



# Sustainability Report 2020

Sustainability is a key part of our strategy, culture, and day-to-day operations. We want our solutions and operations, today and tomorrow, to support a more sustainable world, and we use the UN's Sustainable Development Goals (SDGs) as our compass for contributing to a better society.

# Sustainability report

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This sustainability report is an extract from Electrolux Professional's 2020 Annual Report. ([link](#)).

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## Build sustainability for the future

Sustainability is a key part of our strategy, culture and day-to-day operations. Our sustainability legacy provides a strong foundation for our operations and our sustainable customer offering. Electrolux Professional is a signatory of the UN Global Compact and our sustainability work is based on the United Nations Sustainability Development Goals.

We recognize the importance of taking action to mitigate climate change and we support the ambitions of the Paris Agreement. Consequently, we have an ambitious overarching target to become climate neutral in our own operations by 2030.

At a more operational level, the strategy aims to develop sustainable, more energy-efficient solutions, sustainable operations, and reduce our environmental impact. In terms of social impact, we seek to earn the trust of everyone affected by our operations, and demonstrate commitment to the environment, ethics, and human rights.

Electrolux Professional's sustainability targets center on climate, health & safety, and diversity.

In parallel to the climate neutral target for our own operations, we are determined to continue developing low-resource consuming products so as to reduce the impact from the product-use phase as products consume energy, water, and detergents. This is good for both our customers' running costs as well as for our planet.

It is only by understanding and managing the total impact of our business on people and the planet, that we can create the conditions to exceed our customers' expectations and remain an attractive employer, thereby delivering long-term value creation.

**Alberto Zanata,**  
*President and CEO*



**ALBERTO ZANATA,**  
PRESIDENT AND CEO

# How we create value

## 7 underlying trends

- > The post-pandemic new normal
- > Population growth
- > Increasing workforce participation
- > Climate change and resource shortfall
- > Urbanization
- > Digitalization
- > Growing disposable household income

**OUR MISSION**  
Making our customers' work-life easier, more profitable - and truly sustainable every day

## Our resources

- > 3,500 committed employees
- > 11 manufacturing sites
- > More than 3,000 larger customers in 110 countries
- > Long-term relations with stakeholders in our value chain,
- > Strong brand - known for innovative, sustainable solutions and the OnE offering

## Electrolux Professional – the OnE offering

Our global product and service offering, with both single and full solutions and services across Food & Beverage and Laundry – under one brand – allows customers to manage their operations through connectivity and a digital ecosystem. Our OnE offering also includes management of the entire value chain, from project planning and design to production, installation, and aftermarket service.



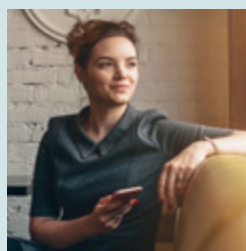
## Sustainable solutions

Read more on page 10 →



## Sustainable operations

Read more on page 12 →



## Ethics & Relationships

Read more on page 18 →



## Addressing customer needs

- > Simplification, improved speed and flexibility of customer operations
- > Improved quality of the food, beverage or laundry service
- > Reduced energy consumption and carbon footprint
- > Lower total cost over the lifecycle of the equipment
- > Reliability of the overall equipment system
- > Ergonomic and human-centric design
- > Enhanced hygiene demands

## Distributed value according to GRI



**Distributed value**  
**SEK 7,118m**

## Shareholders

Electrolux Professional's dividend target corresponds to a pay-out of approximately 30% of the net income for the year.

# Mission, commitment and framework

## Mission

Make our customers' work-life easier, more profitable, and truly sustainable every day.

This means we strive to improve sustainability in our customers' value chains. At the same time, we focus on reducing impacts within our own value chain, keeping stakeholders in mind and acting responsibly. We want to earn trust, through sustainable actions and practices, to be the "OnE Sustainable Partner".

## Our sustainability commitment

We act according to our ethical principles.

We constantly strive for improvement throughout our value chain.

We act fairly and commit to the trust we are given by our stakeholders.

## Strategic framework and materiality

We want to contribute to a better society and generate value for our stakeholders. We believe that the Agenda 2030 and the UN's Sustainable Development Goals (SDG's) are good indicators of the priorities and

challenges that the world is facing. Electrolux Professional has identified six SDGs where we believe we have greater impacts and opportunities to make a difference.

We further believe that commit-

ment to, and application of, standardized frameworks such as the UN Global Compact, ILO Convention and ISO standards simplifies understanding and fulfillment of stakeholder expectations.

### SDGs as our compass

- Climate action
- Responsible consumption and production
- Decent work and economic growth
- Gender equality
- Affordable and clean energy
- Clean water and sanitation

### Value generation for stakeholders

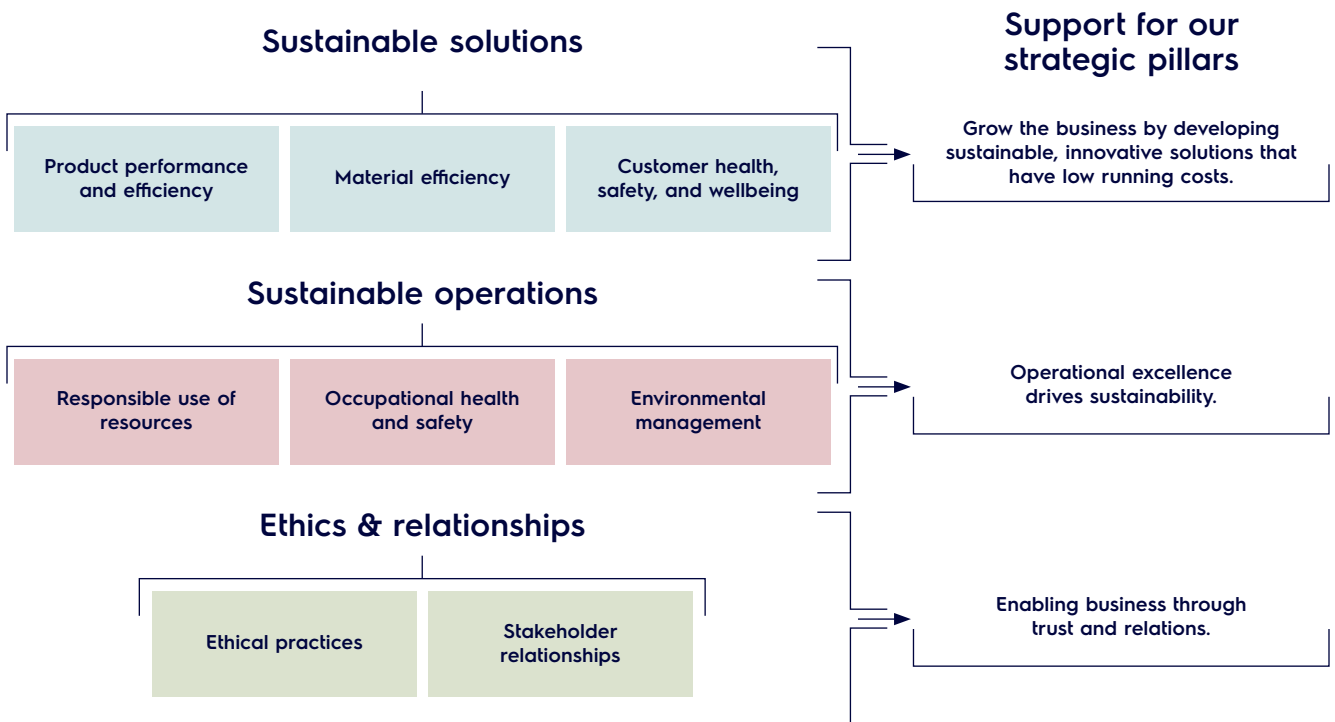
- Product and employee branding
- Value generation for customers
- Reduced or mitigated risks
- Reduced costs through efficient use of resources
- Availability of ESG investments and green investments
- Economic values, generated and distributed





## OnE sustainable partner

Our Sustainability framework “OnE Sustainable Partner” integrates our material topics. The materiality assessment is based on the magnitude of the social, environmental and economical impacts and value generation for our stakeholders. **Read more about our material topics on pages 10-20** 





# Targets and 2020 achievements

## Our climate ambition for 2030

To become climate neutral within our industrial operations by 2030.\*

### Climate

We believe that we can make the biggest impact in our value chain by developing energy-efficient products and working with energy-efficiency in our operations. We also aim to actively support the switch to increase our use of renewable energy sources.

### Occupational health and safety

Knowing that our employees are the single most important factor in achieving long-term success, Electrolux Professional is committed to continuously developing a work environment that protects our employees from work-related injuries or diseases.

