

Sustainability Report

Edition 2023



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Front cover: Avia Lau, taken by Kaori Lau



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Permobil in brief

01 At Permobil, we put the people who use our products first. Our purpose is to innovate for individuals; to create advanced assistive solutions that make the lives of people living with disabilities more enriching.

02 Our dedicated teams work tirelessly to make this happen, no matter if they are designing a new wheelchair, testing seating cushions, or supporting a therapist.

03 Our main focus will always be on the users of our products and services – bringing them independence by providing the best solutions for their needs.



Permobil products
available in
50
countries



Direct sales and
service presence in
18
countries



We
are
1920
employees



Selling
over
a million
products a year



Our business areas:



Power Wheelchairs



Manual Wheelchairs



Seating & Positioning



Power Assist



Software and Services



Letter from the CEO

With a heritage spanning over fifty years, we have emerged as a global innovator in the complex rehabilitation technology landscape. Central to our purpose is the unwavering focus on the individuals who use our products, ensuring that their needs are at the forefront of our endeavours. Concurrently, we uphold the highest standards of ethical conduct in our business operations, embodying our commitment to integrity and superior quality.

Today, our commitment to sustainability goes beyond the users of our products, extending to make things better for our employees, the environment, and business and communities.

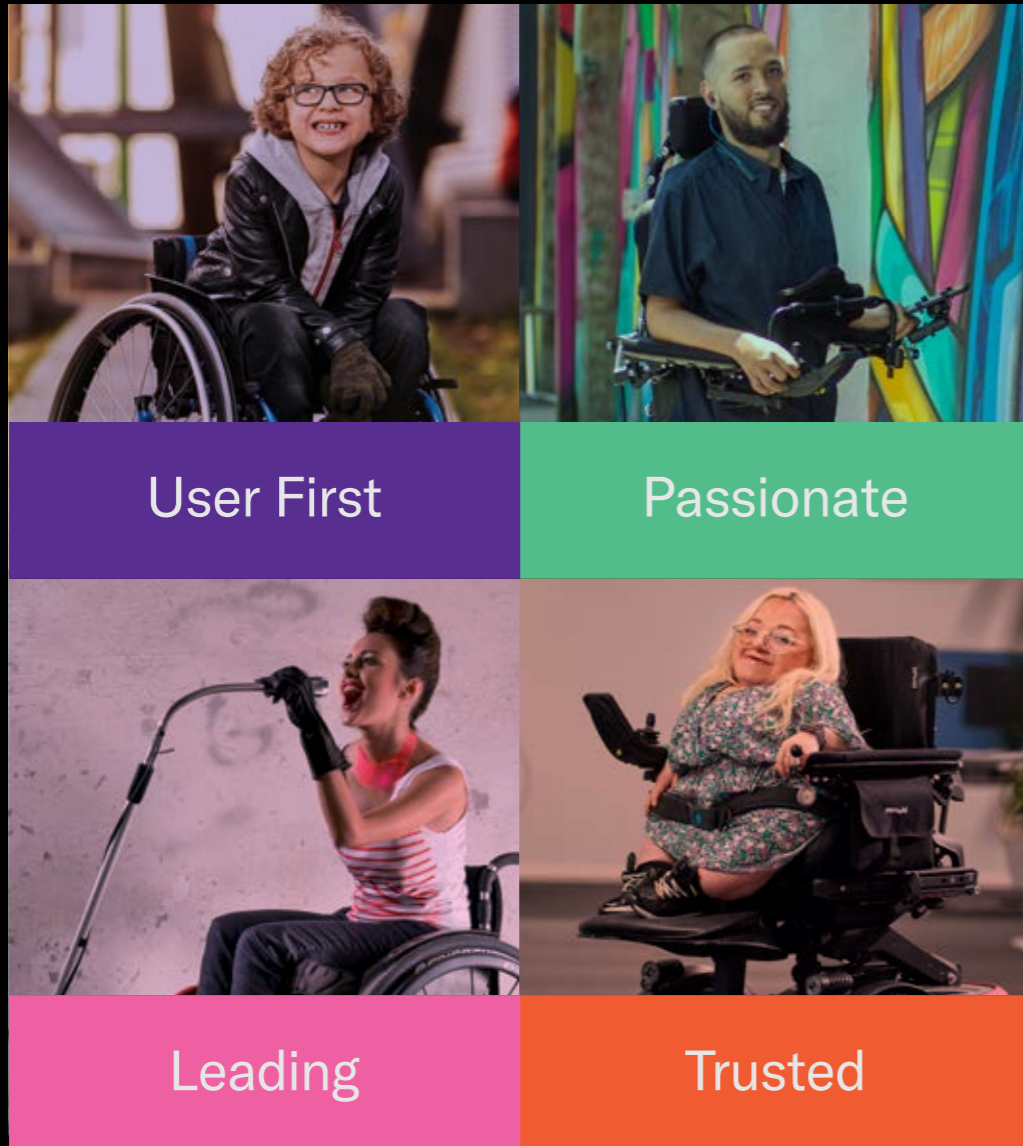
We continue to deepen our knowledge around sustainability, notably in relation to carbon emissions. As our understanding grows, we are better able to make impactful changes to our operations and meet the ambitious carbon reduction 2030 targets we have set for ourselves.

Our brand-new manufacturing site in Sundsvall, Sweden, will become operational in the second half of 2024. It was designed and built to be one of the most accessible workplaces in the world and have a high environmental performance.

The individuals who use our products are at the center of our work and this report. Most of the images featured have been taken by our users themselves (or their loved ones) and posted on social media. These are portraits of their lives and important reminders of Permobil's purpose.

Bengt Thorsson,
President and CEO

Innovating for individuals



Our approach to sustainability

As a global organization, we're committed to operating a sustainable and responsible business. We understand our obligation to the users of our products, society, employees, and the environment.

Permobil has gone above and beyond minimum legal requirements for many years. We've been a member of the United Nations Global Compact since 2016, reporting annually on implementation of its Ten Principles.

