustainability into three separate pillars, to provide companies with more tangible tools for delivering on their sustainability promises.

**Environmental** criteria consider how a company manages their environmental impact including policies regarding energy efficiency, climate change, carbon emissions, air and water quality, and waste management.

**Social** factors examine how a company fosters its people and culture, and how it affects the broader community. Areas considered are inclusivity, gender and diversity, employee engagement, customer satisfaction, community relations and human rights.

**Governance** considers a company's internal system of controls, practices and procedures to stay ahead of violations and ensure transparency and industry best practices. Factors include the company's leadership, board composition and internal controls, as well as bribery, corruption and whistleblower programs.



## Prioritised areas

To understand where we can make the biggest difference requires recurring risk assessments of our business model, combined with identifying the areas we can affect the most.

Our sustainability reporting for 2022 is based on the following materiality analysis, outlining what is most relevant for our company to focus on.

Environmental			Social			Governance
<b>Resource use &amp; circularity</b>	<b>Climate change</b>	<b>Pollution</b>	<b>Own workforce</b>	<b>Workers in the value chain</b>	<b>Consumers &amp; end users</b>	<b>Business conduct</b>
Circular product development	GHG emissions	Harmful substance usage	Inclusion & diversity	Human rights	Product safety	Ethical conduct & culture
Waste management	Energy usage	Pollution of air, water and soil	Health & safety management		Product access	Corruption & bribery
Responsible supply chain management	Climate change risk & adaptation		Human resources management			Political engagement & lobbying activities

## Our contribution to Agenda 2030

United Nation's Agenda 2030 is an action plan for people, planet and prosperity, and the most ambitious agreement that world leaders have ever adopted. With its 17 Sustainable Development Goals (SDGs), it is a system which converts the rather abstract concept of sustainability into a concrete system

of operational objectives and targets. Etac's sustainability work reflects our commitment to Agenda 2030, and we have identified the SDGs where we can contribute the most. These are highlighted in green below.







# Environmental responsibility

The objective to reduce our footprint requires continuous mapping of our company's impact, and making operational decisions to drive positive environmental change. In line with this, a central priority is to continue our endeavours within circularity. Another focus area is to improve energy efficiency and increase our share of renewable energy.

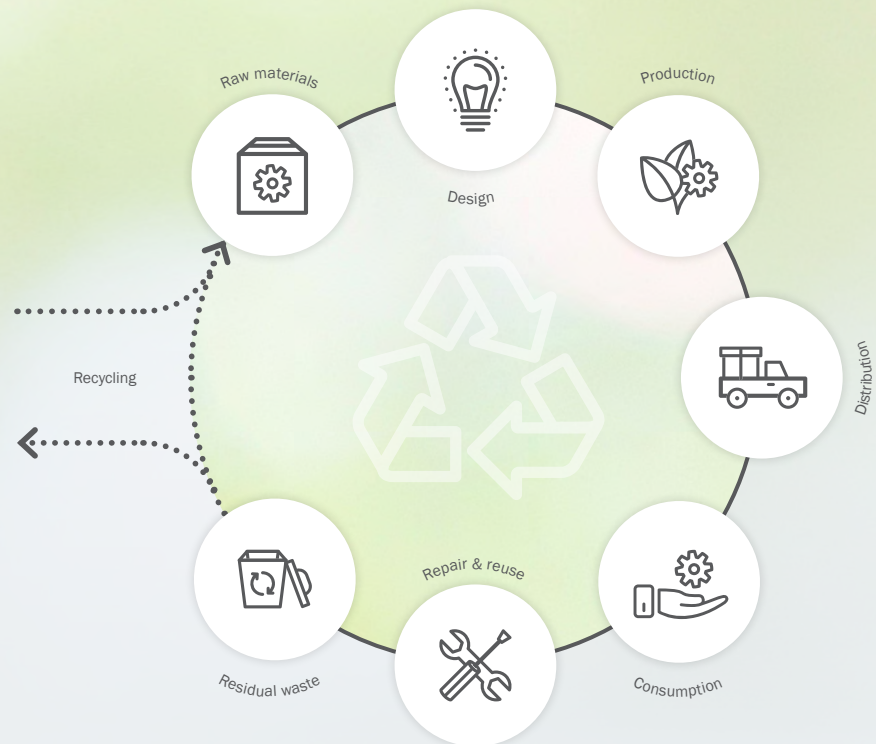
# Resource use and circularity

Promoting circular processes improves resource efficiency and helps to ensure sustainable consumption and production patterns. Our footprint is largely defined by set-up of sourcing, logistics and manufacturing. Resource use and waste directly related to our products, can to a large extent be shaped by how we design them from the start.

## Circular product development

Circularity is a regenerative principle that reduces natural resource extraction and aims to eliminate waste by recapturing it to manufacture new materials and products.

In general, our products are designed and produced using numerous principles that promote circularity. This allows product life cycles to be extended and materials to stay in circulation for a long time. The following are fundamental cornerstones in Etac's product development.



### Durability

Our products are built to last and have lifetimes and warranties that often exceed industry requirements. Long life expectancies reduce the use of natural resources and result in lower life cycle costs.

### Modularity

We strive to design by a principle of building blocks, making it possible to replace, rework or upgrade individual parts rather than the entire product. This reduces waste and extends the product's lifespan.

### High quality

High quality products better allow for heavy usage, reconditioning and subsequent re-usage. This is also advantageous when the same product is used by multiple people over time.

### Compatibility

When updating our range we aim to ensure that the same components are applicable to all generations of the same product. Older products can then continuously be reworked or upgraded with new parts.

### Adjustability

Many of our products offer excellent adjustability, which means they can grow with the user's needs if they change over time. They can also be adapted to accommodate several different users.

### Separability

We always aim to design so that varying materials in a product can be separated from each other at end of life. This is to enable recycling and re-manufacturing to non-virgin materials.



**CIRCULARITY - THE NETHERLANDS**



**Re:vive**  
Etac Cross wheelchairs

**Launch of Europe’s first circular wheelchair**

In 2022, we launched Europe’s first circular wheelchair under the remanufacturing concept re:vive. Re:vive gives a new lease of life to products that would otherwise be scrapped, in this case our Cross wheelchairs. By taking them into our care again at end of life, they can be inspected, upgraded, and effectively re-entered into the market with the same life expectancy and warranties as a new chair.

The launch was largely made possible thanks to the numerous circular design principles we already employ in our product development. Equally important was the cooperation with our partner in the Netherlands, Medux. We see this launch as a great milestone in our sustainability work, and will continue to explore green innovations together with customers and associates for the benefit of the environment.

*“ESG is an integral part of the Medux strategy, and we carry out an ambitious sustainability programme across the full ESG spectrum. In terms of environmental impact, we ensure access to healthcare but want to do so by limiting our negative impact as much as possible. Therefore, we are very proud that thanks to our strong collaboration with Etac, we were able to make a giant leap forward in circularity and we hope this initiative will inspire others to do the same” - Femke Visser, Category Manager at Medux.*

**Resource use in our products**

To minimize unnecessary resource use in our products, tools such as Eco-design enable us to evaluate environmental aspects already in the design phase. This way we can identify possible improvements, and when feasible create products more resource-efficiently.

Non-virgin materials are also an area of interest, but medical devices must fulfil high regulatory requirements which currently

limit this possibility in most categories. Today, non-virgin metals meet expected standards, which enables us to use a high degree of recycled materials in this area. For example, 48% of the stainless steel we use is recycled. In textiles and plastics however, virgin materials are still the best option. Our R&D and purchasing teams follow the advancements in these sectors closely, in order to assess them further once they become a viable option within our industry.

## Waste management

The fact that our product development is largely characterized by circular design principles, is our driving factor in reducing waste. Apart from that, waste is managed with clear objectives to

minimize material consumption, and we support our customers through instructions or services aimed to maximise product lifetimes and facilitate recycling at end of life.