### Gender diversity

Electrolux Professional values diversity and inclusion and has zero tolerance for discrimination and harassment. We aim to increase the share of female leaders within all levels of the company.

## Our climate target for 2025

Reduce CO<sub>2</sub> emissions  
scope 1 and 2 emissions from  
our industrial sites

>50%  
by 2025 (base year 2015)

**OUTCOME 2020:** Scope 1 and 2 emissions in 2020 amounted to 3.1 kton (CO<sub>2</sub>e), which is -36%.

## Our health and safety target for 2025

Lost time injury rate (LTIR)  
work-related accidents per 200,000  
work hours

<0.3  
by 2025

**OUTCOME 2020:** In 2020 the lost time injury rate was 1.1.

## Our gender diversity target for 2030

Gender diversity  
Distribution men/women  
or women/men

40/60  
distribution across managerial  
positions by 2030

**OUTCOME 2020:** The percentage of women in all managerial positions was 26% in 2020

\* As measured by scope 1 and 2 emissions.



# Sustainable Development Goals

The SDG's is our compass to contribute to a better society. Electrolux Professional has identified six SDGs where we believe we have greater impacts and opportunities to make a difference.



## SDG 13 & 7 Climate action & clean and affordable energy

We believe that we can make a difference throughout our value chain by developing energy-efficient products and working with energy efficiency in our operations.

### Our main actions

- Energy-efficient and low-consuming products
- Identify alternatives to HFC (Hydro-fluorocarbon) gases
- Use material and resources in an efficient way
- Drive energy-efficiency initiatives in plants (EPS internal system)
- ISO 50001 certificates in our three largest plants
- Active support to switch to renewable electricity
- Avoid investments in fossil fuel applications



## SDG 8 – Decent work and economic growth

Knowing that our employees are the single most important factor in achieving long-term success, we are committed to continuously developing a work environment that enables sustainable performance where all employees can deliver at their best

### Our main actions

- Program for Occupational Health and Safety
- User ergonomics and product safety integrated in product development, including third-party certifications
- Drive employee engagement
- Zero tolerance for slavery, trafficking, and child labor
- Respect for labor rights (ILO conventions)
- Code of Conduct training
- Supplier assessments and procurement practices
- ISO 45001 certificates in our three largest plants



## SDG 12 – Responsible consumption and production

To reduce the environmental footprint related to our products and operations, a major focus is to develop and offer sustainable products to our customers.

### Our main actions

- Environmental management in operations (EPS) including third-party ISO 14001 certifications (legal compliance, chemical management, effluents, emissions, and waste management)
- Environmental performance in operations (water, energy, scrap etc.)
- Efficient use of materials
- Sustainability reporting
- Sustainable innovations and product efficiency
- Respect for labor and human rights
- Drive energy-efficiency initiatives in plants
- Support for the Electrolux Food Foundation



## SDG 6 – Clean water and sanitation

As a number of our products consume water, Electrolux Professional can make a difference by developing and offering water-efficient products.

### Our main actions

- Develop and offer more water-efficient/low-consuming products
- Water risk assessments in our own operations
- Water efficiency in our own operations, with a special focus in water risk countries
- Management of water discharge to control quality and destination



## SDG 5 – Gender equality

Electrolux Professional values diversity and inclusion and discourages discrimination and harassment

### Our main actions

- Anti-discrimination policies
- Actively promote diversity and inclusion

## Other relevant SDG's



- SDG 3 – Health and well-being
- SDG 11 – Sustainable cities and communities
- SDG 16 – Peace, Justice and Strong Institutions
- SDG 17 – Partnerships for the goals

# The Climate challenge

Electrolux Professional recognizes the importance of actions regarding climate change mitigation. We support the ambitions of the Paris Agreement. Our ambition is to become climate neutral in our industrial operations by 2030 (as measured by scope 1 and 2 emissions). We have developed a scope 1 and 2 emission target aimed at reducing emissions by 50% by 2025 (including contribution from acquisitions made 2015–2019).

## Waste and energy

Our main way to achieve this target is to improve on energy efficiency, increase our share of renewable energy, and substitute HFC gases as product refrigerants. During the year, the company has integrated a waste management approach in its strategic framework. During the coming years we will sharpen our focus on reducing impacts from waste disposal.

Electrolux Professional manufacturing has 12 manufacturing sites in 7 countries. Every year, our production facilities are assessed for risk from a natural disaster perspective within the framework of the Group's injury prevention risk program. The risk exposures that are evaluated are, among others, storms, hailstorms, tornadoes and floods.

## Product performance and efficiency

Our main climate impact occurs as our products consume energy. For many years, Electrolux Professional has had a clear strategy to develop and offer energy-efficient and low-consuming products.

### Our climate ambition for 2030

**To become  
climate neutral  
within our industrial  
operations.**

Over time, growth in emerging markets might contribute to increased emissions from product use, if not compensated by energy efficiency and decarbonization. Product development and innovation is a key enabler for reducing the climate impact from product use. Energy reduction activities are integrated into the company's development plan and product road map.

The company has defined energy reduction targets connected to the main projects in its project portfolio. Low availability of energy labeling directives for professional products makes comparability and calculation of climate impact more complex.

Electrolux Professional demands a higher degree of energy labeling standardization for its products. In 2018 the company completed an investment in the laboratory in Ljungby to prepare for upcoming energy testing requirements. We will investigate how we can better describe our contribution to climate change mitigation from product use.

## Use of materials

Electrolux Professional's products are used frequently as shared resources (e.g. apartment building laundries and coin ops) or in a professional business environment. The company has therefore a strong tradition of developing

durable and reliable products supported by a strong service network for maintenance and repair. As the majority of materials used are related to steel or other metal parts, a large portion of the products can be recycled (normally between 85%–95%). The company recognizes the importance of using materials more efficiently and has therefore integrated material efficiency in its strategic framework.


Some of the company's products use HFC gases as refrigerants. The company's approach is to substitute these HFC gases with alternatives with lower GWP. During the year the company has completed several projects to substitute HFC gases as refrigerants for products. The process of substitution will continue over the coming years.







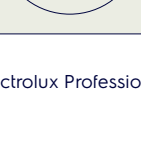
## Disclosure on climate-related topics

Electrolux Professional acknowledges an increased interest for transparency in regard to climate-related impacts. Importantly, we are seeing an interest from investors regarding disclosures according to TCFD and the new EU Taxonomy regulation. Electrolux Professional will continue to work towards better describing climate-related impacts, risks, opportunities, and business impacts.



# Our value chain

Electrolux Professional has assessed its impacts, risks, and opportunities within the value chain. The value chain perspective helps us to identify the impacts our business has on people and the planet, and where these occur. **For more details regarding our approach see pages 4-5** 

	IMPACTS	RISKS	OPPORTUNITIES	APPROACH
<b>Product development</b> 	<ul style="list-style-type: none"> <li>Product use (energy, water, detergent use)</li> <li>Material use</li> <li>Customer health, safety, and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Not meeting customer sustainability expectations</li> <li>Product safety</li> </ul>	<ul style="list-style-type: none"> <li>Reduce impact from material use</li> <li>Reduce impact from energy and waste use</li> <li>Reduce impacts from HFC gases</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder dialog &amp; materiality analysis</li> <li>Efficient use of materials (including restricted materials)</li> <li>Develop efficient and low consuming products</li> <li>User health &amp; safety certification &amp; testing</li> <li>Substitution of HFC gases</li> </ul>
<b>Sourcing</b> 	<ul style="list-style-type: none"> <li>Use of natural resources</li> <li>Emissions to air, water and soil</li> <li>Waste</li> <li>Provide jobs and income</li> </ul>	<ul style="list-style-type: none"> <li>Labor, human rights, and environmental compliance at suppliers in emerging markets</li> <li>Restricted materials</li> <li>Corruption</li> </ul>	<ul style="list-style-type: none"> <li>Have a positive impact on our suppliers' sustainability performance</li> <li>Substances with an impact on people and environment</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Workplace Standard</li> <li>Supplier due diligence (including signing of our Supplier Workplace standard)</li> <li>Supplier audits</li> <li>Material efficiency</li> </ul>
<b>Operations</b> 	<ul style="list-style-type: none"> <li>Provide jobs and income</li> <li>Employee health and wellbeing</li> <li>Impact environment through resource use, waste, and emissions</li> </ul>	<ul style="list-style-type: none"> <li>Serious accidents</li> </ul>	<ul style="list-style-type: none"> <li>Reduce CO<sub>2</sub> footprint in operations</li> <li>Improve occupational health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Efficient use of resources and environmental management integrated in our production system</li> <li>Health and safety pillar integrated within our production system</li> </ul>
<b>Transport</b> 	<ul style="list-style-type: none"> <li>Emissions from transportation</li> </ul>	<ul style="list-style-type: none"> <li>Labor conditions</li> </ul>	<ul style="list-style-type: none"> <li>Reduce impact from transportation</li> </ul>	<ul style="list-style-type: none"> <li>Efficient logistics process</li> <li>Encourage more sustainable transportation through supplier dialog, memberships and others</li> </ul>
<b>Sales</b> 	<ul style="list-style-type: none"> <li>Promotion of sustainable solutions</li> </ul>	<ul style="list-style-type: none"> <li>Corruption</li> <li>Not meeting customer sustainability expectations</li> </ul>	<ul style="list-style-type: none"> <li>Promotion and sales of sustainable solutions</li> </ul>	<ul style="list-style-type: none"> <li>Anti-corruption policy and Code of Conduct training</li> <li>Promotion of sustainable solutions</li> <li>Focus on the products life-cycle cost</li> </ul>
<b>Product use</b> 	<ul style="list-style-type: none"> <li>User health and safety</li> <li>Consumption of energy, water, and detergents</li> </ul>	<ul style="list-style-type: none"> <li>Product safety</li> </ul>	<ul style="list-style-type: none"> <li>Product efficiency</li> <li>User ergonomics</li> <li>Long life spans</li> </ul>	<ul style="list-style-type: none"> <li>Product performance and efficiency</li> <li>User health and safety (certification &amp; testing)</li> <li>Efficient use of materials</li> </ul>
<b>End of life</b> 	<ul style="list-style-type: none"> <li>Landfill &amp; emissions</li> </ul>	<ul style="list-style-type: none"> <li>Use of hazardous or toxic substances</li> <li>Products not recycled to the extent possible</li> </ul>	<ul style="list-style-type: none"> <li>Increased share of material recovery</li> </ul>	<ul style="list-style-type: none"> <li>Restricted material list</li> <li>Efficient use of materials</li> </ul>