We have set out a long-term commitment, through our four pillars of sustainability:

01 Better for users
Improving their **quality of life** and ensuring the highest standards of product service, quality and safety

02 Better for employees
Building a safe and respectful workplace with **diversity and inclusion** as its hallmarks

03 Better for the environment
Minimizing our **impact**

04 Better for business and communities
Strong business **ethics and responsible** sourcing

How we established our priorities

We conducted our first materiality analysis in 2019 to establish our sustainability focus areas. For the financial year 2023, our priorities and reporting are based on the company's 2019 materiality assessment.



Sanah Rauf

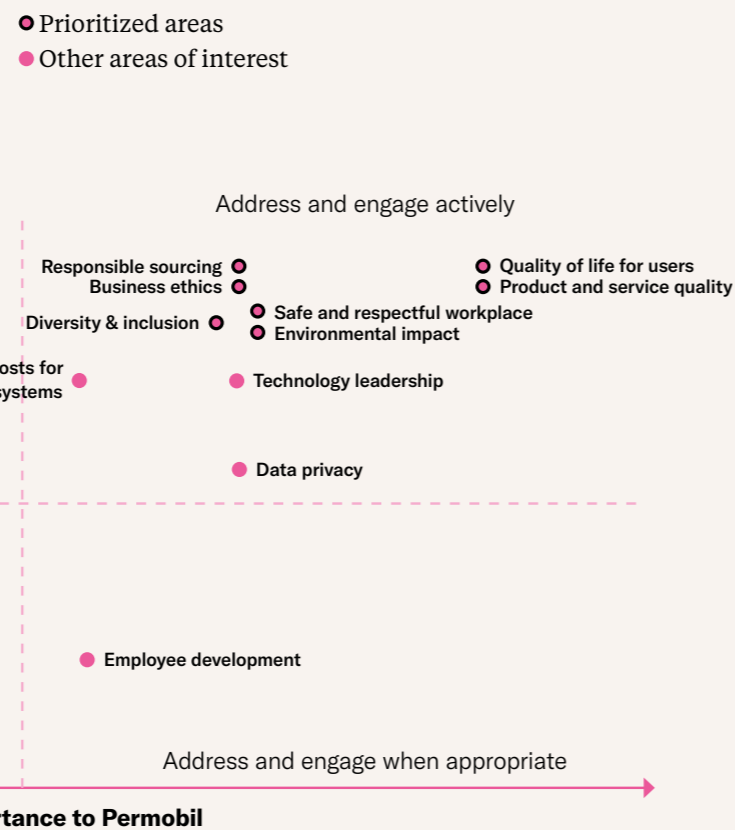
Seven focus areas

In defining our priorities, we based this on the materiality assessment, while supporting Permobil's core values of User First, Leading, Trusted and Passionate together with the United Nations Global Compact principles.



Xavier Long

Materiality Assessment 2019



We have seven focus areas where we believe we can contribute to sustainable development, with defined targets and associated actions for each of them:

- 01 Users' quality of life
- 02 Product and service quality and safety
- 03 A safe and respectful workplace
- 04 Diversity and inclusion
- 05 Environmental impact
- 06 Ethical Business
- 07 Responsible sourcing

CSRD

To meet the European Union's Corporate Social Reporting Directive (CSRD), we conducted a double materiality assessment during 2023, that was approved by Permobil's Board of Directors in December.

The double materiality assessment under the CSRD is designed to evaluate both the impact of external environmental and social issues on a company's operations and financial performance, as well as the impact that the company's activities have on the environment and society. This two-way perspective

ensures that companies are not only focusing on how sustainability trends affect their financial bottom line but also how their operations contribute to or mitigate these global challenges.

The evaluation was made from an impact and likelihood perspective, based on a stakeholder engagement process. The stakeholders identified were experts in our organization, suppliers, owners, customers, and end-users. The stakeholder process included workshops and interviews.



Permobil employees are well protected through ventilation booths and limited exposure, and regular testing has consistently shown that the production facility operates within safe exposure limits.



Case study:

A step towards safer manufacturing

Most of the fabricated foam used in our Comfort range of seating and positioning products at the New Berlin production site in Wisconsin, U.S., utilize a water-based adhesive, which meets all safety standards and poses no hazards.

There exists a subset of items, however, that require a unique bond, historically using an adhesive containing methylene chloride. While this solvent is commonly used in polyurethane foam manufacturing worldwide, it has also been flagged by the Occupational Safety and Health Administration (OSHA) as a substance with specific exposure criteria and additional environmental controls.

Permobil employees are well protected through ventilation booths and limited exposure, and regular testing has consistently shown that the production facility operates within safe exposure limits. Following an employee suggestion, we explored eliminating methylene chloride altogether as part of our continuous improvement ethos.

A cross-functional team worked through a process of research, supplier engagement and rigorous testing, resulting in a successful transition to a methylene chloride-free adhesive in August 2023 that does not compromise the quality of the final product for our end-users either.

Our business model

Innovation is in our DNA. Permobil started in a small garage by our founder, Dr Per Uddén, growing into the many stories behind all the companies that make up the Permobil family today.

The early commitment of the Permobil family founders to provide a better life for people living with disabilities has led to modern day best-in-class products. It now drives us to push the boundaries of design and technology in pursuit of innovations that help improve the quality of life for the people who use our products

Collaboration

Across the entire value chain, Permobil works in close dialogue with different stakeholders such as patient organizations, healthcare systems, government authorities, suppliers and partners. This, together with our governance structure, drives our sustainability work forward.



Research and development

Everything starts with our R&D teams. They work continuously with innovating for individuals with a high focus on safety and are striving to reduce the impact of our solutions.



Sourcing

We source high quality materials and components from hundreds of different suppliers. We recognize our environmental and social impact, and work continuously to make improvements through responsible sourcing.



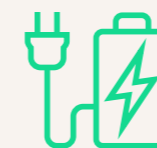
Manufacturing

We have 12 production sites in six different countries. We monitor and assess the environmental and social impact we have on local communities. Our direct CO₂e emissions come mainly from the use of natural gas.



Logistics and packaging

These areas are crucial to deliver our products, but carry an impact on the climate. We are working to fully understand this – from our transport and packing materials – to help us reduce our usage.



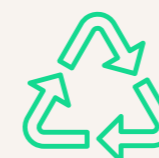
Product use

Some of our products and solutions use batteries, and charging them impacts the climate through energy use. Our ability to influence this phase depends not just on our product development but also innovations outside Permobil, like battery technology.



