Sustainability Report 2023/2024

Overview

03 We keep society moving
05 Nobina's sustainable journey
06 Statement by the CEO

Focus areas and sustainability strategy

08 Introduction
09 Sustainability goals and outcome
10 People
16 Planet
21 Society

Governance

28 Governance of the sustainability agenda

Sustainability data

30 Sustainability data
34 GRI content index
38 Stakeholder engagement
39 Auditor's report

Other

40 Nobina's sustainability risks
42 About the Sustainability Report

We keep society moving

We are Nobina, the Nordic region's largest public transport operator, with about 13,000 employees across four countries. Every day, all year round, one million people choose to travel sustainably with us. Together, we keep society moving every day.

Nobina in a growing market

The public transport is driven by three macro trends that support Nobina's continued development: climate change, a growing and ageing population, and growing cities.

We are constantly striving to convince more people to use public transport rather than cars by developing the company's offering and expanding business into new areas. We also develop social care trips, so more people are given the opportunity to take part in society on equal terms. In this way, Nobina contributes towards a more inclusive and sustainable society.

Sustainability in everything we do

This is a promise of sustainability addressed to everyone who works at Nobina – to PTAs, travellers and to society as a whole.

Our strategic sustainability goals

- Maximise positive effect on environment, travellers and society
- Enable our employees to deliver on Nobina's traveller promise with pride

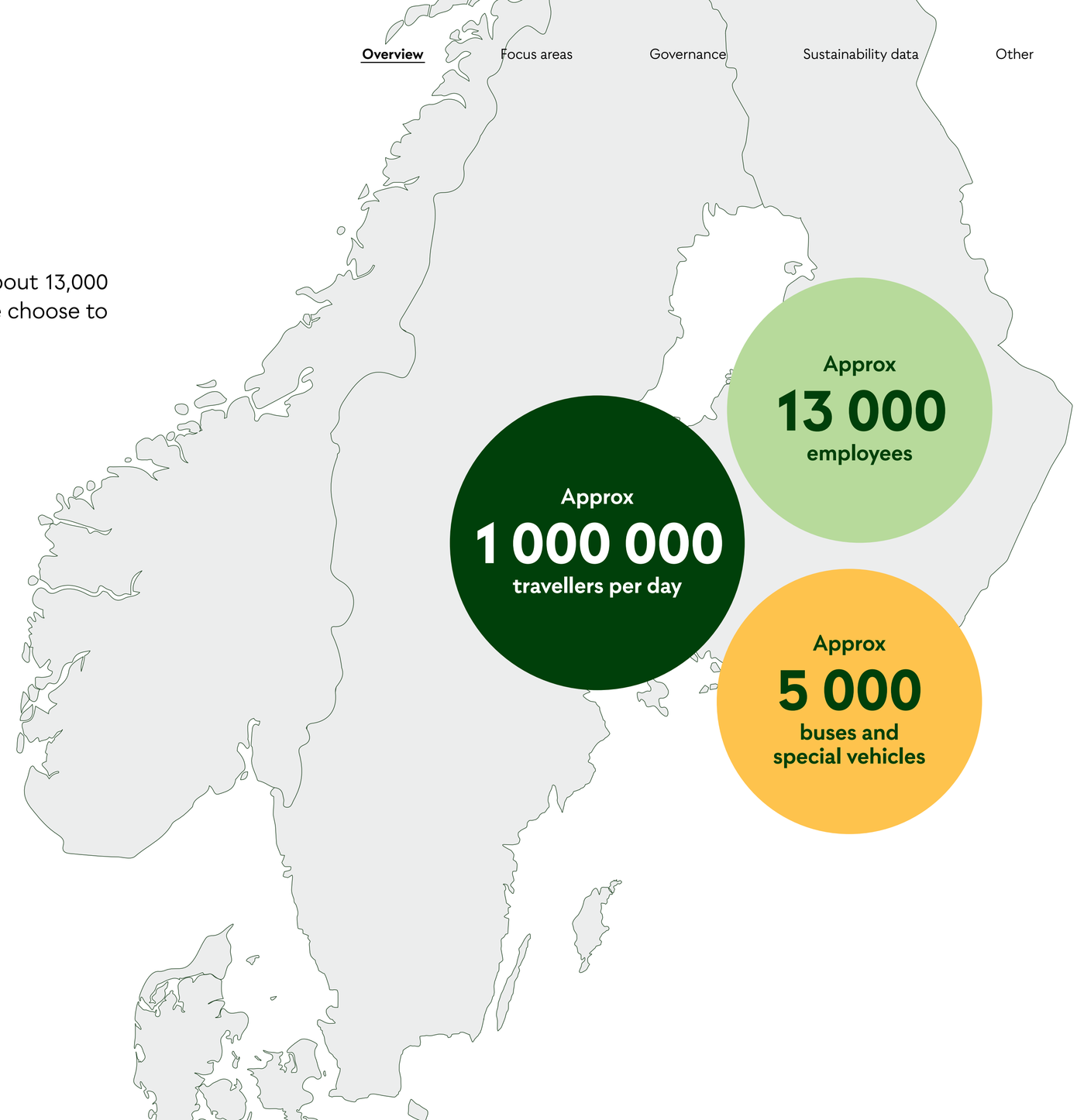
Our business areas

Nobina Bus

We offer bus services focusing on electrification and sustainability throughout the Nordic region.

Nobina Care

We have a strong position in school traffic, healthcare trips and service traffic in Sweden and Denmark, through, for example, our subsidiary Samtrans.



We are Nobina

Sustainability is part of our DNA

Nobina makes it possible for people to leave their car at home and instead travel more sustainably by public transport. We offer flexible transport solutions for all, regardless of age, functional diversity or location. Nobina welcomes more than one million travellers and performs more than 10,000 journeys for travellers with special needs every day. In addition, we are one of the 20 largest private employers in Sweden. We are proud to say that sustainability is part of our DNA.

Our strategic framework includes targets with a clear link to sustainability. The strategy provides a framework for our work and is clarified using the three focus areas that offer the best potential to maximise our positive effect – **People**, **Planet** and **Society**.

Sustainability is part of the foundation of our business model, and through our services:

- We reduce carbon dioxide emissions by making it possible for people to leave their car and instead travel by public transport
- We contribute to a more inclusive society for everyone by performing more than 1,000,000 bus journeys and 10,000 service traffic journeys per day
- We create almost 13,000 jobs, with the majority of our employees working as drivers

Vision

Everyone wants to travel with us

We want to increase the use of public transport, both for the good of the environment and to simplify the everyday lives of people. To achieve this vision, it must be easy to travel with us.

Mission

Together, we keep society moving

We want to contribute to a more sustainable society. We connect cities and regions so you can easily travel sustainably. Through innovation and experience, we also create a profitable and stable company that provides work for thousands of people.

Nobina's values

We respect each other

We safeguard the equal value of all human beings and treat each other with courtesy and consideration.

We care

We are committed, attentive and care about each other. We take active responsibility for the environment, society, safety and security.

We take responsibility

Our work is characterised by responsibility, trust and participation. We take responsibility for our own development and the development of the company.

WE ARE NOBINA

Nobina's sustainable journey

Share of renewable fuel

79 %

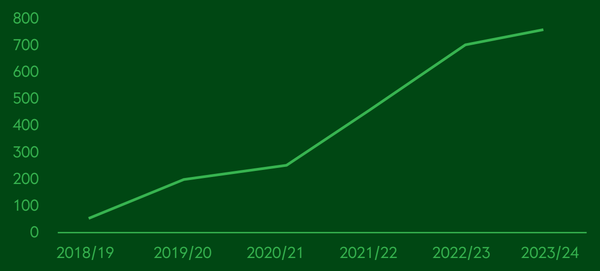
Share of green drivers[1]

69 %

Number of hours training for drivers

338 449

Number of electric buses



Number of buses in total

3 887

Nobina is a major training provider that creates jobs and promotes integration

For every person who switches to public transport, we save 550 kg of carbon dioxide[2]

550 kg

Million bus kilometres

274

Million kilometres of service traffic

70

Equivalent to 24 times around the world every day

Share of these that are electric

22 %

Number of employees

12 642

of whom women 1 592

Female managers

28 %

Female drivers

10 %

105 000 tonnes

So much more carbon dioxide would be emitted if all Nobina travellers had instead driven a car every day[3]

Transport emissions from 170,000 individuals corresponding to the population of Linköping.[4]

1) The Green Journey (known in the company by the Swedish acronym: DGR) – Nobina's concept for green and sustainable driving that is based on training, coaching and technical support for drivers.
2) The report Fyra av tio, Sveriges Bussföretag. Calculated on the basis that each person switches from private cars to public transport for their journeys to and from work.
3) Well-to-wheel emissions if Nobina's travellers were to travel by car – a passenger car is estimated to hold 1.4 people and emits 190 CO2 e g/km. Source: Trafikverket.
4) Calculated based on transport emissions per person and year of 1.33 tonnes CO2e Source: The Swedish Environmental Protection Agency

Nobina keeps society moving every day – but we can and want to do more

As the Nordic region's largest public transport operator, Nobina is part of the solution to many of society's major challenges. Nobina's strength is in our size, which allows us to combine collaboration and development at a central level with strong local roots everywhere we operate. Our strength is naturally also in our employees throughout the Nordic region – from drivers and mechanics to traffic planners, experts and managers – who enable people every day to meet, travel work, see their families and participate in activities, regardless of whether they live in a city or in the countryside. This mobility offers, in turn, an opportunity for people, cities and rural areas to grow and thrive.

Our employees also work everyday to help to reduce emissions, congestion in cities and noise and to do other things that improve our environment. Our service traffic also promotes a more equitable society where everyone, regardless of age, disability or other special needs can travel, work, and be part of society on an equal basis with others. This also plays a crucial role in addressing the challenges of an ageing population and a growing need for health and social care.

