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This sustainability report covers the fiscal year 2018 for the whole company Anticimex Group AB. The report has been drawn up in accordance with the regulations of the 6th chapter of the Swedish Annual Accounts Act.



**Anticimex is a global leader in preventive pest control, offering modern solutions for a modern society. The company works with prevention, using in-depth knowledge and experience, to minimise the risk of problems occurring. New digital technology offers more efficient, accommodating and environmentally friendly services.**

**Anticimex operates in 18 countries and has around 6,100 employees. The company has shown growth every year since its inception 84 years ago.**



# Sustainability deeply integrated into our business model

A global role model for pest control with minimal biocide usage. A decentralised business model based on operating locally, inspired by global best practice. That promotes and regularly measures everything from efficiency to the wellbeing of the employees. "To work in a sustainable way is deeply integrated into our business model and a crucial way for us to create value for our stakeholders", says Anticimex's President and CEO Jarl Dahlfors and the company's Chief Operating Officer Ebba Bonde in this roundtable discussion about the company's approach to sustainability.

## Why is it important for Anticimex to focus on sustainability?

**JARL DAHLFORS:** This is how we create value for customers, employees, shareholders and society in general. We want customers to choose our services and employees to work for us. We also wish to contribute to influencing regulators and regulations towards reducing the use of biocides in pest control. As one of the global leaders in the industry, we also have both the opportunity and the obligation to make a change.

**EBBA BONDE:** We handle a great amount of biocides in our operations, posing a potential danger to both employees and society. That's why it's so important for us to have strict rules and routines for this. The company's extensive vehicle fleet causes the major part of our carbon dioxide emissions, affecting the climate. We're continuously working on optimizing routes and minimising unnecessary calls in order to reduce mileage.

## In what way is sustainability in line with Anticimex's business model?

**JARL DAHLFORS:** Our business model is based on decentralising responsibility down to each individual. The model is based on running the operations locally, where the market knowledge and personal relationships can be found, and that results, at branch level, are regularly tracked and reported using KPIs. Besides financial figures, KPIs also include customer and employee satisfaction metrics. This gives us a transparent overview of the operations and any divergences from guidelines and policies are quickly discovered. It's a natural part of our Branch Managers' day-to-day business to report, enabling comparison between the branches and a willingness to learn from each other.

**EBBA BONDE:** One of our most important strategies is to promote the use of digital pest control, that is our SMART concept. This means reducing the use of biocides, something that is critical for the environment and human beings alike. Digital technology also enables completely new ways to prevent pest infestations, as

well as remote monitoring. This, in turn, reduces a large number of unnecessary call-outs by car.

**JARL DAHLFORS:** In 2018, SMART was successfully launched in several markets, including the U.S. and we have now reached an installed base of 100,000 units globally. We are world leaders in this technology and we're hoping to inspire others to adopt it. This would mean a major step towards making the industry more sustainable.

## Which are your sustainability goals?

**EBBA BONDE:** By listening to our stakeholders, we have previously identified three goals; reducing the use of biocides, reducing carbon dioxide emissions and being a preferred employer. Through dialogue with our employees, in 2018 we decided to add a fourth goal – promoting health and safety in the workplace. We are now working on establishing shared KPIs to measure this newly formalised goal.

## How does Anticimex work with sustainability on a day-to-day basis?

**JARL DAHLFORS:** As I previously mentioned, it's in the interest of all Branch Managers to continuously improve all parts of their business in order to make it more sustainable – from selling more SMART solutions and improving fleet efficiency to being an attractive employer that looks after their employees. We don't think there is one, single solution that will make us sustainable – all details of the operations must work together to reach that goal. That's why we have the same approach to sustainability as we have to everything else in the company, that is continuous improvements and sharing best practice. This is how we should strive to be a role model for the industry when it comes to sustainability.

# Governance and strategy

Anticimex has a long tradition of preventing and protecting. Pest control is by definition local, which means that it is natural for day-to-day sustainability work to be performed locally, where knowledge and contacts can be found. Governance, on the other hand, is placed on a corporate level, where goals and policies are drawn up and compliance controlled.

In 2018, Anticimex stepped up its efforts in the sustainability area. Work with integrating the sustainability goals into the overall planning of the operations was initiated during 2018 and will be continued in 2019. The Chief Operating Officer of the company has overall responsibility for the sustainability work.

Anticimex has become a world leader in pest control based on digital technology. This means that the company leads the market towards reducing the use of biocides – as well as improving security and safety in numerous industries such as health care, food industry and housing.

Anticimex’s sustainability work is based on the UN Sustainable Development Goals, of which a few have been selected as especially relevant for the company to work towards. Based on these, three focus areas – reducing the use of biocides, reducing carbon dioxide emissions and being the preferred employer – have been identified and established as parts of the way Anticimex operates. In 2019, the goal of promoting health and safety in the workplace is being added.