**Convaid**  
USA

### RECONDITIONING - WORLDWIDE

#### Reduced waste by extending product lifetimes

Reconditioning and refurbishment are vital mechanisms in promoting circularity, as they extend lifetimes and allow products to recirculate for longer. Not only is this beneficial for the environment, but it also offers added value to our customers. Several of our sites have a long history of providing these kinds of services, here are some examples:

- In the US, customers can send in their Convaid chairs for updates including reworked frames, replacement of parts or adding transit brackets to allow for transportation.
- UK has a comprehensive reissue scheme for their paediatric range across the country, offering reconditioning of customers' used product stocks.
- In Sweden, air-cell mattresses and seat cushions can be sent in for overhaul. Most cushions go through 2-3 reconditioning rounds over time, and some that are received are as old as 20-25 years, and still possible to keep operational.
- Norway offers reconditioning and refurbishment of wheelchairs and patient handling equipment.



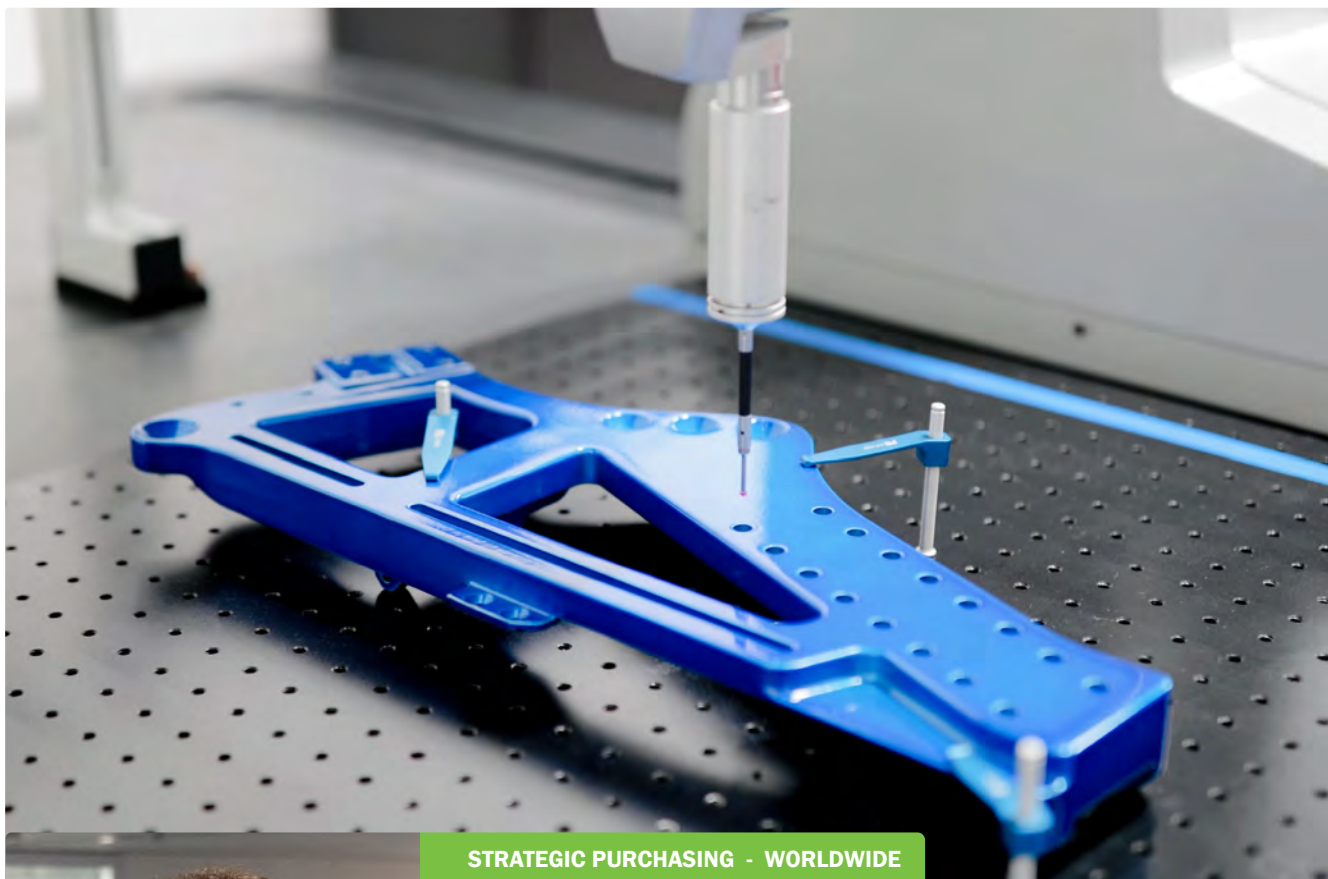
## Responsible supply chain management

Sourcing, logistics and manufacturing are factors that predominantly depend on our suppliers, and responsible purchasing helps us to reduce environmental and financial risks, and protect vulnerable stakeholders in the supply chain.

We consistently aim to select suppliers with high environmental and social standards, and have a Supplier Code of Conduct that we require them to sign and comply with. To ensure that all purchased goods are produced in accordance with our

expectations, we also strive to perform physical audits in risk countries.

The group's Supplier Code of Conduct was adopted by our latest acquisition Ki Mobility during 2022, and the plan is for HoverTech to do the same during 2024. Overall, we are strengthening our purchasing processes across the group to ensure a sustainable value chain and prepare for the expected Corporate Sustainability Due Diligence Directive (CSDDD).



### STRATEGIC PURCHASING - WORLDWIDE



**Kemal Stark**  
Strategic Purchasing Director

### Ensuring a sustainable value chain

Our strategic purchasing is focused on selecting suppliers and developing partnerships. Kemal Stark is responsible for one of our strategic purchasing teams who work diligently to continuously strengthen our sustainability processes and prepare for the upcoming Corporate Sustainability Due Diligence Directive (CSDDD).

The supplier base is being categorized through a newly extended country risk assessment founded on internationally recognized indexes, considering aspects such as peace, democracy and corruption. Each supplier is furthermore evaluated based on their policies, management systems and ratings within sustainability. Based on the two assessments combined and the type of supply and volume, the supplier base is prioritized and action plans are developed.

*"Value chains are hardly ever simple to map. Usually they are quite complex, which is why it's important having a systematic approach and a clear roadmap to ensure a sustainable value chain".*

# Climate change

Since we started measuring our emissions, we have expanded the scope and can now conclude more from our supplier and end-user activities. This has already provided valuable insight that will guide us in our further work to reduce our footprint. We are also making progress in implementing alternative energy sources in several sites, and have additional plans that will be realized in the years to come.

## Greenhouse gas emissions

Monitoring our Greenhouse Gas (GHG) emissions is a vital part of understanding and reducing our footprint. During 2022, we measured direct emissions related to our own processes (scope 1), indirect emissions related to our own processes (scope 2), and parts of scope 3.