We do all of this with a firm conviction that bus traffic provides resource-efficient and flexible solutions. One key word is 'together', which naturally relates to the very foundation of our business – travelling together – but also working together with our clients, other stakeholders and our committed employees across the Nordic region.

Sustainability is at the core of all of Nobina's operations, as we offer climate-friendly transport solutions enabling many people to travel together at the same time. That does not mean, of course, that we can sit back and be satisfied with the fact that public transport is sustainable in itself. On the contrary, we must constantly strive to reduce our emissions, increase safety across our operations, and pursue new ideas that make public transport even more attractive. Electrification is an important element of our effort to mitigate climate change, and the share of electric-powered buses has risen from 20 percent last year to 22 percent this year. In total, 79% of the fuel we use come from renewable sources.

"Nobina wants to drive developments forward together with the industry and our clients."

In addition to constantly increasing the share of electric-powered buses, we are striving to reduce and optimise our energy use. As part of this work, we have developed advanced system support that controls and optimises charging of our buses so this takes place when the load on the power grid is at its lowest. The system was also developed so the enormous battery bank formed by our buses can help to support and ease pressure on the electricity grid when demand peaks. This means the electrification and charging of our buses is not only a burden but can help to balance energy output and load in regions with significant energy demand.

Our climate targets are validated by the Science Based Targets Initiative, to ensure they meet the Paris Agreement. Over the next year, we will work to prepare for EU's new Corporate Sustainability Reporting Directive (CSRD) standard, which is an important and welcome step to raise the level and strength of corporate sustainability reporting.

Safety always the top priority

There is no sustainability without safety. Safety is always the top priority for Nobina, and this is clearly stated in our traveller promise. At the same time, this is a challenge in our industry, where we work hard with culture, for example in relation to seat belt use, and to highlight safety issues together with the industry and our clients to improve risk analyses and help each other with preventive measures. Safety is also highly relevant

to our employees at depots and workshops, where we constantly strive to achieve a work environment where everyone helps each other, reminds each other about wearing protective equipment, calls attention to hazards or risks, and assumes responsibility for taking action and reporting.

Our strength lies in proud employees

It is easy to just talk about buses, electric buses, traffic and technology. However, regardless of how many electric buses and smart solutions we use, Nobina's main resource is its people. This means all of our proud and skilled employees who do the work every day, and also help to improve the company wherever we operate. Our strength is always dependent on the willingness, drive and satisfaction of all employees to take responsibility for our traveller promise – and Nobina's ability to harness this commitment by being a place of employment where people thrive, have a high sense of well-being and want to do their utmost for travellers, each other and society, every day

Challenges within social sustainability

Within the area of social sustainability, Nobina contributes substantial value to society every day in the form of mobility for residents in the Nordic region, tens of thousands of jobs, inclusion and growth. However, challenges at a global level within social sustainability are all the greater. While the entire Nordic region and Europe have endorsed strict targets for a green transition based on continued electrification, we are dependent on batteries and other components from countries and regions with major challenges within social sustainability and working conditions. These are conflicting objectives that we must all – the industry, clients and decision-makers – be open about, recognise and address. Nobina is in favour of working together with clients on setting requirements, traceability and follow-up, to create a tender process that is also possible to deliver on. In December 2023, we launched an initiative together with several industry colleagues to finance an in-depth analysis of how electrification can continue without risking human rights abuses. I believe this analysis will be a good starting point for the important journey all operators must take together to find solutions that will allow us to achieve environmental and social sustainability goals..

Opportunities for bus traffic

However, in light of the major infrastructure investments in rail transport, at the same time as society needs to become more resource efficient, we must ask why the potential of bus traffic is not being exploited to a greater extent – particularly in times of economic uncertainty. It requires minimal investments in construction, is flexible and the start-up period is extremely short. At Nobina, we can see that when bus services are prioritised and made clearer, they also become more attractive and a self-evident mode of transport. One such example is the Bus Rapid Transit (BRT) system in Malmö, with extra-long (24-metre) buses that have their own red bus lanes. The long buses can take many more travellers and are more efficient as fewer journeys and vehicles are needed. The visibility of the BRT system, or 'Malmö-Expressen', on the streets has also made it an attractive alternative for travellers, and travel has doubled over three years. A solution that goes under the concept of 'think tram – drive bus', combines the best of two worlds.

Special public transport on equal terms

Our Care business area provides special public transport services, meaning service traffic such as mobility services and school traffic. We want to take a leading position in this area to make these journeys truly collective and sustainable, by promoting more vehicle sharing where possible and using buses that operate on renewable fuel. Not because we earn more money this way, but because our traveller promise naturally refers to all travellers. Fundamentally, it is a question of values – that those who need service traffic have the option of travelling as sustainably as everyone else. This is why we are pressing ahead with and why we care about and are taking responsibility for transforming special public transport services into real public transport. Because we are able to and want to, if this is also something our clients want. We want to become specialists in an area that, in my option, is still treated with a rather large amount of disinterest, and drive developments to allow individuals with special needs to travel as efficiently, collectively and sustainably as possible.

"The more people who choose to travel with us, the greater the overall sustainability impact."

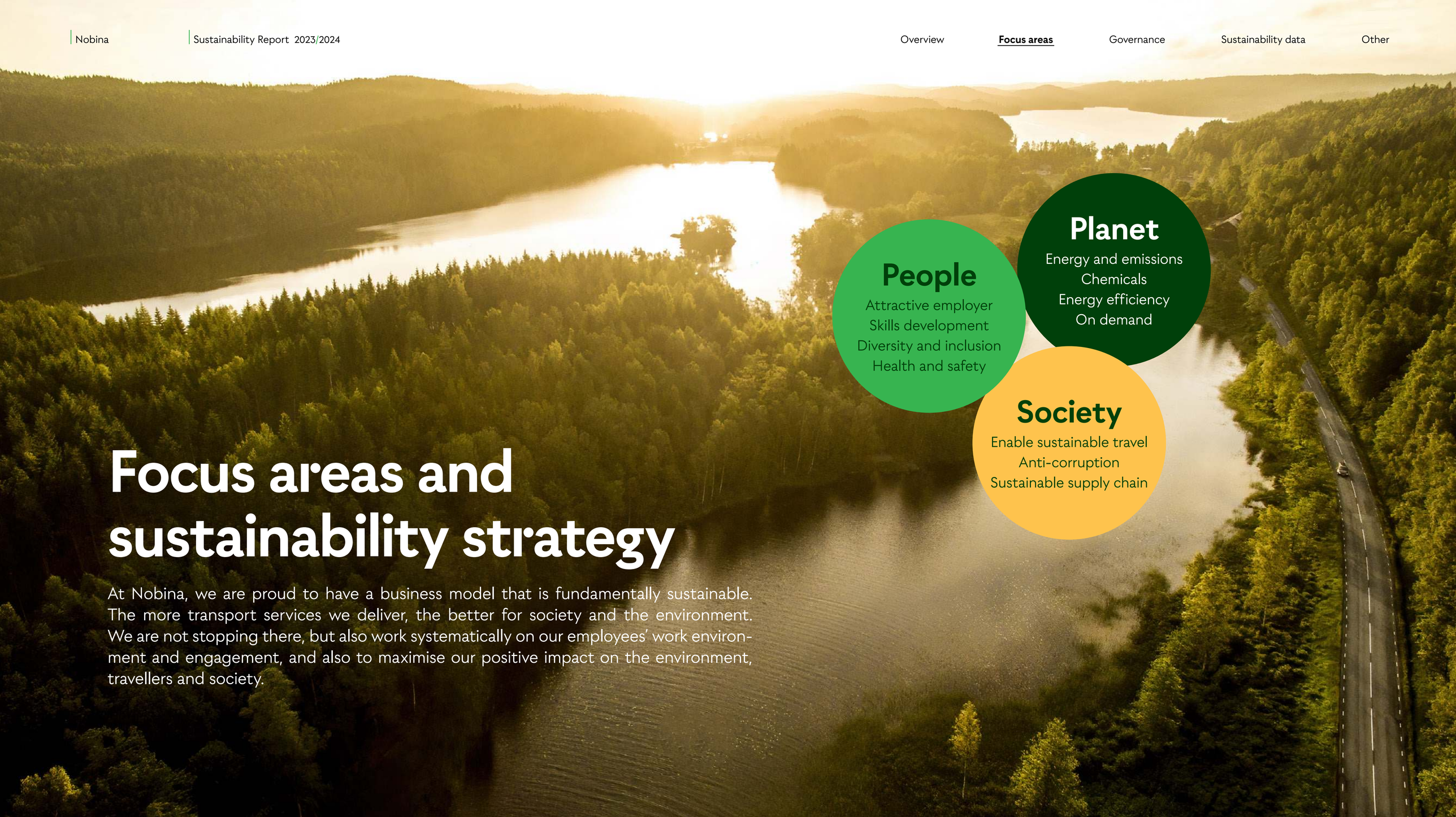
Knowledge that can bring about change

Ideas are not enough to develop new, smart solutions to the challenges of today and tomorrow. Knowledge, figures and facts are needed to identify new ways to make public transport more attractive and to increase travel. Nobina naturally studies research and surveys about public transport, but we also place great importance on analysing, testing, calculating and studying what the reality actually looks like. This allows us to identify opportunities that are sustainable in the long term, and to find the small changes that can have a major impact.

One example is our accessibility report, which we published in Sweden for the second time since our first report in 2019. This year, the methodology has evolved and we used the buses' GPS systems to monitor the exact driving times and see where disruptions and delays arise. The report shows that improvements in accessibility can reduce costs for Swedish public transport by SEK 509 million/year, and conversely, costs increase by SEK 667 million/year when accessibility deteriorates. In other words, there are huge benefits to be gained by improving bus accessibility – benefits that can be used to provide more public transport that can convince even more people to leave their cars at home.