Sustainability is also an integrated part of the business

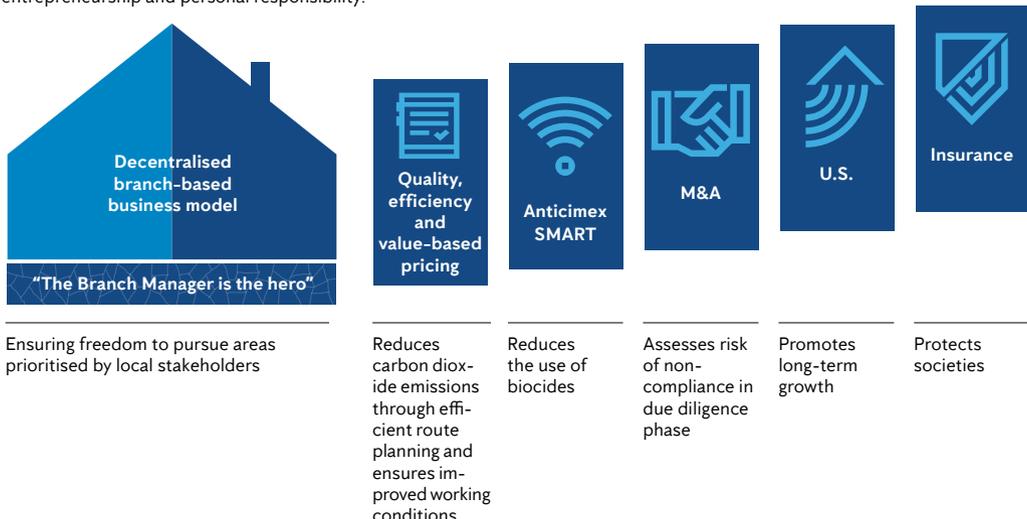
model. The sustainability work is in the company’s interest as it creates value for the company and all its stakeholders. The most important part of Anticimex’s business model – the decentralised model – means that local decision makers enjoy a high degree of autonomy in close contact with important stakeholders, including employees, customers and representatives of local society. This forms a strong basis for the dialogue with stakeholders.

## Certifications and Code of Conduct

Governance of Anticimex’s sustainability is mainly regulated by the company’s Code of Conduct, which has been established by the Board of Directors. This describes employee responsibility in areas including human rights, work conditions, business ethics and environment. In order to reduce risks linked to compliance breaches, all members of the organisation have been asked to sign the Code of Conduct, something that more than 90 percent did in 2018. To strengthen compliance with the Code of Conduct, a direct link to corporate management has been established, the SpeakUp Line, which can be used by everybody in the company to report potential breaches.

