



GRAM SCIENTIFIC WITH 125-YEAR LINEAGE

VSME Report 2024

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Basis

This report covers the financial year of 1 January 2024 to 31 December 2024 and was drafted in accordance with the Voluntary Sustainability Reporting Standard (VSME) reporting principles.

The report follows the basic module of the VSME standard and has been drafted on an individual basis. Several strategic goals and initiatives, including the company's Science Based Target initiative (SBTi) undertaking, were formally launched in 2025 and are therefore described in the report as future initiatives.

Reporting is based on the VSME standard's structure for creating a simplified overview of the company's biggest climate and environmental impacts, and documents its strategic goals up to 2030. Measuring and reporting CO₂e emissions (Scopes 1, 2 and 3) follows the Greenhouse Gas Protocol (GHGP), and the strategic goals are based on the UN Global Goals as the framework for sustainability.

Accessibility and feedback

The report was published on June 2026. We welcome feedback on the report. Please send any comments to info@gram-scientific.com.

Company details

Company:

Gram Scientific ApS

Legal form:

Private limited liability undertaking (ApS)

Industry code (DB07/NACE):

28.25.: Manufacture of climate control systems, not for domestic use

Primary operating country: Denmark

Location: Aage Grams Vej 1, 6500 Vojens, Denmark

Practices, policies and future initiatives

Gram Scientific ApS believes that responsibility is not a standalone project but is part of our DNA. We have worked according to values such as responsibility, care and honesty since 1901, values which continue to govern how we run our business today. We are in a time when our products and processes play a key role in the green transition.

As a manufacturer of refrigeration and freezing solutions, our biggest climate and environmental impacts are linked to materials, energy consumption and the supply chain. Consequently, we work with internal climate goals and externally set goals.

For the latter, we have started working with science-based climate goals under the Science Based Targets initiative (SBTi), which defines the overall framework for our long-term climate work. In parallel with the above, we work according to our own internal climate goals for 2030, which include:

- Reducing our CO₂ emissions in Scopes 1 and 2 by 100% and in Scope 3 by 30%.
- Extending the service life of our products by up to 15 years, whilst ensuring that they are designed for recycling.
- Reinforcing responsibility throughout the value chain through updated supplier requirements and a stricter Code of Conduct.

The above comprise our internal operational goals working towards 2030. In addition is our SBTi undertaking, which entails a 55% reduction of the absolute Scope 1 and Scope 2 emissions by 2033 in accordance with climate science.

We know that some emissions cannot be completely eliminated. That's why we work in parallel with our reduction initiatives to establish an approach in which we can take responsibility for the remaining emissions, and make a positive contribution to the climate. Our ambition is that our efforts will not only reduce emissions, but also create value for our customers, employees and society. We believe that it is possible to combine growth, responsibility and sustainability and we want to help define the course for a more sustainable industry.

On behalf of the management
Ole Brandorff-Lund, CEO

About Gram Scientific

Gram Scientific ApS develops and produces high-end refrigeration and freezing solutions for professional customers, for whom stable temperature and reliability are of vital importance. All our products are designed, developed and manufactured at our factory in Vojens, Denmark, where we continue to build on over a century of Danish engineering and quality.

Our current production facilities were built by Gram in the 1960s and 70s with the sole purpose of manufacturing and marketing world-class products. The culture of entrepreneurship, inventiveness and customer collaboration founded at that time is still the core of our business today.

Through the years, we have always applied a set of values we believe reflect us as people – responsibility, hard work and honesty. These principles are part of our culture and are the foundation for the way we work: with honesty, reliability and a practical approach to technology and collaboration.

This down-to-earth and conscientious approach permeates our entire business and forms the basis for the long and mutually trusting partnerships we create with our customers and suppliers, and we are proud of being able to carry on that tradition, in which quality, responsibility and innovation go hand-in-hand.

125 YEARS
ANNIVERSARY

GRAM

about

About this report

At Gram, we are driven by a strong sense of professionalism and an ambition to do things better, which means we do everything we can to leave a world with room for future generations. That's why we have applied considerable focus for decades to the environmental impact of refrigerants and why we have traditionally kept ahead of legislation and the market. We have regularly invested in developing more sustainable technologies, introducing eco-friendly refrigerants over 20 years ago, long before they became a statutory requirement.

Responsibility and respect for people is also a fundamental part of our culture, in daily working collaboration and in relationships with our value chain.

Gram is not yet subject to the EU's CSRD reporting requirement, but has opted to structure its ESG reporting in accordance with the voluntary standard for unlisted small and medium sized enterprises (VSME) since reporting year 2024.

