



# **Sustainability Report 2023**

**CityMail Sweden AB**

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## CEO Statement

CityMail plays an important role in the post and parcel market. We must continue to be the leading competitor – one of the customers' preferred partners for sustainable and efficient deliveries. *Sweden's most valued, sustainable and efficient deliveries* - that's our vision. Our main goal in 2024 is continued growth in our parcel delivery service and a strengthening of our position in the letter market. Utilising the many synergies between these two sectors is a central focus for us. In addition we are implementing leading digital solutions for efficient sorting and distribution of letters and parcels. We want to create a sustainable business both in the short and long term for our customers and for the society in which we operate. In order to achieve this, we must optimise the resources we make use of. We do this, among other things, by allowing our letters and parcels to be delivered together to recipients through our already existing distribution network. Overall, this means that increased volume contributes very little in terms of climate impact.

At CityMail, we are working with all three sustainability criteria (social, economic and environmental) and we try highlight this in the report. To support our work, we have structured management systems regarding quality, environment and health and safety (ISO 9001, 14001 and 45001). We support the UN Global Compact's principles and stand behind Agenda 2030, working actively with goal 13, to tackle climate change, as well as goal 8, to provide decent working conditions and economic growth. This sustainability report is inspired by the Global Reporting Initiative's (GRI) guidelines. Work is underway to implement the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS) in order to be able to fully comply with the new requirements set by legislation from 2025 onward.

The Primary climate impact we have as an organisation comes from transport associated with the distribution of letters and parcels (70% of our total impact). In 2023, this impact and CityMail's total climate footprint have, for the first time in several years, increased compared to the previous year. The increase comes primarily from district heating, electricity usage and outsourced transports. Over the same period, the climate footprint of our own vehicles has decreased by just over 7%. The increase in usage of outsourced transports is driven by the volume growth in parcel business we have experienced during the year.

From 2019, emissions from the production of energy carriers have been included and from 2021, emissions from the production of capital goods (computers, mobile phones and printers) were added. Since 2019, we have reduced our annual total carbon footprint from 3,817 tonnes CO<sub>2</sub>e in that year, to 2,620 tonnes CO<sub>2</sub>e in 2023, a reduction of 31%. In relation to turnover, this is a decrease of 23%.

In recent years, we have made several changes that have allowed for this reduction in emissions. One of these is the adaptation of our distribution model to the "four-day" system we have today. We have also replaced several conventional vehicles with electric vehicles and significantly increased purchase of environmentally friendly fuels for our distribution transports. Today, a significant proportion of our deliveries are made by bicycle or electric vehicle, producing zero local emissions. When it comes to outsourced freight transports, we are continuously strengthening our requirements and have now reached a point where almost 63% of these transports are entirely fossil-free. Measures are planned for 2024 that will lead to further improvements and bring us closer to our overall and earlier goal of a completely fossil-free vehicle fleet by 2027.

At CityMail we are looking forward to 2024!

Niklas Hydén,  
CEO, CityMail

# Sustainability

Sustainability<sup>1</sup> is fundamentally a moral issue based on the principles of human dignity, equality and freedom. According to the sustainability ethic that forms the basis for EU legislation in this area,<sup>2</sup> a sustainable company does not aim to maximize profits for shareholders but instead to create sustainable value for all its stakeholders without causing significant harm to any one of them. The company's stakeholders are defined as those that are *significantly* affected by the company's business operations. A sustainable company has a strategy to generate sustainable value in competition with market competitors, including a clear plan for keeping the business in line with the Paris Agreement's 1.5°C target.

Sustainable value is created when the company's operations consistently display *due diligence* and thus:

- Continuously internalise the company's external effects, that is to say, do not violate the equality and freedom of others;
- continuously engage proactively to reduce others' deficits in equality and freedom, when morally warranted, and
- ensure that this occurs as the result of an underlying formal and informal institutional structure (business model, strategies, corporate culture, etc.).

The EU's sustainability ethic, or legal ideal for sustainable business operations, is expressed in, inter alia, CSRD. CityMail will become subject to this stricter legislation from 2025 onward. The work of adapting operations began in the autumn of 2023.

## Sustainability Policy

CityMail must be a sustainable company.

We have identified the central issues related to our sustainable development by looking at what our main stakeholders deem most important. But we have also prioritised those areas which constitute our greatest contribution to a sustainable society. We have identified the following issues as essential to our sustainability work and as connected to the UN's global sustainability goals as laid out in Agenda 2030:

Market	Environment
Cost-effectiveness Quality Value trends	Climate impact Transport Energy
Employees	
Development/training Leadership Health and safety Broadened recruitment base	

<sup>1</sup>Inspired by Frydinger D., Spelregler för hållbar affärsverksamhet (Rules of the Game for Sustainable Business), Chapters 4 – 6, published by Nordstedts Juridik, 2023 edition 1:1

<sup>2</sup> For example in the CSRD (Corporate Sustainability Reporting Directive) and ESRS (European Sustainability Reporting Standards)

## Business Model

CityMail specialises in the distribution of planned and industrially sorted mail and newspaper bulk mail from companies, associations or organisations to recipients within Sweden. CityMail also provides parcel distribution services and, additionally, solutions for certain unsorted mail flows, such as Ekopost. CityMail generates value by always taking the customer's perspective as our starting point. Our entry into the market over 30 years ago has brought better service, more options, higher quality and lower prices.

The philosophy for our production model is based on the motto of "getting it right first time". During the sorting process, this means optimising the address-verification element of the mailing process at the digital stage, even before the physical mail is created. In this way, we can streamline both our manual and machine sorting. Mail distribution occurs mainly on a rolling four-day schedule. This means that each mailbox receives mail every four days and ensures all delivery rounds are efficient and well filled.

To realise the potential of our production model, we have created a unique sorting and distribution service. By thinking industrially as a service company and measuring every stage in the process, we've reached a level of efficiency and quality that is unique in the postal industry. Through our production model and way of working, we have, over the years, broadened our customer offering from specialising in industrial mail only to currently being able to meet the majority of market demands, in terms of both post and parcel services.

CityMail's operations range from transportation from the printer, warehouse or sender to delivery at mailbox, door, parcel locker or service point. With the exception of freight transports between terminals/sorting offices and facility management, all other production operations are carried out with our own personnel and equipment, managed in-house.

### CityMail's reporting methods

This report is GRI-inspired, that is to say it refers in part to the sustainability reporting guidelines set by the interest group Global Reporting Initiative (GRI). The purpose of which is to report the business' impacts on sustainability, both positive and negative, which can be related to economic, environmental or social issues.

Climate calculation and reporting is based on *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard - Revised Edition* (GHG protocol) and additionally, the *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*.

All data included in the report has been collected by CityMail. Climate calculations are made by GoClimate Sweden AB.