Service

The right type of service, at the right time will affect our users' quality of life – and also the climate, through extended lifetime of our products.



End of life/recycling

To help reduce our climate impact we are exploring more options for extended lifetime, refurbishment and recycling.

Our sustainability governance

To ensure that we comply with high ethical standards, laws and regulations, and deliver according to our strategy and vision, Permobil follows a governance framework.

The framework consists of policies, procedures, codes and processes. The policy framework is decided by the Board.

The governance of areas within sustainability follows the company's general governance structure. The Board, Group Management and other management's respective roles and responsibilities with respect to sustainability are described below.



Carolina Martins Hamnefjäll

The Board

Our Board sets the direction for sustainable development within Permobil and decides on the Policy Framework.

The Board also monitors how we identify and manage sustainability risks as part of the overall Enterprise Risk Management (ERM) process, and the actions implemented to manage these risks.

Group Management

The Group Management team is responsible for defining our priorities and setting sustainability targets to deliver according to the strategy. The team also review and approve most of the policies within the policy framework.

Director of Sustainability

The Director of Sustainability is responsible for leading the implementation of the identified focus areas and priorities. The director also supports the regions and global group functions with their sustainability roadmaps.

The relevant departments are accountable for implementing and delivering specific targets. This ensures targets are owned by those who can have the biggest impact on achieving them.

Sustainability is integrated through every aspect of our daily work.

Implementation and continuous improvement are part of our DNA. We believe sustainability is the responsibility of everyone at Permobil, in order to maximize the economic, environmental and social benefits we deliver.



Sustainability policies and procedures

Policy & Procedures	Addresses the following risks	Monitoring
<ul style="list-style-type: none"> • Code of Conduct • Anti-corruption and Bribery Policy • Competition Law Policy • Trade Compliance Policy • Whistleblower Policy 	<ul style="list-style-type: none"> • Human rights • Labor rights • Discrimination • Corruption & Bribery • Third-Party Misconduct • Export Controls/ Trade Sanctions 	<ul style="list-style-type: none"> • External whistleblowing channel • Results reported to the Board
<ul style="list-style-type: none"> • Sustainability Policy 	<ul style="list-style-type: none"> • Emissions to air and water • Water use • Waste • Use of resources (energy, chemicals, hazardous materials) • Diversity & Inclusion 	<ul style="list-style-type: none"> • Quarterly report of performance (water, waste, energy use) • Employee survey to follow up on inclusion
<ul style="list-style-type: none"> • Supplier Code of Conduct 	<ul style="list-style-type: none"> • Human rights • Labor rights • Environment • Corruption & Bribery • Conflict minerals 	<ul style="list-style-type: none"> • Internal assessments • Annual self-assessments • Annual report
<ul style="list-style-type: none"> • Health and Safety Policy 	<ul style="list-style-type: none"> • Workplace health and risks 	<ul style="list-style-type: none"> • Monthly reporting of KPIs and incidents and behavioral discussions to Group Management

Focus areas



Better for
Users

Users' quality of life

- | | |
|---|--|
| <p>TARGET:</p> <ul style="list-style-type: none"> • Suitable measures will be further studied | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • Under review due to 2023 materiality assessment |
|---|--|

Product and service quality and safety

- | | |
|---|--|
| <p>TARGET:</p> <ul style="list-style-type: none"> • First year warranty claims: target levels to be defined in 2024 | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • Target extended from first month to first year warranty claims. |
|---|--|

Better for
Employees

A safe and respectful workplace

- | | |
|--|---|
| <p>TARGET:</p> <ul style="list-style-type: none"> • Zero lost time accidents | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • 10 lost time accidents |
|--|---|

Diversity and inclusion

- | | |
|--|---|
| <p>TARGET:</p> <ul style="list-style-type: none"> • Workforce gender balance Female/Male 40/60 • Employee inclusivity rating 8/10 • Workplace accessibility target to be set | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • Workforce gender balance Female/Male 35/65 • Group management Female/Male 44/56 • All employee survey due Q2 2024 • Under review due to 2023 materiality assessment |
|--|---|

Better for
the Environment

Environmental impact

- | | |
|--|--|
| <p>TARGET:</p> <ul style="list-style-type: none"> • Scope 1 and 2: reduce 70% by 2030 (2018 baseline) • Scope 3: reduce 20% by 2030 (2019 baseline; power wheelchairs only) | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • Scope 1 and 2: -19% compared to 2022, -55% against baseline. • Scope 3: redefined target in 2023 |
|--|--|

Better for
Business and Communities

Ethical business

- | | |
|--|---|
| <p>TARGET:</p> <ul style="list-style-type: none"> • 90% of all staff trained annually in our Code of Conduct | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • 97.5% of all staff trained |
|--|---|

Responsible sourcing

- | | |
|--|---|
| <p>TARGET:</p> <ul style="list-style-type: none"> • 98% of supply chain spend endorsed by Permobil Supplier Code of Conduct • 100% of high-risk suppliers screened • 15% of medium-risk suppliers screened | <p>PERFORMANCE:</p> <ul style="list-style-type: none"> • 99.7% covered by Supplier Code of Conduct • 100% of high-risk suppliers screened • 22% of medium-risk suppliers screened |
|--|---|



Better for Users

Users' quality of life

At Permobil, our purpose is innovating for individuals. Core to that purpose is continuously improving our products and services to make life better for users.

TARGET

- Suitable measures to be further studied in 2023.

PERFORMANCE

- n/a.

Our approach

At Permobil, we are seeking to identify the impact of our wheelchairs and other solutions on the quality of life for the people who use them.

In understanding the impact on people's quality of life (QoL), we want to ensure the continuous improvement of our existing solutions and enable the development of new products and services that better meet users' needs.

In scientific literature, little is known about how assistive technology contributes to quality of life. As we have identified this as an important knowledge gap, our team aims to contribute to collecting more evidence on this topic.

We have been exploring several methodologies for measuring people's quality of life. Generally used QoL

outcome measures include mobility from an able-bodied perspective, ranging between bed-bound and walking, so not suitable for our requirements.

Since 2021, Permobil has collaborated with the University of Bangor in Wales with the Mobility-related Quality of Life 7D (MobQoL-7D) framework.