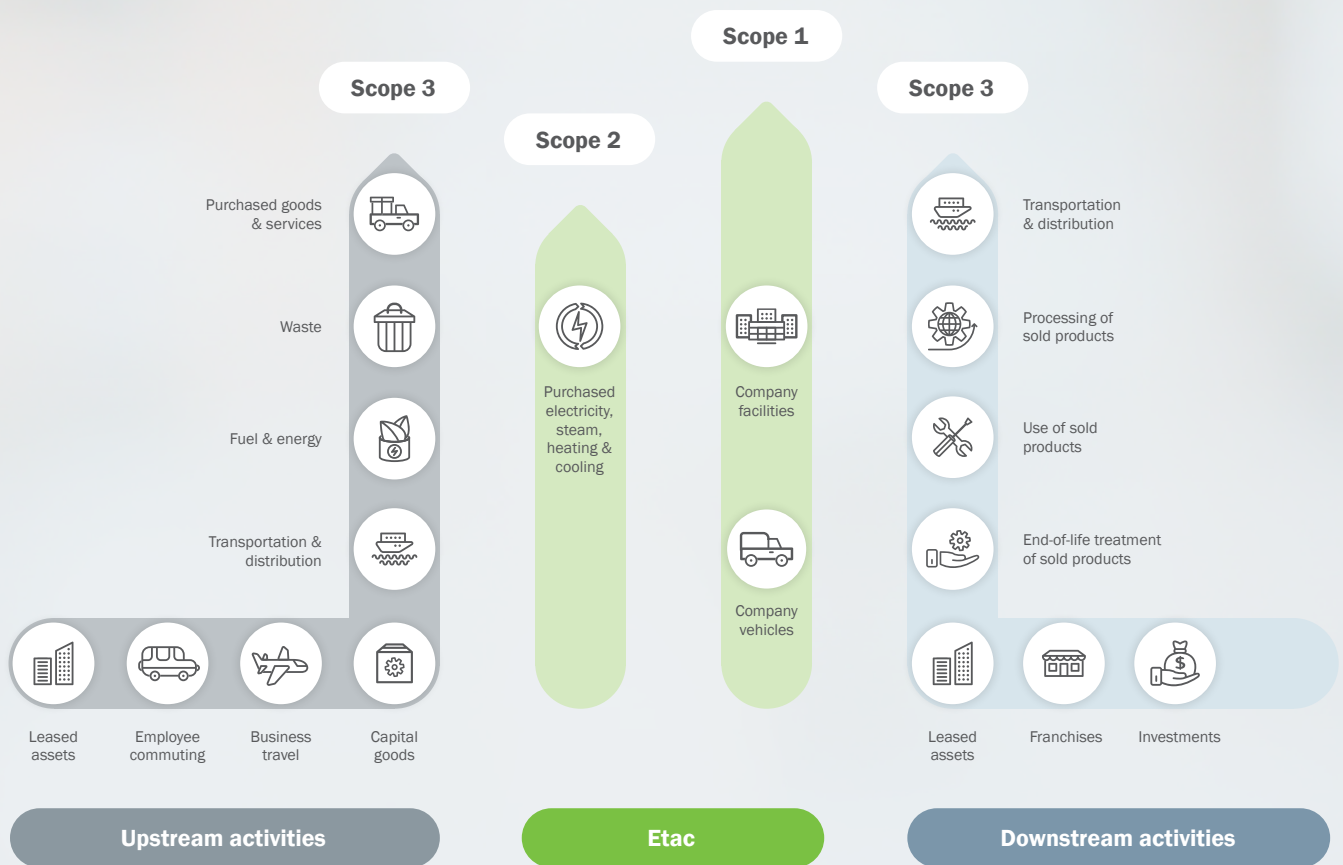
**GHG:** The Greenhouse Gas Protocol is a global standard for reporting greenhouse gas emissions.

**Scope 3 Upstream activities:** Indirect emissions related to suppliers.

**Scope 2:** Direct emissions through purchased energy.

**Scope 1:** Direct emissions owned or controlled by Etac.

**Scope 3 Downstream activities:** Indirect emissions related to customers/end-users.



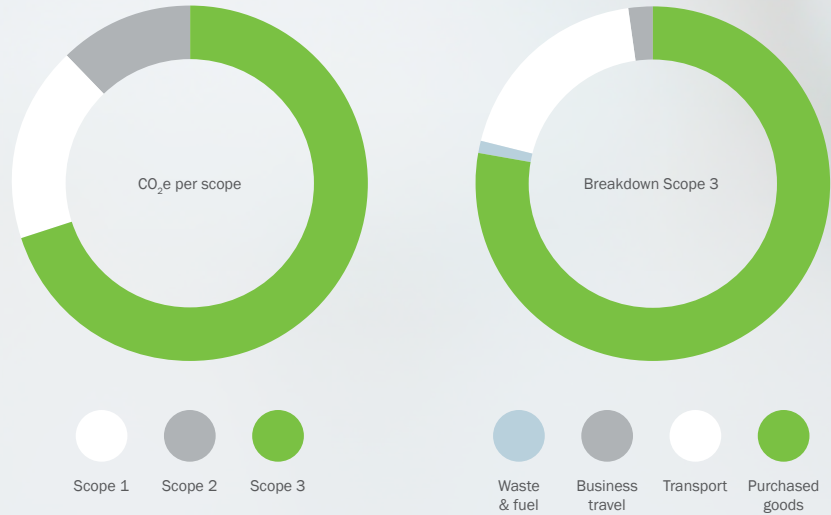
## Carbon dioxide equivalents (CO<sub>2</sub>e)

CO<sub>2</sub>e is a standard unit for measuring carbon footprints that simplifies calculations of various greenhouse gases. The impact of each gas is converted to the amount of CO<sub>2</sub>e it would take

to generate the same level of warming. That way, a carbon footprint consisting of lots of different greenhouse gases can be expressed as a single number.

## Scope 3 analysis

Measuring scope 3 is challenging since it includes a vast number of factors related to supplier and end-user activities, i.e. outside our own processes. As we have progressively measured more, we can already conclude that this is where the majority of our emissions derive from. The largest impact comes from purchased goods, so it is apparent that our efforts ahead should target this area in order to minimise our carbon footprint. Moving forward, we will continue to increase and fine-tune our calculations of scope 3.



GREEN CERTIFICATE - UK

## Environmentally certified building in the UK

During 2022, our sales company in the UK moved to a new warehouse and office building in Hartlebury. The 3 000 m<sup>2</sup> facility is a new construction and certified by BREEAM, a green certification system that aims to ensure best environmental practice for buildings. Some features of the new facility:

- 21 m<sup>2</sup> solar panels produce approximately 9 700 kWh PA and energy consumption is monitored.
- The building's subbase was made using re-cycled aggregates.
- External lights are on timers, sensors are used where applicable and LED lights are used throughout the building.
- The location is within 3 minutes' walk of the train station to encourage the use of public transport.
- Rainwater is collected into tanks and allowed to trickle to the drains/riverways to help alleviate flash flooding.
- Bird boxes and bat boxes have been added to the land immediately surrounding the building.
- New trees and shrubs were planted in the grounds around the car park.
- The car park has charging points for electric vehicles and reserved spaces close to the main entrance to encourage car sharing.

## Energy usage

One of the most effective methods to reduce our climate impact, is to shift to renewable energy. Subsequently, we strive for renewables when re-negotiating contracts for our warehouses and factories.

We are also increasing our own investments in alternative energy sources. This will reduce our dependency on external electricity suppliers, mitigate the risk of green energy shortage, and make us more resilient against power outages. Installation of solar panels in Allentown, Anderstorp and Tczew is already

planned, and Stevens Point is under review. In parallel, we are working on district heating in Sweden and exploring geothermal heating at one of our wheelchair factories.

Improved energy efficiency, i.e. producing more with less energy, is also essential to sustainable operations. We continuously map our energy consumption and have installed LED lighting and motion sensors in several of our facilities. Similar upgrades for additional sites are planned ahead.



LED LIGHTS - USA

### LED lights in new warehouse saves energy

In April 2022, the construction of a new warehouse was initiated in Stevens Point, USA. The new building adds approximately 82 000 square feet to the existing manufacturing site for Ki wheelchairs and Axiom seating and positioning solutions. It increases the warehousing capacity for components and raw material, while also freeing up manufacturing space.

LED lights were installed throughout the new facility, and with the 217 new fixtures we achieved a 150W reduction in energy consumption per fixture and saved 43 kWh in total compared to fluorescents. In the process, we also refitted 25% of the existing factory with 70 new LED fixtures, and plan to continue the LED transition ahead.