On the subject of the accessibility report, it is perhaps appropriate to consider the importance of public transport from a broader perspective, from better public health to dynamic cities, growth and particularly opportunities to reach national climate objectives. I therefore see significant risks when public transport is set against other social needs, as something that can be 'turned up and down' based on the economic climate and other circumstances. Rather, public transport is one of society's key tools to achieve the necessary transition. This also makes my job as CEO particularly gratifying – to work with something that produces more social benefit as our business grows. Fundamentally, public transport is about people, and our employees make a difference every day, together with everyone else joining us on our journey. I would therefore like to thank our clients, business partners and all colleagues who worked hard and with great commitment during the past year, enabling us to take further steps in a sustainable direction. Together, we keep society moving.

Henrik Dagnäs
President and CEO



Focus areas and sustainability strategy

At Nobina, we are proud to have a business model that is fundamentally sustainable. The more transport services we deliver, the better for society and the environment. We are not stopping there, but also work systematically on our employees' work environment and engagement, and also to maximise our positive impact on the environment, travellers and society.

Sustainability goals and outcome

Long-term and enduring profitable growth is central in securing the necessary resources to continue to invest in the business and to contribute to sustainable development of society. Nobina's long-term sustainability goals and key metrics are designed to meet both market demands and changes in society.

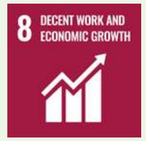
Strategic objectives	Definition	Goal	Outcome 23/24
Maximise positive effect on environment, travellers and society	**Green drivers**	The proportion of drivers using eco-driving is to amount to **90 percent.**	69 %
	Renewable fuel	Not later than 2030, **100 percent** of Nobina's total fuel consumption is to consist of renewable fuel.	79 %
	Suppliers	Nobina has updated its **Code of Conduct for suppliers** and is working on its implementation. The outcome will therefore be updated in the next financial year.	–
	Carbon dioxide emissions	A reduction of at least **50 percent** in Well-to-Wheel emissions per passenger kilometre compared with 2019/2020.	+4%
Enable our employees to deliver on Nobina's traveller promise with pride	**Share of female managers**	At least **40 percent** of our managers should be women by 2027/28.	28 %
	Share of female drivers	At least **40 percent** of our drivers should be women by 2032/33.	10 %
	Short-term sick leave	Short-term sick leave in the Group should decrease every year and in the longer term be **below 2.1 percent**.	3,6 %

People

As one of the largest employers in the Nordic region, we are proud of our role as an important societal stakeholder. With almost 13,000 employees, we are not only a workplace but also a force to drive the entire public transport industry forward. We invest in expertise, internally and externally, to address the considerable recruitment need that lies ahead. Through partnerships and collaboration with other operators, we strive to solve shared challenges, such as the need for drivers. We do this with a strong focus on diversity and inclusion given that we are convinced that this, together with a motivated, safe and healthy workplace, provides the foundation for our success. By taking care of our employees, we can proudly deliver on our promise to travellers, while we actively contribute to forming a sustainable society.

SDG
Good health and well-being

SDG
Gender equality



SDG
Decent work and economic growth

Links to strategic objectives

- Enable our employees to deliver on Nobina's traveller promise with pride

Themes

- Attractive employer
- Skills development
- Diversity and inclusion
- Health and safety

Key figures

- Employee commitment (eNPS)
- Leadership (Leadership index)
- Share of female drivers and managers
- Age distribution of drivers and managers
- Sick leave
- Workplace injuries

Nobina's contribution to the goals

Nobina contributes to goal 3 by working for a healthy, safe and secure work environment in all of our workplaces – from buses to depots and offices. We do this by striving to ensure continuous improvements in leadership, work environment and commitment, and by creating a robust safety culture characterised by responsibility and care. Indirectly, our operations contribute to better health for all through fewer emissions and less noise pollution.

Within goal 5, we are working purposefully for greater equality by striving to increase the proportion of women in our historically male-dominated industry. Through initiatives, such as inviting women to meetings so they can find out more about the driving profession, we have successfully enrolled a number of women in our driver training courses. We work hard at our workplaces to create a culture where equal opportunities and equal treatment for women and men are self-evident.

People

We contribute to goal 8 by offering full-time employment with decent working conditions and equal pay. Fulfilling employee rights is self-evident, as is offering a good work environment. For many, Nobina is a first step into the labour market, with a secure job and development opportunities. Every year, we help to attract and train many new drivers through collaborations with job centres and via our own vocational training courses. All employees are covered by collective agreements and we constantly strive to improve our workplaces and working conditions.

Attractive employer

Our employees are our most important asset to achieve our goals. It is therefore essential that we are the most attractive employer in our industry in the Nordic region. Access to drivers and mechanics is crucial for both Nobina and public transport as a whole. These professions are facing major retirements of workers while demand for public transport is increasing. We must therefore secure our skills supply by continuing to broaden and strengthen the recruitment of new employees.

We believe these professions could become more attractive if we highlight the advantages of the driving and mechanics professions and offer good working conditions with career opportunities. We are also continuing various initiatives to attract young people, women and individuals who are far from the labour market. For example, our communication spotlights our female employees in articles and events. Another example is the collaboration between Nobina and the City of Stockholm that began in 2023. The aim is to convince more people to train as bus drivers. Nobina also guarantees employment to those who complete the vocational driver training course at adult or vocational education centres. The collaboration with the City of Stockholm has resulted in full classes of students.

In parallel, we have trained our managers in competence-based recruitment and worked with our recruitment process to ensure bias-free recruitment. Through broader and more targeted recruitment, we increased applications in Nobina Sweden by a full 23 percent in 2023 compared with 2022.

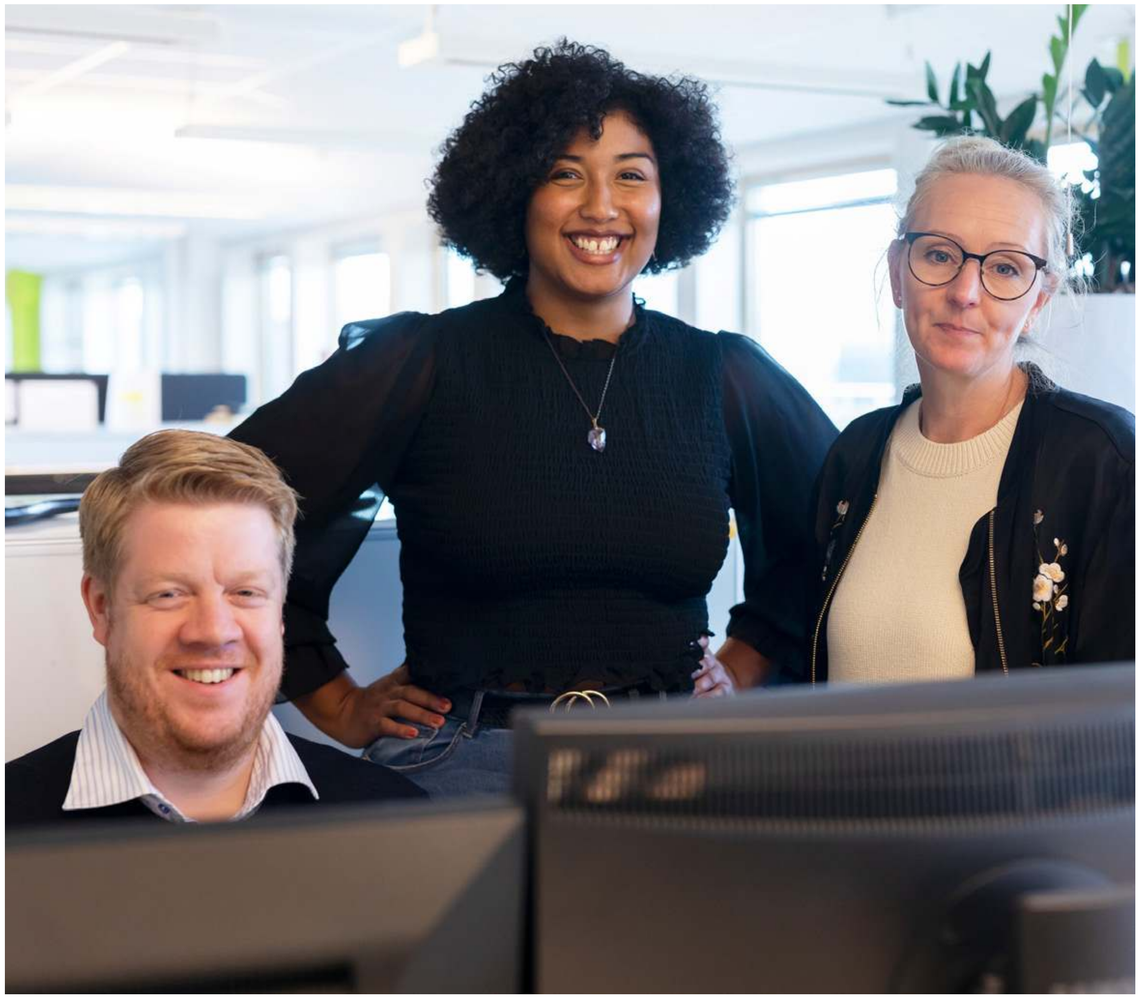
Two of our focus areas in retaining talent are building employee commitment and providing career opportunities. We offer management training, management programmes, role-specific training, health and safety training, and continuous training and coaching within various areas as required. In 2023, Nobina's employees in the Group's Nordic markets completed 338,499 training hours, everything from YKB certification (for professional drivers) to management training.