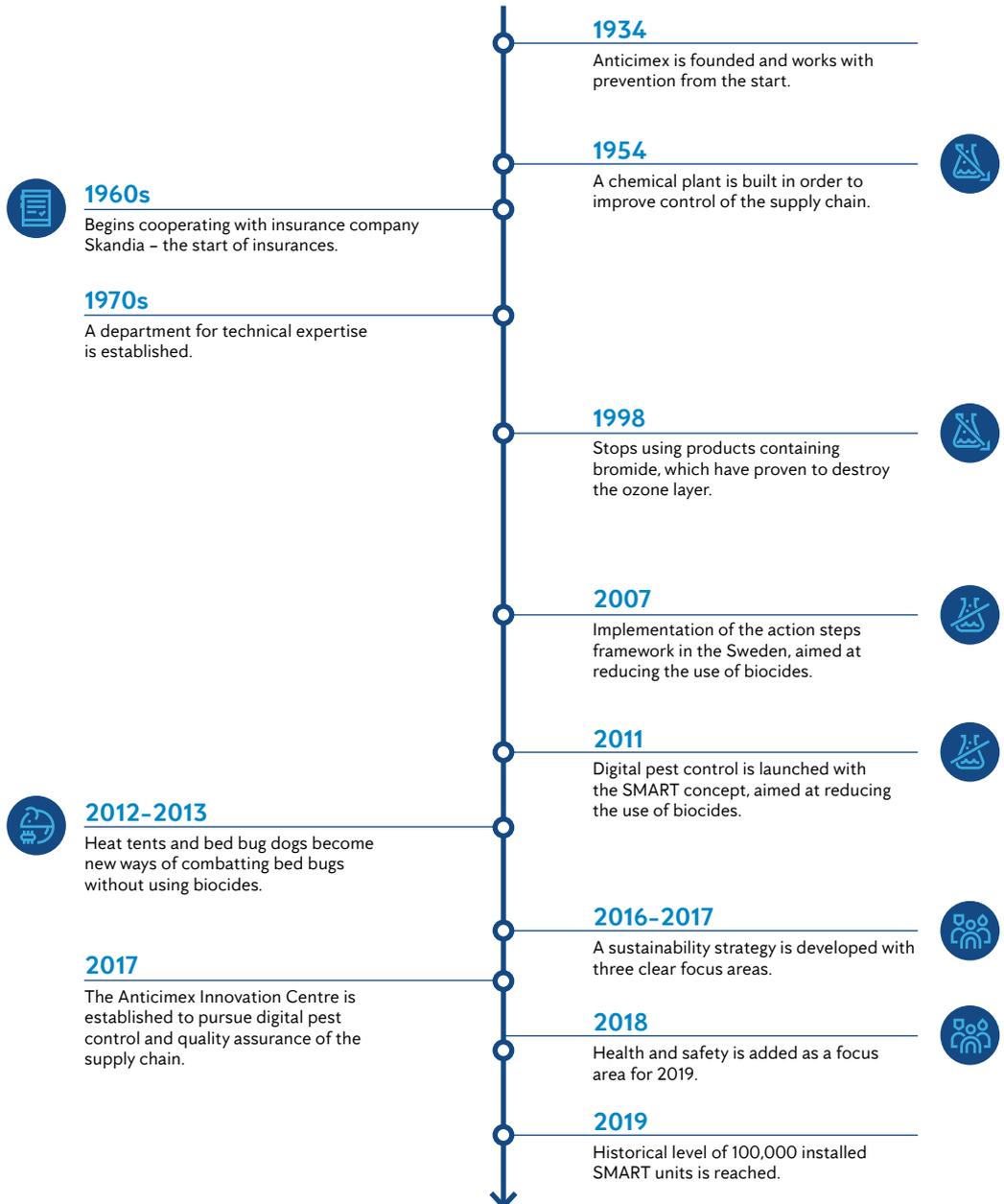
## ANTICIMEX’S STRATEGIES

Anticimex’s strategy for global growth is to continue to build a decentralised organisation through establishing strong branches with extensive responsibility for their operations and results. The aim is to create a company culture characterized by strong entrepreneurship and personal responsibility.



# A few steps towards sustainability

Anticimex was founded in 1934 and even if the word sustainability was not yet in use, the aim from the start was to prevent and protect.



# Establishment of focus areas

A few years ago, a materiality analysis was performed, aimed at identifying the most important areas for the company's stakeholders.

## Main stakeholders

Anticimex's most important stakeholders are customers, employees, society and shareholders.

Small and medium sized companies as well as consumers are important customer groups for Anticimex. These groups make different demands, depending on where they are located geographically. In order to meet customer demands locally, there is a standardised customer satisfaction process in the majority of the markets.

Employee surveys are conducted annually in every country. The surveys are used as basis for improvement measures, which are subsequently followed up.

Society includes public service, industry organisations as well as consumers. As a leading actor, Anticimex takes an active role in developing both the pest control industry and the regulatory frameworks, as well as in creating an understanding of the importance of pest control in public environments.

Shareholders expect long-term growth, something that Anticimex mainly creates through focusing on pest control and a decentralised business model. In this context, sustainability is both a hygiene factor and a differentiating factor. The management of the company keeps in close contact with the shareholders.

### Quality guarantee

Almost 80 percent of Anticimex's country organisations are certified in accordance with ISO 9001:2008 or 9001:2015, which are a series of quality standards. These act as support for companies to develop processes to fulfil demands from customers and authorities, leadership and risk management, among other things.

More than 50 percent of Anticimex's country organisations are certified in accordance with ISO 14001:2004, which is a system for rationalising and improving work on environmental issues.

Anticimex is certified in accordance with the industry organisation CEPA's standard EN 16636, a European standard for pest control. The standard is aimed at offering professional, preventive pest control in order to protect people's health, property and environment.

## Materiality analysis

In 2015, a global materiality analysis was performed, which forms the basis of the sustainability work performed today. Six focus areas were identified in dialogue with the main stakeholders, and these were later reduced to three. Ahead of 2019, a further goal was added – Promoting health and safety in the workplace.

Anticimex's focus areas today are:

- Reducing the use of biocides
- Reducing carbon dioxide emissions
- Being the preferred employer
- Promoting health and safety in the workplace (starting implementation in 2019)

## Continuous dialogue with stakeholders

The stakeholder dialogue is conducted at a market and a corporate level. Dialogue with shareholders was conducted at group level while the employee dialogue was done locally and followed up globally. The employee dialogue is part of the guideline instructing all markets to perform, and act on, annual employee surveys. Deeper employee dialogues, as well as dialogues with customers and society, are conducted at a local level, based on local needs. Dialogue with society is performed through local cooperation, including industry organisations, in which Anticimex takes an active part. The dialogue with internal representatives resulted in the new goal, promoting health and safety, which will be implemented in 2019. The shareholder dialogue is conducted continuously, including at meetings during which work methods and goals are discussed.

## Future work model

Deeper employee and customer dialogues are conducted locally. Surveys in select focus markets are planned annually to gather further insights continuously. Results will improve understanding of stakeholder needs and provide additional foundation for actions going forward. See example of insight below.