What we did in 2023

In 2023 we conducted a survey of 107 Permobil F5 Corpus VS users to gain a better understanding of how they use the power wheelchair and how it impacts their life.

They were asked to what extent having a power standing function contributes to their quality of life, to which 80% reported that they perceived their quality of life to be higher with power standing compared to without. What makes up a person's quality of life is incredibly complex and there are many factors that can influence that; therefore 80% is a very strong indication that standing function makes a difference for them.

Our plans for 2024

The plans for 2024 are to move further to change the perspective on wheelchair provision from costs to value, taking into consideration wheelchair users' needs as a whole.

In collaboration with Sweden's Karolinska Institutet we will start a project to better understand how to study the health economics of power wheelchairs. We also

plan to perform a quality of life survey of 800 Permobil power wheelchair users. The objective is to compare experiences of using different wheelchair models and the impact of available wheelchair power functions.

During 2024, we will prepare a study together with the academic researcher who developed the MobQOL (the survey on quality of life developed for individuals who use mobility devices) and a wheelchair dealer in the

Netherlands.

The study aims to collect information about mobility-related quality of life of 300 individuals using different mobility aids, including manual- and power- wheelchairs and power assist devices. This will further increase our insight into the impact of different mobility devices on a person's quality of life.

Product and service quality and safety

TARGET

- First year warranty. Suitable target levels will be further studied in 2024.

PERFORMANCE

- Target extended from measuring first month warranty claims to first year warranty claims.

Our approach

At Permobil, we are passionate about delivering a positive experience for the individuals who use our products. That means ensuring that everyone is happy with their product, which is why we have decided to set a target for customer claims within the first year after delivery. To drive down claims as quickly as possible, we are working to collect users' feedback and analyze it consistently – so that we can learn from potential issues and make them right.

What we did in 2023

As a global company operating in 18 markets, we have always tailored our customer support processes to the needs of each market. We have worked to deploy consistent systems and processes for capturing and learning from customer claims.

In 2023, we continued to build on this and improve our performance. We have previously identified different root causes of product issues. Ordering errors were a source of some product line warranty claims, so we have put in place an effective multi-year project to automate our systems.

Improving ordering accuracy is particularly important in relation to our ROHO seating and positioning products, often smaller items such as cushions. With

more than 300,000 ROHO products sold each year, reducing product returns and exchanges minimizes the environmental impact of packaging and shipping. Given the complexity of our markets and their organizations, we have opted to retain different targets for each market. The exact target levels remain to be determined. As our systems and processes mature, we expect to be able to move towards our ambition of a single global target for first year warranty claims.

Our plans for 2024

We will continue to work to reduce the number of products issues for our users. We are working to better collect key data and user feedback so that we may resolve individual issues faster, identify root causes earlier and extend the lifetime of our products. During 2024 we will, based on the outcome of collected data, establish target levels for first year warranty claims.



Dolly-Fae Boyle



ee *ALS doesn't offer many weapons for the fight against it. We, the people living with ALS, must do everything in our power to support that fight.*

Permobil Portrait: Gayle Jacobs

Interviewed in April 2024

Gayle's zest for life remains undiminished despite her diagnosis of amyotrophic lateral sclerosis (ALS) in July 2017. Her approach to life has evolved since then, with a renewed focus on ambitious travel and a continued desire to make meaningful contributions, although at her core she remains deeply positive.

For two decades, Gayle worked at Resound, a hearing aid company, leading a team of ten in managing the company's IT systems. She remained committed to her work, ensuring her team was well-prepared for her eventual departure. Ultimately, the COVID-19 pandemic prompted Gayle's early retirement, rather than the ALS itself.

Gayle's diagnosis of ALS came uncommonly rapidly, just six months after the first symptoms appeared in the fingers of her left hand. While she

initially grappled with shock, disbelief, and grief, she eventually spoke openly about herself and ALS; it was what came naturally to her.

Naturally articulate and empathetic, she happily talks about herself, however, it can be tiring and repetitive to be asked How are you? Is that a greeting? Do they mean physically or emotionally? Are they really ready to listen? She writes on the personal health journal site Caring Bridge and encourages her huge network of friends and family to read it. "It helps people ask me better questions."

Collaborating closely with the U.S.'s ALS Association, Gayle has appeared in videos advocating for ALS awareness and fundraising, personally raising over US\$150,000 to date. Her annual Super Hero Dash, now in its sixth year, continues to rally support for the cause.

To escape Minnesota's harsh winters, Gayle finds refuge in Arizona, where the ALS Association loans her a Permobil F3 Corpus for the season. Local Permobil service teams ensure it matches her home setup.



ee *The Big Boy [Permobil power chair] is so much more comfortable and easy to drive. I've changed the driving joystick a few times to make it easier to control because my fingers aren't so good anymore.*



Better for Employees

A safe and respectful workplace

At Permobil, we are committed to creating a safe and healthy workplace with good working conditions for all our employees.

TARGET

- Zero lost time accidents.

PERFORMANCE

- 10 lost time accidents – six more than 2022.

Our approach

The health and safety of our employees is of the utmost importance. We have built a culture of safety and well-being throughout our workforce, with a daily focus on minimizing workplace accidents.

Our Key Performance Indicator relates to lost time accidents – those accidents that are serious enough for employees to require time off work. We have introduced and invested in several measures to reduce lost time accidents and improve reporting.

These include:

- Formal data capture of hazards and incidents
- Company-wide reporting standards
- Review of Key Performance Indicators (KPIs)
- Action plans to tackle focus areas identified in the reporting
- Continuous discussion at a managerial and wider employee level to raise awareness around correct behaviors and best practice.

We recognize there is more we need to do. We are making active efforts to address the issues identified in our reporting and are always seeking ways to improve.

What we did in 2023

During 2023, we saw an improvement in the quality of inputs into the global reporting system for accidents, incidents, behavioral discussions and observations. Thanks to the great focus on reporting in European sales organizations, we see an increased number of reported accidents related to road accidents. In total we had 10 lost time accidents (LTA) and 6 consecutive months of zero LTAs across the whole company. The lost time accidents were typically due to car/bike accidents, lifting objects, falls and manual handling.