## Climate change risk and adaptation

How our company impacts the environment also works vice versa. The ongoing climate change is expected to worsen the frequency and consequences of extreme weather events, which can affect our operations negatively. The risk varies depending on where we operate, where our North American sites have

higher risks for tornadoes, earthquakes and hurricanes, whereas flooding is a risk in the Netherlands. Overall, we have some level of preparedness in this area, but will like other companies need to monitor the progression closely and put contingency plans in place where appropriate.



# Pollution

Our focus is to provide safe products with high and consistent quality and the lowest possible risk for users and caregivers. In keeping with this, we work hard to eliminate harmful and toxic substances in our products and work processes.



## Harmful substance usage

We expect all suppliers to follow relevant laws and requirements regarding harmful and toxic substances. To ensure that our products meet our and our customers' expectations, we strive to conduct regular follow-ups on traces of chemicals in our products. In addition, we strive to ensure that textile materials

that are in direct contact to the skin are tested for biocompatibility. Recognized standards and certifications are also useful for guiding in material selection and help customers make informed decisions. Moving forward, we aim to increase our usage of certified materials.



## Pollution of air, water and soil

As important as it is to eliminate harmful and toxic substances for the safety of our users, we also need to minimize their impact on the environment. We expect all suppliers to comply

with environmental legislation, and in our efforts to minimize pollution we plan to implement more concrete methods for measuring and monitoring pollutants in the years to come.

# Results - Environmental

This summarizes our results for 2022.

For historical comparison and complete list of key performance indicators, please see page 32.

## Resource use and circularity

- 44% of aluminum in products was recycled.
- 48% of stainless steel in products was recycled.
- 69% of cardboard packaging was recycled.
- Launched Europe's first circular wheelchair.
- Initiated life cycle analysis (LCA) for two products.
- 40% of manufacturing sites are ISO 14001 certified.
- Installed solar panels in the UK facility and established plans for additional sites.
- Installed LED lights in new facility in Stevens Point and established plans for Anderstorp.

\* Based on comparable data, i.e. excluding our last two acquisitions. COGS are not adjusted for inflation.

## Climate change

- Reduced greenhouse gas emissions in relation to COGS (6,0 vs. 6,24 Ton CO<sub>2</sub>e/MSEK in 2021).\*
- Reduced energy consumption in relation to COGS. (11,4 vs 14,1 MWh/MSEK in 2021).\*

## Pollution

- Measuring to be started during the coming years.



**Hannie Hansen**

Sustainability Specialist, Bathroom and Daily Living Aids

## LCA - SWEDEN

### Initiations of Life Cycle Assessments (LCAs)

In 2022, a Life Cycle Assessment (LCA) was performed for one of Etac's bathroom aids. LCA is a method to evaluate a product's environmental impact across its entire life cycle, in order to prioritize improvements on products or processes.

*"We see LCA as an invaluable tool to understand our environmental impact at product level. Detailed insight on how our products perform throughout their lives, is vital to make informed decisions. It helps us to identify "hotspots", i.e. the areas where we can make the most improvements, and target our efforts accordingly.*

*LCA is key for us moving forward, and to ensure we set the right procedures for the future, we have conferred with an expert consultant throughout the process. The goal ahead is to make assessments of all our main bathroom aids as part of our work with optimising their environmental performance."*

This LCA is an important step in Etac's further sustainability work. The calculation is just now being finalized, and a second assessment has already been initiated for one of our wheelchairs.



# Social responsibility

**Since our founding, we have been committed to promoting abilities for people at all stages of life. This remains our driving force today, and our dedication to contribute to the well-being of society runs through all our business activities. This includes promoting health and safety for customers, caregivers and end-users, as well as our employees and suppliers.**

# Consumers and end-users

Every single product we deliver has the possibility to promote abilities for the individual user, as well as make caregivers' daily work easier. Subsequently, end-user satisfaction is key, and we have a strong tradition of working closely with customers, suppliers, healthcare professionals and users to deliver the best possible solution. Product safety and access are essential to achieve that, and we work diligently to ensure our products maintain a high and consistent quality throughout their life cycle.



## PRODUCT SAFETY - SWEDEN



**Samir Kodzic**

Test Leader, Supply Centre Anderstorp

### Improved efficiency in our in-house test lab

In 2022 we upgraded our internal test lab for Etac wheelchairs and bathroom aids. The test centre constitutes a hub between production, R&D, purchasing and quality departments.

Tests are performed on existing products, prototypes and new developments and allow us to perform expanded tests that go beyond what is required.

The refurbishment included new equipment for product lifetime tests, increased testing capacity and improving the working environment as a whole. Processes were also refined to become more agile and improve the lab's overall quality and efficiency.

*“Having this type of testing capacity in-house is an incredible asset for Etac, as we can advance quicker and have more flexibility than we would using only external tests. It also means we develop as a company since we continuously build expertise that stays within the organisation. This gives us a competitive edge and strengthens our position in the market.”*

## Product safety

Our products are designed and manufactured according to state-of-the-art standards and principles for best practice. We work systematically to control all processes in design and manufacturing to ensure that our products comply with the strict regulations that apply to medical devices. All medical devices

are CE marked and registered at relevant authorities. Thorough testing is an integral part of the safety work, and rigorous tests are performed throughout the development process to minimise any risks for end-users.

## Product access

Making sure that our products are accessible to those who need them, is also imperative. During Covid, supply chain issues were severe in our industry with long lead times and delayed deliveries. We worked resolutely to mitigate their effects on customers and

end-users, e.g. by increasing our inventory and by setting up cross-functional forums to allocate deliveries. Furthermore, we set up a dual sourcing project for selected products during 2022 to secure both short- and long-term supply.



**Hilde Gravnås**  
Managing Director, Norway

### DELIVERY PLANNING - NORWAY

#### Our supply chain strengthened

When Covid struck, Etac was determined to minimise its effects on our customers. An enormous work was done to scale up our own production and re-source critical components. In parallel, we initiated new routines to manage the situation proactively.

- Weekly meetings were held with all production units, reviewing delivery statuses, production capacity and possible challenges in materials.
- If there was a shortage of supply, we prioritized between customers and distributed fairly according to previous years' consumption.
- At any given time, we could provide customers with answers on status and expected lead times.

*“Our collective efforts and ability to quickly adapt minimized the problems and enabled us to deliver with greater precision. Etac was perceived as a stable and dependable supplier, and our customers in Norway experienced predictability in an unpredictable time. Every part of our supply chain has been pressure tested during both Covid and the war in Ukraine, and we have emerged stronger from both, with a more robust supply chain to show for it.”*



## Own workforce

Etac is a global team of dedicated people who take pride in what we do. Ranging from occupational therapists to people who know first-hand what it is like to live with reduced mobility, everyone contributes with different perspectives and are indispensable to our success. We work hard to promote inclusion, health and safety across the company to ensure the well-being of our team.

## Inclusion and diversity

We believe in the power of people and are convinced that different viewpoints improve our ability to understand and act upon our customer's needs. Working together as a team and utilizing each individual's unique competencies are crucial to our progress, and we encourage a collaborative culture where everyone is treated, and treat each other with respect, fairness and dignity.

We shall provide equal opportunities irrespective of ethnic background, gender, disability, religious beliefs, transgender identity and expression, sexual orientation, or age. Gender equality varies from country to country, where the total share of women is currently 39%. Improving the number of women across the entire organisation as well as at top 50 management level, continues to be a goal.



**Jeremy Brown**  
Product Manager, Ki

### TEAM MEMBER - USA

#### Bringing insight on what wheelchair users need

Jeremy Brown is our Product Manager for rigid Ki wheelchairs. He is responsible for product planning and execution throughout the product life cycle and ensuring the product supports the company's overall strategy and goals.