Nobina strives to be a learning organisation with continuous skills development in all areas of the business.

Employee development and work environment

To make Nobina an attractive, sustainable and stimulating workplace, we work with constant improvements in various areas, such as leadership, work environment, engagement, well-being, safety culture, inclusion and diversity. To take the next step in this work, we changed Nobina's employee survey, Pulsen, in 2023. As a result, we now have a modern tool that makes work easier for

People



managers, increases transparency for employees and helps us to pinpoint our strengths and challenges as a basis for further action. We are convinced that our work with Pulsen and involvement with employees creates a high level of commitment that in turn helps us to achieve our business targets.

We also conduct eNPS surveys that show that we have proud and committed employees. In autumn 2023, we achieved an eNPS rating of 13, which is an exceptionally good score for a business that is operational 24 hours a day.

Everyone at Nobina should have the potential to develop, and feel commitment and pride. Leadership is crucial to provide our employees with the best possible conditions, and so we can achieve our business targets. We have an excellent score here too, with a robust leadership index of 8 out of 10. In 2023, we identified a common direction and began work to raise awareness of our leadership criteria.

Skills development at every level

Nobina is a learning organisation where skills development is a natural part of our day-to-day work. We offer our new employees a good introduction through digital training on a computer, mobile phone or tablet. The training is available in six languages. Our employees receive regular skills development, including training for all drivers in "The Green Journey" (Swedish acronym: DGR). This is Nobina's own eco-driving concept and is an advanced support system that provides drivers with immediate feedback while driving. The system measures, for example, over-consumption when kinetic energy is lost by braking or when excessive acceleration is used. This year, we have worked together with our suppliers to develop a similar concept for our electric buses that will help our drivers minimise energy consumption.

As part of work over the past year to strengthen and broaden our training capacity, Nobina has also launched its own driving school that is approved and authorised. This is an important complement to our existing training, and another piece of the puzzle in solving the shortage of drivers and the generational change among drivers. By collaborating and signing agreements with municipalities, regions, job centres, outplacement and training companies, Nobina wants to be involved in, and take responsibility for, reducing the shortage of drivers.

We also conduct targeted initiatives to promote diversity, such as offering employees an opportunity to work and develop in new professions within Nobina.

Diversity and inclusion

Our new employee survey measures both employee commitment and inclusion. We have a commitment index of 8.1 out of 10 and an inclusion index of 7.4 out of 10, which we are very proud of.

Employees with different experiences and perspectives add great value to Nobina's operations, and are also important in securing our skills supply. Managers and employees at Nobina have a joint responsibility to ensure a workplace that accepts and encourages differences.

People

Our initiatives include cooperation to increase community engagement and to ensure diversity and inclusion through a range of initiatives in our workplaces. For example, our home help operator Anja och Dennis has trained its employees in LGBTQI issues, and drivers and other professions at Nobina, who do not have Swedish as their first language, have the opportunity to improve their language skills using the digital language programme Lingio.

Other targeted initiatives to promote diversity include offering employees an opportunity to work and develop in new professions within Nobina. One example is Nobina's traineeship programme. The programme targets employees with a mother tongue that is not Finnish, Norwegian, Danish or Swedish. There was considerable interest in the traineeship programme when it was launched in Finland and some 30 employees applied for a place, two of whom were accepted. After six months as a trainee staff planner, one of the trainees was offered a permanent job as staff planner.

Health and safety

Driving one million travellers on city and rural roads each day is an enormous responsibility, and it is our duty is to ensure that the journeys are safe and secure for drivers, travellers and other road users. Ultimately, safety is therefore more important than, for example, punctuality. If we believe the bus journey is too risky for drivers and travellers due to weather conditions or other circumstances, we may therefore decide to cancel journeys. Because human health is always the top priority, which we also implied in our traveller promise.

No matter how many guidelines and procedures we have, safety is essentially a question of culture that relates to how we talk about, reflect on and view safety – from the factory floor up to the management team, where it is an item on the agenda of every management team meeting. In addition to the services themselves, safety activities cover everything from employee health to the safety of all employees regardless of workplace and profession. We strive to achieve a culture where safety is constantly top of mind, through proactive, systematic activities that highlight and encourage reporting, responsibility, and care and consideration for each other. One example is the important work to prevent illness and stress by balancing staff levels, maintaining close leadership, and routine follow-ups and improvements. In our latest employee survey, we received a safety index rating of 8.3 out of 10.

When it comes to safety for travellers, in 2023 we introduced proactive surveillance of our bus services in Skåne, Sweden, with security attendants that monitor cameras at several locations. This makes it possible to not only investigate events retrospectively but also to take action when something seems out of the ordinary, for example if a traveller appears to be suffering a medical emergency or if some passengers are causing discomfort to other passengers. The security attendants then have the option of sending an ambulance or the police to wait at the next bus stop. We also know that travellers feel most unsafe on the way to and from the bus. This is why Nobina has introduced flexible night stops in Malmö and Södertälje. This means travellers can tell the driver that they wish to alight somewhere other than the bus stop, for example, to get closer to home and avoid walking through a dark park.

In Oslo and the Akershus region in Norway, travellers are reminded to use a seat belt through announcements at strategic bus stops. Nobina Finland has workshops and self-assessments in safety culture for management teams at national and regional levels. Nobina has also introduced templates for incident investigations to improve the quality of these. Nobina's "The Green Journey" concept influences health and safety efforts, since eco-friendly driving not only reduces the environmental impact but also improves road safety.

No matter how many guidelines and procedures we have, safety is essentially a question of culture that relates to how we talk about, reflect on and view safety.

Nobina's systematic work with health and safety

- Our systematic health and safety work is governed by the international standard ISO 45001, Nobina's occupational health and safety policy and our own guidelines. All work-related risk is assessed in accordance with ISO 31000 and followed up in internal audits.
- We evaluate and monitor health and safety issues by studying employee suggestions and through local health and safety committees, local occupational health and safety plans, and gap analyses that subsequently lead to risk prevention measures.
- To strengthen the safety culture everywhere we conduct operations, all employees are specifically trained in our traveller promise with a particular focus on safety and security.
- All employees take part in basic training in quality, work environment, environment and safety (Swedish acronym: KAMS) and further practical training in health and safety management, and new employees receive induction courses for each profession.
- All operations have safety representatives and health and safety committees, and an IT tool is available for serious health and safety incidents that includes procedures for investigation and documentation, linked to overall KPIs for reporting and follow-up.

Case:

Several initiatives to solve driver shortage

There is significant demand for drivers in the industry and Nobina is working proactively to find new ways to generate interest for the profession and reach new potential employees. Our own driver training and collaboration with municipalities and job centres help to increase interest and fill places on training courses.

Skills supply is an important issue for the future for Nobina, the entire industry and society as a whole. The need for more drivers is not new, and getting more people to discover the profession and train as bus drivers is sometimes a challenge. Nobina has therefore launched several initiatives to attract more people to the profession, which is in the interests of both ourselves and society as a whole.

Job collaboration with the City of Stockholm

One initiative is our collaboration with the City of Stockholm to attract, train and employ more drivers. The agreement is a form of "job pact" whereby the city provides places on training courses at adult and vocational education centres. For its part, Nobina guarantees employment to the people who complete the training.

One important element of the collaboration is matching and marketing of driver training where the city and Nobina are working to reach more groups, with a particular focus on women and individuals who are far from the labour market. Nobina can do a great deal to reach broad target groups and generate interest, which includes advertising in social media where drivers talk about their jobs and what it's like to work for us. The results were not long coming: previously, driver training programmes had empty spaces, but there were now queues to the latest course.

Our collaboration with the city is not only helping to rectify a problem for our own operations and industry, it is also having positive effects that include increased integration as we strive to reach applicants with a foreign background, and increased employment as people can transition from unemployment and labour market schemes to secure jobs and earning a living. The results of the collaboration show that this initiative is well worth emulating in other parts of the Group and similar collaborations have begun in, for example, Finland.

Certified training partner

Another important element of our skills supply is to build our own training capacity to broaden and strengthen our own ability while we also help society to provide training in a relevant profession. In addition to internal professional training for drivers, Nobina has also started its own driving school that is approved and authorised. To date, we have been procured as a training provider to the Arbetsförmedlingen job centre in Stockholm, an assignment that will begin in 2024. This allows us to enhance the range of courses and provide more opportunities to join the profession.

Both initiatives are examples of Nobina's ability to take responsibility and solve challenges and problems, where we are happy to cooperate and form partnerships with other stakeholders. If we want more people to travel together, then we need to work more together!

"The route to a job should be short and we know that there is significant demand for new commercial drivers in Sweden. In Stockholm, we have moved from words to action with the job guarantee."

Karin Wanngård (S), Mayor of Stockholm

"We also wish to encourage more municipalities and regions across Stockholm County and throughout Sweden to emulate the close collaboration we have now initiated with the City of Stockholm."

Martin Pagrotsky, MD, Nobina Sweden

Case:

Industry's most satisfied employees

Nobina's entire sustainability agenda is based on having employees who are happy and enjoy their work. Nobina Care's subsidiary Telepass, which operates special public transport services in Skåne and Småland, has one of the best employee satisfaction scores in the industry. In the employee survey from autumn 2023, the company's eNPS rating was 39, compared with -2 for the industry as a whole.

One success factor is the close contact between management and employees, where 99 percent of the just over 500 employees are drivers. With minimal administration and managers that are accessible and listen, drivers receive swift help from a manager or traffic operator in the event of vehicle problems.

A high level of employee satisfaction has several benefits. Telepass has almost no employee turnover and very low sick leave. This creates stability and means the company invests less time and money in recruitment and sick pay.