The VSME standard was devised as an extension of the CSRD standard and is used to ensure reporting that can be compared with other enterprises. The VSME standard has 11 reporting points (B1–B11), reminiscent of the CSRD's ESRS reporting points.

These 11 reporting points are integrated thematically into the report, to ensure cohesion and legibility.

Reporting framework and methodical approach

Our climate goals were formulated to support a long-term reduction of greenhouse gas emissions and are adapted to the principles of the Science Based Targets initiative (SBTi). The goals submitted entail an undertaking to reduce the absolute Scope 1 and Scope 2 emissions by 55% by 2033 in accordance with the SBTi's requirements for small and medium sized enterprises. They are currently awaiting final validation by SBTi.

Parallel with this objective, Gram continues to work according to its own internal climate goals, previously communicated in our ESG reporting. These include an ambition of CO₂ neutrality in Scopes 1 and 2 by 2030 along with a reduction of Scope 3 emissions of 30%. The internal goals act as the company's operational governing goals, whilst the SBTi goal defines the overall framework for climate work, to ensure that we are in line with climate science.

As the overall framework for the company's approach to responsibility, we work in accordance with the principles in the UN Global Compact covering human rights, labour rights, the environment and anti-corruption. The principles support our approach to responsible operation throughout the value chain.

The structure of the report and use of double materiality

The report is structured around a double materiality assessment, which forms the basis for identification and prioritising of the company's biggest impacts, risks and opportunities throughout the entire value chain. Performing the assessment involves relevant internal stakeholders and has highlighted where the company's activities have the biggest environmental, social and financial significance, for Gram and for our neighbours.

Based on the double materiality assessment, the company's value chain is presented first, followed by a general overview of significant impacts. The key elements are then explored in depth in three themed chapters covering climate and environment, social aspects and governance. This structure ensures that the contents of the report are directly based on the assessment and support a focused and prioritised approach to the company's sustainability efforts moving forward.

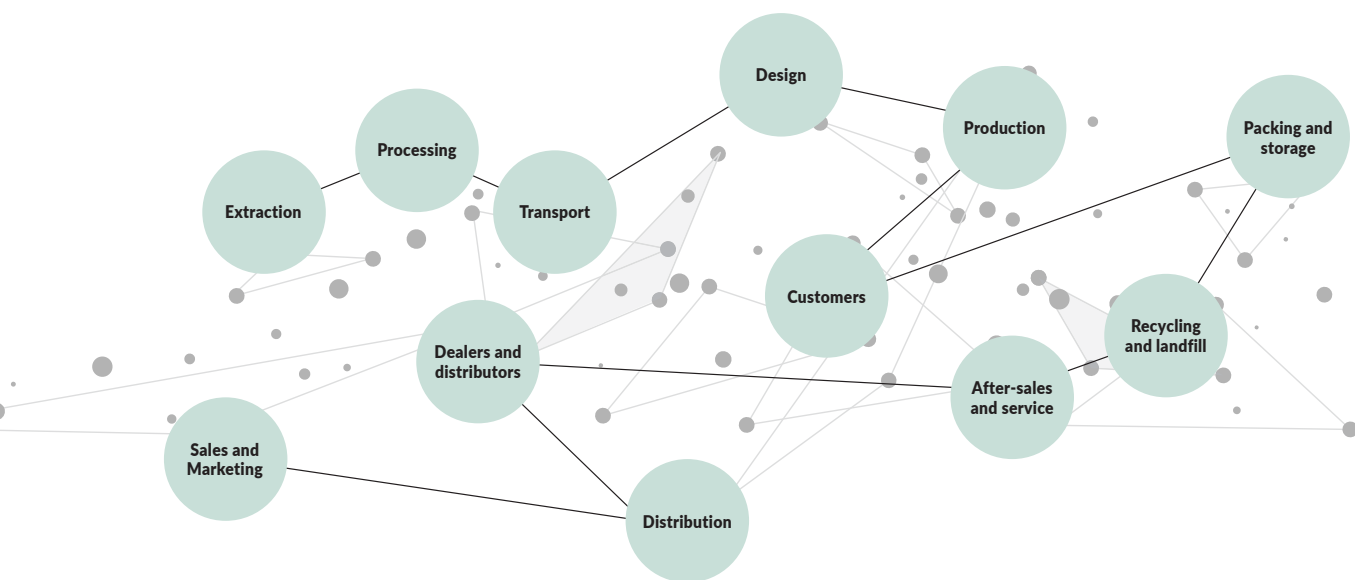
Summary of significant impacts

The company's double materiality assessment shows that significant impacts occur throughout the value chain, from extraction of raw materials to use phase and end-of-life.

