

# Sustainability report

Edition 2021



# A word from our CEO

**Permobil is committed to operating a sustainable and responsible business. We want to see everyone in society lead full lives and to meet their full potential.**

Making life better for users is a fantastic reason to come to work. And it is summed up in our purpose – Innovating for Individuals – and in our values of User First, Leading, Passionate and Trusted. But we want to do more.

Here at Permobil, it's important for us to innovate for all our stakeholders. That is why, in 2021, we set out a long-term commitment, through our four pillars of sustainability, to make things better:

- Better for users: improving their quality of life and ensuring the highest standards of product service, quality and safety
- Better for employees: building a safe and respectful workplace with diversity and inclusion as its hallmarks
- Better for the environment: by minimizing our impact
- Better for business and communities: with strong business ethics and responsible sourcing

During 2021, we undertook a lot of initiatives to grow our focus on sustainability. In many areas, we're breaking new ground. We've been working to understand the impact our products have on people's quality of life to apply that back to our products. If we get this right, not only will we make things better for those who use our products, we will bring the rest of the industry with us.

We also strive to set high standards of workplace accessibility, workforce diversity and inclusion. During 2021, we sowed the seeds of this by assessing where we are today. Our Back to the Future program in China – a world-first for Permobil – saw further successes. By employing and training wheelchair users in our sales team, we can help them develop skills and knowledge and get back into the workforce.

We have ambitious carbon emission reduction targets for 2030 and we are working hard to minimize our impact on the environment – both in our factories and within our supply chain. During 2021, we continued the work of rolling out our Suppliers Code of Conduct, and the annual Code of Conduct training for all employees.

Over the coming years, we will carry on with our initiatives to make things better for all our stakeholders. I am proud of what we have started to achieve. Our focus is on continuous improvement and we will never stand still.



Sincerely,

**Bengt Thorsson**  
CEO



# Our approach to sustainability

**Corporate and social responsibility have a long tradition at Permobil. We want to see everyone live full lives and meet their full potential. We deliver products and services that enable people living with disabilities to do just that.**

Because of what we do, we believe we have a special obligation – to the users of our products, society, employees, and the environment – to contribute to sustainable development. Permobil has gone above and beyond minimum legal requirements for many years, and has been a member of the United Nations Global Compact since 2016, reporting annually on implementation of its Ten Principles. We also follow Permobil owner Investor AB's requirements related to sustainability for its holdings.

We've now taken the next step on our sustainability journey, formalizing our approach with seven sustainability focus areas and setting ambitious targets.