Satisfied and committed employees not only make us proud, it is also the ultimate proof that Nobina's operations are focusing on the right things so we can be the employer we want to be – a company where people are proud that they can make a difference and are happy to stay.

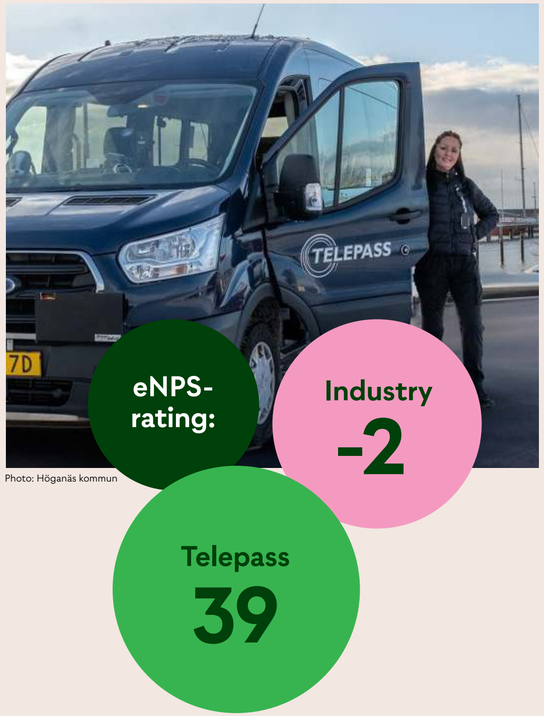


Photo: Höganäs kommun

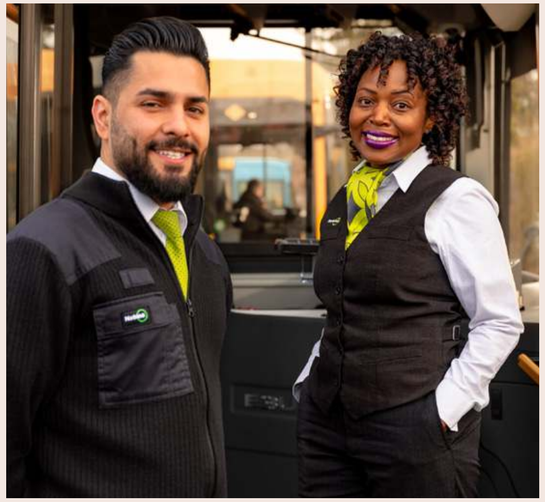
Case:

Prize for job collaboration in Kolding Municipality

In Denmark, Nobina has achieved great success with its job collaboration, diversity and health initiative with the aim of retaining and attracting new employees. As a result, the Kolding traffic area was the first to receive the SammenomJOB (Eng: Working together for jobs) award. The prize was introduced in 2023 by Kolding Municipality's labour market council and social and labour authority with the aim of spotlighting activities that contribute to diversity and create jobs for individuals who are far from the labour market.

Through its close collaboration with the municipality and job centres, which included a form of "job dating", Nobina receives tips about interested and suitable candidates for driver training. Nobina also collaborates with two training companies, Dekra and AMU Syd. Students at the schools are invited to information events at Nobina, where they learn more about the profession and join bus drivers as they carry out their daily routines.

Nobina's operations in Kolding employ about 85 drivers. The company has not only changed a recruitment need into practically a queue of people interested in employment, it has also worked purposefully to create a distinct "we culture" with zero tolerance for racism, sexism, etc. Employees are also offered health agreements whereby the company pays the full cost of up to ten appointments with a physiotherapist, chiropractor or private caregiver for rehabilitation.



Planet

Nobina provides public transport that enables millions of people throughout the Nordic region to travel together, sustainably. In a world where transportation accounts for a large share of climate emissions, the transition to more public transport is an obvious and effective way to achieve Sweden's and the EU's climate targets. Our size means Nobina can make a real difference and help to advance the transition. We want to achieve this by taking responsibility, developing even better solutions and making public transport more efficient and attractive. This work begins with our own ambitious targets that have been validated by the Science Based Targets initiative. Because even if we help people to travel together every day, we must continue to reduce our emissions so our positive impact on the environment and climate is as large as possible.

SDG
Affordable and clean energy

SDG
Responsible consumption and production

Links to strategic objectives

- Maximise positive effect on environment, travellers and society

Themes

- Energy and emissions
- Chemicals
- Energy efficiency
- On demand

Key figures

- Carbon dioxide emissions
- Renewable fuel
- Green drivers

Nobina's contribution to the goals

Nobina's greatest contribution is to target 12.2, which concerns achieving the sustainable management and efficient use of natural resources by 2030. As part of this effort, we are working to convert the vehicle fleet to 100-percent renewable fuels and training our drivers in energy-efficient driving.

Nobina contributes to goal 7 by continuously seeking solutions that reduce our own energy consumption. This is particularly important as we are in parallel transitioning to electric vehicles to reduce the use of fossil fuels. A few of our initiatives that yield major energy savings are described under the Energy efficiency heading on the following pages.

Nobina has decided on a climate target that, with 2019-2020 as the baseline, will reduce emissions of carbon dioxide equivalents from fuels by at least 50 percent per passenger kilometer* by 2030-2031.

*Scope 1, 2 och 3, Well-To-Wheel

Planet

Energy and emissions

significant strength and great responsibility to influence society in a more sustainable direction. Public transport is an important part of the solution to achieve the EU's climate targets. Through our services, Nobina ensures that more people can travel together, which helps to reduce emissions from transportation and drives the important shift toward an increase in the use of public transport. However, to convince more people to leave their car at home and instead use public transport, it must be easily accessible, affordable, safe and efficient in everything from travel times and routes to traffic information. This is what Nobina is doing – every day.

One key to reducing our climate impact is continuing the electrification of the vehicle fleet. Over the past year, we have increased the share of electric-powered buses from 20 percent to 22 percent, which is aligned with our target for the year. In real terms, this means about 750 buses, all of which operate on renewable electricity. The rest of the vehicle fleet uses renewable fuel, such as RME, HVO and biogas. Renewable fuel accounted for 79 percent of Nobina's fuel consumption during the year. The shift to more fully-electric buses and more renewable fuel makes a big difference as roughly 70 percent of Nobina's emissions are from fuel consumption. Our goal is to achieve 100 percent renewable fuel by 2030.

Another way to make a difference is to drive the buses in an environmentally friendly manner, that is to say as fuel and energy-efficiently as possible. One of our most effective tools in this respect is "The Green Journey" (Swedish acronym: DGR). This is an innovative support system that provides the driver with immediate feedback on their driving style. The system helps the driver to plan journeys, avoid unnecessary stopping and utilise kinetic energy instead of letting it go to waste through braking. This not only produces less exhaust emissions, the journey is also more comfortable for travellers. During the year, we also introduced DGR in Denmark, where 60 percent of drivers have already received training in more eco-friendly driving.

Nobina has analysed emissions in its own operations and in other parts of the value chain and resolved on a climate target whereby we, with 2019–2020 as the baseline, will reduce emissions of carbon dioxide equivalents from fuel by at least 50 percent per passenger kilometre (Scope 1, 2 and 3, Well-To-Wheel) by 2030–2031. During the same period, we will also reduce emissions from own operations (Scope 1 and 2) by 50 percent. The targets have been validated by the Science Based Targets initiative (SBTi) and are aligned with the well below 2 °C scenario.

Facts

The analysis of emissions of greenhouse gases includes direct emissions from operations owned or controlled by Nobina (Scope 1), indirect emissions from purchased and used electricity, heat and cooling (Scope 2) as well as indirect emissions from sources that are not owned or under the direct control of Nobina (Scope 3). All companies in the Group are included in the analysis. Emissions are reported according to the Greenhouse Gas Protocol.

We conduct surveys at depots every year and draw up action plans to optimise energy use.

Planet

'Good and lots of public transport' is not enough to solve the climate challenges of the future – new, smart ways to travel together are needed, for example in areas where it has to date been difficult to make public transport sufficiently resource-efficient and attractive, such as in small towns and rural areas. Here, Nobina wants to operate and lead developments in partnership with clients and society. Accordingly, we are constantly monitoring developments in technology, expanding our knowledge and exploring new opportunities.

One example is our dial-a-ride, on-demand services, which have been tested and launched in many locations following our first successful project in Säffle. The service allows travellers to order a journey in the app and board the bus from a large number of virtual bus stops. The driver can see where there are customers who wish to travel, where they are travelling, and receives an optimised collection and driving route. This is instead of a fixed bus route that must drive the whole route even when there are no travellers. In this way, on-demand services reduce emissions, resource use and noise as they require smaller vehicles that only drive when and where someone wishes to travel. In parallel, more people gain access to public transport that really meets their needs and is an attractive alternative to taking the car.