The main themes are energy and greenhouse gases, resource use and circular economy, along with workforce satisfaction and skills, but the assessment also reveals specific impacts concerning pollution, water, biodiversity and governance.

Value chain, an overview

To create a common understanding of where our most significant impacts occur in the business and value chain, to follow is a presentation of a general overview of our value chain. The value chain forms the framework for the subsequent double materiality assessment and makes it possible to determine where impacts, risks and opportunities occur in the life cycle.



The value chain encompasses the entire life cycle of the product, from extraction and processing raw materials such as metals, plastic and glass, through the transport of materials, design and production of refrigerators, to packing, storing and distribution via dealers and distributors. Then comes sales and marketing, use by customers, aftersales and service, when repairs and maintenance help prolong product lifetime. The value chain ends with recycling or disposal in landfill of products at the end of their service life.

Summary chart

The summary chart is designed to give a full overview of where in the value chain we have significant impacts within the environment, social aspects and governance. The chart acts as a general indicator and helps understand the subsequent analyses in the report.

The chart's structure is based on the VSME standard's basic module and covers central sustainability themes, including energy and greenhouse gases, pollution, water, biodiversity, resource use and circular economy, working conditions, business ethics and integrity.

It illustrates how the individual activities in the value chain affect sustainability. Impacts are assessed as highly

positive, highly negative or a combination of both and visualised using colour codes:

- Green indicates a highly positive impact
- Red indicates a highly negative impact
- Yellow indicates mixed or both positive and negative impacts

The following chapters in the report explain what the impacts identified consist of, and how we are working to reduce risks and enhance positive contributions in the value chain. The summary chart thus acts as a navigation key to a more detailed review.

Theme	Upstream	Own operation	Downstream
B3 –Energy and greenhouse gas emissions	<ul style="list-style-type: none"> · Extraction of raw materials · Processing of components (metals, plastics, electronics) 	<ul style="list-style-type: none"> · Product design and development · Production · Packaging, testing and storage 	<ul style="list-style-type: none"> · Distribution and sales · Use by customers
B4 – Pollution of air, water and soil	<ul style="list-style-type: none"> · Extraction of raw materials 		<ul style="list-style-type: none"> · Aftersales and service
B5 – Biodiversity	<ul style="list-style-type: none"> · Extraction of raw materials 	<ul style="list-style-type: none"> · Production 	
B6 – Water	<ul style="list-style-type: none"> · Extraction of raw materials · Processing of components (metals, plastics, electronics) 		
B7 – Resource use, circular economy and waste management	<ul style="list-style-type: none"> · Processing of components (metals, plastics, electronics) 	<ul style="list-style-type: none"> · Product design and development · Production · Packaging, testing and storage · Sales and marketing 	<ul style="list-style-type: none"> · Transport · Use by customers · Recycling and landfill
B8 – Workforce - General characteristics		<ul style="list-style-type: none"> · Production · Packaging, testing and storage 	
B9 – Workforce - Health and safety	<ul style="list-style-type: none"> · Processing of components (metals, plastics, electronics) 		
B10 – Workforce - Remuneration, collective bargaining and training		<ul style="list-style-type: none"> · Production · Packaging, testing and storage 	
B11 – Convictions and fines for corruption and bribery		<ul style="list-style-type: none"> · Sales and marketing 	

OVERVIEW

Climate and environmental initiatives across the value chain

Climate impact and energy consumption in the value chain

Our biggest climate and environmental impacts occur throughout the value chain, from extraction and processing of raw materials to design, production, distribution, use phase and end-of-life.

This is reflected in our climate accounts, where total Scope 1 and Scope 2 emissions comprise approx. 9.9% of all CO₂e emissions, whilst Scope 3 comprise approx. 90.1%. The breakdown emphasises the fact that most of our climate footprint is linked to activities outside our own operations. On this basis, Gram Scientific does not exclusively work with reductions in Scopes 1 and 2 but includes our impact throughout the value chain. This encompasses improving energy efficiency, conversion of our own production and initiatives related to choice of materials, product design, lifetime, supply chain and end-of-life.

To follow is a presentation of the company's total climate accounts broken down between Scopes 1, 2 and 3, followed by an overview of total energy consumption in MWh by energy source.