**68 percent of 2,500 citizens deemed it important that pest control is conducted in a sustainable way.\***

\* Stakeholder dialogue by Anticimex in 2018 in Sweden and the U.S.

# Anticimex's focus areas

Following the UN's presentation of its goals for sustainable development, Anticimex began to analyse how these could be linked to the company's operations and then defined three goals; reducing the use of biocides, reducing carbon dioxide emissions and promoting diversity. A revision of these was performed in 2018, resulting in widening the goal "promoting diversity" to "being the preferred employer" and adding the goal "promoting health and safety in the workplace", in order to make the company's work in this area more visible.



## Reducing the use of biocides

Using biocides to combat pests that cause emergency situations is something that will be needed in the foreseeable future. But Anticimex always strives to choose the chemicals with the least possible impact on the environment, in the right amount and in the right place. Preventive work, as well as the development of the digital concept SMART, are powerful tools to reduce the use of biocides in the long term.

### UN GOAL 3 Good health and well being

Decreasing the use of biocides reduces the risk of injuries and diseases caused by chemicals.

### UN GOAL 15 Eco systems and biological diversity

The use of biocides means a certain chemical contamination of the eco systems.

### UN GOAL 9 Sustainable industry, innovations and infrastructure

Anticimex strives to promote the development of new and more environmentally friendly solutions.



## Reducing carbon dioxide emissions

Anticimex is continuously working towards reducing direct emissions from its operations, focusing on the vehicle fleet.

### UN GOAL 13 Climate action

The use of service cars is necessary in order to provide customer service and it also corresponds to the biggest part of Anticimex's climate impact. In order to reduce carbon dioxide emissions, focus is on route optimising in the service delivery. Digital technology also reduces the number of visits necessary.



## Being the preferred employer

In 2018, the goal "promoting diversity" was expanded to "being a preferred employer", including diversity, career development and engagement in the workplace.

### UN GOAL 8 Decent work conditions and economic growth

Anticimex works to promote long-term, inclusive and sustainable economic growth, and full and productive employment with decent work conditions for everyone.

### UN GOAL 10 Reduced inequality

Anticimex continuously strives to ensure workplaces without any type of discrimination. Linked to this, the ambition to provide career opportunities and engaging workplaces – regardless of where in the Anticimex group an employee works – has now been added. The ambition to provide opportunities for all employees, regardless of background, ethnicity or sexuality, is an essential part of being the preferred employer.



# Reducing the use of biocides

The majority of potentially harmful biocides that Anticimex deals with are pesticides. While they will continue to be an essential part of the service for some time yet, focus is on reducing the use of biocides. Various initiatives to reduce usage are underway, of which the most important is the use of SMART solutions, but other preventive processes are also included.

Pests can spread diseases, cause significant financial damage and create feelings of discomfort for many people. In order to control pests, you sometimes need to use different types of biocides, depending on what type of pest you are combatting. A major part of the biocides used are rodenticides against rats and mice. Insecticides are mainly used against bed bugs and wasps.

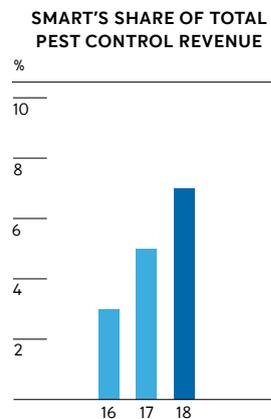
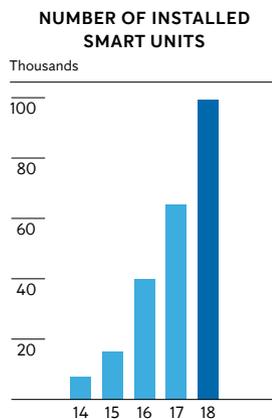
Biocides can be dangerous, as some are designed to cause damage to living organisms. This is why there are strict sets of regulations concerning how pest control companies are allowed to use biocides in most markets where Anticimex operates. As some biocides may end up in the eco system and have a negative impact on the environment, animals or human beings, all products must be approved and risk assessed before being used.

## The SMART way of working

By using SMART, Anticimex can replace a trap based on biocides with a mechanical trap that is digitally monitored. The system also means that Anticimex can identify the problem at an earlier stage, reducing the need for more extensive sanitations, which, in turn, demands more biocides. In general, Anticimex works with prevention and limiting unnecessary use of biocides in other ways.

## Goal and key performance indicators

Anticimex measures the use of biocides through the number of SMART installations, and the revenue from SMART as a share of total pest control revenue. The installed base passed the historical milestone of 100,000 installed units in January 2019. For SMART share of total pest control revenue the goal is ten percent by 2021.



CASE – SWEDEN

# Focus on prevention

## The Action Steps measures

Anticimex’s pest technicians in Sweden always work according to measures named “the Action Steps”. This means that employees always first try to identify the cause of the problem and then provide preventive advice. Pest control is often based on a combination of mechanical methods and biocides. Methods are adapted to the specific problem of each customer. The Action Steps method assists Anticimex in ensuring that biocides are used only when necessary.