We created and implemented a Lost Time Accident ratio comparable with industry standards (OSHA) to enable a benchmark and continued focus.

Our plans for 2024

We will work towards increased and unified digitalization, transitioning from a spreadsheet based reporting system to an online platform with the possibility of mobile app reporting that improves data collection. Permobil continues with high attention to safety, striving to reduce the number of accidents.

	Lost Time Accidents (LTA)	Total Case Incident Rate (TCIR)
2020	11	0.63
2021	18	1.06
2022	4	0.22
2023	10	0.57

Diversity and inclusion

We believe that fostering a culture of diversity and inclusion is the right way to embody our values, fulfill our company's purpose and adhere to our Code of Conduct.

TARGET

- Gender balance Female/Male 40/60.
- 8/10 employees say we are inclusive, as measured in our employee survey.

PERFORMANCE

- Gender balance Female/Male 35/65 and in Group Management 44/56.
- Inclusiveness: 67% (as measured in employee survey 2022); employee survey 2023 delayed.

Our approach

We strive to make our workplaces widely accessible to all staff, regardless of who they are. It is our mission to ensure that our employees never feel discriminated against and always feel able to bring their full selves to work.

We know that diversity and inclusion is not only crucial for the well-being and happiness of our teams, but also our productivity and success as a company. Diverse groups make better decisions than homogeneous ones, and teams perform better when they are made up of a balance of both genders. Having employees who live with disabilities helps us understand our end-users even better.

We use reporting from our employee survey – Let's Talk – to review and address points around diversity and inclusion across our workforce. There are three key action areas:

- Workplace accessibility
- Employee perception of inclusiveness
- People processes.

What we did in 2023

We revisited how we work with our annual employee survey that resulted in its postponement into the first half of 2024. The intention is to move to a more agile survey process which allows teams to process the results more effectively, making the survey a more active tool in fostering change.

Work continues to build a common Permobil identity as the company grows through acquisitions. We will continue this work to foster an inclusive workplace culture.

Our plans for 2024

The next annual employee survey is scheduled for May 2024 and will be supported with pulse surveys. We will continue to use the survey to understand and evaluate employees' perceptions and identify any actions needed.

In the coming year, there will be an emphasis on advancing Diversity, Equity and Inclusion (DEI) within Permobil, integrating previous initiatives to create an initial plan. The company's people and culture policy will be reviewed, including a strengthened DEI statement that places special importance on reflecting our external communities, i.e. people living with disabilities. We will also review our talent acquisition practices supporting our diversity and inclusion targets.

In relation to workplace accessibility, we will use the knowledge gained from developing the new site in Sundsvall, Sweden across all our sites.





Better for the Environment

Environmental impact

TARGET

- **Scope 1 and 2:** Reduce by 70% by 2030 (against a 2018 baseline).
- **Scope 3:** Reduce by 20% by 2030 (against a 2019 baseline, measured against a reference power wheelchair).

PERFORMANCE

- **Scopes 1 and 2:** Reduced by 55% since 2018.
- **Scope 3:** During 2023 we redefined our Scope 3 target. We calculated the CO₂e footprint of a reference power wheelchair, one of our most sold chairs. The footprint covers the materials used to produce the chair, which corresponds to the majority of our Scope 3 emissions.

As defined by the Greenhouse Gas Protocol, Scope 1 covers direct emissions from owned or controlled sources. Scope 2 covers indirect emissions from the purchase and use of electricity, steam, heating and cooling. Scope 3 includes all other indirect emissions that occur in the upstream and downstream activities of an organization.

Our approach

With a direct presence in 18 countries around the world, producing hundreds of thousands of items every year, we recognize Permobil has an impact on the planet. We take responsibility for our impact and are working

to minimize it. We have set ambitious targets for Scopes 1, 2 and 3 emissions for 2030. The production site in Vancouver, Canada as part of the PDG Mobility acquisition in September 2023 is not included in 2023 calculations.

What we did in 2023

In addition to purchasing more renewable energy certificates (RECs) we continued to explore ways to convert to renewable energy at our sites in the U.S., Permobil's most energy-intensive plants.

Work initiated in 2022 with reducing packaging material continued during the year. In our production facility in Italy, for example, unnecessary packing paper was identified and removed from the thousands of wheelchair backrests shipped from there. We continued our work with ISO certifications and during 2023 our sales operations in Sweden became ISO 14001 certified.

As part of our continuous improvement in data accuracy and transparency, the methodology for the greenhouse gas emissions calculations was changed in 2023. The change had only a minor impact on the results of 2023, since the new methodology uses similar emission factors as the previous one. The relatively large reduction of Scope 2 emissions in 2023 is thanks to an increased amount of renewable energy used.

Scope 3 was a focus area during the year and several training courses were held within the organization. Focus is to increase the quality and accuracy of data, moving away from using spend and to align on actions to reduce the emissions.

New Scope 3 target

In 2019, Permobil conducted a Scope 3 spend based screening that revealed that Scope 3 emissions make up around 95% of the company's total emissions. More than two-thirds consist of emissions from the direct materials used to manufacture the products. Power wheelchairs make up a significant part of Permobil's business and the direct material content of these products constitute the majority of overall direct materials used.

Understanding the details around the direct material CO₂e emissions contribution of power wheelchairs is therefore imperative to efficiently address overall Scope 3 CO₂e emissions.

During 2023, the Value Engineering team mapped the material content and related CO₂e emissions of a selected power wheelchair model.

The objective was to establish a CO₂e baseline

reference model for future work with emissions reduction. The analysis focused on a M3 Corpus power wheelchair, a high-volume product, configured to mirror a typical Permobil power wheelchair. Due to the similarities in design, the components and parts of the M3 Corpus represent ~90% of the total volume for Permobil power wheelchairs.