Our Climate Accounts 2024:

	Unit	kgCO ₂ -e 2023	Percentage share	kgCO ₂ -e 2024	Percentage share
Energy consumption (scope 1-2):					
Diesel cars	Litres	77,964	0.5%	94,907	1.1%
Petrol cars	Litres	301	0.0%	87	0.0%
Propane gas for industrial processes (packaging)	Ton	1,432	0.0%	0	0.0%
Acetylene gas for industrial processes (soldering)	Ton	1,305	0.0%	875	0.0%
Electricity*	kWh	595,061	4.1%	633,232	7.1%
Heating**	kWh	157,369	1.1%	151,677	1.7%
Total		833,432	5.7%	880,778	9.9%
Energy consumption (scope 3):					
Diesel cars	Litres	24,052	0.2%	28,041	0.3%
Petrol biler	Litres	105	0.0%	30	0.0%
Mileage allowance	Km	3,748	0.0%	3,154	0.0%
Electricity	kWh	98,978	0.7%	140,763	1.6%
Heating	kWh	14,372	0.1%	22,510	0.3%
Total		141,255	1.0%	194,499	2.2%
Purchase from suppliers (scope 3):					
OPEX (operational expenses):					
Total category 1 expenses	DKK	13,335,963	91.5%	7,786,455	87.1%
CAPEX (capital expenditures):					
Total category 2 expenses	DKK	266,025	1.8%	78,359	0.9%
Total		13,601,988	93.3%	7,864,814	88.0%
Total scope 3		13,743,242	94.3%	8,059,313	90.1%
Total baseline CO₂-emission		14,576,674	100.0%	8,940,091	100,0%

*Applied KlimaKompasset 2023v6 11042024 and environmental declaration

**Location-based is equal to market-based

Total energy consumption in MWh from Scopes 1+2, broken down by energy source

	Sustainable energy	Non-sustainable	Total
Electricity	0	1,386	1,386
Heating	0	1,038	1,038
Fuel	0	369	369
Total	0	2,793	2,793

We had not started buying green electricity via energy certificates or other sustainable energy sources in 2024, which is reflected in the table above. The above forms the basis for understanding the biggest climate and environmental impacts identified in the double materiality assessment. To follow is a description of the biggest climate and environmental impacts throughout the value chain, along with which initiatives we are already working with and how we plan to work with those impacts moving forward to reduce our environmental footprint and enhance our circular business model.

Extraction and processing of raw materials

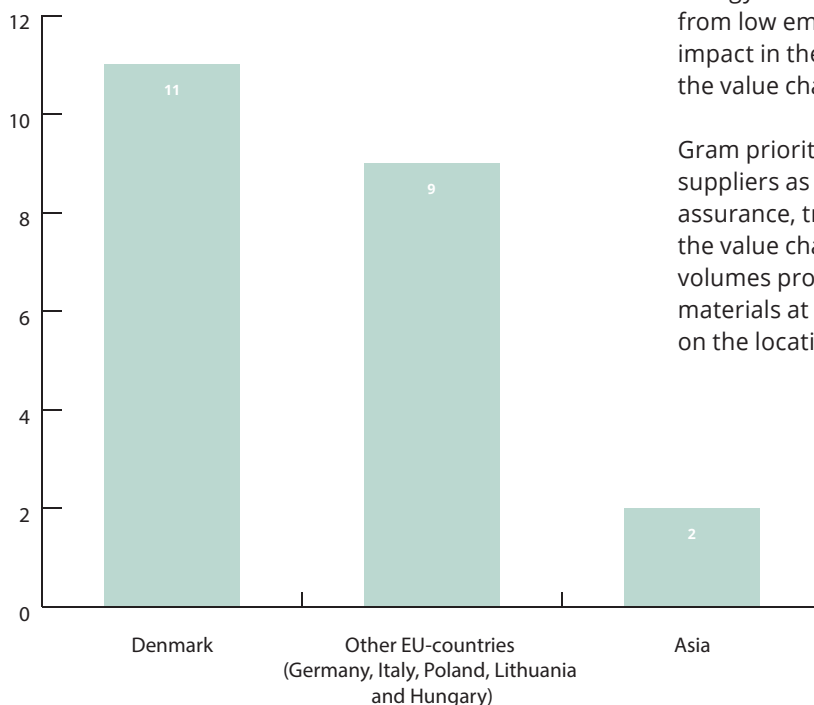
Our upstream chain is characterised by a relatively high environmental impact, as extraction and processing of metals, plastics, glass and electronics requires significant amounts of energy, often based on fossil fuels, and in some instances, impacts the aquatic environment and biodiversity. Mining can cause soil

and water pollution, and large areas may be affected by excavation and changes to the landscape. Water use for cooling and filtering is also high, and in some regions, the overuse of drinking water can be a separate problem.

Our ambition in time is to develop a more comprehensive risk assessment of the environmental profiles of raw materials, introduce more requirements for documented water and energy management and increased use of materials from low emission production, to be able to reduce impact in the most environmental-intensive parts of the value chain.