## Business Policy and Governance in brief

CityMail should distribute mail and parcels at the right price, to a high standard and in a sustainable manner. Through a continuous process of improvement, we will constantly enhance our service and quality, improve health and safety, and reduce our environmental impact. We comply with those legislations, requirements and regulations that relate to our

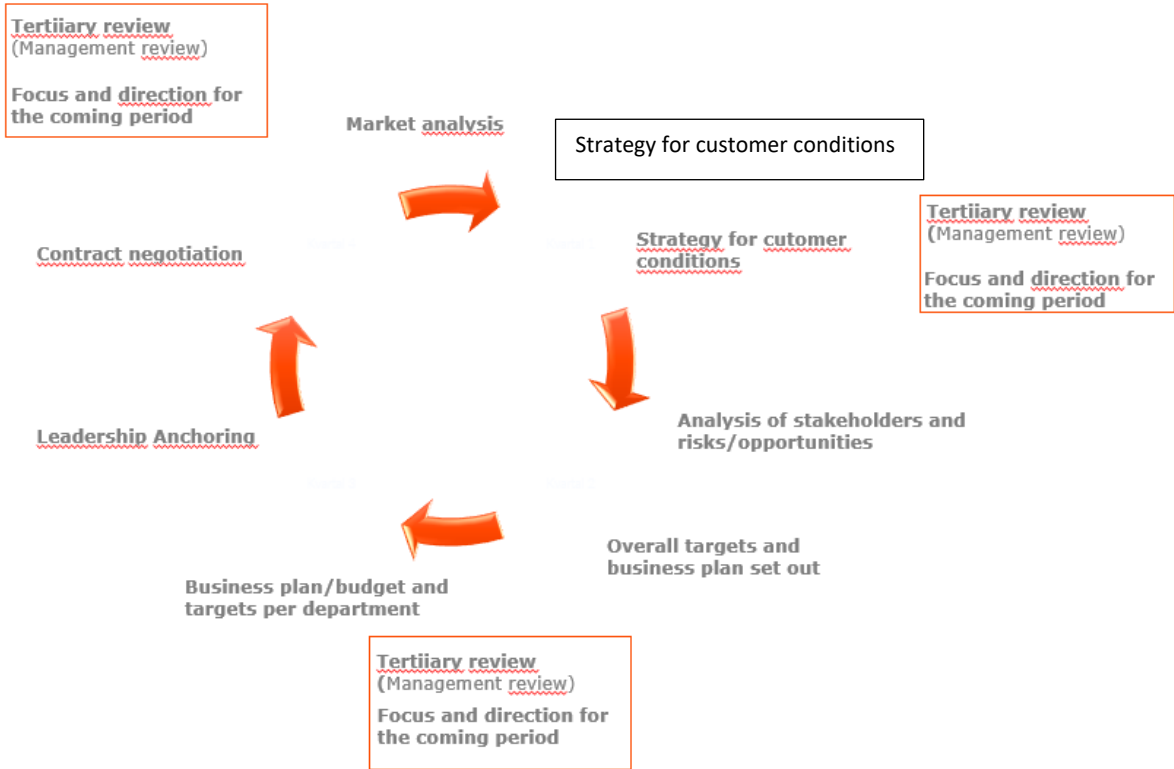
operations, and our business policy sets out our commitments and objectives in terms of quality, the environment and health and safety. CityMail must ensure policy compliance and must measure and report results to owners, employees and other stakeholders.

Our procurement policy makes clear that we place the same requirements on subcontractors as we do on ourselves in terms of legal compliance, employment conditions, systematic environmental performance, combatting corruption and compliance with the UN's Universal Declaration of Human Rights. Our purchasing procedures and the centralised control processes they involve guarantee a very high level of compliance. As a safety valve, we have an established process open to all employees for reporting misconduct via a whistle-blower scheme. See the sections covering corruption etc. below for more details.

We do not have any specific KPIs for human rights or corruption/bribery. Violations in these areas are met with zero-tolerance. In 2023, no incidents were reported in either of these categories. When it comes to gender equality, we measure salary discrepancies between the sexes. In the latest salary survey, no differences related to gender were found among our employees.

In order to realise the overall policy aims adopted by CityMail in, for example, our business and sustainability policies, we work systematically with recurring activities, broadly illustrated in the circle calendar below. In addition to the annual compilation of data in this report, primarily related to environmental impacts, regular monitoring of set goals and KPIs is carried out. Finally, the operational follow-up and situational picture presented to management is complemented by internal and external reports formulated using our certified management system.

## CityMail's Planning Year



## Regarding risks

Identification, analysis and management of risks and opportunities takes place on an ongoing basis and is, as shown in the diagram above, an important component when setting goals and operational plans. The majority of identified risks in terms of environmental impact, health and safety and human rights are linked to non-compliance with the company's values and established procedures. Examples of environmental risks would be an employee filling a vehicle with diesel instead of HVO or sorting waste incorrectly. Health and safety risks could include protective equipment not being used correctly and risks related to human rights could include subcontractors being contracted in violation of our purchasing policy. The most important measures for countering these risks are competence training and follow-up for employees. CityMail conducts systematic training that includes everything from new employee on-boarding to management programs. Through the knowledge tests that all employees complete during our internal audits, the regular security reviews of operations, systematic fire protection and safety initiatives and intranet information campaigns, CityMail works actively to continuously counteract risks.

## Regarding quality

The commitment, participation and competence of every employee lays the foundation for high levels of quality and service. The primary goal of our work with quality is satisfied customers, this is therefore a constant concern in our operations, from first customer contact to delivery and follow-up. The motto *"The right delivery to the right recipient at the right time"* should always permeate our operations. Our stated goal is to constantly develop and improve cost-effective, high quality and sustainable solutions that meet the customer's needs for distribution to recipients.

## Regarding the environment

We must actively take measures to prevent pollution and reduce the company's overall environmental impact. This is because our overall environmental goals are precisely low impact and efficient resource management in the handling and distribution of mail and parcels. We must work systematically to reduce our emissions and focus our environmental efforts on our own transports. This is where our impact is most significant, and where we have the greatest opportunity to make a difference.

# Sustainability Initiatives – Implemented and Planned

## Sustainability initiatives carried out in 2023:

We have continued the long-term task of reducing our environmental impact and CO<sub>2</sub>emissions, as well as our improvement work regarding other sustainability criteria:

- Gained market shares – our business model is one of the most climate efficient on the market.
- Commissioned 32 four-wheel electric mopeds.
- Increased the proportion of electric bicycles by 9% and the proportion of electric mopeds by 90%
- Took 40 conventional mopeds out of service.

- Replaced 55 diesel distribution vehicles with HVO vehicles.
- Increased the proportion of households receiving fossil-free distribution by 9%.
- Continued the optimisation of transport routes.
- Continued to aim for a higher environmental class in outsourced transports. During the year, the proportion of fossil-free fuel used in outsourced transport vehicles has increased to 62.7%.
- Optimized our usage of the premises we rent. During the year, the number of premises we use has decreased from 92 to 91 thanks to co-location.
- Worked actively to reduce electricity consumption by updating the lighting in our premises and by optimising temperatures in cooperation with landlords. In 2023, all fluorescent tubes were replaced with LED lighting in 6 units.
- Worked continuously to reduce business trips by prioritising digital meetings.