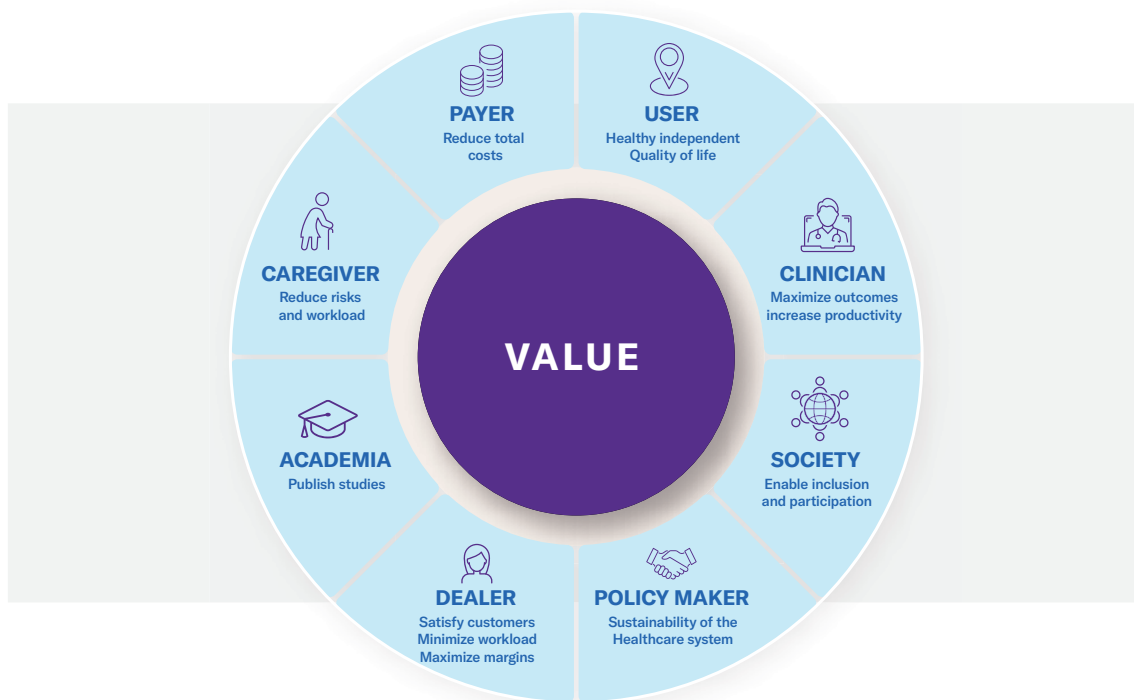
## Sustainability policies and Codes

- The Permobil Code of Conduct sets the standard for behavior and ethics at Permobil and covers core values, employees, customers/users, products and confidentiality, business ethics, society and environment. It is reviewed annually by the Board.
- The Supplier Code of Conduct defines what we expect of our suppliers. It is reviewed annually by the Board.
- The Sustainability Policy outlines how we tackle sustainability, and our seven priority areas. First adopted in 2021 and reviewed annually by the Board.

All are publicly available on the company website:  
[www.permobil.com/this-is-permobil/sustainability](http://www.permobil.com/this-is-permobil/sustainability).

# How we established our priorities

Permobil has conducted a materiality analysis to establish our sustainability priorities, based on how we can deliver greatest value to our stakeholders and meet their expectations.



In defining our priorities, we also considered the United Nations Global Compact and the requirements of our owner, Investor AB, ensuring our priorities would support Permobil's core values of User First, Leading, Trusted and Passionate.

We identified seven priority areas where we believe we can contribute to sustainable development, and are defining targets and associated actions for each of them:

- Environmental impact
- Diversity and inclusion
- Safe and respectful workplace
- Product and service quality and safety
- Quality of life for users
- Business ethics
- Responsible sourcing





# Our sustainability governance

Permobil's Board sets the direction for sustainable development, and the Group Management Team is responsible for defining our priorities and setting sustainability targets.



From 2022, our Director of Sustainability became responsible for leading the implementation of these priorities.

The relevant departments are accountable for implementing and delivering our 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 so that planning, initiation and follow-up of our targets are embedded as part of our corporate DNA, and targets may be reached through continuous improvement.

We believe sustainability is the responsibility of everyone at Permobil, in order to maximize the economic, environmental and social benefits we deliver to users, stakeholders and society at large.

# If Ant can, I can!

## Anthony's story



My name is Anthony Sanchez. I'm a model, actor and social media influencer living in Fort Worth, Texas.

In 2014, I had a motorcycle accident which led to a spinal cord injury that paralyzed me from the chest down. That same year, the job I'd had for ten years let me go, and I broke up with my girlfriend. Our daughter was eight months old at the time.

Needless to say, it was the most challenging year in my life: a single father trying to raise a new family in the face of unemployment and a severe disability. Aside from that, there were so many smaller everyday things that I had to grapple with after my injury: taking my wheelchair apart, getting in and out of cars, holding my daughter.

In rehab, I was given the Permobil TiLite Aero-Z as my first chair, and I've stuck with it since. It's never let me down, and it has done so much to help me turn things around in my life. But of course, there have still been huge challenges, especially at the start.

I gained a lot of weight, went through depression and lost total confidence in myself. One day, I realised that I didn't recognize the guy in the mirror, and that's what motivated me to make some changes. I started doing laps, first just on my driveway. I got fitter, stronger. My TiLite's aluminium frame means it's super lightweight, making it so much easier to build up speed... and a sweat!