Gram prioritises working with local and regional suppliers as far as possible to enhance quality assurance, traceability and close collaboration in the value chain. We do not have complete data for volumes procured or the country of origin of raw materials at this time. Data on our suppliers is based on the location of the principal supplier.

Geographical locations of raw material suppliers



Design and development

The design phase is one point where we have the best opportunity to reduce the overall environmental impact of our products. Product design directly affects energy efficiency in the use phase, where it is the single biggest climate impact in the life cycle. Design is also critical for product service life, repairability and recyclability.

We are currently concentrating on the use of natural refrigerants, especially propane, to reduce the use of gases that impact the climate. We continually optimise design to reduce energy consumption when in use by the customer, including through choice of materials and improved refrigeration technology. Component standardisation and easier disassembly are also key

to ensure that the products can be serviced and repaired effectively, which reduces the need for spare part replacement and reduces waste.

In time, we want to further enhance this process by developing a design manual that sets out clear principles for circularity, disassembly and material reduction.

We are also planning to expand the use of life cycle assessments in the design process and are exploring opportunities for return systems and refurbishment able to extend product service life and reduce resource use for new production.

Production and own operations

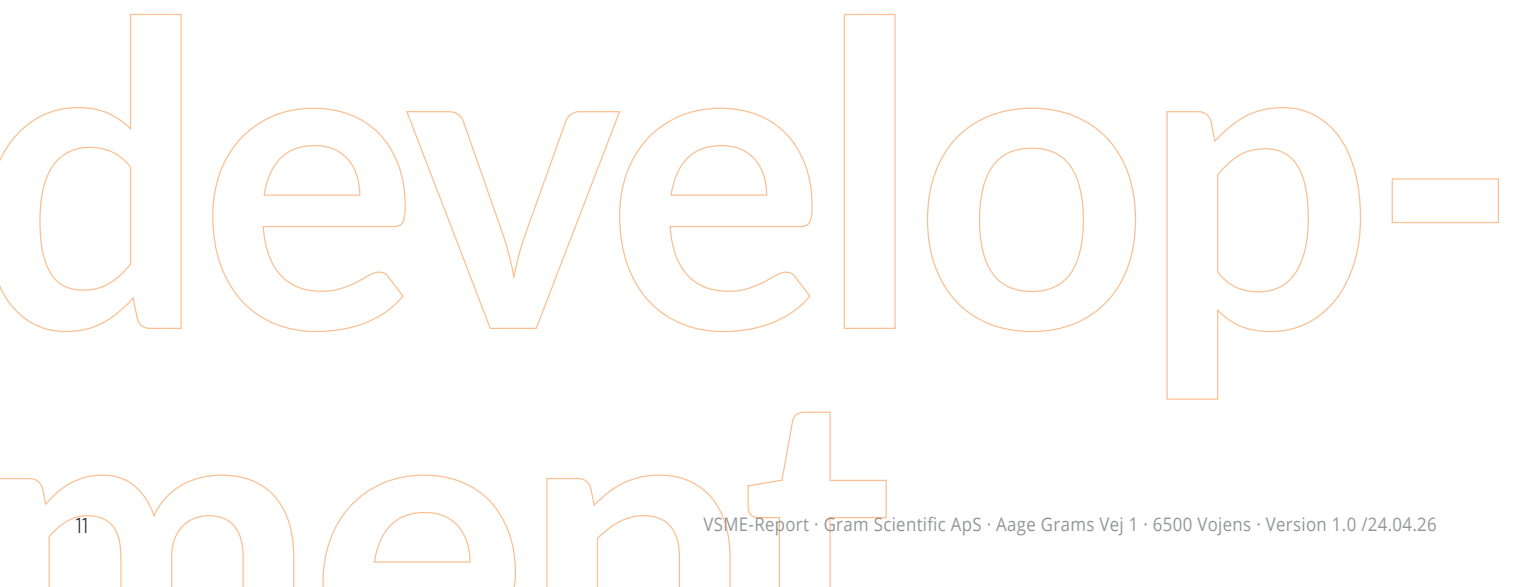
In our own production and operations, we work systematically to reduce our environmental and climate impact, especially within energy consumption, which represents the biggest part of our total CO₂ emissions in Scopes 1 and 2. A large part of our climate impact arises from electricity and heating consumption in production, as shown in the table below.

Energy consumption (Scopes 1 and 2)	kgCO ₂ -e 2023	kgCO ₂ -e 2024
Diesel cars	77,964	94,907
Petrol cars	301	87
Propane gas for packaging	1,432	-
Acetylene for industrial purposes	1,305	845
Electricity	595,061	633,232
Heating	157,369	151,677
Total	833,432	880,748

In recent years, we have optimised our energy consumption by renewing machinery, process optimisation and better use of energy, including heat recovery. These measures have contributed to more energy-efficient production with lower emissions per unit produced. We have also experienced growth in production, which meant that total emissions rose from 2023 to 2024.