# Sustainable solutions

We serve a wide range of customers globally, from restaurants, hotels and laundrettes to healthcare and service facilities. Our solutions consume energy, water, and detergents and impact the users as well as the consumer of the service they provide.

We want to set the pace within the professional food, laundry, and beverage industry through innovation in sustainability and energy efficiency, with connected and digital platforms that meet customer needs.

Product design influences or determines numerous environment and

social impacts throughout the value chain. The choices made will have impacts on materials use, manufacturing, distribution, product use, and end of life.

As our main environmental impacts occur during the product-use phase, integration of sustainability into product

development is essential to reduce our overall impact.

We have identified three priority areas within sustainable solutions:

## 1 Product performance and efficiency

### Efficient and low-consuming products

Our main environmental impact occurs during the product-use phase. As products operate, they consume resources such as energy, water, and detergents. As a result, we are determined to develop and offer low-consuming products, which is positive for our customers' running costs as well as the environment. We use technology and innovation to address the customer demand for resource-efficient products to minimize energy, water, and detergent consumption.

## 2 Efficient use of material

The main portion of our material use is related to steel and other metals. As the materials and waste generated have a negative impact on the environment, a more efficient use is required to reduce our impacts. An efficient approach means that we use materials for as long as possible, work towards closing material loops, and reduce waste.

Electrolux Professional products are used frequently, by either professional businesses or user-operated within the sharing economy. By designing durable and long-lasting products, material efficiency can be increased. Electrolux Professional is investing in lifetime testing and quality assurance to verify that our products meet durability and reliability requirements.

### Service and maintenance

During the product lifetime we offer a wide range of spare parts, services, and customer support that can help to prolong the product lifespan. Maintenance and service can also help to ensure that efficiency and performance is maintained during the product lifetime.

### End-of-life management and recovery

Electrolux Professional has developed a restricted material list (RML) to facilitate use of non-hazardous and non-toxic substances in our materials and components.

All components and materials used are RoHS compliant, meaning they do not contain any toxic substance

prohibited under, or, if permissible, do not exceed certain levels set out in the RoHS Directive (2011/65/EU). Electrolux Professional also meets the requirements of WEEE, the Waste Electrical and Electronic Equipment Directive (2012/19/EU).

As most of our products are designed for easy disassembly, include restrictions on hazardous and toxic materials, and mainly contain recyclable materials, a large proportion of our products can be transferred into new material loops.

### 3 Customer health and safety focus

#### Safety

Safety is critically important to Electrolux Professional customers as the use of our products frequently involves a mixture of water, hot surfaces, moving parts, and electricity. We aim to ensure customer safety and reduce risks by focusing on product safety starting from the product development phase, passing through a controlled production process, and providing a professional maintenance service. In order to improve the safety level of our appliances, we also use

third-party laboratories to review products from a safety standpoint.

Appliances are designed considering ergonomic principles around human functionality and according to the user's natural workflow, to achieve maximum efficiency with minimum effort. Electrolux Professional has also started to perform third-party ergonomic certifications on certain products (ERGOCERT).

#### Food safety and hygiene

Our businesses include professional laundry or food service operations in hospitality business and within community businesses such as elderly care homes or hospitals. As people in these environments can be more vulnerable, hygiene and food safety are critically important. We offer solutions for control and monitoring.

In 2020, the global pandemic led to the creation of the first dishwashing range with third-party certified disinfection performance.

## Focus on developing innovative and sustainable solutions

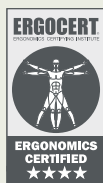
### “hygiene&clean” Rack Type Dishwasher

- Water, energy and detergent savings with the lowest running cost in the industry.
- Using just one of glass of water per rack, hygiene&clean's innovative rinse module uses less water, less electricity and less detergents.
- Durable and robust design, for long lifetime usage - tested for 2,310,000 cycles.
- Heat pump technology for low climate impacts - using refrigerant with low climate impact (GWP=1).
- Saves 50% energy with Natural Ventless heat pump solution.



### Line 6000 Heat Pump Dryers

- Adaptive fan control adjusts the fan speed automatically to save energy and reduce drying time providing an even drying result.
- Heat pump dryers enables over 60% savings compared to similar models using conventional heating technologies, without compromising drying time or productivity.
- Great ergonomic design for a human centered approach.



### SkyLine Combi Oven

- Savings on water, energy and chemicals consumption translate into a higher profitability.
- Water wastage reduction thanks to smart use of the Lambda sensor, generating steam only when necessary and taking advantage of the humidity generated by the food.
- Energy consumption reduction through enhanced chamber isolation, triple-glazed door and optimized cavity design.
- Optimized energy usage through interaction between high-precision control system and 26 different sensors.
- First oven ever to receive independent 4-star ergonomic certification (ERGOCERT).



# Sustainable operations

Electrolux Professional has a global presence and applies the same high standards and principles of conduct globally: respect, diversity, integrity, ethics, safety, and environmental protection. We aim to improve sustainability performance within our operations through management and a systematic approach, emphasizing reducing our environmental and social impacts every day.



1

## Environmental management

We place great emphasis on reducing the environmental impact of our business activities. Our environmental management focuses on reducing impacts from resource use and emissions and waste.


The material topics within our operations are integrated into our production system (EPS). EPS provides a method for minimizing all kinds of waste and losses in our processes. Using fewer resources is good for the environment and for the long-term profitability of the company.

Our Group environmental commitment is outlined in our Code of Conduct, Group Work Policy, and Environmental Policy.

The workplace directive stipulates minimum requirements on topics such as legal compliance, waste, and chemicals.

### ISO 14001 certifications

Our target is that all of our logistics, manufacturing and R&D operations should be third-party certified according to ISO 9001 and ISO 14001. Our three largest manufacturing sites, covering around 2/3 of our production, are also ISO 50001 certified.

The sites report result and progress to the Group's central functions. Adherence to our central policies is controlled through internal and external audits. **See the ISO table in the Manufacturing section in the annual report on page 43** 



2

## Efficient use of resources

### Energy

Electrolux Professional places a strong emphasis on reducing energy consumption in our operations. We are constantly monitoring our performance and have developed reduction targets. Our improvement plan is based on continuous improvement activities, projects, and investments in energy-efficient equipment. We are also active supporters of the switch to renewable energy.

### Water

We assess our water risks according to the WWF's water risk filter. According to the water risk assessment, we do not have high water risks related to our operations. We are taking protective measures to reduce our water footprint from our operations.

### Materials

Electrolux Professional has adopted a restricted materials list to restrict toxic and hazardous substances, in our products and processes. Our plants also work to reduce material losses by improving the scrap rate and utilizing materials efficiently.