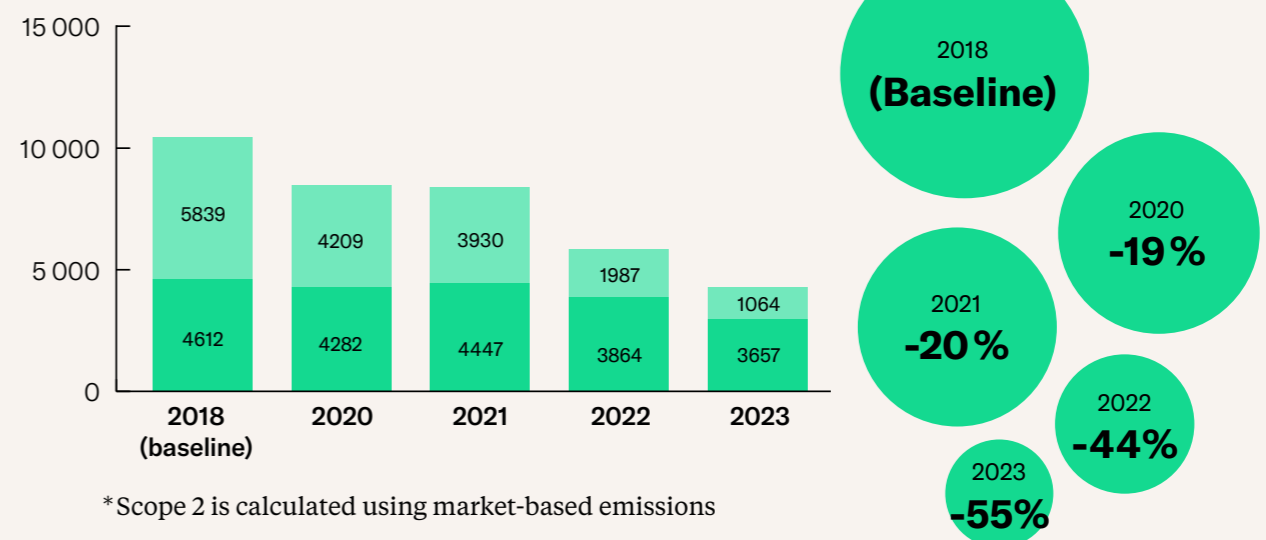
Finally, Permobil revised the previous absolute Scope 3 reduction target to an intensity target of 20% reduction of CO₂e emissions related to direct materials per power wheelchair by 2030. This is to provide more clarity and simplicity. The previous target included all categories within Scope 3, even those with a minor overall impact on emissions. The new target will be measured against the 2019 baseline of 1265 kg CO₂e per power wheelchair. During 2024 we will continue to refine our Scope 3 emission calculations, moving towards using more granular data than previously, which may have implications on the targets set.

Carbon emissions (CO₂e)

Emissions within Scope 1 and 2 (CO₂e) generated by Permobil

■ Scope 2*
■ Scope 1

Change compared to baseline (scope 1 and 2), %



Our plans for 2024

The project with real estate developer Vectura, to build a brand-new manufacturing site in Sundsvall, Sweden, will continue. The site will have multiple features designed to minimize carbon emissions. The new site should be operational in 2024.

We will continue exploring renewable energy options at our U.S. sites as part of our carbon roadmap to guide us on our decarbonization journey.

We will continue to revisit and refine our carbon footprint moving forward to maximize data accuracy

and adjust our historical climate footprint as necessary due to changes of methodology and any acquisitions of new companies.

We have strengthened the sustainability capacity within our Supply Chain team and during 2024 work will continue to build a strong collaboration with our identified key suppliers to achieve our 2030 reduction target. We also expanded our sustainability team to strengthen our work within the field of product compliance and hazardous chemicals.



Vita Bernik



Case study:

Changed inbound deliveries to reduce climate impact

Transport is a significant contributor to global greenhouse gas emissions, and smarter shipping solutions have been identified as an effective way to reduce our carbon footprint while also enjoying cost savings. Our global Supply Chain Logistics team is continually working to improve our transportation flows. One such initiative, piloted in 2022, was fully operational by the end of 2023.

For inbound ocean container deliveries to the production site in Nashville, U.S., the primary

focus was to transfer them to an intermodal solution instead of direct road delivery from the port. In collaboration with the freight forwarder and the local port authority, the logistics team changed the mode of transport for the containers arriving to the port in Savannah, Georgia destined for our Nashville production unit. Instead of relying on road haulage for the 800 km journey, Permobil now uses freight trains for the majority of the route and trucks only for the final mile delivery.

During the pilot and proof of

concept phase we shipped 210 containers, resulting in a reduction of 60 tons of CO2e. In Q4 2023, we shipped 70 containers, achieving a saving of 20 tons CO2e. The reduction calculations used a well-to-wheel approach. Well-to-wheel is a comprehensive analysis of the total environmental impact of a vehicle's fuel, from its production (the "well") to its consumption (the "wheel"). It includes both the upstream processes (extraction, refining, and transportation of the fuel) and the downstream processes (fuel combustion and vehicle emissions).



Permobil Portrait:

Dr Mo Belal

Interviewed in May 2024

For Dr Mo Belal, what is important is knowing that he could, and can, take control of his life from this point forward. It is not important how he ended up in a wheelchair. That is not his story. It is with a remarkable sense of clarity that he determined how to live his life after realizing he was paralyzed.

As a surgeon himself, he had an acute understanding of what had just happened to him and what it would mean. But he set himself a target: to being able to walk again and to return to being an active surgeon within a year. Both were over-ambitious and neither were achieved. However, Dr Belal sees no failure in that. They were not destinations but points of hope on the horizon to motivate the thousands of hours of rehabilitation that his journey would take. It took him a little longer but he was able to go back to conducting surgery.

And in many ways, Dr Belal sees the twist of fate that ended-up in him using a wheelchair as making him a better person. He says himself he is now a better doctor and a better parent. He specializes in neuro urology surgery related to the effects of damage to the brain and spine on the urinary tract. He empathizes with his patients much more; many are wheelchair users, either with a congenital condition or have experienced a spinal cord injury. He dedicates more of his time teaching now, talking to junior doctors and young surgeons about the importance of being empathetic. He embraces the fact that he is a role model for people in wheelchairs but his motivation to continue practicing as a surgeon remains the same as why he became a doctor in the first place – to use his hands and his brain to help people.

Moreover, in addition to becoming a better doctor, he is a better father to

his three teenage children as well. The accident has helped him see what is valuable in his life. His relationships with his wife, his children were incredibly important to him, and since the accident he makes more time for them. Time is limited. We all know that the only certainty we all have in life is that we will die. So why don't make the most of what we have now?