## **Planned sustainability initiatives for 2024:**

To continue our long-term work to reduce our environmental impact and CO<sub>2</sub>emissions as well as our improvement work regarding other sustainability criteria:

- Continue to gain market shares – our business model is one of the most climate efficient on the market.
- Continue to test electric distribution vehicles and other alternative vehicle types.
- Continue the conversion to climate-friendly vehicles in the distribution organisation with the introduction of more electric mopeds, electric bicycles and fossil-free cars/minibuses. Among other things, 50 three-wheel electric mopeds will be commissioned during Q1 2024.
- Continue the optimisation of transport routes, for example through continuously adjusting the number of distribution areas to reflect post and parcel volume.
- Continue the work of optimising usage of the premises we rent in order to reduce the total area used and energy consumed.
- Continuing to place ever higher demands on outsourced transport regarding their use of fossil-free fuels and fuels of a better environmental class.
- Continue to implement energy efficiency measures at our premises by switching to LED lighting in 7 – 10 units, cleaning the ventilation system at terminal Malmö and conducting an energy review at terminal Stockholm.
- Continue to develop our eco-efficient parcel services in order to meet customers' needs to an ever greater extent.
- Continue to optimise business travel and meetings.
- Take measures to reduce sick leave.
- Work actively with accident and incident assessment in order to identify improvement measures.

To maintain our status as certified within ISO 9001 for quality, ISO 14001 for environment and ISO 45001 for health and safety.

## **Environment**

Logistics and transport are a natural part of CityMail's operations. Emissions from transports also represent our greatest environmental impact. Based on the goal of a sustainable society by 2030, we continuously strive to reduce emissions, both from freight carriers and our own



vehicles through a process of measurement, follow-up and action. In addition to this, our efforts with electricity, heat and waste are guided by the same objectives.

Efficient logistics flows at all levels are essential for our business and something that we work on continuously. One of the central parameters from a resource optimisation perspective is that no unnecessary mail should be sent and that the handling of mail should be done using the most efficient process possible. Therefore, factors such as updated customer registers, rational handling of mail-forwarding for individuals who have re-located, careful target-group selection and a high level of sorting already at the printing stage are important issues for us. In this area, together with our customers and partners, we are further developing and implementing the print file optimisation and address validation solution, the so-called PoP system. This system enables both address correction before the mail takes physical form and the addition of sorting keys for optimal mail production. Further details can be found under Customers and Quality below.

An increased demand for services with lower climate impact gives us a competitive advantage as we have several environmental benefits already built into our logistics model. For example, the bicycle is CityMail's main mode of distribution. We are, however a transport-intensive company and continue to place great focus on the development and improvement of environmentally approved vehicles. One way to reduce environmental impact in this area is, of course, switching to vehicles with lower consumption wherever possible and exchanging fossil fuels for renewable fuels. Conventional fuels are not a sustainable option in the long run – they are neither environmentally nor economically optimal. We want to contribute to positive development by keeping our vehicle fleet as environmentally up-to-date as possible.

### **Sustainable Global Development goal 13. Combat climate change**

*Take important measures to combat climate change and its impacts (in line with the UN Framework Convention on Climate Change, UNFCCC).*

## **Our environmental goals**

Our overall goal is to reduce our environmental impact through the reduction of emissions and use of environmentally friendly energy sources. This means a focus on energy efficiency in combination with choosing the most environmentally sound energy sources where energy use is unavoidable. In order to be able to track progress and set concrete goals, the overall objective is broken down into two parts:

- To reduce our emissions of CO<sub>2</sub>e over time in relation to turnover by 3% per year.\*
- To have a fossil-free vehicle fleet - including our own and outsourced transports - by the end of 2027.\*\*

In 2019, significant emissions reductions were made thanks to major changes in our production and operations. These ongoing improvements continued through 2020, 2021 and 2022, resulting in a reduction of CO<sub>2</sub>e in relation to turnover of 5.7% (2020), 6.0% (2021) and 16.1% (2022) respectively.

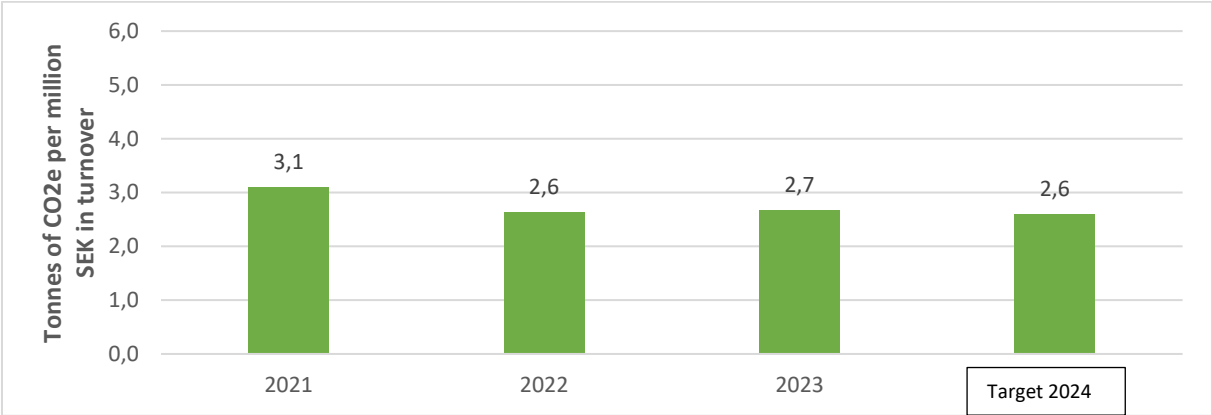
In 2023, we have seen a certain emissions increase in relation to turnover. This is the result of emissions of CO<sub>2</sub>e increasing by 2.7% while turnover did not increase by more than 1.0%. In 2024, we expect to once again be able to reduce emissions in relation to turnover.

Regarding the goal of environmentally friendly energy sources, in 2023 the proportion of fossil-free distribution within the organisation increased to **66%** (the target was 63% and the outcome

in 2022 was 61%). The proportion of fossil-free fuels used in outsourced transports increased to **62.7%** (the target was 62% and the outcome in 2022 was 60%).

\* In 2024, we will review whether this target figure can be developed or replaced to even more clearly reflect emissions relative to the amount of work the organisation is carrying out.

\*\* CityMail has decided to strengthen the overall target of a fossil-free vehicle fleet by bringing forward the deadline for implementation from 2030 to 2027.



**Our impact in terms of fuel consumption and CO<sub>2</sub>e emissions**

Our total climate footprint in 2023 was estimated to be 2,620 tonnes CO<sub>2</sub>e and emissions from transport represented 70% of this. The climate calculation includes emissions from all our transports - company-owned vehicles as well as procured freight transports. It also includes emissions related to heating and electricity consumption at our premises as well as business travel. As of the 2019 report, emissions from the production of energy carriers, and as of 2021, emissions related to IT equipment, are also included.