Waste is also generated by production, which is managed systematically with the focus on sorting, recycling and reduction. Cardboard and plastic are sorted and compacted for recycling, which reduces waste volumes and contributes to better resource use.

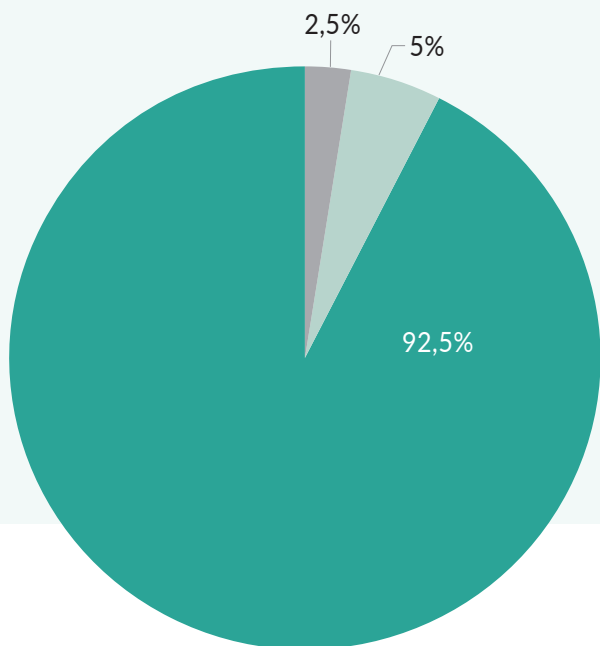
A total of 331,6 tonnes of waste was handled in 2024, of which most (91.3%) was non-hazardous, including iron, aluminium, wood and packaging materials. 8.7% was classified as hazardous waste, primarily electronic waste and refrigerators, which are regarded as hazardous according to EAK and H codes due to their content of heavy metals and refrigerant.



Out of the total volume of waste, 306,8 tonnes was recycled or reused, equivalent to 92.5%. Packaging and materials such as cardboard, plastic film and expanded polystyrene were mainly recycled, whilst combustible waste and landfill accounted for 5.2% and 2.1% of total waste respectively.

Waste management

● Recycling: 92,5% ● Incineration: 5% ● Landfill: 2,5%



Waste category	Primary materials	Proportion of total waste
Production waste	Metal, plastic, glass	76%
Packaging waste	Cardboard, paper and plastic	8%
Waste from operation	Combustible and landfill	7%
Hazardous waste	Chemicals, oil, electronic scrap	9%

The waste accounts are for 2024, when the total amount of waste was 331,6 tonnes

We are also concentrating on reducing scrap from production through improved processes to reduce defects and waste. Wherever possible, surplus materials are used for other purposes, which boosts resource efficiency and supports a more circular production practice. Quality improvements in production also play a key role, as lower defect and service frequency reduces resource use and waste throughout the product's service life. Regarding packaging, we also work continuously with new, more sustainable material solutions that reduce material consumption and improve opportunities for recycling.

We plan initiatives within energy and waste over the next few years. We plan to increase the amount of sustainable energy we use through investment in solar panels where possible and gradually increasing purchases of green electricity via energy certificates. We will continue to work on continuous improvements for energy efficiency in production as a key means of reducing our overall climate impact.

We have also initiated analyses of how we can expand and differentiate our waste fractions, with regard to more recycling and ensuring that more materials can either be reused internally or sold as valuable resources to external recyclers.

Packaging, transport and storage

Transport and logistics only account for a minor part of our overall environmental impact, but nevertheless present good opportunities for improvement. Packaging plays a key role in terms of material consumption and reducing transport damage that can lead to unnecessary scrapping of products and waste.

We currently recycle packaging materials to the widest possible extent. We are also working on developing alternatives to materials with high climatic impact, such as expanded polystyrene and continuously evaluate packaging methods to reduce waste and damage during transport.

In the longer term, we will conduct a cohesive packaging project aimed at reducing material consumption, increasing recycling opportunities and minimising transport-related damage. We also want to expand our dialogue with distributors on reporting CO₂ data and collaboration on more eco-friendly logistics solutions.

Customers and use phase

The use phase is the point in the value chain at which our products have the biggest environment impact. Cabinets are often used 24/7 and energy consumption during this period accounts for most of the overall carbon footprint. That's why improved energy efficiency is a key focus area.