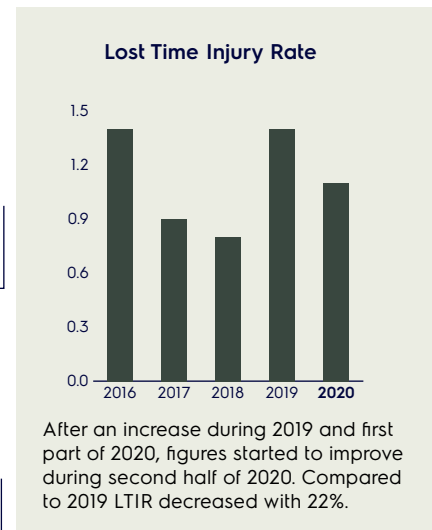
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## Occupational health and safety

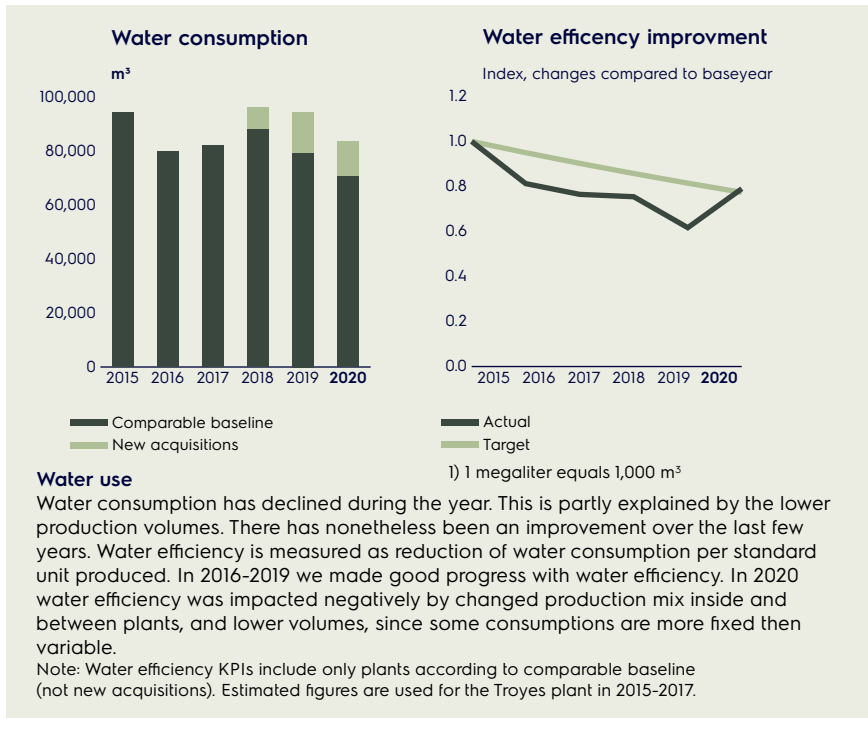
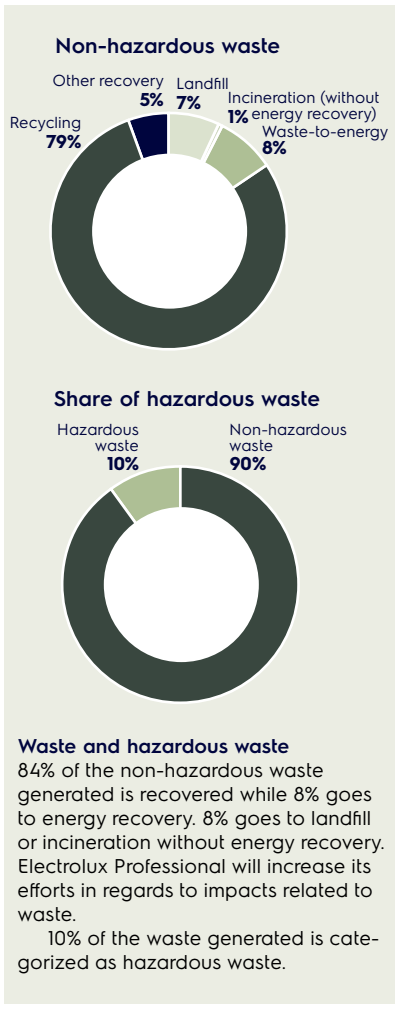
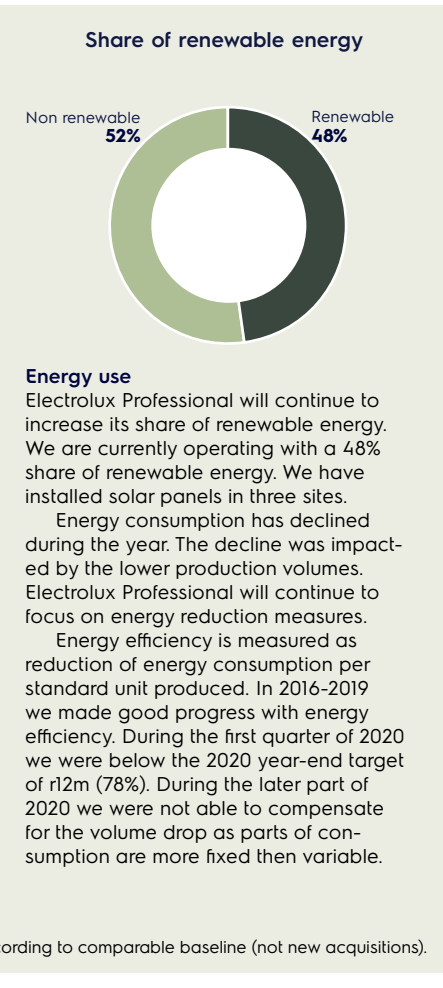
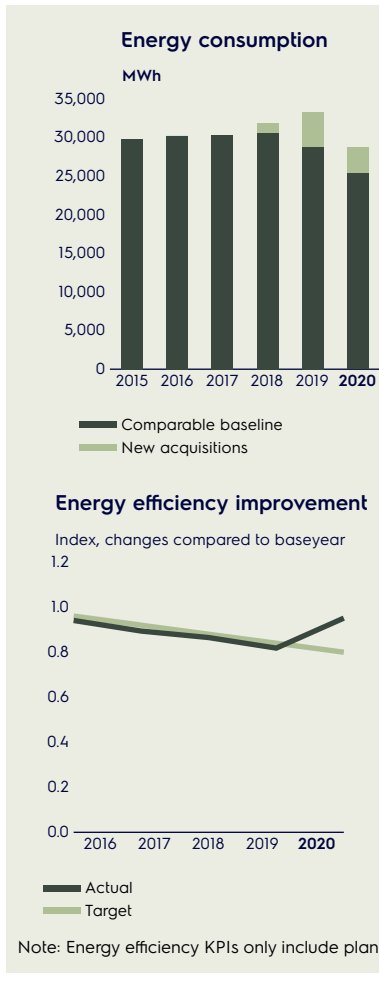
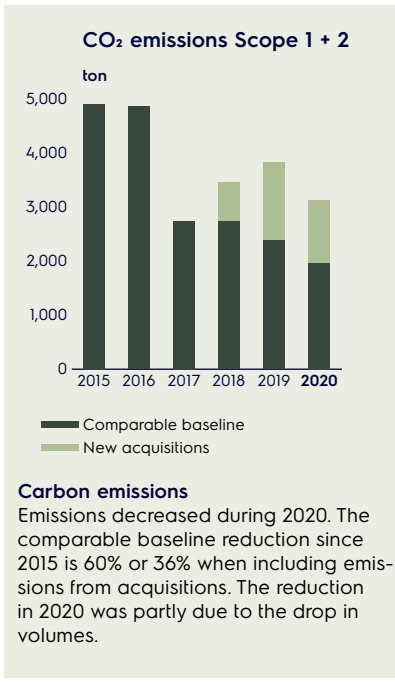
We prioritize the wellbeing of all employees by providing a safe and healthy work environment. We work with a 'zero accident' mindset, putting safety at the top of the agenda.

Our Group health and safety pillar is outlined within our Code of Conduct and Group Work Policy, and detailed requirements are described in our Group Workplace Directive. Our industrial operations pose higher risks, and we have adopted a dedicated Health & Safety pillar to maintain a safe work environment to protect our employees.

Our three largest plants are third-party certified according to ISO 45001. Electrolux Professional also collaborates with International SOS to protect our people during business travel.



# Environmental KPIs







## Our people

Our mission is to make our customers' work-life easier, more profitable - and truly sustainable every day. We do this by acting sustainable, creating better experiences for customers and employees, and always striving to improve. This can only be accomplished through our greatest asset - our people.

A talented workforce is essential for the execution of the company strategy. We strive to attract and develop committed, curious, passionate, and dedicated employees from diverse backgrounds in terms of nationality, gender, age, experience, and education.