When the pandemic hit, I started posting about my transformation on TikTok and Instagram. Now with over 380k followers, it feels amazing to be giving so many people the advice I would have loved to have had all those years ago.

As I travel a lot, it's also really handy that it can be packed down so easily. I tell taxi drivers: "Hey, that wheelchair is my legs, so be careful!", but usually they don't have too many issues.

The thing I most love about the TiLite is that it has helped me be the role model I am today – for myself, my community, and, most importantly, my daughter. My mantra to her is, "If Ant can, I can!". It's important to me that she sees that no challenge is impossible. My Permobil wheelchair means that I can be there, whenever she needs me.



# 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 will be further studied in 2022

→ **Performance:** n/a

## OUR APPROACH

Millions of people around the world have a mobility impairment – and ageing populations mean this number will only get bigger. But the impact of mobility impairments and mobility aids on quality of life needs to be better understood by clinicians, caregivers, healthcare authorities and the mobility sector.

At Permobil, we are seeking to identify the impact of our wheelchairs and other solutions on the quality of life of the people who use them. Everyone has their own universe – we want our products and services to enable people to live their lives the way they want to.

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

Since 2020, we have been exploring a number of 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 – and are therefore not suitable for our requirements.

We are working to identify new measures to use as our Key Performance Indicator, which will provide us with the input that we need.



"At Permobil, we are seeking to identify the impact of our wheelchairs and other solutions on quality of life. Everyone has their own universe - we want our products and services to enable people to live their lives the way they want to."

Karin Leire  
VICE PRESIDENT RESEARCH & INNOVATION



Read more about the Inclusive Sales Team on page 19

## WHAT WE DID IN 2021

During 2021, Permobil conducted a pilot study with 665 users of power wheelchairs based on an outcome measure developed at the University of Bangor in Wales in 2020. Mobility-related Quality of Life 7D (MobQol-7D) is the first patient-reported outcome measure specifically designed to assess the impact of mobility impairments and mobility aids on quality of life.

### **MobQol:**

#### **The seven dimensions of Mobility and Quality of Life**

1. Accessibility
2. Contribution
3. Pain and discomfort
4. Independence
5. Self-esteem
6. Mood and emotions
7. Anxiety

University of Bangor

The results of the pilot are extremely useful and provide us with solid evidence on the impact our products and services have on our users. Next, we plan to gather more evidence from more users to ensure our Key Performance Indicators accurately reflect the impact we have on our users.

## OUR PLANS FOR 2022

Additional global studies are planned in 2022 to put the pilot study into perspective and help us establish a baseline MobQol score for users, which can then be measured annually.

# The Permobil Foundation

## ABOUT THE PERMOBIL FOUNDATION

The Permobil Foundation is our non-profit organization operating in the United States. It is a beacon for our belief that regardless of disability, everyone deserves a chance to reach their dreams without limitations.

The Foundation offers valuable support and assistance that improves the quality of life for those with mobility limitations. Areas of giving include:

- Donations of advanced rehab mobility solutions and accessories
- Sponsorship for disability fundraising events
- Grants for program-based needs and college scholarships
- Volunteer opportunities for employees

## OUR ACHIEVEMENTS

Since being founded in 2017, the Foundation has assisted 2,622 individuals (up to end of 2021). In 2021 alone, we helped over 800 individuals with 800 seat elevators, 121 other chair parts, 10 SmartDrives and 14 wheelchair surprise giveaways, and helped 155 non-profit organizations.

## THE PERMOBIL FOUNDATION IN PARTNERSHIP

Over the years, the Permobil Foundation has supported a number of inspirational partnerships, with the goal of improving the lives of people living with disabilities. These partnerships include the NFL (National Football League), NHL (National Hockey League) and MLB (Major League Baseball).

In 2021 and for the fourth year in a row, we joined forces with Team Gleason: a foundation formed by former NFL player, Steve Gleason, after he was diagnosed with amyotrophic lateral sclerosis (ALS) or motor neurone disease. Permobil is also the longest standing national partner of the ALS Association in the United States, donating over \$1.8 million over the past decade.