Energy efficiency

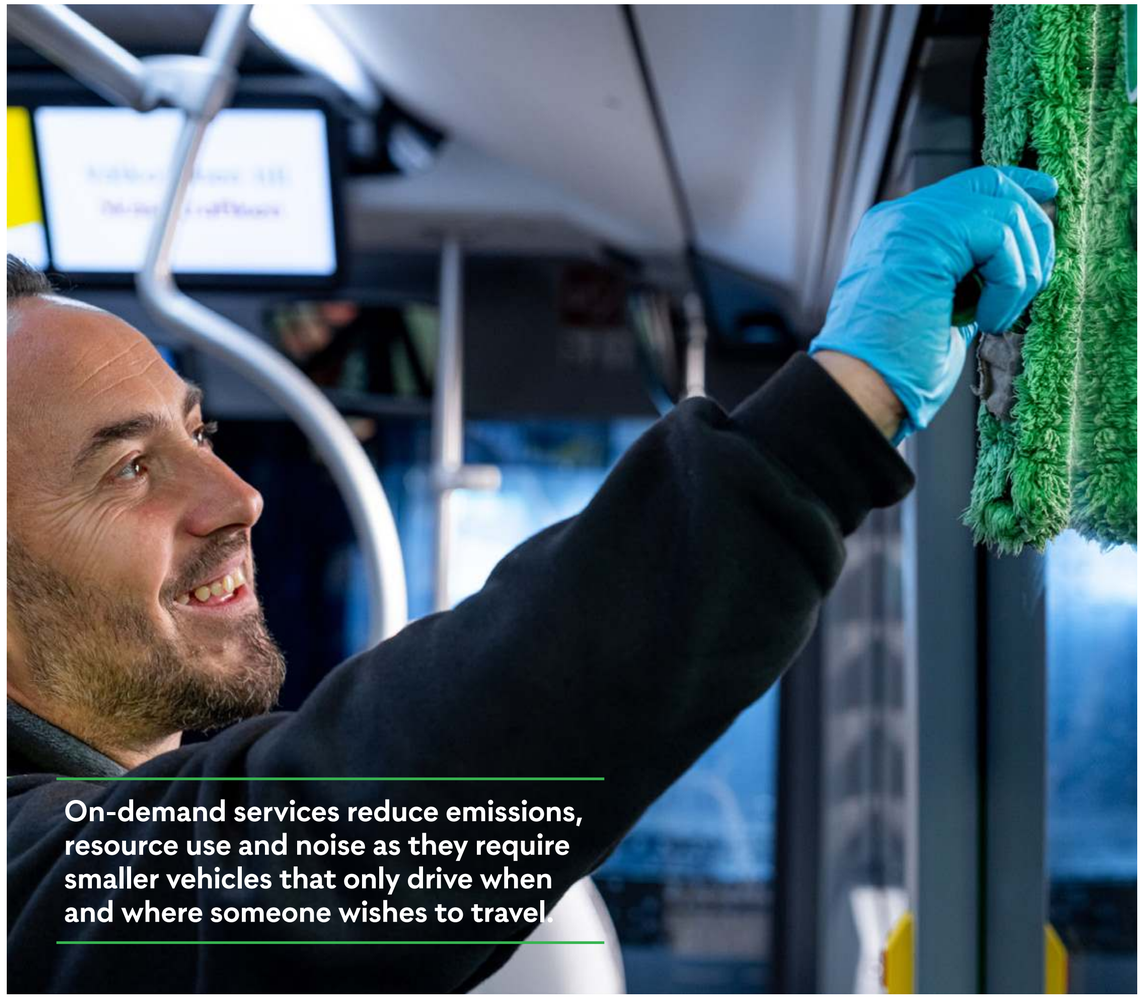
In depots, workshops and offices, Nobina is striving to reduce the consumption of electricity and district heating. In addition to the obvious solutions, such as energy-efficient LED lighting and better insulation, we also use time control and motion detectors that control ventilation, heating and lighting when people are on site.

An important initiative is also our in-house developed support system, which controls the charging of our buses. It not only ensures that as few buses as possible are charged at the same time, it also ensures the charging takes place at times when the load on the power grid is at its lowest. The system is also under development so it can ease pressure on the grid during consumption peaks, since the bus batteries can be used to contribute power and support the grid frequency. With a battery bank of 750 buses, Nobina can shift from being merely a major consumer of electricity to become a valuable 'balance', while we also reduce our impact on the grid.

Spot price optimisation at our depots also means we charge our electric buses when prices are most favourable. The cost savings enable us instead to drive more public transport, or do something else that yields more value for travellers, clients and society.

Chemicals management

In order to fulfil, and preferably exceed, legal requirements and the requirements under the ISO 9001 environmental certificate, Nobina has a Chemicals Council that regularly reviews products to identify those that can be replaced with more environmentally friendly alternatives. For example, two common products – brake cleaner and glycol – were replaced with less hazardous alternatives across the business. We are also striving to reduce the total number of products, which to date has resulted in the removal of 68 chemicals from operations. During bus washing, we only use chemicals that are biodegradable and in Sweden and Norway, the products we use are certified under the Nordic Swan and Falken, respectively.



On-demand services reduce emissions, resource use and noise as they require smaller vehicles that only drive when and where someone wishes to travel

Case:

Successful on-demand solutions

At many locations in our Nordic countries, with small towns and long distances, traditional public transport with fixed bus routes is not a realistic option, neither for transport service providers and regions nor for travellers. Quite simply, a new, smart approach is needed to travelling together. Such as Nobina's on-demand concept.

One of the major challenges for public transport is to provide attractive solutions in small towns and rural areas at a reasonable cost and with reasonable ticket prices. In many regions, the distances are long and the journeys few, which means buses are almost empty for many of the kilometres driven. Here, Nobina has successfully launched on-demand services, which provide more and better public transport using fewer resources and at lower cost.

Smart, on-demand services

On-demand services allow travellers to order their own journey – whenever, however, wherever. Instead of a fixed bus route with a number of bus stops, on-demand services have far more virtual bus stops where travellers can board. Travellers order their journey in an app and immediately receive information about the approximate waiting time, which is rarely more than 10–15 minutes.

In Säffle, public transport use has risen 1,200 percent since the service was introduced in 2021. Subsequently, Nobina has also launched on-demand solutions in Sunne, Sundsvall and Kinna. The solutions are slightly different between the various locations but are based on the same smart benefits – bus services that offer much better accessibility and flexibility for travellers and also significantly reduce the climate and environmental impact.

Only sustainability benefits

What in theory may sound impossible both practically and economically – sending buses on demand, similar to a taxi – has proven to be a very successful solution with only sustainability benefits:

- Passengers can travel when they want to, where they want to, and in most cases to "their" bus stop, since there are many more virtual bus stops.
- Instead of large buses, we can drive smaller buses and minibuses, adapted to the number of travellers. This reduces emissions, resource use and noise
- The buses always take the most direct route and never drive at times or to bus stops without travellers, but only when and where someone wants to travel
- More people in smaller towns and rural areas can and want to travel by public transport and with this solution they have the opportunity to leave their car at home – or perhaps refrain entirely from investing in a car or second car.
- Vehicles are freed up and can be used where they are needed most
- On-demand services can be used as an alternative to scheduled bus services that may be difficult to run efficiently and attractively in rural areas, or as a complement to traditional fixed bus routes in cities.

Our latest on-demand project

Paxa is being trialled in Sundsvall from September 2023. Paxa will operate in a specific area in the city and include 71 regular bus stops and 238 virtual bus stops, which means the nearest bus stop is at most two minutes to/from the address specified in the app. Since November 2023, on-demand services are also being trialled by Västtrafik in Kinna, Sweden.

Case:

Full speed towards the goal of 100-percent electric buses in Denmark by 2030

In Denmark, Nobina has accelerated to full speed and gone from zero to 100 electric buses in three years. Close dialogue is also under way with the clients about opportunities to increase the service life of electric buses, as another step in the green transition.

In contrast to the rest of the Nordic region, diesel buses were predominant in Denmark until 2019. Since then, the pace of progress has accelerated following clear political decisions to shift to electric power, with Denmark skipping over the biofuel phase and moving straight to electrification.

Nobina Denmark is one operator that is at the forefront, going from zero to 100 electric buses in three years, which is one third of the company's bus fleet in Denmark. The transition is continuing at the same pace as we move forward with another 100 electric buses over the next three years, with the aim that all buses will be electric by 2030 in line with new tender requirements.

Nobina was also a pioneer in Denmark when it trialled hydrogen fuel. In 2018, the choice moving forward remained undecided between electric, hydrogen or perhaps some other alternative. As part of a tender at that time, Nobina offered to operate the first hydrogen bus in regular service near Copenhagen, which it did for two years.

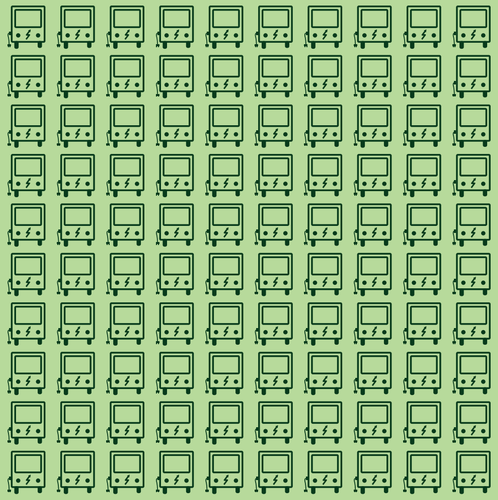
Even if the transition is necessary and obvious, it requires significantly higher investments, which impacts both Nobina Denmark and clients. Nobina Denmark is therefore reviewing different models for how electric buses can be refurbished and upgraded to be operated for much longer, and in parallel the company is in close dialogue with clients about what is required in contracts and requirements to make the life cycle of electric buses more comparable with trains or trams in the future.

Number of electric buses in Denmark

2019

–

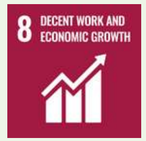
2022



Nobina has gone from 0 to 100 electric buses in only three years in Denmark.

Society

Accessibility is one of the greatest challenges facing society today. It is also public transport's greatest challenge – and its greatest opportunity. Long travel times, frequent delays and few services make people choose other modes of transport while costs increase. Conversely, fast, efficient, comfortable and accessible public transport makes more people want to travel together, which reduces costs and makes public transport even more attractive. This is what Nobina works with every day – offering simple, safe and convenient travel that promotes inclusion and sustainable communities by providing the ability to move between home and work, school, friends and activities. This is also the case for special public transport services, where we create opportunities for people with special needs to have a functioning daily life and to travel and take part in society on an equal basis with others. With 13,000 committed employees, who enable one million people to travel with Nobina's buses every day, we contribute to social sustainability for travellers and employees, cities and rural areas.