We are dedicated to being a responsible employer for our entire workforce. To uphold this standard, we have the following guiding principles:

**1**  
**Treat each other with dignity and respect, value diversity and inclusiveness. Zero discrimination and harassment.**

We recognize and respect diversity and cultural differences, since it is paramount to our business success that we have a wide and diverse perspective on matters. All employees will be treated according to their abilities and qualifications in any employment decisions, including hiring, promotion, compensation, training, layoffs and termination. As part of our commitment to having a diverse and inclusive workplace, we have zero tolerance for harassment and bullying. All employees must treat each another with respect, dignity, and common courtesy. Our ethics framework has been designed to provide guidance to our employees in applying the Electrolux Professional group's Code of Conduct

**2**  
**Provide employees with a sustainable working environment which includes safe and healthy workplaces.**

Knowing that our employees are the single most important factor in achieving long-term success, we are committed to continuously developing a work environment that enables sustainable performance where all employees can deliver their best.

Our commitment to health and safety goes beyond ensuring compliance with rules and legislation. The Group Workplace Directive describes the minimum requirements for environmental and working conditions for all employees. **Read more about our health and safety framework on page 13** →

**3**  
**Attract, retain, and develop employees.**

The right people in the right job means recruiting top talent and developing capabilities for the future. We work actively with Talent Management to ensure we continuously develop and grow our employees. The process also enables us to develop internal successors for future vacancies. We strive to recruit internally to enable growth of our people.

The Induction Program aims at providing the new employees with the support they need to enhance and guarantee an efficient introduction to settle in rapidly, engage with the organization, and quickly get used to their new role.

The annual Performance Management process enables each employee to perform at their best, develop further, and be recognized.

We believe that for learning to stick and complement our growth, we need a smart combination of education (10%), exposure (20%), and experience (70%), the 70-20-10 learning approach. Choices of learning and development actions should be grounded by needs, in line with both business priorities and individual career aspirations.

**4**  
**Provide competitive compensation.**

The purpose of the Electrolux Professional Total Rewards Programs is to attract the right people with a competitive rewards package.

**5**  
**Operate in an open and fair manner.**

To operate in an open and fair manner is central in our culture and crucial to the success of the business.

In 2019 the Employee Engagement Survey (EES) provided important insights for the organization. 2019 was a year of change for the company and our employees, with the separation from Electrolux, together with new acquisitions and challenging external business environments. The survey participation rate was 88% and 73% of the 3,022 employees that participated were either satisfied or very satisfied. This was a 3% points drop in satisfaction compared to 2018. The next survey will be conducted in 2021.

Different procedures have been established for reporting concerns about possible breaches of the Code of Conduct and ethical misconduct. These include the possibility to report concerns online via a whistleblower web platform - "EthicsPoint".

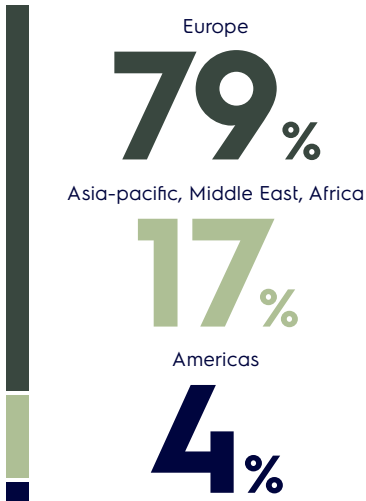
Reports may be submitted anonymously if permitted by local law. Every employee is expected to take their obligation to follow these procedures seriously.

# Employees

On December 31, 2020 Electrolux Professional had 3,515 employees in 34 countries. We have eleven manufacturing facilities in seven countries. The R&D center for Food is located in Pordenone, Italy, for Beverage in Louisville, US, and for Laundry in Ljungby, Sweden. The biggest countries in terms of number of employees are Italy and Sweden. The Electrolux Professional headquarters are located in Stockholm, Sweden.



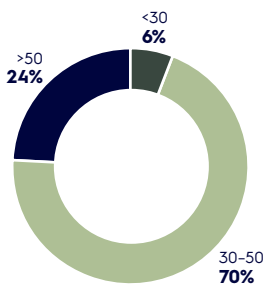
## Employees by region



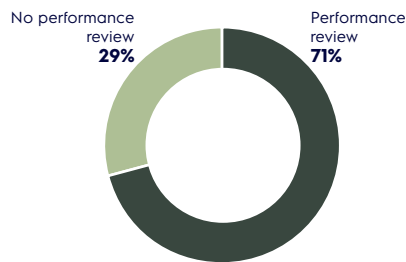
## Employees by region

	2020	2019	2018
Global	3,515	3,624	3,555
Europe	2,780	2,845	2,742
APAC & MEA	596	615	641
Americas	139	164	172

## Age distribution employees



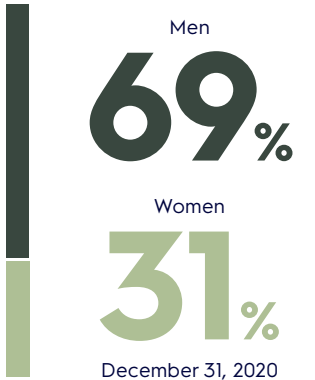
## Employees having performance review



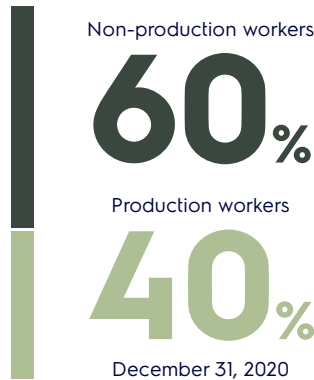
Employees participated in Code of Conduct trainings 2020

**905**  
employees

## Gender distribution



## Worker distribution



# Ethics and relationships

A good, sustainable relationship with the stakeholders that are impacted by our business is key to the delivery of our strategy. We demonstrate our commitment, and seek their trust, through a number of actions and procedures. Electrolux Professional has signed the UN Global Compact and commits to its 10 principles regarding human rights, labor, anti-corruption, and the environment.

## Code of Conduct

The Electrolux Professional Code of Conduct is fundamental to the way we act. It serves as an introduction to our most important policies and principles and guides our way of doing business. Code of Conduct training is mandatory for all employees. During the year around 900 employees participated in Code of conduct training, which includes anti-corruption and human right topics.

### The Code of Conduct addresses the following:

- Respect for people and basic rights
- Freedom of association
- Discrimination
- Zero tolerance for harassment, child labor, forced labor, corruption, bribery
- Workplace wellbeing and safety
- Fair and legal business
- Quality and safety of our products
- Business integrity
- Avoidance of political involvement
- Confidentiality of information and protection of personal data
- Respect for the environment

Executive Management has further adopted policies concerning the environment, workplace, and anti-corruption. Policies for people, workplace, anti-corruption, the environment, and tax fall within the scope of the Code of Conduct. They are all based on fundamental international treaties such as the International Bill of Human Rights, the conventions of the International Labor Organization and the OECD Guidelines for Multinational Enterprises.

## Human rights statement

We are a signatory of the UN Global Compact, we support the OECD Guidelines for Multinational Enterprises and we apply the UN Guiding Principles on Business & Human Rights in our work to identify and remediate any negative impact on people that is a direct or indirect result of our operations.

We do not tolerate child labor, forced labor, discrimination, harassment, or abuse. We are committed to decent working hours and compensation, freedom of association, and collective bargaining.

The health and safety of our employees is a top priority and we work continuously to identify, manage, and mitigate any risks of accidents and illness. We aim to have an open and transparent dialog to engage with employees directly and, when applicable, their representatives. This includes the freedom of association and the right to bargain collectively.

## Anti-corruption, bribery, and unethical business

Electrolux Professional does not tolerate corruption, bribery, or unethical business practices in any form. All operational units and suppliers, and their employees, must refrain from offering, giving, demanding, or receiving bribes or any other improper benefits.

## Tax policy

Electrolux Professional has developed a Tax Policy that outlines how to deal with tax-related matters. The goal is to always pay the correct amount of tax in the correct country, and to be fair and resolve differences in opinions with local tax authorities and other governmental organizations in a constructive and positive manner.

## Governance and training

A Code of Conduct steering group has been established to meet regularly to follow up on the effectiveness of the program. Code of Conduct training is conducted both on-line and in live training sessions that are mandatory for all employees.

## Reporting of misconduct

Misconduct and violation of the Code of Conduct or Group Policies can be reported anonymously on-line via the whistleblower web platform, or directly to a suitable person or function within the company.

# Our stakeholders

Electrolux Professional recognizes the trust we are given by our stakeholders. Impact analyses and strategic assessments, together with stakeholder expectations, serve as the basis for our sustainability work. We monitor overall trends in society and collaborate with external partners to better contribute to improvements.