Jeremy was 17 when he became quadriplegic following a car accident. He did not know what to expect from a wheelchair, and when he was eventually sent home from the hospital, it was in a chair he could barely propel. Almost two decades later, he has competed around the world with the US Wheelchair Rugby Team, completed college and started a family.

Being a wheelchair user himself, he has first-hand knowledge from an end-user's perspective, and brings invaluable insight to our team.

*"Since my accident I have struggled with being comfortable in the workplace. At Ki I have experienced the opposite. Ki has given me a platform to provide my unique perspective and share my experiences while having the opportunity to work with products that improve the quality of life for so many people."*

## Health and safety management

A safe and secure work environment is fundamental for us. We have routines to prevent accidents and injuries, and processes are in place for systematic workplace improvements and minimising risks. Each of the group's subsidiaries are required to develop Health and Safety plans in compliance with their domestic laws and regulations. All employees and temporary staff receive information about risks in their work and

protective equipment is easily accessible. Training on handling of equipment is carried out so that all steps of the work process can be managed safely and properly.

10 work-related accidents were reported at group level for 2022. We will continue to work hard towards reaching our target of zero accidents per year.

## Human resources management

We continually work to ensure and improve our employees' engagement and well-being. Regular performance reviews are conducted to discuss individual progress and development plans. We encourage a positive work-life balance and proactively address workload-related factors. For example, several of our entities have introduced the possibility to work remotely, which

many employees have confirmed is beneficial. There are also several initiatives across the organisation to promote exercise, where staff on a voluntary basis encourage each other to engage in various activities. We conduct frequent surveys to capture personal engagement, individual well-being, and to better understand how we can improve as an employer.



### HUMAN RESOURCES - WORLDWIDE



**Eva-Karin Frid**  
HR Manager

### New HR tool drives employee engagement

In 2022 we rolled out an employee engagement software in eight countries, based on positive results from Sweden the year before. Through bi-weekly surveys to our staff, we can measure their well-being and get valuable insights on how the work environment can be improved. Our employees' temperature has gradually increased since we started measuring, and we will continue the progress by implementing the software in remaining sites as well.

*"The system gives our employees a "voice" and helps HR and management to foster a healthy and positive company culture. By continually taking the temperature of our teams, we can keep track of their overall job satisfaction and make sure we consistently develop as an employer."*

## Workers in the value chain

In a global environment, companies have an important responsibility to maintain sound business models and ethical business conduct. Our primary objectives are to protect human rights and ensure safe working conditions, responsible management and high ethical standards for all our stakeholders.

### Human rights

For us, protecting human rights includes addressing areas such as child labour or forced labour, workplace health and safety, fair employment and work conditions, as well as data privacy. As a global company with sourcing from multiple countries, there is a risk that some suppliers do not share our beliefs. Our Supplier Code of Conduct is comprised to minimise that risk, and is required for our suppliers to comply with\*. This document

defines our expectations on human rights, good business ethics, labour conditions and fair inclusive practices at our suppliers. We also strive to regularly perform on-site audits at suppliers in risk countries to identify and manage areas for improvement.

\*The group's Supplier Code of Conduct was adopted by our last acquisition Ki Mobility during 2022, and the plan is for HoverTech to do the same during 2024.

# Results - Social

This summarizes our results for 2022.

For historical comparison and complete list of key performance indicators, please see page 32.

## Consumers and end-users

- 0 product recalls.
- 1 field safety corrective action (FSCA).
- Dual sourcing established for selected key products.
- Upgraded test lab for Etac wheelchairs and bathroom aids.

## Own workforce

- Implemented employee engagement tool in Denmark, Norway, Australia, France, Germany, Italy, UK and the Netherlands. The tool is already used in Sweden and will be rolled out in remaining sites during 2023.
- Gender balance in the entire group: 39% women / 61% men.
- Gender balance in top 50 management: 36% women / 64% men.
- Gender balance in group management: 22% women / 78% men.
- 81% employee retention (88% excluding the last two acquisitions).
- 10 work related accidents (6 excluding the last two acquisitions).



Children's frame football

## LOCAL DONATIONS - WORLDWIDE

### Giving back to the community

Playing a positive role in society is not only a global matter, but also a question of contributing close to home. As such, many of our sites engage in their local communities by donating to charities or sponsoring other good causes in line with Etac's values. Here are some examples from 2022.

- US continued their tradition of donating Ki wheelchairs, where the Children's Hospital of Philadelphia and Erin Oak Kids were some of the recipients in 2022. They also sponsored several other charities, e.g. Wheels and Heels who are committed to encouraging and empowering para-athlete dance students.
- UK donated mobile shower commode chairs to the Farid Centre for people with special needs.
- Sweden continued sponsoring children's frame football, contributing to the team's training materials and travels to games and tournaments.
- The team in Allentown, USA supported a variety of good causes. One initiative was to change their Thanksgiving tradition of giving turkeys to employees, and instead donate the food to local aid organisations.



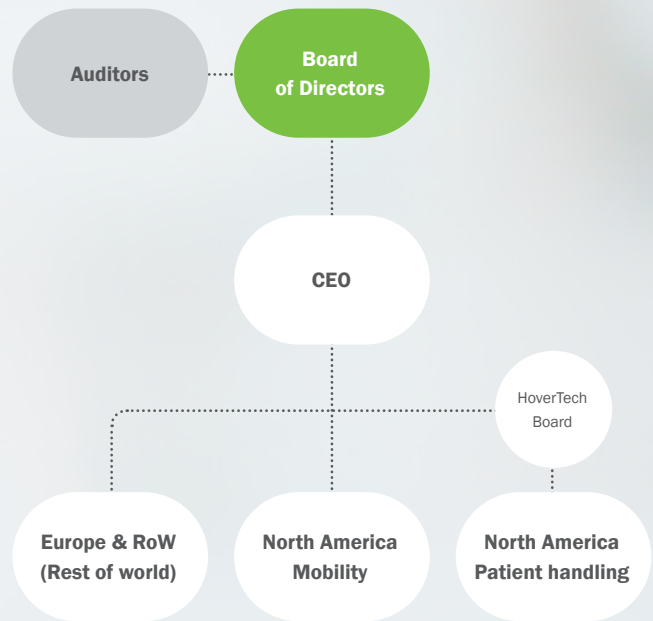


# Governance

**As a medical device manufacturer we are subject to a wide range of laws, regulations and directives. However, our responsibility goes beyond just adhering to required legislation. We believe in building an environment of trust, transparency and accountability throughout our value chain to ensure Etac's long-term success and continued confidence from all our stakeholders.**

# Governance model

Etac is owned by Nordstjernan Investment AB which is a Swedish family-controlled and unlisted investment company. Centrally, Etac is governed through a Board of Directors representing various competencies and geographies. In our daily operations, we have historically managed the company from Europe through four Product Business Units, but given our two last acquisitions in the US the operational governance model was revised in November 2022. We now have three performance units that reflect our geographical presence better, and brings us closer to our local markets. These units are overseen by the CEO, where the North American Patient handling unit has an additional HoverTech Board\*.



\*HoverTech Board: Etac is the majority owner of HoverTech International (70%).

## Quality management of medical devices

Being in the medical device industry, our daily business is first and foremost controlled through regulatory requirements, standards and principles for medical devices. Our manufacturing sites work with quality management systems, and some of them are ISO certified (ISO 13485\*). To ensure specialist competence, each product brand division has a dedicated

Quality Manager who governs daily operations. However, all divisions' regulatory compliance is ultimately overseen by our VP for Quality Assurance and Regulatory Affairs.

\*ISO 13485: Medical devices - Quality management systems - Requirements for regulatory purposes.