Last year, the Permobil Foundation donated 600 seat elevators to Team Gleason to benefit people living with ALS along with sponsoring a Team Gleason Adventure.

## OUR PLANS FOR 2022

During 2022, we are partnering with baseball teams, the San Francisco Giants, Kansas City Royals and Chicago White Sox, Phi Delta Theta Fraternity and LiveLikeLou Foundation to present Permobil power chairs to ALS individuals on the field for Lou Gehrig Day. Lou Gehrig was a NY Yankee player who passed away from ALS.



**Dan Wingerter receives a customised Permobil power chair on Lou Gehrig Day thanks to the Permobil Foundation. Pictured with his sister Judy Wingerter.**



# Product and service quality and safety

- **Target:** Zero customer warranty claims after one month
- **Performance:** 2021: 1.17% across all product lines tracked; 2020: 1.67%

## OUR APPROACH

At Permobil, we are passionate about delivering for the people who use our wheelchairs and other products. That means ensuring that everyone is happy when they receive their product. And that is why we have set an ambitious target of zero customer claims within the first 30 days 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 the issues and put them right.

## USERS QUALITY OF LIFE

As a global company operating in 18 markets, we have always tailored our customer support processes to the needs of each market. During 2021, we worked to deploy consistent systems and processes for capturing and learning from customer claims.

By the end of the year, we saw a reduction in warranty claims to 1.17%. We identified that ordering errors are a root cause for some warranty claims for some product lines. We therefore put in place a multi-year project to automate our systems so that we can correct this issue.

The minimal number of returns of ROHO products also benefits the environment. With more than 300,000 products sold each year, reducing product returns minimizes associated packaging and shipping.

Given the complexity of our markets and their organizations, we decided to retain different targets for each market for 2021. As our systems and processes mature, we expect to be able to move towards our ambition of a single global target of zero first-month warranty claims.



## OUR PLANS FOR 2022

This year, we will continue to work to reduce the number of products that our users have an issue with, particularly in the first month. We are working to collect better data and better user feedback so that we can resolve individual issues faster and identify root causes.



**“Focusing on product quality is a win-win. Users have fewer issues, and our customer support teams and technicians spend less time focusing on problems and more time on added-value activities.”**

Peter Jidesjö  
EVP SERVICES

# 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:** 18 lost time accidents – 7 more than 2020; an overall reduction since 2019

## OUR APPROACH

At Permobil, empowering our employees to feel physically and mentally safe at work is paramount. We encourage a robust culture of safety and well-being throughout our workforce, with minimizing workplace accidents as a core part of this.

Our Key Performance Indicator relates to lost time accidents (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
- Review of Key Performance Indicators (KPIs)
- Practical actions 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 HAPPENED IN 2021

Since starting our global health and safety reporting in 2019, we have seen significant reductions in all accidents and incidents. However, in Q3 of 2021 we saw an increase in lost time accidents related to factors such as manual handling, ergonomics, tripping and falling. In Q4 we took the following actions to address these and other health, safety and well-being issues:

- In the Americas, where most health and safety issues were identified, we put in place our Safeworks program in Q3/Q4. The Safeworks program aims to create a structured, standardized approach to embedding health and safety best practice. This included the appointment of a Safety Action Team at each site to drive activity forward, monitor incidents and devise practical, actionable steps. Two leadership programs were also launched to better enable senior teams to put safety plans into action.
- At our **Asia-Pacific (APAC) sites**, we rolled out an Employee Assistance Program (EAP) which supports employees' mental health and well-being. A happier, more focused employee is also less likely to have an accident. In addition, in New Zealand we installed defibrillators, and in Australia, we renewed our ISO 45001 certification, the global standard for companies' health and safety requirements. At our production facility in Kunshan, China, we are pleased to report that we saw zero lost time accidents in 2021.
- Across our **Europe, Middle East, and Africa (EMEA) sites**, we have rolled out our global reporting tool to help standardize good practice, with 90% of managers already trained on how to use it. In addition, we implemented our safe driving training and ensured that managers are regularly revisiting this with their teams. In our Production Units, we increased focus on identifying and reducing hazards.