STAKEHOLDER	FORM OF DIALOG	IMPORTANT TOPICS	GENERATED VALUE
<b>Customers and users</b>	<ul style="list-style-type: none"> <li>• Ongoing dialog to collect requirements. This dialog takes place during customer visits, RFQ's, fairs etc. We also do more systematic studies and measure the Net Promotor Score (NPS)</li> </ul>	<ul style="list-style-type: none"> <li>• Quality</li> <li>• Energy consumption and carbon footprint</li> <li>• Cost over the product life-cycle</li> <li>• Reliability of the overall equipment system</li> <li>• Ergonomics, safety, and human-centric design</li> </ul>	<ul style="list-style-type: none"> <li>• Easier work-life, profitability, and low consumption.</li> </ul> <p><b>See more in the annual report on pages 30-35</b> <a href="#">→</a></p>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Ongoing dialog with employees and unions through management</li> <li>• Systematic dialog within our people performance process</li> <li>• Employee engagement surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; safety</li> <li>• Diversity and inclusion</li> <li>• People development</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive compensation, sustainable working environment, learning &amp; development.</li> </ul> <p><b>See more on pages 5, 15-17</b> <a href="#">→</a></p>
<b>Investors and owners</b>	<ul style="list-style-type: none"> <li>• We communicate through direct meetings, questions, and ESG surveys, capital market days and the annual general meeting where a dialog can take place. Some of our investors also have representatives on the Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>• Ethical business practices</li> <li>• Diversity and inclusion</li> <li>• Health &amp; safety</li> <li>• Climate actions</li> <li>• Supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced risks and long-term value generation.</li> </ul> <p><b>See more on page 5, and in the annual report on pages 160-163</b> <a href="#">→</a></p>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Dialog with suppliers is mainly conducted through supplier meetings, negotiations, and discussions</li> <li>• Gather information about the suppliers during the RFQ phase</li> <li>• Signing of our supplier workplace standard</li> </ul>	<ul style="list-style-type: none"> <li>• Labor conditions</li> <li>• Health &amp; safety</li> <li>• Environmental management</li> </ul>	<ul style="list-style-type: none"> <li>• Jobs, mutual benefits and reduced risks.</li> </ul> <p><b>See more on pages 5 and 20 and in the annual report on page 44</b> <a href="#">→</a></p>
<b>Society and local communities</b>	<ul style="list-style-type: none"> <li>• Contacts with local communities regarding local environmental requirements</li> <li>• Contacts to monitor the public opinion and changes in legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental impacts</li> <li>• Social impacts</li> <li>• Contribution to local community</li> </ul>	<ul style="list-style-type: none"> <li>• Taxes and reduced carbon footprint</li> </ul> <p><b>See more on pages 5, 7-8</b> <a href="#">→</a></p>
<b>Academia and NGO's</b>	<ul style="list-style-type: none"> <li>• Participate in networks, meetings and co-operations</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable innovation</li> <li>• Strategic partnerships</li> <li>• Mutual benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Mutual benefits and development of opportunities.</li> </ul> <p><b>See more on page 20 and in the annual report on page 45</b> <a href="#">→</a></p>

**Sustainability governance and management, the GRI index, and performance are described on pages 21-27** [→](#)

# Supplier expectations

## Sustainability risks within the supply chain

Electrolux Professional manages sustainability risks within its supply chain by stipulating demands related to quality, product safety, chemical compliance, social responsibility, and the environment. We expect our suppliers to adhere to the principles in our Code of Conduct and Supplier Workplace Standard, which similarly apply to our own operations. These policies are aligned with requirements in frameworks such as the International Labor Organization's (ILO) core conventions and the OECD guidelines for multinational enterprises.

## Social and environmental due diligence of new suppliers

Social and environmental requirements of our suppliers are integrated in our Supplier Workplace Standard. Electrolux Professional has established a risk-based due diligence process for introduction of new suppliers. The risk levels are based on supplier location and turnover. Based on defined risk levels, defined due diligence activities are put in place.

## Monitoring of existing supplier base

Electrolux Professional audits its existing supplier base. Part of the Electrolux

social and environmental audits was supported by a group function, while Electrolux Professional conducted quality audits. During 2020 Electrolux Professional has introduced Environmental and Health & Safety sections in addition to its quality sections. In 2021 Electrolux Professional intends to train the audit team in regards to human rights and labor conditions. The intention is to build further capability to identify and mitigate risks. In addition, Electrolux Professional intends to contract a third-party supplier that can support with deeper assessments when needed (based on risk and intelligence).

84

supplier audits conducted in 2020

84/84

audits included quality

72/84

audits included environment and health & safety

Since 2020 Electrolux Professional has been a signatory to the UN Global Compact corporate responsibility initiative and its principles on human rights, labor, the environment and anti-corruption.

WE SUPPORT



## Electrolux Food Foundation

Electrolux Professional supports the Electrolux Food Foundation, an independent, non-profit organization that supports initiatives to inspire more sustainable food choices among consumers and professionals, and to support people in need in the communities around us.

Since food is a major battleground in the fight against climate change, the foundation's focus is well aligned with the Electrolux Professional sustainability commitment



## Electrolux Food Foundation



# GRI report supplement

## About this report

### Reporting framework

This report has been prepared in accordance with the Swedish legislation on Sustainability reporting. The main audiences for the report are shareholders and other stakeholders. Main stakeholders are identified by assessing the magnitude impacts from, or on, our business and operations. Electrolux Professional's Sustainability Report has been inspired by the Global Reporting Initiative (GRI). For this purpose, Electrolux Professional has made a materiality analysis to determine the most relevant sustainability topics within our value chain. We have also established sustainability targets to highlight our ambitions in some significant areas. As a signatory of the UN Global Compact, Electrolux Professional is using this report to highlight progress regarding the 10 principles.

### Boundary of the report

- The Sustainability Report is published annually. This report covers data that has been collected throughout the 2020 calendar year.
- The environmental data in this report covers 12 (12) manufacturing sites and all R&D, logistic centers, and offices where we have our manufacturing sites. New acquisitions have been made since 2015, which impacts various indicators when operations are included in the reporting.
- The people data disclosed relating to GRI topics 102-8, 102-9, and the 400 section covers the scope of the company with the exception of disclosure GRI 409-9. For more information about disclosure 409-9, see Omissions from GRI Standards. As people data is collected from different systems, minor variations in total number of employees might exist at a specific point in time.

- Performance indicators normally cover the last five years. Variations might occur, depending on relevance and/or data availability. Historical baselines for performance indicators are not fully comparable as acquired operations are integrated within the report.

### Assumptions and calculations

- Emission factors are based on the "Emission factors 2020 edition" provided by the International Energy Agency (IEA). Values used in the report are offset by a three-year period (2017 using figures for 2020). The company uses zero as the emission factor for use of renewable energy.
- Electrolux Professional applies the Precautionary principle for its sustainability reporting and management, this means we are cautious wherever estimates are applied. Wherever estimations are made, this is indicated as footnotes.

### Omissions from GRI Standards

**GRI 201-1 Direct economic value generated and distributed:** Direct economic value distributed is based on operating cost instead of actual value distributed (payments) during the period.

**205-2 Communication and training about anti-corruption policies and procedures** Only includes employees that have received training

**GRI 301 Material:** No topic-specific disclosures are included in the report. The reason for exclusion is mainly related to low availability of data for part of the reporting scope. **Information about spend per category is disclosed in the annual report on page 44** →

**GRI 303-4 Water discharge:** Data is based on a combination of data and engineering estimates provided by the local sites. Storm water that is not collected or used is not considered as water discharge if it goes into our storm drains.

**GRI 401-1 New employee hires and employee turnover:** No disclosure on total numbers is provided, only percentages.

**GRI 403-9 Work related injuries:** Includes lost time injuries (not occupational illness cases). Employees and temporary hires are included. Employees working within manufacturing sites are included based on local selection. On some sites a minor portion of the white collar employees is not included, depending on local reporting practices. Data for the manufacturing sites in Spillamberto and Carros are not included as the units are not yet integrated in the central health and safety reporting.

**GRI 405-1 Diversity of governance bodies and employees:** The average number of employees is used for gender distribution. Year-end data collected from local/regional HR systems is used for age distribution data.