SDG
Decent work and economic growth

SDG
Sustainable cities and communities

SDG
Climate action

Links to strategic objectives

- Maximise positive effect on environment, travellers and society

Themes

- Enable sustainable travel
- Anti-corruption
- Sustainable supply chain

Key figures

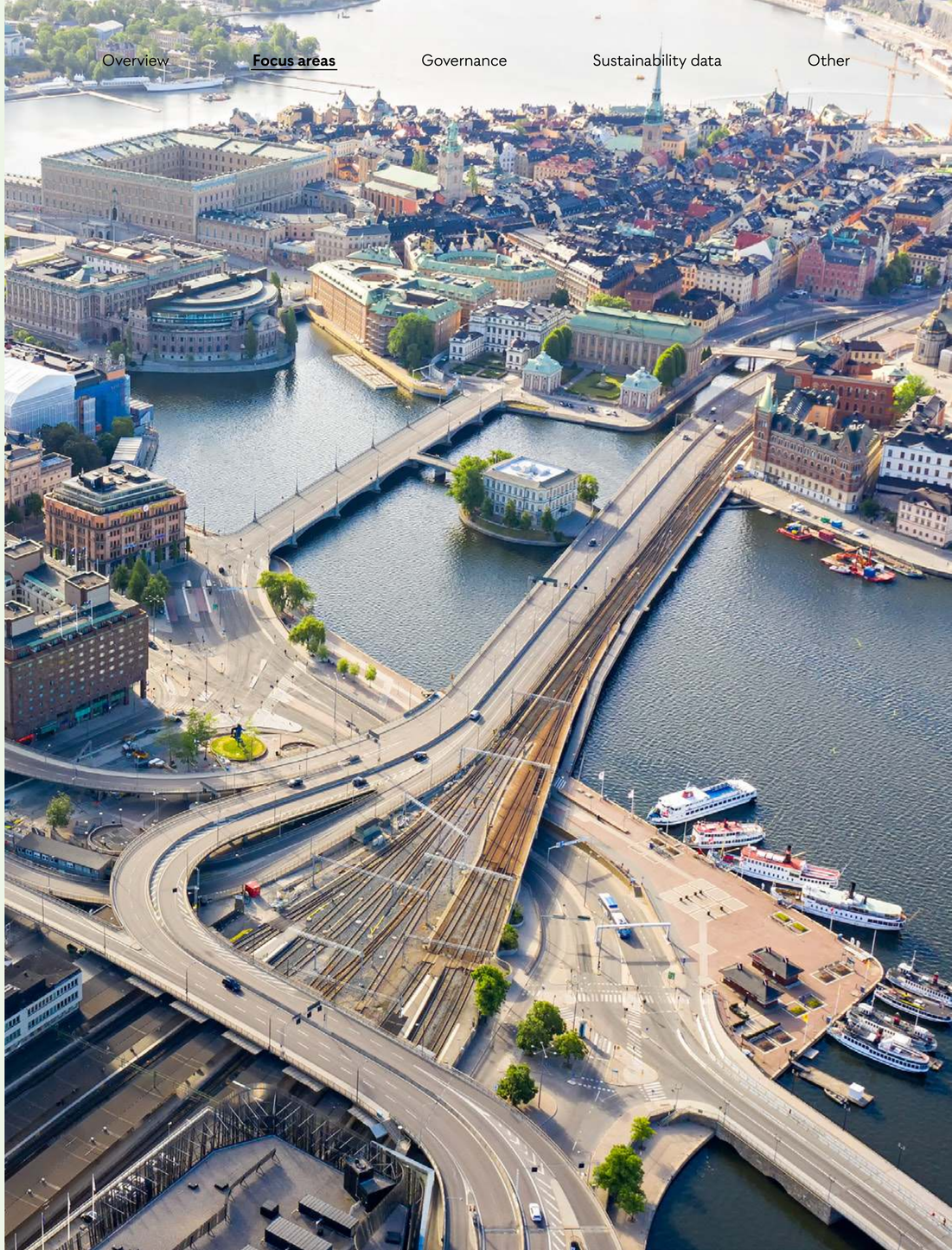
- Carbon dioxide emissions
- FRenewable fuel
- Green drivers

Nobina's contribution to the goals

Within goal 8, Nobina strives to ensure that the products and services we purchase are produced in a sustainable and responsible manner.

Within goal 11, Nobina's greatest contribution is to target 11.2 to provide safe, affordable, accessible and sustainable transport systems for all, and improve road safety. This means we are expanding public transport, with special attention to the needs of those in vulnerable situations or those with special needs – women, children, people with disabilities and the elderly.

Within goal 13, Nobina contributes firstly with what we do every day – enable millions of people to travel together instead of travelling in individual cars. In turn, this reduces queues and improves accessibility for other traffic, such as commercial vehicles and freight. Through the transition to electric vehicles, we also help to reduce CO_2 emissions from fossil fuels.



Society

Responsibility internally and externally

As a large and leading operator, we assume responsibility for building knowledge about technology, sustainability and procurements. We are an active participant in the public debate and drive developments through dialogue and collaboration with decision-makers, clients and industry colleagues. With a large share of buses operating on electric and renewable fuel, we help society to achieve its long-term climate targets. We also take responsibility to ensure a sustainable supply chain, conducting analyses to ensure our purchases are sustainably produced, and comply with Nobina's and our clients' quality and environmental standards. Internal responsibility is based on our Code of Conduct, which describes how we are to act and what we can expect of each other.

More public transport journeys and fewer car journeys are required if we are to achieve society's long-term climate target. Our main contribution to a sustainable society therefore constitutes the core of our operations – to offer efficient, attractive solutions where people travel together. As market leader in the Nordic region, Nobina has the drive and the strength to advance the necessary transition to more public transport. Public transport is also key to building sustainable cities, as we need to optimise land use when a growing number of residents must share the space. This means well-designed public transport solutions must be included in planning when cities and districts are being designed and built, to create a long-term, sustainable urban environment.

The efficient use of resources is crucial for the whole of society. As one of the leading operators in the Nordic region, Nobina can contribute towards the optimal use of resources – land, buses and energy – in our own operations and in the entire public transport industry. The better we can plan traffic, optimise production and, for example, avoid driving empty buses, the greater the value we can create for travellers and society. There is plenty we can do – and are doing – both internally and as part of our services. By optimising scheduling, we can avoid driving empty buses and in parallel create better routes. The Travis app offers travellers a smart travel planner that links together public transport, car-sharing, bicycles, electric scooters and taxis with travel information and real-time on-demand services. It makes it easy for travellers to plan and travel as smoothly as possible, which could convince more people to leave their car at home.

We are an active participant in the public debate and drive developments through dialogue and collaboration with decision-makers, clients and industry colleagues.

Increased public transport – for all

That public transport must be accessible to all means it should be a natural and easily accessible alternative in cities and rural areas, for adults, children, people with disabilities and the elderly. Nobina wants to lead the way in service traffic to also make these services truly collective and sustainable. This is why we are pressing ahead to change special public transport services, such as service traffic, mobility services and school traffic.

Part of this is the introduction of smart solutions that make it possible for more people to travel together, without adversely impacting waiting times and convenience. We are also pushing for the introduction of renewable fuel and electric-powered buses in social care trips. We are doing this as our traveller promise applies to everyone, and as this is fundamentally an issue of values and sustainability.

Business ethics and anti-corruption

Nobina's business involves many transactions that are often large and complex, from public tenders to purchases from global suppliers. This requires careful governance and clear business ethics to avoid corruption and ensure secure, transparent transactions with clients, suppliers and other partners. Our Code of Conduct for suppliers describes the demands and expectations we have on them and ourselves. Through internal governance, we strive for good compliance with national and international legislation as well as the UN Convention against Corruption. Responsibility for strategic governance rests with the Group's Business Development Director while the Group's purchasing department and our compliance function are responsible for continuous follow-up, among other aspects. All employees who are in any way involved in our commercial activities, such as business developers and purchasers, receive information about Nobina's Code of Conduct for suppliers when they are employed. In addition to daily activities related to governance and corporate culture, we conduct internal process audits of Group staff functions every third year.

Society

Accurate tenders

Public tenders are an area with a manifest risk of corruption. For Nobina, it is a matter of course to combat corruption and unhealthy competition. In connection with tender processes, we are careful how we act and treat the market and the client. Contact between clients and operators is limited in conjunction with new tenders for traffic contracts. Nobina's compliance function is active internally to ensure that we act appropriately and that we can identify suspected corruption. Zero cases of corruption were reported or identified in our internal audits during the year. This was also the case for the preceding year. Neither Nobina nor the Group's employees were involved in any legal disputes related to corruption.

Whistleblower function – internally and externally

Nobina has an internal and external whistleblower function, which is available on the intranet for our employees and our website for outsiders who want to draw attention to misconduct or non-compliances. The whistleblower function allows us to identify at an early stage any deviation from Nobina's values or business ethics principles, and uncover signs of economic crimes. Anyone who wishes to report anything can remain anonymous as it is administrated by an external party to guarantee anonymity, impartiality and professional handling of the matter.

We are Nobina – internal Code of Conduct

As of 2023, Nobina also has an internal Code of Conduct that we refer to as 'We are Nobina'. It is based on our values and describes what Nobina stands for, how we are to act towards colleagues, travellers and others in the world around us, and what we can expect from each other. It also describes how we should maintain our business integrity. In this way, it guides us in how we conduct business, while protecting ourselves and the Nobina brand. The Code covers all employees regardless of position or role and also includes part-time employees and insourced consultants. The Code of Conduct consists of four parts:

- How we act in the workplace and how we work with each other
- How we act in the market and in our relationships
- How we are involved in the community and take responsibility
- Responsibility, compliance and how we report concerns and irregularities

On the bus, at the office and on the factory floor, Nobina strives to achieve a culture where all employees take responsibility and do their utmost to fulfil our promises to clients and travellers.