CityMail's turnover increased 1.0% in 2023 compared to the previous year and simultaneously, total carbon dioxide emissions increased by 2.7% (70 tonnes CO<sub>2</sub>e). Therefore the overall goal of continuously reducing carbon dioxide emissions related to turnover was not achieved in 2023.

On closer analysis, we can conclude that the measures implemented during the year have been effective and that much has therefore still improved. The increase in the proportion of electric vehicles and the transition to more environmentally friendly fuels has reduced CityMail's direct emissions (scope 1) by 67 tonnes CO<sub>2</sub>e. Our requirements for carriers have led to an increase of 4.5% in the proportion of fossil-free fuels used in outsourced freight transport compared to 2022.

The cause of the overall increase in CO<sub>2</sub> emissions is that indirect emissions (scope 2 and 3), primarily from district heating (+63 tonnes CO<sub>2</sub>e) and outsourced freight transport (+57 tonnes CO<sub>2</sub>e), have increased. The underlying causes of the emissions increase from district heating is considered to be due to a combination of weather conditions during the year and the energy mix used by suppliers. The cause of the increased emissions from outsourced transports is the increase in transports compared to the previous year. This, in turn, is due to a greater number of parcels being distributed.

Based on the further improvements to our distribution and service vehicle fleet that are planned in combination with the increased requirements we place on our carriers, we assess that we will once again be able to reduce our total emissions in relation to turnover.

CityMail is also working to reduce emissions of air pollutants. Just as with greenhouse gas emissions, this is achieved primarily by reducing fuel consumption and the use of more environmentally friendly fuels. In 2023 we have seen clear emission reductions for nitrogen and sulphur oxides as well as for particulates.

Total fuel consumption within the distribution organisation decreased in 2023 by just over 39,000 litres (5.3%), while the proportion of fossil-free distribution within the organisation increased by almost 9%.

## **Our transports**

Items are transported daily from our four sorting terminals to our 91 local CMCs (distribution offices) and then out to the recipient. Our logistics flow includes both outsourced transports and our own vehicles. The relative majority of distribution is carried out by bicycle. At the end of 2023, 66.2% of our company vehicle fleet was fossil-free.

The proportion of fossil-free fuel used in outsourced transports was 62.7% in 2023.

## **Requirements for freight carriers**

For outsourced freight transport, CityMail sets the requirement that environmental impact be reported by the respective carrier. Requirements are also set regarding the lowest acceptable vehicle category and for the carrier to have a program of environmental impact reduction. Requirements are set in continuous dialogue with existing carriers and as part of new transport procurements. The current requirement for vehicle class when signing new agreements is EURO 6 or higher. Currently, all suppliers meet this requirement.

## **Fossil-free delivery – objectives for 2024**

In line with CityMail's long-term objective, that all transports should be fossil-free by 2027, the target for 2024 is that the proportion of fossil-free fuels used in outsourced transports should be **at least 70%** (outcome for 2023: 62.7%) and that the proportion of households and businesses receiving fossil-free deliveries should be **75%** or higher by the end of the year (outcome for 2023: 66%).

## **Business travel and company cars**

The Senior Management Team monitors the scale of business travel on an ongoing basis with a view to achieving the ambitions of the travel policy. As a result, emissions from business travel have fallen sharply since 2017 and today represent only 3% of our total emissions. The slight increase in emissions associated with business travel in 2023 is an effect of the company's staff functions being decentralised to a certain extent compared to previous years. 30 of the company's 32 company cars are plug-in hybrids that meet the requirement to emit no more than 95 grams of CO<sub>2</sub> per kilometre and the remaining two cars are fully electric.

## **Our premises, electricity and heating**

CityMail's primary use of electricity comes from charging electric vehicles, using office appliances, and the lighting and heating of our premises. In 2023, electricity consumption

increased compared to the previous year. The cause of this increase is primarily differences in weather conditions between the years, but also the higher proportion of electric vehicles. One measure taken to reduce consumption in 2023 was switching to LED lighting in 6 of our CMCs. Work will continue in 2024 with the goal of switching to LED lighting in all additional 7 – 10 CMCs. At the same time as this work is carried out, lighting in personnel areas will be switched to sensor-controlled. Renewable electricity should be the primary choice and in our own electricity contracts we use solely environmentally friendly electricity. Our own electricity contracts account for over 90% of our electricity consumption. We actively pursue the issue of renewable electricity even in cases where the electricity supply is decided by the property owner. As we rent all our premises and heating is always included in contracts, heat consumption and its climate impact for 2023 is calculated per square meter using a flat rate.

## Results Tables, Environment

Climate impact by scope, 2023	tCO <sub>2</sub>
Scope 1: Direct climate impact	876
Scope 2: Indirect climate impact from purchased electricity, heating and cooling (market based)	677
Non-origin-labeled renewable electricity emissions (location based)	628
Reduction through purchase of origin-marked electricity	0
Scope 3: Other indirect climate impacts	1,067
<b>Total emissions</b>	<b>2,620</b>

Emissions - greenhouse gases CO <sub>2</sub> emissions (tonnes CO <sub>2</sub> equivalents)	2023	2022	2021
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### Direct emissions (scope 1)

Own vehicles*	876	943	1,295
<b>Total</b>	<b>876</b>	<b>943</b>	<b>1,295</b>

### Indirect emissions (scope 2)

Electricity	150	122	148
District heating, oil	478	415	484
Natural gas for own heating	49	50	41
<b>Total</b>	<b>677</b>	<b>587</b>	<b>673</b>

### Other indirect emissions (scope 3)

Business travel	81	80	77
Freight transport	618	561	682
Capital goods**	7	9	123
Leased assets***	13	13	

Production of energy carriers	348	357	268
<b>Total</b>	<b>1,067</b>	<b>1,020</b>	<b>1,150</b>
<b>Total direct and indirect emissions</b>	<b>2,620</b>	<b>2,550</b>	<b>3,118</b>

\*Distribution vehicles and company cars

\*\*IT equipment, such as mobile phones and laptops. From 2022 onward, purchases are reported during the year.

\*\*\*Hired IT equipment, such as printers

<b>Fuel (litres)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Petrol*	101,550	105,628	98,311
Diesel	360,738	375,834	571,898
HVO-100	222,861	242,701	
Ethanol (E85)	54	76	
Vehicle gas (kilograms)	181	245	
<b>Total</b>	<b>685,384</b>	<b>724,484</b>	<b>670,209**</b>

\*Increased proportion of electric mopeds and electric bicycles as well as reduced proportion of two-wheel fossil-powered mopeds.