During 2021, we also reviewed our priority areas in line with the reporting to make sure they remained well-defined, relevant and ambitious.





## OUR PLANS FOR 2022

We are continuing to roll out a health and safety global reporting tool to help standardize good practice, awareness and positive action. This tool will enable us to talk to managers and employees about how we can keep our working environment as safe as possible.

We will also continue introducing measures, informed by our reporting, to strengthen our health and safety infrastructure. This includes:

- In the **Americas**, we will install mandrel lifters (electric rolling equipment) and powered mandrel carts which reduce the risk of muscle strain and motion-related injuries from handling heavy goods. We will increase automation of our ROHO production lines to minimize ergonomic and repetitive motion injuries.
- At our **APAC sites**, we are working towards market-wide usage of our incident reporting tool. We will also establish dedicated Health and Safety Promoter Teams, prioritising Australia and New Zealand where we have a higher concentration of incidents, then moving on to Japan and China. In addition, we will be offering car safety training to all our APAC employees.
- At our **EMEA sites**, since our reporting tool is already fully implemented, we will implement mandatory health and safety training for all employees.



“Safety comes first. We all want to go home at the end of the day. One of the keys to our team is not doing anything you don’t feel comfortable with. If it’s a new process, we encourage our team to ask for help or additional training.”

Kevin Little  
PRODUCTION FABRICATOR, PRODUCTION UNIT NEW BERLIN, US



# Diversity and inclusion

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

- **Target:** Gender balance Female/ Male 40/60
- **Target:** 8/10 employees say we are inclusive, as measured in our employee survey
- **Target:** Workplace accessibility targets to be set in 2022
- **Performance:** Gender balance Group Management: Female/ Male 40/60
- **Performance:** Gender balance: Female/ Male 33/67
- **Performance:** Inclusiveness: 68%, as measured in Let's Talk 2021, +5% from 2020

## 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 customers 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 HAPPENED IN 2021

Changes by the end of 2021 brought us to a 40/60 female/male make-up of group management. Gender balance for the company as a whole, however, shifted away from our target to 33% female and 67% male; a 2% change when compared to 2020.

Site managers for all Permobil sites across the world completed a self-assessment questionnaire on how accessible the workplace is for people living with a disability (not only related to mobility impairments). 25 out of 27 responded that the workplace environment is equally welcoming to all employees.

In 2021, we sent our annual Let's Talk survey to all employees. There is a continuing multi-year trend of positive change. With respect to diversity and inclusion, the Inclusiveness Index within Let's Talk improved 5% to 68% in 2021. Much work has been done over recent years to bolster internal communications and dialogue at all levels and to build a common Permobil identity after several years of rapid growth.

## OUR PLANS FOR 2022

This year, we will use our questionnaire to establish a baseline of current workplace accessibility at Permobil. Key to this is taking a close look at our culture when it comes to diversity and inclusion.

We will be holding follow-up discussions, led by managers with different employee groups, to identify new focus areas and actions. Other planned actions and initiatives include:

- Tracking the accessibility of Permobil worksites, and identifying areas for improvement
- Evaluating employees' responses to specific questions in our Let's Talk survey, to understand the context of less positive perceptions and identify the actions needed
- Reviewing our HR processes and talent management practices to support our diversity and inclusion targets, including ensuring our applicant pools are diverse.

# Back to the Future

## Inclusive Sales Team



November 2019 saw the launch of our Back to the Future program in China – a project focused on supporting wheelchair users to get jobs suited to their skills and abilities.

We started with a trial, which saw seven people join the direct sales team. As well as showing great motivation and commitment, the new recruits were able to build excellent rapport with their clients, as they could understand and empathize with the challenges they faced. Not only did they act as strong ambassadors for the project, our brand and values, they were also able to drive sales.