Dr Belal knows this positivity and clarity of thought might suffer a dent at some point but after three years that has yet to happen. Maybe it won't. Until then, he keeps looking forward and asking: what's next?

Dr Belal uses a Permobil TiLite manual wheelchair as his everyday chair and a F5 Corpus VS when carrying out surgery, utilizing it's power standing function. In 2021, he was hit by a falling tree while cycling at 40km/ph on a country lane near his home in the UK.





Better for Business and Communities

Ethical business

We aim to drive sustainable, ethical development across our value chain (our customers, our suppliers and our own practices as a company). We want to create a collaborative culture at Permobil and a healthy, open dialogue with suppliers and customers to support a better, safer and happier society.

TARGET

- 90% of all staff trained annually in our Code of Conduct.

PERFORMANCE

- 2023: 97.5%.

Our approach

The Code of Conduct for employees is one of our key tools for defining and securing an ethical business standard. The Code of Conduct covers diversity and anti-discrimination, human rights, health and safety, culture, relationship with customers, confidentiality, anti-bribery, corruption, conflicts of interest, speaking up, competition, trade restrictions and protecting the environment.

We target that 90% of all staff complete a training on the Code of Conduct as we assume a 10% staff turnover. Also, as our business has grown with acquisitions, each new employee of the Permobil family is asked to complete the Code of Conduct training. In addition, we have a whistleblowing hotline, where employees and other stakeholders can report concerns in their local language. These are reviewed by an external partner who works closely with our People and Culture and Legal teams as appropriate.

What we did in 2023

The percentage of employees trained in the Code of Conduct was similar to the results from 2022 (98%). We communicated intensively about the Code of Conduct using our internal communication channels. The Code of Conduct training is now a part of the Permobil introduction program.

Our plans for 2024

Going forward, we will continue the annual rollout of the Code of Conduct training and deepen internal knowledge about our four core values: User First, Leading, Passionate and Trusted. Knowledge about our core values: User First, Leading, Passionate and Trusted.



The Permobil Foundation

In 2023 the U.S. Permobil Foundation marked its seventh year of operation with significant contributions to the lives of individuals and disability organizations. Through strategic partnerships and impactful programs, the Foundation has continued to uphold its commitment to enhancing the quality of life for wheelchair users. The Foundation provided wheelchairs and wheelchair parts and accessories to over 1000 individuals in 2023 and partnered with more than 200 non-profit organizations.

Teaming up for Lou Gehrig Day, the Foundation partnered with the Live Like Lou Foundation and Phi Delta Theta Fraternity to present wheelchairs to individuals living with ALS at five Major League Baseball games. The wheelchairs were customized to express the individual's unique personalities, with MLB team branding and colors. In partnership with the NFL team, Tennessee Titans, the Foundation surprised a veteran on the field with a new Permobil wheelchair.

The Foundation's annual events, including the Roll the Dice Casino Night and annual Golf Charity Open, have not only raised funds but also heightened

awareness around disability challenges. In 2023, Permobil Americas employees in the U.S. had a Walk to Defeat ALS in support of the ALS Association. The Foundation's Roll the Dice Casino Night honored wheelchair user Ali Ingersol for her role in inspiring others to live a life of independence and for her advocacy and support of seat elevation Medicare coverage.

The "Spend a Day in My Wheels" program led by disability advocate Alex Johnson, and supported by the Permobil Foundation, played a pivotal role in educating the community, schools and corporations about the challenges faced by individuals with mobility devices, working for a more inclusive society.

Recognizing the importance of education as an investment in empowering independence, the Foundation awarded twelve college scholarships to wheelchair users, doubling last year's number of recipients.

Finally, the Foundation funded repair booths at the PVA Games and Abilities Expos across the United States, providing free wheelchair parts and servicing.



Mari Rotella



Maxwell Mcknight

Responsible sourcing

TARGET

- 98% of supply chain spend to have endorsed our Supplier Code of Conduct.
- 100% of high-risk suppliers screened.
- 15% of medium-risk suppliers screened.

PERFORMANCE

- 99.7% covered by the Supplier Code of Conduct, (2022: 87% directly signed the Supplier Code of Conduct and 9% accepted it via our Terms & Conditions).
- 100% of high-risk suppliers screened (2022: 85%).
- 22% of medium-risk suppliers screened (2022: 20%).

Our approach

We believe in empowering our suppliers to stand alongside us as ambassadors for social responsibility. We see every supplier as a partner, with whom we want to build strong, positive relationships – so that we can work together to do what is right for society.

Permobil has a robust framework for ensuring a high standard of responsible sourcing at every stage of our supply chain. Firstly, we have a Code of Conduct which must be signed by all new suppliers. This covers areas such as diversity and anti-discrimination, human rights, relationships with customers, anti-bribery and corruption. It also demands transparency around conflict minerals to improve our material sourcing processes. All our suppliers must be able to show us that they operate in line with International Labour Organization standards.

We never work with sanctions list countries. We screen high- and medium-risk suppliers to assess their risk for sustainability. These might be suppliers from countries with a high risk of corruption or those who supply materials with a high environmental impact, such as metal or chemicals. We ask all suppliers to complete a self-assessment every three years and work closely with suppliers to take corrective actions.

Environmental factors are highly important to us when it comes to supplier relations. We put great emphasis on ensuring that all our partners have (or are working towards) the highest environmental and sustainability standards and regulations.

What we did in 2023

We continued our work to drive the responsible sourcing program where we make sure that our suppliers are aligned with our sustainability commitment.

During the year we started to prepare for the coming legislations, Corporate Sustainability Reporting Directive (CSRD) and the Directive on Corporate Sustainability Due Diligence (CSDD). These will both have a big impact on our responsible sourcing program and in order to understand and meet the new requirements we have done a gap assessment against coming requirements. The work will continue during 2024 to set up action- and implementation- plans for the organization.

We also worked intensively with preparing for the Carbon Border Adjustment Mechanism (CBAM), which came into effect late 2023 with an obligation to report imported carbon emissions during January 2024.

Our plans for 2024

For 2024, we will prepare our responsible sourcing program to align with coming legal requirements, with a high focus on reducing greenhouse gas emissions but also on human rights in the value chain.