\*\*Includes consumption of HVO, gas and ethanol

<b>Fuel (GJ)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Petrol	3,327	3,460	3,152
Diesel	12,727	13,259	20,028
HVO-100	7,574	8,248	
Ethanol	1	6	
Vehicle gas	6	3	
<b>Total</b>	<b>23,635</b>	<b>24,976</b>	<b>23,180</b>

Source conversion factors: Swedish Environmental Protection Agency

<b>Electricity (MWh)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Renewable sources*	3,261	3,272	3,614
Non-renewable sources	328	329	402
<b>Total</b>	<b>3,589</b>	<b>3,601</b>	<b>4,016</b>

\*In 2019, an agreement was signed with Dalakraft for 100% renewable electricity.

<b>Heat (MWh)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Non-renewable sources	9,035	10,121	10,137
<b>Total</b>	<b>9,035</b>	<b>10,121</b>	<b>10,137</b>

<b>Total energy consumption, fuels, electricity and heat (GJ)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Renewable sources	11,740	11,779	13,010
Non-renewable sources	57,340	62,595	61,122
<b>Total</b>	<b>69,081</b>	<b>74,373</b>	<b>74,132</b>

<b>Emissions to air, tonnes NOx</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
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Own vehicles	6.1	6.2	6.5
Freight transport	2.1	2.5	2.7
<b>Total</b>	<b>8.3</b>	<b>8.8</b>	<b>9.3</b>

Based on emission factors from the Swedish Environmental Protection Agency

<b>Emissions to air, kg SO<sub>2</sub></b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Own vehicles	2.7	2.9	2.7
Freight transport	1.7	1.9	1.8
<b>Total</b>	<b>4.4</b>	<b>4.8</b>	<b>4.4</b>

<b>Emissions to air, kg PM</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Own vehicles	113.7	119.7	120.1
Freight transport	31.8	37.6	41.7
<b>Total</b>	<b>145.5</b>	<b>157.4</b>	<b>161.8</b>

When calculating emissions to air, delivery vans are now classified as light trucks. Outcomes for 2021-2022 are recalculated so as to be comparable.

## Customers

### Customer satisfaction

CityMail's sustainability work naturally revolves around our customers. Without customers, there is no business. Our desire for constant self-improvement and the sense of service personified by our Cityman (postman) are strengths we use to improve our processes and thus customer satisfaction in all areas. Sustainability and environmental benefits are important factors in our competitiveness.

Our customers also attach great importance to CityMail's ability to distribute mail and parcels in the most cost-effective manner possible, which is reflected in, for example, the demand for delivery reliability and handling of returns. Our sales organisation is responsible for the primary contact with, and relationship to, our customers.

To ensure that mistakes are dealt with in the best possible manner and to prevent them from being repeated, the distribution organisation is involved in the handling of all comments and complaints we receive from customers and recipients. This system enhances the individual employee's engagement, which drives continuous improvement and increases customer satisfaction.

### Quality in focus

In 2023, we have periodically faced capacity challenges and by the end of the year, weather conditions meant that we were not always able to carry out our duties to the fullest extent. The end of the year is an intense period, especially in terms of the number of parcels to be distributed. The combination of adverse weather conditions and high volumes is reflected in the proportion of complaints. We are, of course, not satisfied with this and measures are being taken on an ongoing basis.

For CityMail, the central goal is to be able to provide, now and in the future, the best quality the postal market has to offer. We will therefore continue our intensive efforts in 2024 to optimise and secure our processes, with the customer's needs and sustainable profitability as our starting point.

## Stakeholder analysis, Customers

In order to identify areas for improvement, we conduct customer surveys based on the Customer Satisfaction Index, conduct workshops and more. Our CSI results show that it is the environment and transports used that are priority sustainability issues for customers, followed by social responsibility, jobs and ethical guidelines. We work with stakeholder analysis on an ongoing basis through daily meetings with our customers in order to further elevate our understanding of their desires and requirements. Below we describe our activities over the past year and planned initiatives for 2023 to continually develop and improve of our letter and parcel distribution:

### In 2023 we have:

- Analysed customer needs and other relevant impact factors and used this analysis to launch updated parcel services.
- Expanded and improved our service offering to consumers and e-retailers.
- Transitioned transport vehicles to fossil-free fuels in yet more areas to create additional fossil-free distribution zones.
- Through an increase in the proportion of zero-emission delivery vehicles, we have further enhanced our positive environmental impact, thereby also strengthening our market position.
- Reduced the number of transports thanks to adjustments in our handling of mail returns.
- Gained market shares and thus increased the proportion of letters and parcels being handled by our climate-smart distribution model.
- Followed up cases regarding parcel and letter operations separately in order to better trace how each respective service meets our customers' requirements.

### In 2024 we will:

- Further review opportunities for developing our partnerships within parcel delivery for increased revenue and profitability.
- Review possibilities for new delivery methods for parcels, thereby broadening our offer and gaining greater market share.
- Launch new, flexible parcel delivery options for recipients through our digital interface.
- Convert all line hauls between our terminals and out to our CMCs to use fossil-free fuels only.
- Increase the fossil-free elements of our delivery service to further strengthen our offering regarding positive environmental impact.
- Continue with analysis regarding the development of PoP (print file optimisation) to assess which additional services could contribute to increased customer value.
- Follow developments in volume and profitability to aid decision-making on expansion into new geographic areas and thus provide customers with a strengthened letter and parcel delivery offering.

## Marketing communication and messaging

Fundamentally, the transition to a sustainable society is about knowing and believing that what we do makes a difference. CityMail is therefore part of Global Compact, the UN's organisation for common principles. The Global Compact supports a set of values including human rights, labour standards and environmental practices and highlights the need for companies to take



their share of responsibility for the future survival of our planet. Affiliated companies undertake to work actively with issues of human rights, labour law and the environment. We believe it is self-evident that all companies, regardless of their size, should contribute to sustainable development. We want both employees and customers to be conscious of their own actions and make an active decision to work toward sustainability. Communication to customers and the wider market about the work we do takes place via customer meetings, presentations, participation in events and trade fairs, as well as through our marketing campaigns.

## Employees

From a social perspective, sustainable development means, among other things, taking advantage of the skills that already exist in the company. It is also about a good working environment, both socially and physically. As an employer with a large proportion of employees in physically active work close to traffic, it is of course important to work preventively with health and safety, for the sake of the individual, the company and society. The goal is to create an environment where good leadership, clear processes, order and effective planning create a workplace where everyone thrives and performs well.

Region*	Employees at end of period	Men	Women
Stockholm	356	82%	18%
Gothenburg	157	66%	34%
Malmö	155	54%	46%
Mälardalen	170	66%	34%
Terminal	74	78%	22%
Admin	98	59%	41%
<b>Total</b>	<b>1,010</b>	<b>70%</b>	<b>30%</b>

\*Includes probationary staff and staff with indefinite-duration contracts, excluding on-demand staff as of 31/12/2023

## Number of employees

The regions include distribution personnel. Terminal and administrative personnel are reported together for all regions. The average age for distribution personnel, excluding on-demand employees, is 34.8 years (for administration and terminal personnel, 44.2 years). Of employees in distribution, including on-demand employees, 52% are 18 - 25 years old. Of new employees within distribution, this age group represents 80%. Both figures demonstrate that we are a large youth employer.

