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## 1.1 BACKGROUND / PURPOSE

Tollsbo Group AB<sup>1</sup> hereafter called Tollsbo, wants to take responsibility to make our operations and value chains more circular and sustainable. It is our intention to continuously improve our performance and to be a part of the solution. We include the environmental, social and financial perspectives and that we want to offer quality products and services.

This policy is guided by vision, mission & core values, and by international documents and standards<sup>2</sup>.

This Sustainability policy includes sustainability governance and business conduct, social responsibility, and environmental- & quality policy statements. This policy should be read in connection with our Code of conduct and Health and Safety-policy among others.

## 1.2 OVERALL OBJECTIVES

The overall objective for Tollsbo is to contribute to the UN sustainability goals and this will strengthen the company brand, increase trust among customers, employees, stakeholders and generate sales and sustainable growth.

The overarching objective of Tollsbo is to improve the working conditions among our customers and end-users, with more sustainable, ergonomic products with the right quality. We also want to support our customers to improve their sustainability performance and to ease their daily work.

## 1.3 SUSTAINABILITY POLICY


To be able to develop and improve in all sustainability dimensions it is important for us to listen to our stakeholders and not at least our customers and end-users – to get insights, feedback and motivation. We do this through dialogues and surveys. And to be able to solve many of the challenges, we want work together with business partners in the value chain, other organisations and in networks, to learn from each other and to gain leverage.

Our sustainability work starts from a materiality analysis, that we annually review. We want to contribute to good working conditions, improved human rights, ethical and sound businesses, less impact on climate and the environment and provide more circular solutions. We want to offer products and services with the right quality.

We will develop our way of working with a due diligence perspective in our operation and value chain, meaning that we should continuously a) identify and assess adverse negative impacts, b)

<sup>1</sup> Tollsbo Group AB including AJ Produkter AB and subsidiaries, Cowab AB, DJP Holding AB, AJ Fastigheter Holding AB, AJ Production AB and AJ Butiken AB

<sup>2</sup>The International Bill of Human Rights, including the UN's Universal Declaration of Human Rights and the UN's Global Sustainable Development Goals, along with the International Labour Organization's Fundamental Conventions on Rights at Work, the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights and the OECD Convention on Combating Bribery and its recommendations.

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prevent, cease or minimize actual and potential adverse impacts, c) monitor and assess the effectiveness of measures and d) communicate and provide remediation. If negative impacts are revealed, we should as far as possible take action to reduce negative consequences and risks.

## 1.4 ENVIRONMENTAL POLICY


Tollbo strives to

- Reduce our greenhouse gas emissions in whole value chain, by prioritising energy consumption & energy efficiency and fossil free transportation, production & investments and also increase the use of renewable and recycled materials. When relevant we make climate adaptation actions.
- Minimize and prevent pollution to air, land and water, as well as negative impacts from chemicals in the value chain, by continuously monitor and act according to the precautionary principle and having updated Restricted Substances Lists (RSL) attached to supplier agreements that we follow up.
- Minimize and prevent pollution of noise, vibrations and heat to land in the value chain whenever relevant and possible.
- Minimize usage of water in our value chain.
- Avoid and prevent deforestation. Handle dependencies, risks and minimizing loss of biodiversity and negative impacts ecosystem both in own forestry management and in sourcing.
- Minimize usage of materials and use renewable, reused or recycled and recyclable materials as much as possible without jeopardizing quality. When waste occurs, this must be handled properly in accordance with the waste hierarchy and local legislation.
- Develop circular solutions and seek environmental opportunities in operations, sales, materials, production, usage and waste elimination.
- Not use any raw materials that have their origin from CITES-listed species or red-listed at IUCN.
- Ensure animal welfare if any raw material originates from animals.

## 1.5 QUALITY POLICY

At Tollbo, we are committed to delivering products and services of the highest quality that meet or exceed our stakeholders' expectations. We have extra focus on educational products, and other products that are used by vulnerable end-users. To achieve this, we:

- have customer focus to understand and meet our customers' needs and expectations by offering reliable and innovative solutions.
- set quality objectives and regularly review measurable quality objectives to ensure that we continuously improve our performance.
- increasingly provide post-purchase care services and maintenance instructions to extend product lifetime.
- strive to improve and secure customer health and safety when using our products and services by providing clear product information, addressing customer complaints and executing product recalls when necessary.

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## 1.6 OUR WAY OF WORKING CONCERNING SUSTAINABILITY, ENVIRONMENTAL & QUALITY

We base our work according to the core values and our Code of Conduct.

### *Internal engagement*

Our coworkers are crucial, and we want to ensure safe, healthy and inclusive environment enabling our coworkers to thrive and to be engaged. We provide training when relevant and facilitate employee engagement and encourage and support our employees to develop their skills and knowledge to contribute to progress and company's success.

### *Compliance & science-based decisions*

We ensure compliance with all applicable laws, regulations, mandatory requirements and standards, including management systems. We always try to base our assessments, decisions and actions on science and experience.

### *Management systems & continuous improvement*

We use management systems to support our way of working and we certify our operations according to e.g ISO 9001, 14001 and 45001 and FSC Chain of Custody when relevant.

We continuously improve our processes, products and services by implementing feedback and best practices. We also have an on-going development of our product development process, where environmental, social, ethical and quality demands and criteria are addressed.


We will increasingly promote more sustainable products towards our customers and support them to reduce their climate and environmental impact and serve our customers with structured and transparent data as much as possible.

### *Steering documents & governance*

We develop and regularly review additional policies and guidelines that are more detailed, to give guidance on a daily basis. We make internal audits and reviews to follow up that we fulfil our objectives and comply to our policies.

Our suppliers must comply to our Supplier agreements and Supplier Code of Conduct. We follow up through risk- and self-assessments and audits.

We make risk assessments in our operation to avoid and prevent incidents of pollution and have processes and plans to decrease effects on environment and humans in case of accidents. We provide a whistleblower function in relevant languages and have a policy for the handling.

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### *Tools, certifications & support*

We use tools to monitor, assess, minimize risks and to compile information with the purpose of improvement, such as Position Green (climate), the Material portal (materials and chemicals), C2 (management system) and Supplier Portal.

Product documentation and external tests are important tools to improve product quality.

We calculate our greenhouse gas emissions according to GHG-protocol and our goals will be verified according to Science Based Target initiative.

We use EPDs and third-party certification schemes to decrease and verify our products environmental impact when possible and relevant, including for recycled materials.

We use PEFC- and preferably FSC-certifications to avoid and prevent deforestation both in forestry management and in sourcing to minimise risks of loss of biodiversity and to verify traceability.

### *Communications and reviews*

This policy is communicated and understood throughout the organization. The policies included in this document are available on our websites and intranets.

We want to be transparent about our results and performance, hence we continuously communicate internally and externally on a regular basis.

## **1.7 APPLIES TO**

This policy applies to all coworkers in the group, the board, agents and inhouse consultants. Other stakeholders such as suppliers and customers among others, will be affected with the purpose of contributing to a more sustainable development.

## **1.8 RESPONSIBILITY OF IMPLEMENTATION**

This policy should be considered in all decision-making processes and on a daily basis.

The management team, and all managers must clearly communicate and follow up that this policy is taken into account in decisions and in daily operations.

## **1.9 REVIEW OF POLICIES**

This document including Sustainability, Environmental and Quality Policies will be reviewed every year by the management and decided by the Board of Directors. In connection with management review within the management systems these policies will be assessed to ensure their relevance and effectiveness.