The new Scope 3 target, focusing on materials used to manufacture power wheelchairs, will require us to work actively with our suppliers throughout the value chain.

Supplier screening will continue to assess sustainability performance and require them to commit to our Supplier Code of Conduct.



Annabelle Rose Thomas



Risk management

As part of the business planning cycle, we carry out annual risk assessments using the Enterprise Risk Management (ERM) process. The overall objective is to understand our current risk exposure and to develop strategies for managing each risk.

The risk assessment includes areas such as environmental risks, climate change, bribery & corruption, and data privacy. The major risks are consolidated into a global Enterprise Risk Map to assess the impact and likelihood, with mitigating actions set against each. The risks are managed and monitored

throughout the year, and the risk assessment is reviewed by the Board prior to the end of the year.

Climate related financial risks
In 2021, we began to identify climate-related financial risks, according to the Task Force on Climate Related Financial Disclosures (TCFD) guidelines. Many of which are related to our production and supply chain. Since 2022, the assessment of climate-related financial risks is integrated into our ERM process. Work to mitigate these risks and identify other possibilities will be further developed in the coming years.





EU Taxonomy Regulation

This is the second year for Permobil to report on Taxonomy eligibility and alignment.

Judgement on the Taxonomy-eligibility and alignment of our activities

Most of Permobil's activities are included in the Taxonomy sector "3 Construction and Real Estate" in the Taxonomy.

The activities consist of "3.3 Manufacture of low carbon technologies for transport" with NACE code "C.30.92 manufacture of bicycles and invalid carriage". Since Permobil is manufacturing the wheelchairs and not just rent or sell the products, 6.4 Operation of personal mobility devices" is not relevant.

Permobil also have activities under "5.2 Sale of spare parts" and "6.5 Transport by motorbike, cars and light commercial vehicles", with NACE code "H.49.3 Other passenger land transport".

We do not disclose activities within the value chain that are not external revenue-generating. For example, processes that are essential for our revenue-generating activities, such as electricity generation for own consumption. They are not reported as Taxonomy-eligible activities and are

not included in our turnover KPI (Key Performance Indicators) as they do not generate external turnover on a standalone basis.

Permobil's activities are carried out in compliance with the minimum safeguards. Permobil addresses human rights, labor rights and anti-corruption through our policies, see the chapter on Permobil policies. Permobil reports public on progresses every year in our Sustainability Report and the report to the UN Global Compact.

Permobil's activities contribute to the environmental objective 'Climate change mitigation', according to the technical screening criteria "3.3.e Personal mobility devices with a propulsion that comes from the physical activity of the user, from a zero-emissions motor, or a mix of zero-emissions motor and physical activity."

The activities under "5.2 Sale of spare parts" contribute to the environmental objective "Transition to a circular economy" due to the technical screening criteria "The economic activity consists of extending the lifetime of products by repairing, refurbishing or remanufacturing products that a customer (natural or legal person) has already used for the intended purpose."

The activities under "6.5 Transport by motorbike, cars and light commercial vehicles" do not contribute to the objective "Substantial contribution to climate change mitigation."

Permobil's activities do not fully meet the technical screening criteria for 'Do no significant harm (DNSH)', and as a result none of our activities are Taxonomy aligned.

Proportion of Taxonomy-eligible economic activities (in %)

Turnover	77
CapEx	71
OpEx	95

Proportion of Taxonomy-aligned economic activities (in %)

Turnover	0
CapEx	0
OpEx	0



The Taxonomy Regulation sets out a classification system for environmentally sustainable economic activities. It is a key component of the European Commission's action plan to redirect investment towards a more sustainable economy. It represents an important step towards achieving carbon neutrality by 2050 in line with EU climate goals as the Taxonomy is a classification system for environmentally sustainable economic activities.

The Norwegian Transparency Act Statement

This statement explains and documents Permobil's work with human- and labor rights, and the measures taken to comply with the Norwegian Transparency Act. A description of Permobil as a company can be found in the chapters "Permobil in brief", "Our business model" and "Our sustainability governance".

Policies and framework
Our compliance with the Norwegian Transparency Act is demonstrated throughout our Code of Conduct, Sustainability Policy, Supplier Code of Conduct and Responsible Sourcing Framework. The policies state that Permobil supports international human rights as laid down in OECD Guidelines for Multinational Enterprises, United Nations Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights and ILO's core conventions as set out in the Declaration on Fundamental Principles and Rights at Work. We also support and have signed the UN Global Compact.

Our Supplier Code of Conduct must be signed by all new suppliers. This covers areas such as diversity and anti-discrimination, human rights, relationships with customers, anti-bribery and corruption. All our suppliers must be able to show us that they operate in line with International Labour Organization standards.

For more information see chapters "Sustainability policies and procedures", "Ethical business" and "Responsible sourcing".

Risk assessment, actions and results
Permobil has a robust framework for ensuring a high standard of responsible sourcing, including screening and risk assessment. For more information see "Responsible sourcing".

As a first step we identify and assess risks regularly with suppliers through a process based on the country and type of material they sell. In these

risk assessments we assess our potential and inherent risk on human rights impacts and fundamental working conditions etc. We use multiple sources for this information, focusing on global indexes related to risks with human- and labor rights.

The risk assessment will help us rate suppliers as either low-, medium- or high-risk suppliers. We screen high- and medium-risk suppliers to further assess their risks, using a self-assessment questionnaire. The screening, includes but not limited to, environmental management, risks of conflict minerals, forced labor, health and safety procedures in place.

Actions taken in order to prevent negative impact on human rights and working conditions could be found in the chapters "A safe and respectful workplace", Diversity and inclusion", Ethical business and "Responsible sourcing"

Reporting Channels
Our company strives to maintain a transparent business climate

and high business ethics, where employees are encouraged to speak up and report any suspected or observed violations of law, the Code of Conduct, or other governing documents.

Reports are made to a manager, the People and Culture function,

the Legal function, or through the external Whistleblowing solution. Employees can choose to be anonymous, and the Whistleblowing solution is open also to external stakeholders. The whistleblowing service is provided by an external partner to ensure anonymity.

The communication channel is encrypted and password protected.

All messages are processed in confidence. Our external webpages have information on how to report.

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