More than anything, we are encouraged to see how the initiative has had a positive impact on those who engaged with it. Here is one testimonial from a colleague recruited through the program:

Following its success, the Back to the Future program is now an integral part of our sales and operations in China.

**“From the day of my onboard training, I felt the positive atmosphere of the team, and there were smiles on everyone's face. Whenever I had problems, QP [Chau, MD Permobil China] always would say "it's okay, let's work together" which really encouraged me and boosted my confidence. Such a warm team not only gives me so much joy, but also inspires me to work hard!”**

Chonglin Yang

INCLUSIVE SALES TEAM MEMBER

# Ethical business

**At Permobil, we want 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 to support a better, safer and happier society.**

**→ Target: 90% of all staff trained in our Code of Conduct**

**→ Performance: 2021: 92%**

## OUR APPROACH

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

Code of Conduct training is mandatory for every employee at Permobil, whether they work in office jobs or in our factories. Our target is set at 90% since we assume a 7% staff turnover. Also, as our business has grown with acquisitions, each new member of the Permobil family can take time to integrate and train.

Permobil has a whistleblowing hotline, where employees and other stakeholders can report concerns in their local language. These are reviewed by an external service who work closely with Permobil's HR and Legal team as appropriate.



## WHAT WE DID IN 2021

The percentage of employees trained in the Code of Conduct increased from 91% (in 2020) to 92% during 2021. We communicated more intensively about the Code of Conduct using our internal communication channels. We also introduced the Code of Conduct training into the Permobil induction program.

## OUR PLANS FOR 2022

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

# Responsible sourcing

- **Target:** 98% of supply chain spend to have endorsed our Supplier Code of Conduct
- **Target:** 100% of high-risk suppliers screened
- **Target:** 20% of medium-risk suppliers screened
- **Performance:** 89% directly signed the Supplier Code of Conduct, and an additional 9% accepted it indirectly via our Terms & Conditions
- **Performance:** 88% of high-risk suppliers screened
- **Performance:** 18% of medium-risk suppliers screened

## 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.

## OUR APPROACH

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 we work closely with any 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.

## WHAT WE DID IN 2021

We continued our work to drive responsible sourcing, and increased the percentage of our supplier spend that have signed our Supplier Code of Conduct or Terms and Conditions to 98%. 88% of our high-risk suppliers have been screened (target 100%) and 18% of our medium risk suppliers (target 20%). COVID-19 meant that we missed our target of screening high- and medium-risk suppliers.

## OUR PLANS FOR 2022

As we exit the pandemic, we plan to again increase our presence at suppliers and continue the work with our structured approach in implementing our Supplier Code of Conduct and perform Sustainability Screenings. We will work across the value chain with our partner to ensure progress.

**“At Permobil, we want to make the world a better place with products that transform people’s lives. Being an ethical business is not just the right thing to do, it’s part of who we are”**

Camilla Andersson

DIRECTOR SUSTAINABILITY AND ENVIRONMENTAL IMPACT







# Climate change

- **Target:** Scope 1 and 2: Reduce by 70% by 2030 against a 2018 baseline
- **Target:** Scope 3: Reduce by 20% by 2030 against a 2019 baseline
- **Performance:** Scopes 1 and 2: Reduced by 16% since 2018
- **Performance:** Scope 3: under categorization

## 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. Permobil's environmental management systems are still in development, but we are strengthening our capabilities and processes in order to deliver on our ambitions.

Many of our sites have already implemented energy saving and sustainable practices, such as our site in Timrå reusing packaging material, Oisterwijk is switching to LED light bulbs and Nashville reuses wooden pallets. Our next step is to address CO2 emissions in the most energy-intensive areas of our business, where the cuts will make the biggest difference. We will then tackle other sites and plants. For Scope 3, we are working to measure and categorize our emissions before putting action plans in place.

Going forward, we also intend to address:

- the circular economy
- waste management, and
- use of chemicals and hazardous materials.



## WHAT WE DID IN 2021

We set up a project with real estate developer – Vectura, to build a brand-new manufacturing site in Sweden, which will have multiple features designed to minimize carbon emissions. The new site should be operational from 2024.

