



# Sustainability policy

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Stockholm Exergi

*This is an English translation of the Swedish original, Stockholm Exergis hållbarhetspolicy och uppförandekoder. The Swedish original takes precedence over the English copy in case of ambiguities or contradictions between the two documents.*

Stockholm Exergis' Sustainability policy:

# A structured and systematic way of working increases the value of our work

Stockholm Exergi's greatest asset is our employees. Pooling our resources, we create a sustainable organisation where, through combining business benefits with environmental and social responsibility, we contribute to Stockholm being a sustainable and attractive city.

**We have continuous dialogue** with employees, customers, nearby residents, owners and other important stakeholders. Their needs and expectations fuel the development of our business. When we decide on the focus of our work, our starting point is the impact we may have on people, the environment and society. We take into account the risks and opportunities throughout our value chain and we make decisions with sustainability and financial responsibility in mind. And we follow our Code of Conduct.

**Of course, we have to comply with the laws** and regulations that apply to our business. Our structured and systematic working methods mean that we can develop and make

constant improvements. This increases the value of our work and makes us a reliable supplier. As support tools, we have a certified management system for the working environment, quality and the environment.

**Our business plan** contains the Company's overall goals, focusing on responsible operations using sustainable products and services. Our goals guide our work towards our vision and contribute to a number of the UN's sustainability goals.



# Focus areas for sustainable development

## 1. Respect for human rights

We are committed to respecting internationally recognized human rights in our own operations, in our value chain, and in the communities in which we operate. Our commitment is based on internationally established frameworks for responsible business conduct.

In line with the UN Guiding Principles on Business and Human Rights (UNGPs), we work systematically to identify, prevent, and mitigate the risk of adverse impacts on human rights. We also act to address any identified violations. Our commitment is guided by the OECD Guidelines for Responsible Business Conduct, the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, and the International Bill of Human Rights.

We expect our employees, suppliers, and business partners to respect human rights and labour rights in accordance with these frameworks. Through our internal policies, our Code of Conduct, and our supplier requirements, we promote respect for human rights throughout our operations and value chain.

## 2. Employees in an attractive workplace

Our employees must feel involved and be able to exercise influence. The key to working for us is to be inquisitive and to take initiative and responsibility. This enables continuous learning and development for individuals and the entire organisation. Our managers are expected to set a good example by engaging and clearly showing how to achieve our common goals. Stockholm Exergi should be a healthy and attractive workplace, with proud employees.

## 3. Appreciation and rewards

We appreciate each other's successes, share our experience and learn from each other. Fair conditions irrespective of background, including ethnicity and gender, serve as the basis for a differentiated and individual pay scheme reflecting role, responsibility and performance.

## 4. Work safely or not at all

We are convinced that accidents and ill-health can be prevented. We do this together by analysing physical, organisational and social risks at work and take measures to minimise them. We all take responsibility and are good role models. If we see a risk in a work procedure, we act. We naturally have zero tolerance for alcohol and drugs during working hours.

We adopt a long-term and preventive approach to create a safe and healthy workplace that enables our employees to lead sound and healthy lives.

## 5. Equality, diversity and inclusion

We contribute to Stockholm being a city where all people are equally valued and have the same opportunities to live and work. We appreciate differences and our business must be inclusive and reflect the society in which we operate. We treat each other with respect and have zero tolerance for all forms of discrimination and abusive treatment. We strive for diversity in our workforce and work to increase the number of female employees at all levels.

## 6. Reduce our climate impact in keeping with science and make responsible use of the Earth's resources

We work to continuously reduce climate-impacting emissions throughout our entire value chain, while also creating significant carbon sinks. This means that we will capture more carbon dioxide than we emit throughout the value chain. Through energy efficiency and, primarily, recycling energy that would otherwise have been lost and extracting energy from society's residual products, we contribute to the planet's resources being sufficient for everyone. Our biofuels must be sustainable.

We are working to reduce the amount of waste in our own operations and to increase recycling in society through the sorting of residual waste.

## 7. Sustainable bioenergy

The biofuels we use must be ecologically and socially sustainable and, as a whole, contribute to the reduction of greenhouse gas emissions even when accounting for the total climate impact of forestry.

We do not use biofuels that divert raw materials from the manufacture of products that would otherwise bind the biogenic carbon in long-lived products.

The biofuel consists mainly of residual- or by-products from the forest industry (tops, branches, bark and chips) or those resulting from forest management operations such as culling or thinning. We can also use wood chips from round-wood that, as a result of rot, cracks, pest infestation or fire damage

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or otherwise, are not suitable or do not meet the quality requirements for manufacturing industry producing long-lived wood products.

The biofuel must be climate-neutral. We target our purchasing of solid biofuels to nations or regions where the carbon stock in the forest systems is stable or increasing. We work on the basis of monitoring done at the source per applicable regulations, and conduct our own more detailed analyses as needed.

Our purchasing adheres to stringent sustainability criteria for forestry and agriculture and we ensure traceability to the source. We attach great importance to biofuel classification and traceability, so that we know what it is we are purchasing and where it comes from. We meet the requirements of the Renewable Energy Directive (RED) and EU directives or legislation that ensure the legality and traceability of the fuel.

In the case of war or serious emergency situations that put our delivery performance and socially vital missions at risk, we may, after special decision need to make exceptions and use biofuel of a higher quality in order to ensure energy supply and avoid societal disruption. Such exceptions, where they occur, will be reported in our sustainability report.

### 8. Good neighbours and community figures

We contribute to reducing Stockholm's environmental impact and work actively to avoid disturbing the local environment. Using the best technology available, we reduce emissions into the air and water, both locally and regionally. We protect the environment by taking responsibility and making demands of the entire value chain. We never start work or activities without first preventing possible pollution and minimising potential environmental risks. We use chemicals with the least environmental impact possible. We encourage and make it possible for our employees to get involved in our work to improve societal sustainability in various ways.

### 9. Focus on our customers

We aim for increased customer satisfaction and develop sustainable and affordable products and services through dialogue with our customers. By understanding our customers' needs, we can always supply the right energy at the right time. Of course, we also share our knowledge and we keep our promises.

### 10. Sustainable supply chain

We work with suppliers who accept and comply with our sustainability requirements and our Code of Conduct for Suppliers. The focus of our monitoring is on the greatest sustainability risks, and our ambition is to develop together with our suppliers.

### 11. ISO certification

Our management system is certified in accordance with ISO 45001, ISO 14001 and ISO 9001.



### **Stockholm Exergi in brief**

Stockholm Exergi is Stockholm's energy provider. Using resource-efficient solutions, we ensure that the growing Stockholm region has access to heating, electricity, cooling and waste services. We provide heat to more than 800,000 Stockholmers and our 3,000-kilometre-long district heating network forms the basis for the societal benefits that we create together with our customers and partners. We are owned by the City of Stockholm and Ankhiale, and have more than 930 employees who work every day to reduce Stockholmers' climate impact. By developing carbon dioxide capture technologies, we are committed to making negative emissions a reality.

Revised and re-approved by the Board of Directors on April 24, 2026.

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