**Kim Ankjær**

VP, Quality Assurance and Regulatory Affairs

### QUALITY ASSURANCE - WORLDWIDE

#### Taking regulatory monitoring one step further

In 2022 Etac initiated “mock audits”, an internal simulation of inspections conducted to prevent risks and assure regulatory compliance and good practices. In effect, this means our regulatory specialist team makes on-site visits to our manufacturing facilities and key corporate functions, aiming to identify and encourage potential improvements.

*“Mock audits add an additional dimension to our work, and allow us to get a fresh set of eyes on internal procedures and regulatory performance. We conducted two during 2022, and based on the positive result we have six more planned for 2023. We also introduced a new form of Quality and Regulatory committee, that keeps close track of upcoming regulatory changes and makes monthly reports to management, sales departments and business units.*

*Regulation of medical devices is a constantly changing landscape. That means we have to stay ahead of the game and monitor regulatory changes proactively. The new routines make us more effective and allow us to lift our regulatory monitoring to an even higher level.”*

## Governance within sustainability

The Board of Directors determines Etac's general sustainability direction and level of ambition, and our CEO and performance units are responsible for defining targets and making the right

priorities to achieve them. The operational responsibility is then carried by the relevant departments and functions, and is supported by two main policies:

### Internal Code of Conduct

Based on the ten principles of the UN Global Compact, it guides our employees in social, environmental, and ethical responsibilities to ensure that we always conduct our business responsibly.

### Supplier Code of Conduct

Developed in accordance with internationally recognized standards for human rights, labour and the environment, it serves as tool for selecting and developing partners.

Environmental	Social	Governance
Monitoring environmental aspects	Monitoring areas such as human rights, personnel and social conditions	Monitoring areas such as corruption and regulatory compliance
<p>Environmental management systems, some of them ISO 14001 certified</p> <p>Internal Code of Conduct* specifically addressing:</p> <ul style="list-style-type: none"> <li>Product development</li> <li>Sourcing and manufacturing</li> <li>Travelling and transportation</li> <li>Recycling and reuse</li> </ul> <p>Supplier Code of Conduct* specifically addressing:</p> <ul style="list-style-type: none"> <li>Compliance with environmental legislation</li> <li>Continuously improving environmental performance</li> </ul> <p>Whistle-blower function</p>	<p>Quality management systems, some of them ISO 13485 certified</p> <p>Internal Code of Conduct* specifically addressing:</p> <ul style="list-style-type: none"> <li>Human rights</li> <li>Safety and security</li> <li>Diversity</li> <li>Freedom of association</li> <li>Fair employment practices</li> <li>Forced labour and child labour</li> </ul> <p>Supplier Code of Conduct* specifically addressing:</p> <ul style="list-style-type: none"> <li>Forced labour</li> <li>Child labour and young workers</li> <li>Workplace health and safety</li> <li>Employment and work conditions</li> <li>Accidents and health</li> </ul> <p>Whistle-blower function</p>	<p>Internal Code of Conduct* specifically addressing:</p> <ul style="list-style-type: none"> <li>Compliance with laws and regulations</li> <li>Fair and honest competition</li> <li>Corruption</li> <li>Conflicts of interests</li> <li>Accounting standards and principles</li> </ul> <p>Supplier Code of Conduct* specifically addressing corruption</p> <p>Whistle-blower function</p>

\*Etac's Internal Code of Conduct is not yet implemented for Ki Mobility and HoverTech, but planned for 2023. Etac's Supplier Code of Conduct was adopted by Ki Mobility during 2022, and is planned to be implemented at HoverTech during 2024. The whistleblower function will also be implemented for HoverTech during 2023.

# Business conduct

We put emphasis on doing business that generates long-term value and trust, and always aim to conduct all activities in accordance with corporate best practice to ensure that our stakeholders can rely on us to deliver on our promises.

## Ethical conduct and culture

We shall always, without exception, conduct our business ethically and assure a culture of high standards for all our employees, partners and stakeholders. Every employee, including temporary co-workers, have a personal responsibility to protect and maintain Etac's good reputation. It is a shared commitment to always conduct our business with integrity, honesty, and be accountable for our actions.

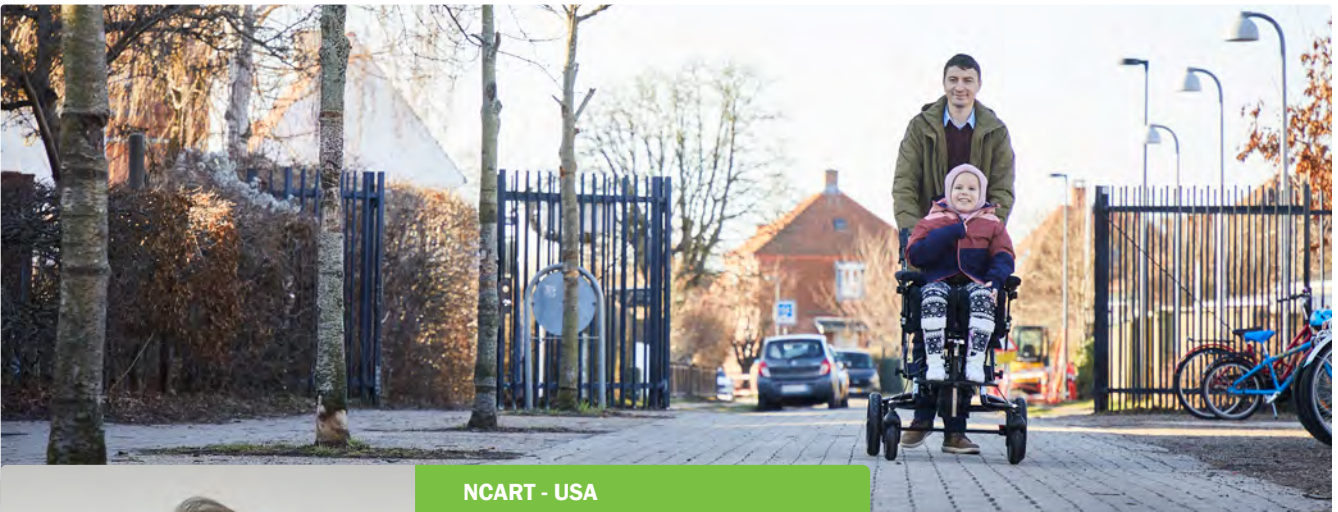
## Political engagement and lobbying

People are at the heart of what we do, and we want to play a positive role in society as a whole, as well as in the communities where we operate. When appropriate, we engage in lobbying initiatives for the benefit of our users. This includes protecting and promoting access to assistive devices and being part of efforts to ensure safe and accurate solutions for the individual.

## Corruption and bribery

Etac applies zero tolerance for corruption in all areas. Employees and partners must not under any circumstances be engaged in, encourage, or tolerate bribery through payments or other benefits to public officials or private sector employees, with the aim of obtaining or retaining business or any other advantage. Purchasing is the most risk-exposed area and to mitigate the risk of misbehaviour, our respective Code of Conducts clearly stipulate our strict standpoint.

In some situations, we also feel the need to use our influence to mitigate wrongful acts in the world. During 2022, we stopped all sales to Russia due to the invasion of Ukraine and donated to Save the Children Sweden to support their activities in Ukraine. We were also able to send wheelchairs, and help some individuals to re-locate with support from our factory in Poland.



NCART - USA



**Tom Whelan**

VP Product Development, Ki and Axiom

### Ensuring access to adequate technology

The National Coalition for Assistive and Rehab Technology (NCART) is an association of suppliers and manufacturers of Complex Rehab Technology (CRT) in the US. Their mission is to ensure that individuals with disabilities and chronic medical conditions, have adequate access to CRT products and supporting services. To achieve that, NCART works with consumers, clinicians and physicians, along with federal, state and private policymakers to establish and maintain appropriate CRT policies regarding coverage, coding, funding, and supplier standards. Etac is represented in the Board of Directors through Tom Whelan, VP Product Development, Ki and Axiom.