## New employees

Age*	Distribution	M/F	Logistics	M/F
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18-25 years	80%	408/163	88%	21/15
26-35 years	17%	85/34	10%	3/1
36-45 years	3%	13/8	0%	0
46+ years	1%	6/1	2%	0/1

\*Includes all types of new recruitments

## Gender balance

Of the total workforce (excluding on-demand workers), 30% are women, which is unchanged from the previous year. At managerial level, the share of women is 29%, a decrease compared to 2023, when the share was 31%. Distribution varies by region. The Senior Management Team consists of one woman and five men. According to the salary survey (including job evaluation), there are no salary discrepancies related to gender within the same positions.

## Objectives in Health and Safety and Attractive Workplace, 2024

### Health and Safety

- Sick leave: 4% short-term and 2% long-term, total 6% (Long-term goal: 3% for short-term and 1.5% for long-term; total 4.5%)
- All serious incidents/accidents must be reviewed. H1 accidents resulting in an absence of more than 7 days should always be reviewed. Accidents at work that lead to sick leave should always be reviewed. To work proactively with risk assessment and incidents to reduce the number of accidents.
- Accidents: Reduce the number of accidents that lead to sick leave by 10%

### Attractive workplaces

- Employee turnover: Max 15%
- Engagement Index: Same or higher level than for previous measurement
- eNPS: Same level or higher than the previous measurement

## Sick leave and employee turnover

By actively addressing sick leave in 2023, we have succeeded in reducing absence rates due to illness. During the year, the total sick leave rate for women was 5.6% and for men 5.0%, see table below. We work continuously to reduce sick leave by training managers in our processes and focusing on follow-up and action plans. After Covid, we have returned to more typical rates of sick leave and continue to work tirelessly to further reduce these rates.

	2023	2022	2021
Total sick leave*	5.2%	6.2%	6.1%
Long term**	2.4%	1.8%	1.9%
H value ***	24.7	30.2	41.9

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\*Short-term and long-term sick leave

\*\*At least two weeks of sick leave

\*\*\*Measured in H2, injuries at work with absence and/or medical treatment per million hours worked

	Total	Men	Women
Total sick leave	5.2%	5.0%	5.6%
Distribution	5.7%	5.3%	6.5%
Logistics	8.0%	8.7%	6.0%
Admin	0.5%	0.4%	0.8%

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\*Short-term and long-term sick leave

Employee turnover has also declined in 2023. We have developed a new onboarding concept where the employee can more quickly and efficiently get up to speed with their work and move toward gaining knowledge and taking responsibility. The initiative has been successful, therefore we will increase our efforts in 2024 to find the right staff with different recruitment tools and tests, to make use of pre-boarding and even more effective onboarding.

## Reporting of incidents and injuries at work as well as accident assessment

In 2023, we have reduced work-related injuries by 20% compared to the previous year. CityMail has worked actively throughout the year with systematic health and safety management by identifying the most common and most serious accidents, and then working proactively by identifying risks, main causes of deviations from good practise, and through investigation and follow-up.

The accident assessment process was revised in 2023. The Site Manager, instead of the Regional Manager, is now responsible for investigation and follow-up in collaboration with the protection association. The purpose of the change is to ensure that the manager immediately responsible is even more involved in the process while also making overall handling more efficient.

During 2022, four regular audits were carried out, in 2023 there were three audits.

For 2024, we have introduced a new system to facilitate straightforward and efficient risk assessment, incident and accident follow-up and proactive measures. The system, known as IA, comes from AFA and was initiated January 1, 2024.

Of all 295 reported work-related injuries, the most common causes were falls (44%), injuries where employees struck or bumped into something (19%), vehicle accidents (14%), and physical overload injuries (4%). There have been no deaths during the year. All reported incidents and injuries at work are followed up with proposed countermeasures.

- 92% (272) accidents / other workplace injuries
- 5% (16) accidents while travelling to or from the workplace
- 2% (7) cases of sickness or other ill health

## Employee survey

CityMail's corporate culture makes the most of our employees' own abilities and willingness to take responsibility and develop. We maintain clear guidelines and policies. We place clear requirements on our employees, but are also careful to provide the right conditions so that

every individual is able to succeed in their role. The latest employee survey (2022) had a 95.2% response rate and an overall outcome of 71 out of 100 (in 2021, the result was 73 out of 100). In 2023, we did not conduct a large employee survey, but instead conducted shorter pulse surveys at selected units. This was to assess how results and engagement levels are affected by conducting more surveys with greater frequency. The result has been a participation rate of 95-100%. Employees have shown engagement, curiosity and willingness to contribute to improvements or changes where necessary. At the units where we have conducted surveys, we have reviewed results and action plans with the respective working groups at those units. We have involved both permanent staff and on-demand employees. In 2024, we will introduce shorter, slightly more frequent pulse surveys, allowing us to work more proactively than would be possible with one large survey per year. We are seeing many benefits and a higher level of engagement from our employees.

## **Work environment, health and safety**

Rolls such as a Cityman and Terminal employee involve active, physical work. Having healthy employees is therefore an important key to success. The approach of not taking unnecessary risks is well established in operations and thorough, systematic health and safety management is present in the organisation. 66 of CityMail's employees (6.6% of our 1,010 employees) participate in central safety committees and in local cooperation groups. These allow for employee representation opposite management and owners.

We prioritise cooperation with employee representatives, for example in the training of safety representatives and managers, safety inspections and risk assessments. This creates dynamism and helps us to push ahead with continuous improvements in the field of health and safety and thus in the company's overall performance.

Our employees are trained in load ergonomics and have access to all necessary protective equipment. Bicycle helmets, for example, constitute a health and safety instruction and thus are mandatory for all journeys by bicycle. At the terminal, where trucks are present, safety shoes are mandatory. In 2023, we introduced safety shoes when driving 2-wheel mopeds. Work aids such as delivery vests and tow hooks for more ergonomic handling of mail bundles and mail trays are included in operations. Our internal management training also includes instruction in HSE; health, safety and environment. We have an agreement regarding occupational healthcare in order to work preventively but also to be able to handle work-related injuries and illness as they arise.

## **Health and safety certification completed**

In 2023, we were re-certified for health and safety, ISO 45001. The certification is a definitive periodic check and follow-up that ensures we are in compliance with the Swedish Work Environment Act and that we are systematically improving the working environment. We are convinced of the importance of this, not only for our employees' health, but for the future performance of the company.

## **Collective agreements, trade union cooperation and benefits**

CityMail has an inter-trade agreement with Almega's sector for Communication covering 100% of employees. Benefits, occupational pensions and notice periods, as well as provisions for safety committees and health and safety groups, are regulated in the collective agreement.

## **Education**

When it comes to development and training, we, as a large youth employer, hold a unique position in being able to contribute to a stable society through the provision of work without the requirement for higher qualifications. At the same time, we enable personal development and offer training. Every year our company facilitates the progression of a number of employees into leadership roles and guides future employees further into a productive working life. In 2023 we have facilitated 7 courses in addition to introductory training covering various aspects of employment rights. 374 people have participated and a total of 1,273 working hours have been made use of. In addition to this, 3,035 introductory hours have been completed, that is, training where newly hired staff under supervision gain the necessary knowledge and tools for their role.