## Early detection of pests is sustainable

Anticimex’s technicians identify potential risks for pests through inspections and risk assessment before problems arise. This means that potential pest infestations are detected at an early stage, which make them easier to control and require less use of biocides, as the pests will not have had time to multiply. In recent years, digital monitoring systems of rodent activity have been added to the inspections. These digital traps, SMART, are efficient and provide technicians with information about how many rodents there are, as well as their movements. The goal for Sweden is that the share of digital solutions for corporate customers shall account for 60 percent of the contracted pest control portfolio by 2020.

Another example of methods for early detection of pests is the use of bed bug dogs. The dog marks the spot in a room where bed bugs can be found so that sanitation can be limited to the affected parts.

## Replacement of high-risk substances

Anticimex works actively towards replacing all high-risk substances. This means that all products that are



Miguel Aldana, Specialist Technician, Spain.

The Action Steps ensure that biocides are only used when necessary.

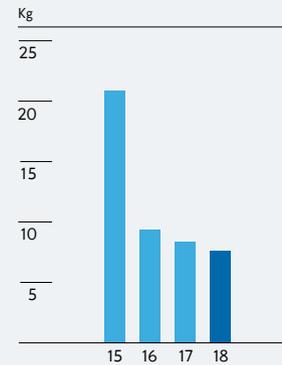
used can be evaluated in a systematic way and compared to other corresponding products on the market. In this way, alternatives can be identified and the use of the most harmful substances reduced.

## Development

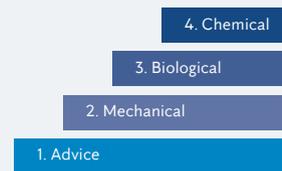
Anticimex works actively with developing non-chemical control methods. One example is using heat to combat bed bugs. Anticimex also uses rodent traps run on carbon dioxide cartridges. The digital monitoring systems form an important part of this work. A challenge with these, however, is that they often run on batteries. Anticimex has now initiated work to replace batteries from lead to lithium to extend life span.

Anticoagulants form a group of substances used in certain biocides against rodents. These can be harmful to the environment and they have, for instance, been found in birds of prey, both in Sweden and abroad. This is why Anticimex is working on replacing products containing anticoagulants.

## RODENTICIDES ACTIVE SUBSTANCE ANTICOAGULANTS



## THE ACTION STEPS MEASURES



The first step is preventive advisory measures, followed by mechanical, biological and lastly chemical measures.



# Reducing carbon dioxide emissions

Since Anticimex generally delivers service on location at the customer’s premises, this requires a major vehicle fleet. These vehicles emit a substantial amount of carbon dioxide, which has a negative impact on the climate. The fleet is the single largest contributor to Anticimex’s direct carbon dioxide emissions.

Today, the fleet consists of close to 3,800 vehicles. In recent years, focus has been on optimising routes for service delivery so that the shortest possible route is driven between customers, reducing Anticimex’s climate impact. Improved planning and implementation of it-support are examples of measures taken. Anticimex also drives several other development areas that will reduce carbon dioxide emissions.

### Further focus areas

Further areas that could contribute to reducing carbon dioxide emissions have been identified locally in a number of markets, based on local stakeholder dialogues. These are initiated and conducted by the markets in question in line with the decentralised business model.

Examples include alternative fuels, modernising the vehicle fleet, more effective driving patterns and relevant certifications. Some of these are described on the page to the right, under the heading Overview of local initiatives.

### Goal and key performance indicator

Anticimex has not yet quantified its carbon dioxide reduction goal for the group. The goal will be based on decreased emissions normalised for revenue, in line with the UN Sustainable Development Goals. Currently a relevant goal, based on local conditions and best practices, is being developed.



Miguel Aldana and Monica Bobadilla, Specialist Technicians, Spain.



In the group various route optimisation initiatives are underway.

Mireya Hansson Technician, Sweden.

CASE – OVERVIEW OF LOCAL INITIATIVES

## Smart fleet management reduces carbon dioxide emissions

### Route planning and optimising

Anticimex works continuously on route optimization in order to reduce mileage. This takes place through benchmarking, as well as identifying and sharing best practice across the organisation. Route optimisation is a group-wide process. In several markets, Anticimex has installed advanced it-solutions to support development. Furthermore, pushing the SMART offering reduces the need for physical visits as it is based on remote monitoring.

Optimising routes and reducing the number of visits are effective ways of reducing carbon dioxide emissions. American Pest, a platform organisation in the U.S., has come a long way in optimising routes, to a high degree supported by it-tools that have been implemented in route planning processes. Several branch offices, Northern Norway

for instance, have adopted a less technical method, hiring a planner assigned to optimise route planning – also with strong results.