We currently document the energy consumption and climate footprint of our products, to give customers a clear indication of operating costs and environmental impact throughout the use phase.

Within the next few years, we will further improve the energy efficiency of our cabinets through more systematic use of energy labelling and expanded LCA communication. We are also planning to integrate low energy consumption even more in quotes given to customers and public tenders.

Service and end-of-life

During the service and maintenance phase, the biggest environment impact lies in the handling of refrigerants. Poor handling can lead to emissions that affect the climate and local air quality. At their end-of-life, our products become electronic waste, and correct handling is decisive to minimise environmental impact.

We actively seek to ensure correct and documented F-gas handling by training our technicians and setting requirements for compliance in all relevant service activities. Our service team is also working to extend the service life of our products by performing preventive maintenance, repairs and function checks of our refrigerators. These focus areas reduce the risk of defects, cut energy consumption through correct settings and cleaning of refrigeration systems and preventing unnecessary replacement of components. In this way, our service activities make a direct contribution to a longer service life for our products, improving reliability for customers and cutting overall resource and environmental impact.

In the longer term, we want to develop take-back and refurbishment programmes and to investigate opportunities for leasing and product-as-a-service models, giving us more responsibility and control over the end of the products' service life. This will reduce waste and create new business opportunities based on circularity.

Summary

Taken overall, we have climate and environment impacts throughout the value chain. We therefore have many focus areas along the whole length of the chain that address short and long-term improvements through energy efficiency, choice of materials, product design and circularity. They form the basis of a gradual reduction of our climate impact and support our long-term climate goals.

People, skills and working conditions throughout the value chain

Our social responsibility

Our social responsibility is based on our basic values of respect, expertise and responsibility. We actively seek to create a workplace in which our employees thrive, develop and feel secure, and in which diversity is regarded as a strength. We regard our employees as an important part of our DNA and a criterion for high productivity. As a business, we are also a major workplace in the area and have a clear ambition of retaining and developing production locally, excluding the outsourcing of production as a strategic option. Economic growth is used as a means of creating and retaining local jobs instead.

Social conditions and effects on the value chain

We have similar expectations for orderliness and responsible employment conditions of our partners. We therefore assess access to health, safety and social conditions at our suppliers as part of our overall supplier selection process. Our Code of Conduct sets out clear expectations for good working conditions that form the basis of the dialogue we have with our suppliers.

Our expectations are actively communicated during our collaboration, and we gather relevant information as part of our due diligence processes. This reduces the risk of negative social impacts.

Workforce composition and development

We have a diverse workforce, ranging through production, packaging, warehouse and administration. We employed 105 people in 2023, rising to 137 in 2024, which reflects moderate growth in the organisation.

The workforce in 2024 consisted of 47% women and 53% men, which is close to gender equality. Gender representation is relatively balanced in production, whereas gender diversity at senior management level remains limited, with no women currently represented on the board of directors or executive management team. We have a long-term ambition of achieving a

50/50 gender balance across our workforce by 2030 and are continuously working to promote inclusion and equal opportunities.

The workforce is composed of production workers, logistics functions, administration personnel and management, and the company has a relatively experienced employee group. More than half of our employees are aged 50 or above, and the average employee age is approximately 50-51. A large proportion of our employees also have long seniority, which contributes to stability, know-how and continuity, but also makes demands of future recruitment and knowledge transfer.

Employees	Value
No. of employees	137
Gender breakdown	47% women / 53% men
Employees 50+	55%
Employees with >10 years seniority	33%

*Overview of employee composition
Compiled 31.12.2024*

We do not differentiate between employees based on gender, age, disability, sexual orientation, nationality or employment status, and we are committed to fostering an inclusive culture.

We offer such benefits as Danish lessons for employees who need linguistic improvement, along with jobs and employment status adapted to individual needs where possible. This includes 'flexjobs', senior employment schemes, mentor schemes and apprenticeships for employees who need extra support at work.

We have also entered into collaboration with FGU (production training) schools and academic institutions for internships and on-the-job training to ensure a supply of new skills and to retain technical expertise in Denmark. We believe this to be especially important, as the recruiting of skilled employees is a major challenge for the refrigeration industry in Denmark and the rest of Europe, where access to apprentices is generally limited. In the longer term, we want to retain and develop this area by gradually increasing the number of apprenticeships and generally concentrating more on skills development throughout the company.

Health, safety and well-being

A safe and healthy working environment is a precondition for both employee well-being and operational stability. We work systematically with the working environment and safety through dialogue with employee representatives, regular safety briefings and preventive measures. We participate in an EU-OSHA programme, which involves us following best practice within occupational health and safety, including focusing on near-accidents and systematic follow-up.