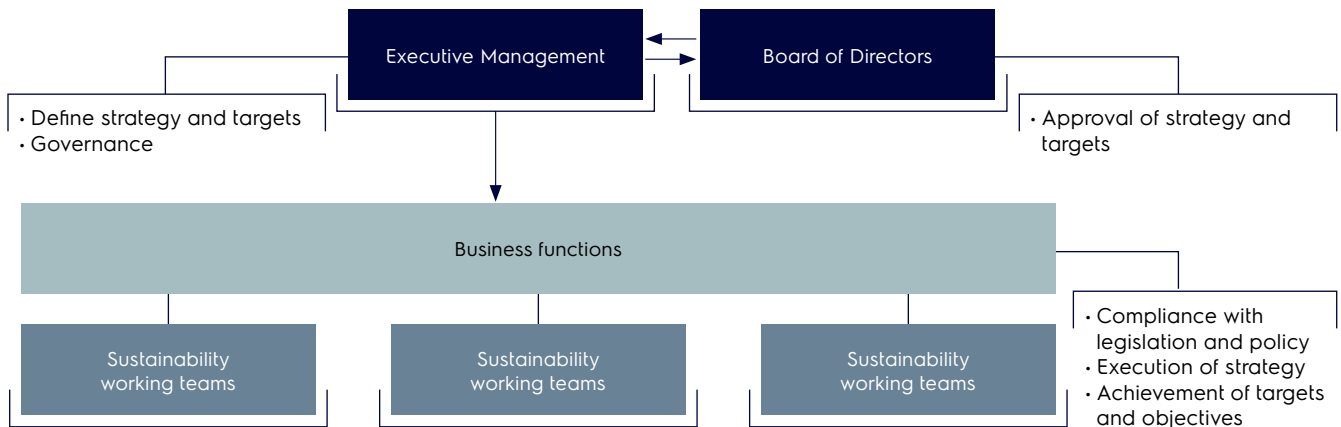
**GRI 412-2 Employee training on human rights policies or procedures:** Training hours are based on a combination of engineering estimates and data.

### Restatement of information and changes in reporting

This is the company's first Sustainability Report as a separate company (previous reports have been as a part of the Electrolux Group). There are minor differences in the data due to the inclusion of sites. Data for one plant has been adjusted for energy consumption in 2018 and 2019. Water discharge values reported by Electrolux in 2019 have been adjusted due to a manual error in the report.

# Sustainability management and governance

## Sustainability governance



The Board of Directors decides on the strategy, direction, and overall targets of the Group’s sustainability work. The Executive Management Team further defines and implements procedures. Each local management and business function has a delegated responsibility for the implementation of group policies and risk mitigation and performance.

The group Sustainability function supports the business by identifying the prioritized and strategic sustainability issues and helps integrate them into the business. The group Sustainability function also monitors the overall performance through dialog, performance data and audit results. Performance is reported to the Executive Management Team.

**Code of Conduct governance**  
Business Ethics and Code of Conduct expectations on managers and employees are published on the Group’s intranet. A Code of Conduct Steering Group has been established to meet regularly to follow up on the effectiveness of the program and in particular our whistleblowing procedures.

## The auditor’s opinion regarding the statutory sustainability report

The Board of Directors is responsible for the statutory sustainability report and that it is prepared in accordance with the Annual Accounts Act.

Our examination has been conducted in accordance with FAR:s standard RevR 12 The auditor’s opinion regarding the statutory sustainability report. This means that our examination

of the statutory sustainability report is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

A statutory sustainability report has been prepared.

Stockholm March 29, 2021  
Deloitte AB

Jan Berntsson  
Authorized Public Accountant



# GRI index

The Global Reporting Initiative (GRI) index provide guidance on where information within this report is disclosed.

## General information (2016)

Organizational profile		Page/Information Annual Report	Page/Information
GRI 102-1	Name of the organization	87	Electrolux Professional AB (publ)
GRI 102-2	Activities, brands, products, and services	16–35	see annual report
GRI 102-3	Location of headquarters	87	Stockholm, Sweden
GRI 102-4	Location of operations	37–42	see annual report
GRI 102-5	Ownership and legal form	87, 160–162	see annual report
GRI 102-6	Markets served	37–40	see annual report
GRI 102-7	Scale of the organization	3, 37–40, 42, 48, 94–96	see annual report
GRI 102-8	Information on employees and other workers	48	17
GRI 102-9	Supply chain	44, 62–63	see annual report and 19–20
GRI 102-10	Significant changes to the organization and its supply chain	138, 153	see annual report
GRI 102-11	Precautionary Principle or approach	153	21
GRI 102-12	External initiatives	UN Global compact	
GRI 102-13	Membership of associations	Not tracked on Group level	
<b>STRATEGY</b>			
GRI 102-14	Statement from senior decision-maker	4–5	1
<b>ETHICS AND INTEGRITY</b>			
GRI 102-16	Values, principles, standards, and norms of behavior	61	18
<b>GOVERNANCE</b>			
GRI 102-18	Governance structure	66–77	see annual report
GRI 102-40	List of stakeholder groups	62	19
GRI 102-41	Collective bargaining agreements	48, 159	17, 27
GRI 102-42	Identifying and selecting stakeholders	153	21
GRI 102-43	Approach to stakeholder engagement	62	19
GRI 102-44	Key topics and concerns raised	62	19
<b>REPORTING PRACTICE</b>			
GRI 102-45	Entities included in the consolidated financial statements	144–145	see annual report
GRI 102-46	Defining report content and topic Boundaries	50–51, 55, 62	4–5, 9, 19
GRI 102-47	List of material topics	50–51	4–5
GRI 102-48	Restatements of information	153	21
GRI 102-49	Changes in reporting	153	21
GRI 102-50	Reporting period	153	21
GRI 102-51	Date of most recent report	153	21
GRI 102-52	Reporting cycle	153	21
GRI 102-53	Contact point for questions regarding the report	Niklas Lindsköld, Head of Sustainability (sustainability@electroluxprofessional.com)	
GRI 102-54	Statements of reporting in accordance with the GRI Standards	153	21
GRI 102-55	GRI content index	155	23
GRI 102-56	External assurance	147	22

## GRI - topic specific indicators

		Page/Information Annual Report	Page/Information
<b>GRI 201</b>	<b>Economic performance (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	3, 8-9, 160	1, 2-3
<b>GRI 201-1</b>	Direct economic value generated and distributed	3, 9	1, 3
<b>GRI 205</b>	<b>Anti-corruption (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	47, 61, 66	16, 18
<b>GRI 205-2</b>	Communication and training on anti-corruption policies	48, 61, 159	17, 18, 27
<b>GRI 302</b>	<b>Energy (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Explanation and boundary, Management approach and Evaluation	50-59, 62	4-13, 19
<b>GRI 302-1</b>	Energy consumption within the organization	157	25
<b>GRI 303</b>	<b>Water and effluents (approach 2018)</b>		
<b>GRI 103 1/2/3</b>	Management approach	50-51, 53-59, 62	4-5, 7-13, 19
<b>GRI 303-3</b>	Water withdrawal	157	25
<b>GRI 303-4</b>	Water discharge	157	25
<b>GRI 305</b>	<b>Emissions (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	50-59, 62	4-13, 19
<b>GRI 305-1</b>	Direct (Scope 1) GHG emissions	158	26
<b>GRI 305-2</b>	Energy indirect (Scope 2) GHG emissions	158	26
<b>GRI 306</b>	<b>Waste (approach 2020)</b>		
<b>GRI 103 1/2/3</b>	Management approach	50-51, 53-59, 62	4-5, 7-13, 19
<b>GRI 306-4</b>	Waste diverted from disposal	158	26
<b>GRI 306-5</b>	Waste directed to disposal	158	26
<b>GRI 401</b>	<b>Employment (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	46-47, 50-53, 55, 58-59, 61-63	15-16, 4-7, 9, 12-13, 18-20
<b>GRI 401-1</b>	New employee hires and employee turnover	159	27
<b>GRI 403</b>	<b>Occupational health and safety (approach 2018)</b>		
<b>GRI 103 1/2/3</b>	Management approach	46-47, 50-53, 55, 58-59, 61-63	15-16, 4-7, 9, 12-13, 18-20
<b>GRI 403-9</b>	Work-related injuries	159	27
<b>GRI 404</b>	<b>Training and education (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	46-47, 50-53, 55, 61-62	15-16, 4-7, 9, 18-19
<b>GRI 404-1</b>	Average hours of training per year per employee	159	27
<b>GRI 404-3</b>	Percentage of employees receiving regular performance and career development reviews	159	27
<b>GRI 405</b>	<b>Diversity and equal opportunity (approach 2016) (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	46-47, 50-53, 55, 61-63	15-16, 4-7, 9, 18-20
<b>GRI 405-1</b>	Diversity of governance bodies and employees	159	27
	Gender distribution	159	27
<b>GRI 412</b>	<b>Human rights assessment (approach 2016)</b>		
<b>GRI 103 1/2/3</b>	Management approach	46-47, 50-53, 55, 61-63	15-16, 4-7, 9, 18-20
<b>GRI 412-2</b>	Employee training on human rights policies or procedures	159	27

# Environmental data

## Energy

GRI 302-1<sup>1</sup>

Year	Energy use by type (MWh)					Renewable energy use (MWh)		
	Natural gas	LPG	District heating	Electricity	Total	Renewable energy	Non-renewable energy	Total
2016	8,763	119	3,331	18,008	30,221	1,067	29,154	30,221
2017	9,112	0	4,255	16,979	30,345	13,833	16,512	30,345
2018	9,044	0	4,391	18,453	31,888	15,563	16,325	31,888
2019	10,147	0	3,938	19,133	33,218	15,197	18,021	33,218
2020	8,777	0	3,550	16,484	28,811	13,777	15,033	28,811

1) Electrolux Professional did not previously report on-site generated electricity to the Electrolux Group. On-site generated Electricity is included in the above numbers.