### Alternative fuels

More environmentally friendly fuels have been tested during 2018 in some parts of the group. Spain and Belgium have initiated tests with natural gas-driven cars, while in Sweden, Switzerland and Portugal electric cars have been tested.

### Modernising the vehicle fleet

Replacing parts of the vehicle fleet can make a major change to carbon dioxide emissions. While modernisation of the fleet is continuous across all our markets, some platforms have put additional emphasis on this, including Malaysia, Italy, and the US platform organisation Viking Pest. In the Viking Pest case, not only was

the fleet modernised, but there was also a transition to smaller vehicles, which reduced emissions further.

### Effective driving patterns

Enabling employees to drive in a more efficient way can also have an impact on carbon dioxide emissions. Examples of this type of initiative includes Denmark, where driving training has been held, as well as Australia and New Zealand, where GPS systems have been installed in vehicles to monitor and improve driving patterns.

### Relevant certifications

Certain ISO certifications address carbon dioxide emissions. The vast majority of the countries are certified, while in certain markets, such as Malaysia and Singapore, certification is planned for 2019.



# Being the preferred employer

Anticimex is a knowledge intensive company. Coming from different backgrounds and having different experiences are regarded as valuable traits when working with a diverse customer base. Also, a key priority for the group is the ability to attract and retain talent. This means that it is important that the workplace is engaging and, most importantly, that it offers career opportunities, regardless of background.

### Counteracting discrimination

Anticimex is a company striving for diversity in all aspects. The group regards all colleagues and colleagues-to-be of equal value, regardless of gender, disabilities, religion or sexual preference. It is essential that nobody experiences discrimination in his or her workplace. This is monitored and acted upon directly by management, annually in employee satisfaction survey and through SpeakUp Line, a direct link to corporate level which can be used for anonymous discrimination reporting.

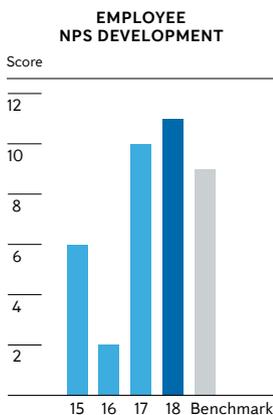
### Career and engagement in the work place

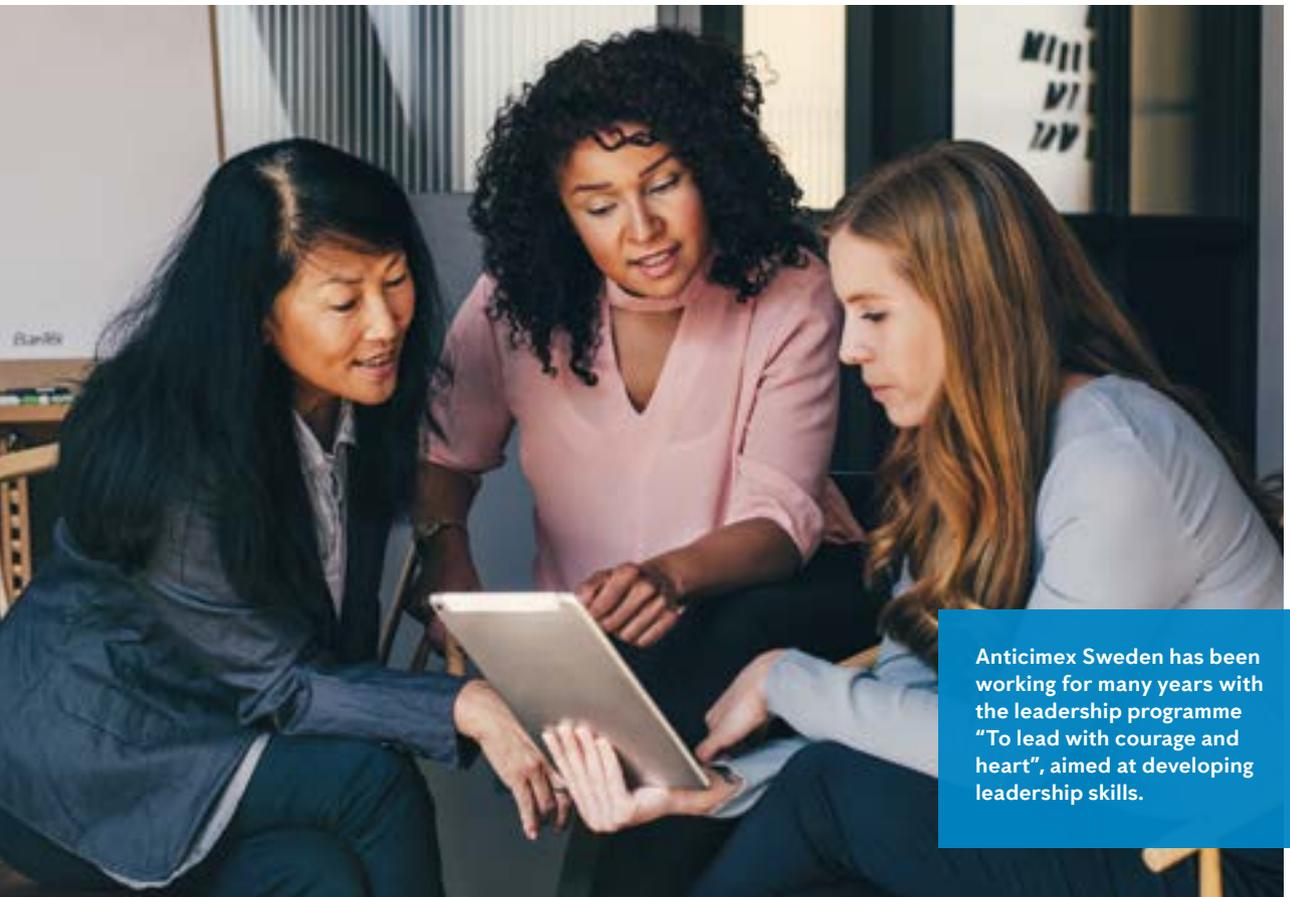
It is of vital importance that Anticimex’s employees feel that their workplace is engaging and offers good career opportunities. The decentralised business model requires competent specialists and decision makers at all levels. The technical competence and functional skills of technicians, group leaders and planners are important, but the decentralised model also requires good leadership throughout the organisation.