*"I have been on the Board of Directors for NCART since 2021, but generally we have a long-standing tradition of supporting advocacy for better access to necessary complex rehab technology. Many of our associates routinely participate in these activities."*

# Results - Governance

This summarizes our results for 2022.  
For historical comparison and complete list of key performance indicators, please see page 32.

## Governance

- Stopped all sales to Russia.
- Established new group governance model.
- Initiated regulatory "mock audits" and performed two audits.
- Audited 20% of our suppliers in risk countries during the last 2 years (39% excluding the last two acquisitions). The low audit rate is mainly related to Covid and organisational changes. New audits are being planned.
- Rolled out the group's Supplier Code of Conduct to our latest acquisition Ki Mobility. It is now only HoverTech that has not started to use it, and the plan is to implement it for HoverTech during 2024.
- Six whistleblowing incidents\*, all of which were personnel-related matters and managed by HR and management.

\*The whistleblowing service was used 15 times during 2022, but only six incidents could be classified as whistleblowing. Please see definition on page 33.



## Etac donated SEK 250 000 for children and families affected by the war in Ukraine

Save the Children reports on how their received donations have made a difference:

*"In 2022, Save the Children provided humanitarian aid and essential services such as food and water, cash transfers, psychosocial support, and safe spaces to 1 095 323 children and families across Ukraine, Poland, Romania, and Lithuania. We worked closely with partners, communities, and authorities*

*in Ukraine and across Europe to make sure children and families had the support they needed.*

*Survival is only the beginning for children from Ukraine. But thanks to your support, our teams can help keep children from Ukraine safe, healthy, and learning for years to come."*

From Save the Children's UKRAINE RESPONSE - One Year On: Impact Report

# Risk management

Etac has grown strongly over the years and is now a large medical device company with around 1 400 employees, distribution in over 70 countries, and a geographically widespread supplier base. Our size, global presence and the industry we operate in, expose Etac to a number of risks of varying nature. Management has through external input and discussions, identified the primary risks in the value chain regarding environmental, social and governance factors, and we work hard to mitigate all risks.

In relation to risk management, some of the vital questions we continuously work with include:

- How to make our products as environmentally friendly as possible while staying in conformity with medical device regulations, without losing our competitiveness in price-sensitive healthcare systems?
- How to develop our organization, systems and processes to match the future demands and requirements within sustainability?

## Environmental risks

Risk	Description of risk	Mitigation
Healthcare spending	Healthcare systems that are pressured to reduce costs might limit our possibilities to invest in environmentally friendly solutions.	We strive to collaborate with stakeholders in the healthcare industry to find solutions that are sustainable from both an environmental and financial perspective.
New tender requirements	Requirements differ between countries, regions and tender periods, and not keeping up would lead to production overcapacity with non-used products and spare parts.	We work closely with our customers to understand new requirements, and are proactively working with circularity.
Unnecessary scrapping of products	Not promoting circularity in the value chain could result in unnecessary scrapping of products that could otherwise be reused and/or recycled.	Our general product design promotes circularity and we are exploring circular models with our customers (e.g. re:vive).
Shortage of green energy	Lack of renewable energy sources will limit our possibilities to lower our carbon footprint.	Solar panels were installed in the UK facility during 2022 and will be installed at further sites in the years to come.
Supplier misconduct (breach of Supplier Code of Conduct)	Potential non-compliance with environmental legislation would not only harm the environment but also our reputation and business opportunities.	Sourcing practices will be strengthened with increased evaluation and follow-up of suppliers.
Pollution and harmful substances in our value chain	Potential pollution or use of harmful substances could harm the society and our users, but also impact our reputation and sales negatively.	We work diligently to eliminate harmful substances, and will intensify our oversight of pollution.
Climate changes impacting our operations	Global warming effects such as intense droughts, water scarcity, severe fires, rising sea levels, flooding and catastrophic storms, might damage our facilities and operations.	We perform continuous risk assessments and evaluations of countermeasures such as alternative power sources.

## Social risks

Risk	Description of risk	Mitigation
Employee misconduct (breach of Internal Code of Conduct)	Potential non-compliance could jeopardize the safety and well-being of our employees, our ability to attract and retain talent, and ultimately our reputation and sales.	Onboarding and training programs for employees will be reviewed and strengthened.
Employee turnover	We believe in the power of people, and a high employee turnover would mean a loss of competence and competitive power.	Continued roll-out of employee survey software and talent management.
Supplier misconduct (breach of Supplier Code of Conduct)	Potential non-compliance would not only go against our beliefs and harm vulnerable people, but also damage our reputation and earnings.	Sourcing practices will be strengthened with increased evaluation and follow-up of suppliers.
Disturbances in the supply chain	Unforeseen events in the supply chain might impact users' access to our products and negatively impact sales.	Dual sourcing has been/will be established for key products and we work with cross-country delivery planning.
Regulatory changes impacting our medical devices	Potential non-compliance with regulations for medical devices would directly impact our business opportunities.	Proactive regulatory monitoring with cross-functional teams and monthly reporting to management minimise the risk.

## Governance risks

Risk	Description of risk	Mitigation
Doing business in risk-classified countries	Risk-classified countries increase the risk for corruption and questionable business ethics which could damage our reputation and revenue.	Evaluation of countries where we do business will be strengthened through internationally recognized risk factors.
Supplier misconduct (breach of Supplier Code of Conduct)	Potential non-compliance, e.g. bribery and corruption, could hurt the society, our reputation and sales.	Sourcing practices will be strengthened with increased evaluation and follow-up of suppliers.
Employee misconduct (breach of Internal Code of Conduct)	Potential non-compliance could hurt the society, our reputation and sales.	Onboarding and training programs for our employees will be reviewed and strengthened.
Lobbying by competitors	Not being part of standardization work could lead to limited access to alternative solutions for users.	Increase our active engagement in lobbying and standardization work to protect access to our assistive devices.

# Key performance indicators

This report reflects Etac as a whole, including our two latest acquisitions Ki Mobility and HoverTech. To enable comparison to previous years, 2022 includes data both with and without the acquisitions. In our aim to continuously improve our sustainability performance, we consistently revise our working methods and KPIs. As such, calculations and targets that have been updated since last year are marked with explanatory notes.