Note: The baseline is not fully comparable as five acquired plants have been added to the reporting during for 2018 and 2019.

## Water

GRI 303-3, 303-4

Total water withdrawal from all areas in megaliters<sup>1, 2, 3</sup>

	2016	2017	2018	2019	2020
Municipal Water Supply – Purchased (m <sup>3</sup> )	79	82	96	94	83
Ground water	0	0	0	0	1
<b>Total</b>	<b>79</b>	<b>82</b>	<b>96</b>	<b>94</b>	<b>84</b>

1) 1 megaliter equals 1,000 m<sup>3</sup>

2) Internal risk area defined using WWFs water risk filter

3) Electrolux Professional operations have no water withdrawal from areas with water risks

Note: The baseline is not fully comparable as five acquired plants have been added to the reporting for 2018 and 2019.

Total water discharge to all areas in megaliters<sup>1, 2</sup>

	2016	2017	2018	2019	2020	
Third-party destinations	Untreated	41	45	48	50	42
	Pre-treated	28	28	29	25	33
Fresh surface water	Untreated	0	0	0	0	0
	Pre-treated	0	0	0	0	0
<b>Total</b>	<b>69</b>	<b>73</b>	<b>77</b>	<b>74</b>	<b>75</b>	

1) Figures are based on engineering estimates and data provided from the sites

2) Electrolux Professional operations have no water discharge in water stressed areas

Note: Storm water that is not collected or used is not considered as water discharge if goes into our storm drains.

Note: The baseline is not fully comparable as five acquired plants have been added to the reporting for 2018 and 2019

## Emissions & waste

Metric kiloton		2016	2017	2018	2019	2020
<b>GRI 305-1</b>	Direct (Scope 1) GHG emissions <sup>1</sup>	1.7	1.8	1.7	2.0	1.7
<b>GRI 305-2</b>	Energy indirect (Scope 2) GHG emissions <sup>2</sup>	3.2	1.0	1.7	1.9	1.4
	<b>Total CO<sub>2</sub>eq</b>	<b>4.9</b>	<b>2.7</b>	<b>3.5</b>	<b>3.8</b>	<b>3.1</b>

1) Includes contributions from energy use and Green House Gas emissions.

2) Emissions from use of renewable energy calculated as zero. Market based calculations used.

**Note:** The baseline is not fully comparable as five acquired plants have been added to the reporting for 2018 and 2019.

### GRI 306-4<sup>1, 2, 3</sup>, GRI 306-5<sup>1, 2, 3</sup>

2020	Metric kiloton	% of Non-hazardous waste	Recovery (%)	Disposal (%)
<b>Non-hazardous waste</b>				
Landfill	0.33	7%		7%
Incineration (without energy recovery)	0.02	1%		1%
Waste-to-Energy	0.37	8%		8%
Recycling	3.62	79%	79%	
Other recovery	0.25	5%	5%	
<b>Total non-hazardous waste</b>	<b>4.60</b>	<b>100%</b>	<b>84%</b>	<b>16%</b>

2020	Metric kiloton	% of Non-hazardous waste	Recovery (%)
<b>Hazardous waste</b>			
Disposal without energy recovery	0.27	57%	
Recycling	0.18	38%	38%
Other/Unspecified	0.03	6%	
<b>Total hazardous waste</b>	<b>0.48</b>	<b>100%</b>	<b>38%</b>

2020 (metric kiloton)	Non-hazardous waste	Hazardous waste	Total	% of total
<b>Total</b>				
Disposal without energy recovery	0.35	0.27	0.63	12%
Waste-to-energy	0.37	0.18	0.55	11%
Recovery	3.87		3.87	76%
Other/unspecified		0.03	0.03	1%
<b>Total</b>	<b>4.60</b>	<b>0.48</b>	<b>5.08</b>	<b>100%</b>
<b>Percentage of total</b>	<b>90%</b>	<b>10%</b>	<b>100%</b>	

1) All waste is directed to and diverted from disposal off-site

2) Data for 2020 only is disclosed as this is the first report according to GRI 306

3) Data for Louisville and Troyes is based on engineering estimations.

# People data

## General people data

Total number of employees <sup>1</sup>	Gender balance employees		Production/non-production employees		Contract type		Employment type		Employees covered by collective bargain agreement	Employee turnover and hiring <sup>2</sup>	
	Men	Women	Production	Non-production	Temporary	Permanent	Full time	Part time	Coverage	Turnover	Hiring
3,515	69%	31%	40%	60%	1%	99%	96%	4%	55%	7%	5%

1) GRI 102-7 2) GRI 401-1

**Note:** Male/female % based on average employee data under note Note 26. Other data is based on year end data collected from central, local or regional HR systems.

## Occupational health and safety

### GRI 403-9 Work-related injuries

	2020	2019	2018	2017	2016
Number of work-related fatalities	0	0	0	0	0
Number of high consequence injures >6 months	0	1	0	0	0
Total number of work-related lost time injuries	19	25	16	12	15
Working hours (in thousands of hours)	3,453	3,569	3,770	2,537	2,134
Rate of high-consequence work-related injuries (excluding fatalities)	0	0.1	0	0	0
Lost Time Injury rate <sup>1</sup>	1.1	1.4	0.8	0.9	1.4

1) Only includes lost time injuries. Calculated per 200,000 worked hours.

**Note:** The most common injuries were lacerations and contusions on the hand. More severe risks were related to forklift vehicles and machines. Most lost-time injuries in 2020 occurred in our assembly lines. Reactive, preventive, and proactive measures are managed within our health and safety pillar (page 59).

## Training and development

### GRI 404-1, GRI 404-3, GRI 205-2, GRI 412-2

	Average hours of training per year per employee in 2020			Percentage of employees receiving performance and career development reviews in 2020			Employees participating in Code of Conduct training in 2020		
	Average hours of training, men <sup>1</sup>	Average hours of training, women <sup>1</sup>	Total average training hours <sup>1</sup>	Men as a % of total employees <sup>1, 2</sup>	Women as a % of total employees <sup>1, 2</sup>	Total % receiving performance review <sup>1, 2</sup>	Number of employees participating in Code of Conduct training <sup>3</sup>	Number of training hours <sup>4</sup>	% of employees participating in Code of Conduct training <sup>5</sup>
2020									
Employees	5.6	4.3	5.2	78%	57%	71%	905	1,228	26%

1) Total number of employees according to GRI 102-7. Gender distribution according to GRI 108.

2) Including production and non production employees. Ratio of performance and career development reviews is significantly higher for non production employees.

3) Training including anti-corruption and human rights topics

4) Number of hours is to some extent based on engineering estimates

5) Total number of employees according to GRI 102-7

## Diversity and equal opportunities

### GRI 405-1

2020	Gender distribution		Age distribution		
	Men	Women	<30 years	30-50 years	> 50 years
Board of Directors <sup>1</sup>	57%	43%		29%	71%
Executive Management Team	90%	10%		10%	90%
Including extended Executive Management members	80%	20%		13%	87%
Employees <sup>2</sup>	69%	31%	6%	70%	24%
Managerial positions	74%	26%			

1) Does not include employee representatives.

2) Men/women % based on average employee data under note Note 26. Age distribution data is based on year end data collected from central or local/regional HR systems.

## About Electrolux Professional

Electrolux Professional is one of the leading global providers of food service, beverage and laundry for professional users.

Our innovative products and worldwide service network make our customers' work-life easier, more profitable and truly sustainable every day.

Our solutions and products are manufactured in 12 plants in seven countries and sold in over 110 countries. In 2020, Electrolux Professional had global sales of SEK 7,3bn and approximately 3,500 employees. For more information, visit [www.electroluxprofessional.com/corporate](http://www.electroluxprofessional.com/corporate)



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