Work is continuously performed throughout the group to develop engagement in the workplace. An important tool to develop engagement in the workplace is the annual employee survey carried out in all countries. Development is measured using the established metric Employee Net Promoter Score (eNPS). The survey does not only result in metrics, but also in a number of improvement actions that are carried out at branch and country levels.

### Goals and key performance indicators

The goal in terms of discrimination is that 0 percent should experience it in the workplace, which is measured in the customer satisfaction survey. In 2018, three percent experienced some discrimination. For career and engagement in the workplace the goal is to have eNPS above relevant peer group benchmark, which was achieved in 2018 with a score of 11 as compared to benchmark of nine.





Anticimex Sweden has been working for many years with the leadership programme “To lead with courage and heart”, aimed at developing leadership skills.

#### CASE — SWEDEN

## Employees should mirror society

### Focus on diversity

Anticimex Sweden is growing and continuously hiring new employees, which provides opportunities to improve diversity within the organisation.

Anticimex Sweden has specifically chosen to increase the number of employees with a foreign background. The goal is that 20 percent of all newly employed in Sweden should have a foreign background by 2020, which will then mirror the ethnic background of Swedish society as a whole. Since

2017, several important steps have been taken to reach the target. These include that the company expresses itself in a different way in recruitment adverts, as well as adding social media to the media mix. The result is a greater number of applicants with a foreign background than previously.

### Much remains to be done regarding equality

It is important for Anticimex, being a modern company, that both genders are equally represented in the

organisation. The goal is to become a company prioritising diversity, with a more balanced gender distribution.

### Leadership that values diversity

For many years, Anticimex has been working with the leadership programme “To lead with courage and heart”, aimed at developing leadership skills. Currently, the next step of the leadership development programme is being planned, within which diversity is a natural part.

# Sustainability – risks and management

		 Environment – chemicals	 Environment – climate
<b>Description of area of sustainability</b>		Working with pest control, biocides are needed. Some biocides are dangerous to animals and can have a negative impact on the environment.	A vehicle fleet is necessary for delivering service on location at customers' premises. Vehicles and their carbon dioxide emissions are the single largest contributor to Anticimex's impact on the climate.
<b>Main risks</b>		<ul style="list-style-type: none"> <li>• Environmental biocide contamination at a customer site or in Anticimex's warehouse.</li> <li>• Inefficient use of biocides.</li> <li>• Inadequate handling of batteries and SMART hardware.</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate route planning increases carbon dioxide emissions.</li> </ul>
<b>Mitigation</b>	<b>Steering</b>	<ul style="list-style-type: none"> <li>• Compliance with national and multinational training regulation.</li> <li>• Additional continuous training for technicians, particularly for handling SMART hardware.</li> <li>• Continuous follow-up of SMART KPIs.</li> <li>• All employees asked to sign the Code of Conduct<sup>2</sup> which more than 90% did in 2018.</li> <li>• Internal anonymous reporting channel for Code of Conduct violations (SpeakUp Line).</li> <li>• Mitigation is part of business plan process.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous follow-up of KPIs measuring efficiency of route planning.</li> <li>• All employees asked to sign the Code of Conduct<sup>2</sup>, which more than 90% did in 2018.</li> <li>• Internal anonymous reporting channel for Code of Conduct<sup>2</sup> violations (SpeakUp Line).</li> <li>• Mitigation is part of business plan process.</li> </ul>
	<b>Anticimex's sustainability goals and outcome</b>	<p><b>Reducing the use of biocides</b></p> <ul style="list-style-type: none"> <li>• SMART revenue as share of total pest control revenue 2018 was 7%. The goal for 2021 is 10%.</li> <li>• SMART installed base 2018 was 99,408 installed units.</li> </ul>	<p><b>Reducing carbon dioxide emissions</b></p> <ul style="list-style-type: none"> <li>• In 2018 emissions were 3.3 tons CO<sub>2</sub> per SEK million revenue<sup>1</sup>. The goal is under development.</li> </ul>
	<b>Link to strategy</b>	 <p>Development and spreading of the SMART concept is a key pillar in Anticimex's strategy.</p>	 <p>Optimising route planning is key to achieving the quality and efficiency pillar of Anticimex's strategy.</p>