Sustainability area	Excl. Ki Mobility & HoverTech	Excl. Ki Mobility & HoverTech	Excl. Ki Mobility & HoverTech	Entire group	Target entire group
<b>ENVIRONMENTAL</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2022</b>	<b>2025</b>
<b>Resource use and circularity</b>					
Share of recycled aluminium (%)	N/A	59% <sup>1)</sup>	57%	44%	60% <sup>2)</sup>
Share of recycled stainless steel (%)	N/A	60%	60%	48%	60% <sup>2)</sup>
Share of recycled cardboard packaging (%)	N/A	N/A <sup>1)</sup>	60%	69%	80% <sup>2)</sup>
<b>Climate change</b>					
Greenhouse gas emissions in relation to COGS	7,4 <sup>1)</sup> Ton CO <sub>2</sub> e/MSEK	6,2 <sup>1)</sup> Ton CO <sub>2</sub> e/MSEK	6,0 Ton CO <sub>2</sub> e/MSEK	5,2 <sup>3)</sup> Ton CO <sub>2</sub> e/MSEK	4,4 <sup>2)</sup> Ton CO <sub>2</sub> e/MSEK
Energy consumption in relation COGS	15,7 <sup>1)</sup> MWh/MSEK	14,1 <sup>1)</sup> MWh/MSEK	11,4 MWh/MSEK	8,9 <sup>3)</sup> MWh/MSEK	7,6 <sup>2)</sup> MWh/MSEK
Share of ISO 14001 certified factories	40% <sup>1)</sup>	50% <sup>1)</sup>	50%	40%	80% <sup>2)</sup>
<b>SOCIAL</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2022</b>	<b>2025</b>
<b>Consumers and end-users</b>					
Product recalls	0	1	0	0	0
Field safety corrective actions	3	2	1	1	0
<b>Own workforce</b>					
Gender balance in the group (women/men)	38 / 62%	41 / 59%	37 / 63%	39 / 61%	45 / 55% <sup>2)</sup>
Gender balance in top 50 management <sup>4)</sup> (women/men)	27 / 73%	27 / 73%	38 / 62%	36 / 64%	40 / 60% <sup>2)</sup>
Gender balance in group management (women/men)	N/A <sup>5)</sup>	N/A <sup>5)</sup>	22 / 78%	22 / 78%	40 / 60%
Employee retention	92%	93%	88% <sup>6)</sup>	81% <sup>6)</sup>	+90%
Work related accidents	7	8	6	10	0
<b>GOVERNANCE</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2022</b>	<b>2025</b>
Share of audited suppliers in risk countries over the last 2 years <sup>7)</sup>	100%	18% <sup>1)</sup>	39%	20%	100%
Whistleblowing incidents <sup>8)</sup>	N/A	2	1	6	N/A

## Explanatory notes

<sup>1)</sup> Values for 2020 and 2021 have been revised due to updated definitions and/or calculations.

<sup>2)</sup> Target has been revised since previous report, e.g. to include Ki Mobility and HoverTech.

<sup>3)</sup> Data is not comparable with previous years. HoverTech is included in COGS, but as energy and emissions related to their products derive from purchased goods in scope 3, they are not covered in our current calculations. This is under review and will be revised in the future.

<sup>4)</sup> 2022 for the entire group is based on top 50 management. Remaining data is based on top 40 management to enable comparison between years.

<sup>5)</sup> A new governance model was developed in November 2022.

<sup>6)</sup> Definition was changed in 2022, now comparing resignations to the share of employees end of year instead of beginning of year.

<sup>7)</sup> The low audit rate is mainly due to Covid during 2020-2022 and organisational changes. An increased amount of audits are being scheduled.

<sup>8)</sup> The whistleblower service has not been implemented on HoverTech's website yet, but is planned for 2023. Since we want to encourage transparency and the use of our whistleblower service, we do not find it valuable to define targets on its usage.



# Definitions of key performance indicators

Sustainability area	Definition
<b>ENVIRONMENTAL</b>	
<b>Resource use and circularity</b>	
Share of recycled aluminium	Share of recycled/non-virgin aluminium used in our products, calculated based on weight.
Share of recycled stainless steel	Share of recycled/non-virgin stainless steel used in our products, calculated based on weight.
Share of recycled cardboard packaging	Share of recycled/non-virgin cardboard used in packaging of finished products, calculated based on weight.
<b>Climate change</b>	
Greenhouse gas emissions in relation to COGS	CO <sub>2</sub> e emissions from factories and sales companies in scope 1, scope 2 and upstream transport and business travels from scope 3. The emissions are calculated in relation to cost of goods sold (COGS). COGS are not adjusted for inflation.
Energy consumption in relation COGS	Energy used in factories and sales companies covering scope 1 and scope 2 in relation to cost of goods sold (COGS). COGS are not adjusted for inflation.
Share of ISO 14001 certified factories	Share of Etac-owned factories certified with ISO 14001.
<b>SOCIAL</b>	
<b>Consumers and end-users</b>	
Product recalls	Number of medical devices corrected or removed from the market, due to violation of medical regulations or risk of causing harm to users.
Field safety corrective actions	Number of field safety corrective actions (FSCA) taken for technical or medical reasons, to prevent or reduce the risk of a serious incident.
<b>Own workforce</b>	
Gender balance in the group (women/men)	Share of women vs. men among all full-time employees on last day of year.
Gender balance in top 50 management (women/men)	Share of women vs. men among full-time employees in top 50 positions on last day of year.
Employee retention	Share of employees who have been with the company for the entire year, excluding those who have resigned themselves within the same year.
Work-related accidents	Number of work-related accidents or incidents occurring at the workplace that have caused minimum 1 day absence from work. Excluding transport to and from the workplace.
<b>GOVERNANCE</b>	
Share of audited suppliers in risk countries over the last 2 years	Share of suppliers located in risk countries that have been audited within the last 2 years. Risk countries are defined based on international standards, and an audit is defined as a physical or remote meeting with a supplier to ensure sustainable practices.
Whistleblowing incidents	Number of occasions where our whistleblower service has been used to report serious risks or irregularities affecting the vital interests of the company, society or individual life and health.

# Plans for the future

Summarizing this year's sustainability report, we are pleased to see the progress we have made during 2022. At the same time, we can conclude that our work is nowhere finished. Our commitment to drive positive environmental and social change remains steadfast, and we will proceed in our efforts to make a difference to people and the planet. All so that we can continue to create possibilities for generations to come. Here are some steps we will take in 2023.

## Generally

- Revise our sustainability strategy to set even more ambitious targets.
- Continue preparation for EU's Corporate Sustainability Reporting Directive (CSRD) and Corporate Sustainability Due Diligence Directive (CSDDD).

## Social responsibility

- Review and strengthen onboarding and training programs for employees.
- Roll out employee survey software to remaining sites (Stevens Point, Allentown, Torrance and Tczew) and continue work with talent management.

## Environmental responsibility

- Install solar panels in Allentown, Anderstorp and Tczew.
- Switch to central heating and LED lighting in Anderstorp.
- Complete life cycle assessments for two products and continue to explore circular models with our customers.
- Continue preparation for EU legislation on packaging and packaging waste.
- Continue work with implementing environmental management system ISO 14001.

## Governance

- Ensure one Internal Code of Conduct across the group.
- Continue working towards one Supplier Code of Conduct across the group.
- Continue with internal quality audits - six "mock audits" planned for 2023.
- Roll out whistleblower function on HoverTech's website.
- Continue work with implementing quality management certification ISO 13485.



## Solar panels to be installed

Etac is exploring the use of solar panels for several sites, and during 2022 the decision was made to invest in solar panels for our facility in Allentown, USA. This facility is the home of our HoverTech air-assisted transfer and positioning devices, and

lately also our North American sales hub for patient handling solutions. The solar panels will be installed during 2023 and are expected to generate 145% of the energy that is consumed today.

# Creating Possibilities

**“Without the hoist we would not be able to go on these trips. It’s an essential part of every trip we make.”**

- End-user

**“On moving Alfie to a small Crocodile, he made amazing progress. We were quickly able to concentrate on independent standing, cruising across gaps and taking first unaided steps.”**

- Specialist Physiotherapist

**“Using the HoverTech products frees up staff time so that we can start preparing for the next patient faster, saving time between surgeries.”**

- Operating Room Coordinator

**“It took around two weeks from starting to use the StarLock cushion for the pressure ulcer to improve.”**

- End-user

**“The SatinSheet in-bed system makes a huge difference in workload. My healthcare colleagues experience a lot less physical strain during their work.”**

- Occupational Therapist





## **Auditor's report on the statutory sustainability report**

To the general meeting of the shareholders in Etac AB, corporate identity number 556203-2879.

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### **Engagement and responsibility**

It is the board of directors who is responsible for the statutory sustainability report for the year 2022 and that it has been prepared in accordance with the Annual Accounts Act.

### **The scope of the audit**

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

### **Opinion**

A statutory sustainability report has been prepared.

Stockholm, 20 June 2023

Öhrlings PricewaterhouseCoopers AB

Patrik Adolfson  
Authorised Public Accountant