We had no serious occupational accidents or deaths in

Employees	Value
Well-being surveys (1-100)	81
Average sick leave (days per employee)	8,02
Serious occupational accidents	0
Participation in EU-OSHA programme	yes

Overview of employee well-being
Compiled 31.12.2024

2024, and the number of days sick leave per employee was relatively low at 8.02 per year, which indicates high levels of employee well-being and a good working environment. Employee well-being is measured through regular surveys, and the average score was 81 in 2024 on a scale of from 1 to 100, which indicates overall satisfaction, all things considered.

Pay, development and job satisfaction

All employees in production, packaging and the warehouse are covered by collective wage agreements to ensure fair and regular pay conditions, pension, working hours and holidays. In addition, the company has a comprehensive personnel handbook that sets out its policies and procedures for wage negotiations, performance reviews interviews, whistleblower scheme, onboarding and offboarding. There is an average wage difference of 35% between men and women. Within the individual function areas, there is no wage difference between men and women.

Summary

Our overall social impacts also extend throughout the value chain, and we actively work with suppliers to promote responsible working conditions through our Code of Conduct and the ongoing collection of relevant information as part of our due diligence processes. We also focus on creating an attractive and inclusive workplace on our own premises, with particular emphasis on apprentices, skills development and employee retention. Overall, these focus areas help reduce social risks and support long-term value creation.



Integrity, responsible management and our governance practice

Ethics, integrity and responsible management

Good governance is fundamental to our work with sustainability. We place great emphasis on integrity, responsibility and transparency in all our relationships, and have not registered any cases of corruption, bribery or other unethical business practices. We also work systematically to retain and improve the high standard of ethics and compliance for which the company is renowned.

To support a responsible corporate culture, we have established clear internal guidelines and procedures for such areas as conflicts of interest, approval flows, procurement and responsible conduct in our collaborations with customers and suppliers. Our whistleblower scheme gives employees the chance to report concerns anonymously and without any risk of reprisals. The scheme is regularly promoted to ensure it is well known and easily available to everyone.

Responsible communication is also a key element of our governance practice. We are committed to providing accurate and transparent product information, including information relating to delivery times, spare parts guarantees, service and energy efficiency. This provides customers with a solid basis for informed decision-making while supporting our ambition to extend product lifespan and strengthen circularity.

By honestly declaring energy consumption and ease of repair for our products, we contribute to a responsible

corporate practice that strengthens confidence in our products and minimises the risk of misleading marketing. Transparency and ethical conduct are an integrated part of how we run our business and collaborate throughout the value chain.

Overall governance direction over the next few years

We will continue to work on formalising our governance structures over the next few years, and enhance documentation of responsibility in our own operations and our supply chain. We will expand our ethical risk assessments of collaborative partners, work with more structured contractual requirements for compliance and ensure that our governance principles are integrated into every aspect of our ESG work, including new circular initiatives such as take-back or refurbishment.

Summary

Overall, our governance approach supports sustainability through defining clear frameworks for responsible corporate conduct, transparency and risk management. We seek to ensure a robust management practice through policies, internal guidelines and whistleblower scheme. Governance therefore comprises the foundation for working with climate, environmental and social aspects throughout the company.

Conclusion and the next step

This report marks an important step in our work to ensure transparency and responsibility throughout our value chain. Based on our double materiality assessment and new SBTi goals, we are now working more concentrated and systematically than ever before to reduce our environmental impact, strengthen social conditions and ensure a robust governance framework.

Within climate and environment, we concentrate on energy efficiency, transforming energy consumption, reducing waste and strengthening circularity through product design, extended service life and improved end-of-life solutions. In parallel, we have started working with science-based climate goals under SBTi, which will ensure long-term and methodical anchoring of our reduction efforts.

In the social area, we are focusing on employee well-being, health and safety in our own operations and responsible working conditions in the value chain. Through investment in employee development, apprenticeships, inclusion and working environment, we seek to retain and develop skills and a safe working environment while raising our expectations of suppliers through dialogue and due diligence.

Within governance, we are focusing on integrity, transparency and responsible corporate conduct. Clear internal guidelines, a whistleblower scheme and responsible communication comprise the foundation for robust governance practice, which will be further formalised and document moving forward.

Over the next few years, we will continue to expand our database, strengthen processes and integrate sustainability even more in operations, development and collaboration with suppliers and customers. We regard sustainability as a continuous process, in which progress is achieved through know-how, collaboration and continuous improvement, and we will continue to report annually to ensure transparency and document our progress.

“In the social area, we **focus on well-being, health and safety** in our own operations as well as responsible working conditions in the value chain.”





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