1) Based on data representing 80% of net revenue. 2) The Anticimex Code of Conduct contains policies on, for example, environment and anti-corruption.

 <b>Employee and social conditions</b>	<b>Anti-corruption</b>	<b>Human rights</b>
<p>Anticimex is a knowledge intensive company and it is important that the workplace is engaging and offers career opportunities. Discrimination and lack of safety routines can have negative impact on the company.</p>	<p>Anticimex decentralized business model depends on good business ethics. Anticimex emphasises following the company's ethical guidelines regarding anti-corruption and other regulations and laws.</p>	<p>Anticimex has an obligation to respect human rights.</p>
<ul style="list-style-type: none"> <li>• Work injuries from biocide handling.</li> <li>• Accidents in specific services (e.g. height related), traffic or other work situations.</li> <li>• Discrimination in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees engaging in bribery, criminal acts or other forms of corruption.</li> </ul>	<ul style="list-style-type: none"> <li>• Risks for human rights violations deemed generally low due to high degree of control over value chain, service-based offering and historically avoiding high risk geographies. Additionally, this subject has not come up in the materiality analysis nor the stakeholder dialogue. Anticimex's requirement of employees to sign company's Code of Conduct is deemed sufficient.</li> </ul>
<ul style="list-style-type: none"> <li>• Employee satisfaction survey mandatory on yearly basis for all countries.</li> <li>• Continuous follow-up of relevant KPIs.</li> <li>• All employees asked to sign the Code of Conduct<sup>2</sup>, which more than 90% did in 2018.</li> <li>• Internal anonymous reporting channel for Code of Conduct violations (SpeakUp Line).</li> <li>• Mitigation is part of business plan process.</li> </ul>	<ul style="list-style-type: none"> <li>• Risk assessment for instances of corruption is part of acquisition due diligence process.</li> <li>• All employees asked to sign the Code of Conduct<sup>2</sup>, which more than 90% did in 2018.</li> <li>• Internal anonymous reporting channel for Code of Conduct violations (SpeakUp Line).</li> </ul>	<ul style="list-style-type: none"> <li>• All employees asked to sign the Code of Conduct<sup>2</sup>, which more than 90% did in 2018.</li> <li>• Internal anonymous reporting channel for Code of Conduct violations (SpeakUp Line).</li> </ul>
<p><b>Being the preferred employer</b></p> <ul style="list-style-type: none"> <li>• Share of employees that experienced discrimination in 2018 was 3% and goal is 0%.</li> <li>• Result of Employee Net Promotor Score, eNPS 2018 was 11 compared to a benchmark of 9.</li> <li>• New for 2019 is promotion of a safe &amp; healthy workplace. For measurement, the KPI will be LTI (Lost Time Injuries).</li> </ul>		<ul style="list-style-type: none"> <li>• No reported cases of breaches against human rights.</li> </ul>
 <p>Decentralised model securing employees' direct contact with decision makers impacting their everyday.</p>	 <p>A thorough risk assessment is crucial in order to identify issues prior to closing an acquisition.</p>	<p>Anticimex has always had high demands on human rights issues and sees them as a core element in company values.</p>

# Auditor's report on the statutory sustainability report

To the general meeting of the shareholders in Anticimex New TopHolding AB,  
corporate identity number 559126-5938

This is a literal translation of the Swedish original report

## Engagement and responsibility

It is the board of directors who is responsible for the statutory sustainability report for the year 2018 and that it has been prepared in accordance with the Annual Accounts Act.

## The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report.

This means that our examination of the statutory sustainability report is substantially different and 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.

## Opinion

A statutory sustainability report has been prepared.

Stockholm April 26, 2019

PricewaterhouseCoopers AB

Patrik Adolfson  
Authorised Public Accountant

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## **ABOUT ANTICIMEX**

Anticimex is the modern pest control company. Through prevention, new technology and sustainable solutions, we meet the new demands for healthy environments, for both individuals and companies worldwide. Founded in Sweden 1934, Anticimex currently operates in 18 countries and employs more than 6,100 people. Total revenues in 2018 amounted to approximately SEK 6.5 billion.

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