We also explored ways to convert to renewable energy at our four sites in the US – which are Permobil’s most energy-intensive plants, since production involves plastics and sealants. They are located far from renewable energy sources, so renewable energy certificates are the best available option. Our Belleville, Illinois site switched to renewable energy certificates in Q4, helping us reduce our global Scope 1 and 2 CO2 by 8% overall year-on-year.

During the year, we performed an analysis of our Scope 3 emissions, to prioritize our focus and set up a framework for action-planning.

## OUR PLANS FOR 2022

Our other three sites in the US are adopting renewable energy certificates, meaning their electricity will in effect have zero emissions. Across all four sites, these certificates will reduce our Scope 1 and 2 emissions by 44% in total from the 2018 baseline, pushing us towards our 2030 ambition.

As we continue to develop from reporting to action, we are setting up a network across our sites who contribute to improvement programs. We will also explore ways to minimize our total impact, including reusing materials and parts, introducing more solar panels and preventive maintenance of machinery. Our operations in Norway are in the process of being certified ISO 14001 and we are exploring the option of certifying other operations.



# Five ways we are reducing our environmental impact at Permobil

## 1 Environmental initiatives in Timrå, Sweden:

We use renewable energy from wind and water to power the plant, and pallets and cardboard boxes are reused by our suppliers.

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## 2 Purchasing renewable energy in the US:

By the end of Q1 2022, all four of our most energy-intensive sites had converted to renewable energy certificates, enabling us to capital fund green energy projects with every megawatt of electricity we use.

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## 3 Solar panels on the roof in Nashville:

Solar panels were installed on the roof of our Nashville, US factory when it was first built. In 2021, it generated 69,670 kWh of electricity, saving the equivalent of more than 30 tons of CO<sub>2</sub>. We have also installed solar panels at Oisterwijk in the Netherlands.

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## 4 Foam reuse in the Oisterwijk, Netherlands:

The Supportec custom seating factory returns all of its foam off-cuts (about 30% of the total bought) to suppliers to be reused in other products.

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## 5 More detailed environmental reporting:

We now report to the Task Force on Climate-Related Disclosures (TCFD) and are working to understand our compliance gaps. This increased focus will drive more awareness and action throughout the business.

# Treat every day like a party



## Juli's story

My name is Juli. I'm 12 years old and live in Aachen in Germany with my mum and therapy dog, Dex.

I have Ehlers-Danlos syndrome (type VII), a disorder which affects the connective tissue in my body. This means that I have to lie down for 20 hours a day. So when I can sit up, it's important to make the most of those hours for things like school, therapy and playing with my friends.

I got my first Permobil wheelchair when I was three. I can't remember life without one! I love having fun, being independent and making the most of every moment – these are all things my wheelchairs have helped me to do.

When I was in kindergarten, my wheelchair meant that I could play with my friends and take part in class because it could raise or lower me to be at the same level as everyone else. In 2018, I switched from going to school in-person to online learning. This way, I can rest when I need to and choose how many hours of school I do depending on how I feel.

The model I have now, the F5 Corpus, is great because it's really fast and has a joystick that makes it easy to move around. I can walk my puppy Dex and take him to training. One day he'll be able to help me with things like putting on my clothes and opening doors. It's nice that we are bonding and learning together! Before COVID, I could even go to my therapy sessions on my own, over one kilometer from home. This helped my mum get a couple of hours to herself each day.

On top of that, with my F5 I can go to the museum in Aachen – history is my favorite – and choose what to look at, rather than ask her all the time. When I need to lie down, the F5 allows me to recline, it keeps me comfortable and safe.

I love to have a positive mindset and treat every day like a party! My Permobil wheelchair gives me the freedom to be the person I want to be and make every second count. Life would be so much less fun without it!

**For further information, please contact:**

**Jonas Cederhage**

[jonas.cederhage@permobil.com](mailto:jonas.cederhage@permobil.com)

**Camilla Andersson**

[camilla.andersson@permobil.com](mailto:camilla.andersson@permobil.com)