## **Procedures against Corruption, Discrimination and other Irregularities**

We have ethical guidelines (CityMail Code of Conduct) that are communicated to all employees who must confirm that they have understood these guidelines when signing an employment contract. Information directed to all employees in the organisation can be found on our intranet. The intranet's start page contains a direct link to our ethical guidelines and information on how to report misconduct. The policy in its entirety is also linked to from there, as is the Whistle-Blower Protection Act. CityMail has zero tolerance for corruption.

Examples of misconduct that should be reported:

- Financial irregularities, embezzlement, theft of mail or goods affecting either the customer or other companies
- Corruption
- Environmental offences
- Unacceptable conditions that are not considered punishable, but which are deemed contrary to the company's and/or society's standards
- Breaches of health, safety and environmental standards
- Violations of corporate governance documents, including ethical guidelines

Guidance in this area can be provided, for both employees and management, by posing the following questions: Is this legal? Does this feel right? Would you be able to tell your family, a colleague or a friend about what you are doing? Would this withstand public scrutiny?

CityMail has not had any reported incidents in 2023.

## **Active work against discrimination and supporting inclusion**

Promoting an equal and non-discriminatory workplace is a matter of course for us. This is reflected, for example, in our policy and action plan against discrimination, psychological harassment and victimisation, as well as in our parental policy and equal treatment plan. Our message is clear both internally and externally: We stand for everyone's equal value and strongly reject all forms of discrimination. We feel that it is everyone's responsibility to act preventively/proactively and to raise the alarm whenever these values are not adhered to. During the year, no cases of discrimination were reported.

## **Our values**

Through our values, we demonstrate that we are a company to be trusted in all contexts, a company that we are proud to be a part of. These values aim to provide the basis for our common culture.

## **Creativity**

I have the ability to think in new ways, to challenge how we do things in order to constantly improve our operations. I make proactive proposals and contribute to a creative environment.

## **Actionability**

I have the ability to drive change and make adjustments along the way. I have the power to make decisions and to take action within the framework of my role. I don't wait to be told, but take my own initiative. It's okay to make mistakes – I learn from and am quick to correct my errors.

## **Collaboration**

I seek and strive to problem-solve together with my colleagues throughout the entire company.

## **Reliability**

I keep my promises and am true to my word.

# **Market Analysis and Stakeholders**

An ongoing, professional and transparent dialogue with the external environment is an important tool in improving our operations. We communicate continuously with our stakeholders via meetings and discussions, documents and reports, as well as via information on our website.

How we act is affected by external factors, which we identify through our ongoing business intelligence and market analysis work.

We have identified a number of stakeholder groups based on the fact that they affect us and we affect them. Listed below are our most important stakeholders, as well as an overview of how we regularly communicate with them.

## **Customers**

CityMail's sustainability work naturally revolves around our customers and therefore building long-term relationships with them is an obvious goal for us. Through dialogue with our customers, we adapt our business to their changing expectations and demands.

## **Partners**

The largest share of deliveries come to CityMail via printers, but an increasing share comes from e-commerce suppliers and logistics companies. We maintain continuous contact with these groups. The purpose of which is to be able to offer an even better service by, as efficiently as possible and in collaboration, being able to distribute items and make use of our vehicles as well as shared facilities etc. This has a positive impact on both the environment and costs. Together we have a common commitment to our customers and it is of course crucial for those we do business with that CityMail is a reliable partner.

## **The recipient – our customers' customer**

The mailbox is and will remain an important channel for those waiting for delivery of a parcel or letter. In "CityMail-ish" we call these recipients our "customers' customer" or the end customer. CityMail is therefore keen to care for the mailbox, by focusing on, among other things, delivery reliability and environmental issues. We work actively, including through our

customer service department and by responding to messages and posts on social media, to communicate to our customers' customer the environmental and qualitative benefits of our business. Another important message is that we provide employment to many young people.

## **Employees**

CityMail's corporate culture is characterized by individual responsibility and commitment. There are high ceilings at CityMail and managerial levels are few, which makes it easy for the individual to contribute with their views and ideas, both during day-to-day operations, via our systematic procedures for submitting improvement proposals and during employee appraisals. CityMail's position as a challenger in the industry means that we must dare to think outside the box. This is what leads to progress.

Our employee surveys and exit surveys have shown that what is most important to our employees is good equipment, a sense of team spirit, leadership, training, working hours and clear divisions of labour. In addition, health and safety issues as well as equality and non-discrimination are important topics for the organisation. Communication is conducted via the nearest manager, the intranet, as well as through newsletters from the CEO and Senior Management Team.

## **Owners**

CityMail is owned by Cimase Capital Consult GmbH. Communication and cooperation with our owners takes place via the board in connection with, among other things, board meetings and the annual general meeting.

## **Suppliers**

CityMail's suppliers include property owners, freight carriers, electricity suppliers and vehicle manufacturers. While we place tough demands on our suppliers, we are also keen to cultivate long-term sustainable solutions for them as well as for us. A good dialogue with our suppliers is essential to success in this and is therefore something we are always striving for.

## **Competitors**

The Swedish market is dominated by PostNord, both in terms of parcels and letters. On the parcel front, there are several major players but PostNord is the largest. On the letter front, for postage buyers who want to reach the entire country, there is no alternative to PostNord, making them the mandatory trading partner for these postage buyers. The Swedish Post and Telecom Authority, PTS, from time to time describes in its reports the leverage PostNord uses in its price setting for customers. This inhibits competition and limits the number of customers able to use CityMail's services and products. CityMail does not currently offer a product for individuals or small businesses.

## **Authorities and legislators**

In order to ensure effective postal services for the benefit of users in Sweden, it is important that laws and regulations are designed in such a way that allows sustainable operations in post and parcel distribution. Against this backdrop, good dialogue with relevant policymakers, state investigators and others is an important issue for CityMail.

CityMail's operations are monitored by PTS, which is the authority that monitors the field of postal and electronic communication in Sweden. PTS and CityMail have a good dialogue on issues related to postal market oversight and the development of regulation.

## Trade organisations

CityMail's membership in various industry-relevant organisations and networks aims, among other things, to protect and develop the mailbox as a media channel. The Independent Postal Operators' Association, Swedish Digital Commerce, and SWEDMA [the Swedish Data and Marketing Association] are some examples of such organisations. Other memberships include the Confederation of Swedish Enterprise, SIS - the Swedish Standards Institute, the Swedish Public Relations Association and the Swedish HR Association.

## Miscellaneous

Other important stakeholders include the media, trade unions and NGOs.

The media provides an important channel when it comes to influencing the overall image of CityMail for all stakeholders. CityMail contributes to factual reporting by sending out press releases when necessary, and regularly responding to opinion pieces and feedback via both traditional and social media.

CityMail has a good and long-established relationship with trade unions, as well as a formalised cooperation.

As we are ISO-certified within quality, environmental protection and health and safety, the ISO (International Organisation for Standardisation) and the UN Global Compact also have significance for our business.

## Company Data and Definitions

CityMail AB is 100% owned by Cimase Capital Consult GmbH. The business operates as an independent company and has its own management and board of directors. This report relates to CityMail Sweden AB, which in this text is referred to as CityMail and whose operations are conducted exclusively in Sweden.

Key performance indicators*	2023	2022	2021
Turnover, in thousand SEK	978,915	968,895	1,006,492
Number of employees at end of period	1,010	1,057	1,104
Sick leave	5.2%	6.2%	6.1%
Liabilities, in thousand SEK	157,798	153,392	143,661
Equity, in thousand SEK	13,707	27,117	78,234



## Senior Management Team, as of 31/12/2023

**CEO** Niklas Hydén, **CFO** Oskar Nilsson, **COO** Mats Enbuske, **Sales & Marketing Director** Einar Wahlbom, **Quality Director** Martin Hiller and **HR Director** Annette Magnusson

Headquarters in Stockholm. Visiting address: CityMail Sweden AB, Västberga Allé 1, 126 30 HÅGERSTEN. Postal address: CityMail Sweden AB, Box 901 08, 120 21 STOCKHOLM

## CityMail's organisation and governance

As of February 13, 2023, the CEO position has been held by Niklas Hydén, who leads day-to-day operations together with the Senior Management Team. The Senior Management Team takes all major strategic decisions. They are assisted in this by the decision guidance document provided by the Employee's Association. Each department manager is responsible for pursuing issues related to their department with the Senior Management Team.

## CityMail's Board of Directors

The board consists of 4 members (2 regular, 2 deputies) and includes external and internal representatives. In 2023, the Board of Directors consisted of the following members and deputies:

- Göran Barsby (Director, Chairman)
- Fredrik Möller (Director, Employee Representative)
- Jonas Bergh (Deputy Director)
- Fredrik Alzén (Deputy Director, Employee Representative)

## Governance, sustainability work

The Senior Management Team takes strategic responsibility for CityMail's sustainability impact. The impact of transport, waste and energy is the responsibility of Operations. Overall, it is the Sustainability Manager's task to work with sustainability issues.

## Legislation and regulations

We have not been affected by incidents concerning the law or voluntary guidelines relating to marketing communications. The same applies to laws concerning product information and labelling, as well as the provision and application of our products.

## Precautionary principle

The precautionary principle is one of the fundamental principles for sustainable and responsible development and is expressed, among other places, in Chapter 2, Paragraph 3 of the Swedish Environment Code. According to the principle, when carrying out operations, the necessary measures, restrictions and precautions must be taken to prevent negative environmental impacts from occurring even when there is only a risk of such impacts.

## GHG protocol (*Greenhouse Gas Protocol*)

An international standard for calculating and accounting for greenhouse gas emissions in operations. The GHG protocol has been developed by the World Business Council for



Sustainable Development and the World Resources Institute. It is the established calculation tool for climate impact.

## CO<sub>2</sub>equivalents

Emissions that affect the climate include, in addition to carbon dioxide, gases such as methane and nitrous oxide, which are generated in smaller amounts when burning fossil fuels. In order to provide a complete account of climate impact, CO<sub>2</sub>equivalents are used, which entails other greenhouse gas emissions being converted into CO<sub>2</sub>units.

## Methods of Measurement

### Calculating and reporting climate impact

To calculate our emissions, we use the consulting company GoClimate Sweden AB. CityMail's reporting and GoClimate's calculations follow international calculation standards, the so-called GHG protocol and the supplementary *Corporate Value Chain (Scope 3) Accounting and Reporting Standard*. All greenhouse gas emissions are counted in CO<sub>2</sub>equivalents, which means that they also include a lesser proportion of methane and nitrous oxide as well as other greenhouse gases referred to in the Kyoto Protocol. The calculations use global warming potentials (GWP values) from the IPCC Fourth Assessment Report (2007) and emission factors from established sources such as the Swedish Environmental Protection Agency and the Swedish Energy Markets Inspectorate.

The standards mentioned above are the most widely used international reporting tools for companies and organisations seeking to understand, quantify and manage their greenhouse gas emissions. These standards have been developed through a collaboration between the *World Resources Institute (WRI)* and the *World Business Council for Sustainable Development (WBCSD)*. Calculations follow the GHG protocol principles, which are as follows:

- **Relevance:** Reporting shall adequately reflect the company or organisation's emissions in order to serve as a basis for decision-making for users both internally and externally.
- **Completeness:** The reporting shall cover all emissions within the specified system boundaries. Any exceptions shall be described and clarified.
- **Comparability:** Methods for calculation shall be consistent so that comparisons can be made over time. Changes in data, system boundaries, methods and the like must be documented.
- **Transparency:** All background data as well as all methods, sources and assumptions shall be documented.
- **Accuracy:** The calculated emissions shall reflect as closely as possible actual emissions.

When the CSRD and ESRS come into force, CityMail will have implemented the requirements arising from these regulatory frameworks. This is expected to occur in 2025.

## Employees

- **Number of employees:** Number of employees at end of period. Probationary staff and staff with indefinite-duration contracts.
- **Employee turnover:** Number of regular employees who have left their positions as a proportion of the average number of employees.

- Total sick leave: Short-term and long-term sick leave.
- Long-term sick leave: At least two weeks of sick leave.

## Scope and Limitations of the Report

The purpose of the Sustainability Report is to assess as transparently as possible how CityMail affects and is affected by its surroundings.

The reporting period relates to the calendar year 2023 and is the sixteenth sustainability report issued by CityMail. The report is GRI-inspired, that is to say it refers in part to the sustainability reporting guidelines set by the global interest group, Global Reporting Initiative (GRI) for CityMail's priority areas of responsibility: Customers, environmental impact and employees.

The report is aimed primarily at CityMail's customers, mail recipients, partners, owners and employees.

Reporting is done once per calendar year and covers CityMail's business in its entirety, including all terminals and CityMail Centres as well as outsourced transports.

CityMail reports its total climate impact according to an operational approach and the report includes direct emissions from mobile combustion of fossil fuels (Scope 1), indirect climate impact from the purchase of electricity and heating (Scope 2) and indirect climate impact from business travel, freight transport, production of energy carriers and capital goods (Scope 3).

Employee commutes are not included. Around 20% of the workforce is employed on an hourly basis, so-called on-demand employees. This solution is part of the company's personnel policy in order to adapt to volume fluctuations in distribution. On-demand employees are included in the reported statistics for employees despite the fact that their working hours and scope of employment is continuously fluctuating. They are covered by all allowances and other initiatives.

## Contact

Please contact Fabian Norrby, designated contact person for this sustainability report, via email: [hallbarhet@citymail.se](mailto:hallbarhet@citymail.se)