Responsibility for sustainable supply chain

Nobina's extensive purchasing of products and services requires a comprehensive monitoring process to ensure that our purchases are produced in a sustainable and responsible manner. This applies both within its own organisation and in the operations of suppliers

Our annual process for a sustainable supply chain

Initial/preliminary risk assessment

We analyse each purchasing category to identify potential risks. To ensure the analysis is as accurate as possible, and to ensure we identify the right risk level, we also perform an analysis based on geographic location.

Supplier assessment

As part of our supplier assessment, suppliers in high-risk categories are asked to complete our Supplier Risk Self-assessment, which is performed by an independent party. To identify the right risks in each category, we tailor the content of the self-assessment for each purchasing category. We have also reduced the number of categories to make the analysis more effective and they include buses, fuels and uniforms/working clothes. Within each category, we analyse and assess each supplier in terms of risk. The findings from these guide us in selecting suppliers for audit and for on-site visits. As of 2023, audits and physical site visits are also managed by an independent party.

Corrective actions

When the audits have been carried out, we prepare a Corrective Action Plan (CAP) to follow up and address any non-compliances and to provide suggestions for improvement.

Continuous improvement

Our annual process assesses the need to adapt to changes in the external environment to ensure continuous improvements among suppliers.

Nobina's Code of Conduct – external code for suppliers

The Code of Conduct for suppliers specifies guidelines for all companies that wish to establish a partnership with us. It is based on the UN Global Compact, UN Sustainable Development Goals (SDGs), the UN Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. It requires that the supplier has, or implements, a systematic working approach to sustainability. Since 2023, Nobina also has an internal Code of Conduct that all employees must follow, regardless of position or role or whether they are permanent or temporary employees. The code is based on Nobina's values and describes how we are to act to maintain our business integrity in all that we do as a company, employer and partner.

Society

and partners. Nobina's Purchasing Manager bears overall responsibility for the Group's procurement processes while the purchasing organisation manages daily activities. All suppliers engaged by Nobina are subjected to competition in the tendering process to ensure the supplier selected best meets Nobina's demands in terms of quality, sustainability, delivery reliability and price.

Careful selection of partners

On the bus, at the office and on the factory floor, Nobina strives to achieve a culture where all employees take responsibility and do their utmost to fulfil our promises to clients and travellers. At the same time, we are part of a chain where we are dependent on many business partners. We must therefore choose our partners carefully, to ensure that our suppliers also act sustainably and ethically, so we can work together to create a sustainable chain to solve the challenges facing society.

Requirements imposed by Nobina's clients also impact the purchasing process and selection of supplier, particularly on issues of human rights. Purchasing electric-powered buses is one such example. The demand for batteries for electric buses is high, while metals used in the batteries, such as lithium and cobalt, are found and mined in countries and regions with a risk of child labour, forced labour and other human rights abuses. Nobina wants to promote closer collaboration between traffic companies, bus manufacturers and decision-makers in the regions, to develop sustainable tender processes that will enable continued electrification in parallel with sustainable environmental and labour conditions in the production chain. At the end of the vehicle's service life, it is also important that the batteries are handled sustainably and wherever possible material should be recycled.

Maximum service life for vehicles

Electric transportation is an integral component of the transition to a sustainable society. Electric buses are considered particularly important in city transport, where they reduce emissions and noise. In rural areas, on the other hand, buses operating on biodiesel or biogas remain an important alternative. The most obvious sustainability measures – the introduction of new technology, more electric-powered buses and a shift to renewable fuel in existing buses – is, however, not enough Nobina is also working to optimise the life cycle of the vehicle fleet and maximise the technical life of the vehicles. Our own 'Upgrading' concept allows us to modernise and update everything from fittings and powertrains to technology and other systems. This enables older buses to drive many more kilometres, while also reducing the use of materials. By increasing the service life, Nobina ensures that our own vehicle investments are sustainable in the long term.

Five forward-looking questions to Nobina's new Head of Sustainability

Jenny Karlsson is Nobina's new Head of Sustainability, with experience from large companies in the transport sector. What does she see as Nobina's future sustainability challenges and opportunities?

What sustainability issues are you looking forward to pursuing moving forward?

"I am looking forward to driving developments to the next level, when sustainability becomes a natural and integrated part of daily operations. I see my role as an enabler who ensures the realisation of long-term strategies and targets through concrete action plans and activities that are meaningful for the business to work with."

What will the EU's CSRD and CSDDD mean for Nobina in the future?

"The Corporate Sustainability Reporting Directive (CSRD) will raise the bar for corporate sustainability reporting to the same level as for financial reporting. We have a very positive view of these initiatives, which are aligned with Nobina's sustainability ambitions. Nobina will be subject to the directive from 2025, but we have already started a project this spring to ensure that we are in compliance. The Corporate Sustainability Due Diligence Directive (CSDDD) increases the responsibility for companies to ensure sustainable supply chains.

"Both of the directives place additional requirements on our sustainability initiatives, but also offer new opportunities to accelerate our sustainability agenda together with suppliers and other stakeholders. We look upon the new directives as valuable tools for the entire industry that will help it take the next step in the transition that is so urgently needed."

Why is it important to link the goals to the Science Based Target initiative?

"It provides validation that our climate targets are aligned with what is needed to meet the Paris Agreement, and it is important to receive that confirmation. Our focus moving forward is to continue to identify and implement initiatives to reduce emissions from our own operations and from the supply chain, which is also included in the target."

What do you consider to be Nobina's greatest challenges looking ahead?

"We will need to strengthen cooperation with customers and suppliers if we are to achieve our ambitious sustainability goals. Overall, the supply chain, or Scope 3, is the main challenge for environmental and social sustainability, given that we do not have direct control over the entire chain."

What do you consider Nobina's main sustainability strengths?

"We have come quite a long way in the electrification of the vehicle fleet, and have therefore plenty of expertise in the area. I can also see a strong commitment from management, which is crucial – this must permeate the entire company and our daily operations."

Case:

Accessibility report that promotes the right measures

If public transport is to improve, knowledge and facts are needed about how travel, travel times and conditions really are – not in theory or using gut feeling. Nobina therefore produces its own accessibility reports that use precise analysis and data to show the benefits society can gain by improving accessibility.

Public transport must constantly improve if it is to attract more travellers and if we are to reach the target that four of ten motorised journeys will use public transport in 2030. In our latest accessibility report from 2023, we analysed actual travel times for bus traffic in Sweden, where accessibility is insufficient, and which measures are most effective.

Refined methods

We need to know the reality of bus traffic and travel times if we are to implement the right measures that will have a real impact at a reasonable cost. Nobina has therefore published its own accessibility reports using data from our bus traffic in 12 of Sweden's 21 regions. After the first report in 2019, we have now developed the methodology and use real-time data from the buses' GPS system. This produced 40 billion datapoints that were used as the basis for the analysis.

Huge economic potential

The report indicates huge economic potential to be gained from improving accessibility. Traffic costs could be reduced by SEK 509 million per year through better accessibility, and conversely costs could increase by SEK 667 million per year if accessibility were to deteriorate. In a similar way, ticket revenue could increase by SEK 800 million per year with better accessibility, while poorer accessibility would result in a loss of SEK 1 billion in revenue per year. In other words, there is total economic potential of SEK 1.8 billion, which could be used for more public transport and to enable more people to travel by bus rather than car.

18 million more journeys

In addition to the economic aspects, a lack of accessibility and increased travel times lead to higher CO2 emissions, particle emissions, more noise and congestion. It also reduces the attractiveness of public transport, with the risk that more people choose to travel by car. Conversely, improved accessibility is estimated to increase travel by 18 million journeys per year – corresponding to half of Malmö's city transport services.

Examples of effective measures

Flowmapper* can also forecast the effects of various measures. The accessibility report therefore also includes examples of effective and ineffective infrastructure measures, to provide knowledge and inspiration so that the measures that have the greatest impact on travel times can be chosen. Effective measures include signal priority, bus lanes and optimised timetables based on driving times over the course of the day. The accessibility report describes precisely how the data was obtained, the differences between various regions, and so forth.

*The report was prepared with assistance from Tyréns Solutions and the Flowmapper Analytics tool, which can identify accessibility shortcomings in detail, calculate the resulting costs, forecast the impact of various measures and adapt timetables based on actual driving times.

GPS data directly from buses

40 billion datapoints

Case:

Transition to electric vehicles for mobility services

For Nobina, it is a matter of course that special public transport services, such as mobility services, healthcare trips and school traffic, should also be as sustainable as possible. We are therefore working hard to accelerate this transition.

In Lund, Telepass, part of Nobina Care, is operating special public transport services using both passenger cars and special vehicles. Since summer 2023, more than half of passenger cars, 13 of 20, have been replaced with electric cars. This means Telepass is ahead of its schedule to meet the contractual requirement of a share of at least 50 percent.

- In Malmö – a few months after starting the contract in spring 2024 – 67 percent of Telepass's car fleet will be electric, 30 of 45 cars, and the remaining 15 will operate on HVO. The city requires that at least half of the vehicles run on fossil-free fuel.
- In Småland, Telepass will operate special public transport services on behalf of Jönköpings Länstrafik from 1 July 2025, featuring electric vehicles from the very start.
- The electric cars are appreciated by drivers and travellers, not only for the climate benefits but also for the comfort and low noise levels they offer. It is not yet possible to replace all passenger cars with electric cars, due to the limited range for longer journeys during the cold winter months.

On the basis of our traveller promise and our values, Nobina wants to take the lead in raising special public transport services to the same professional level as other public transport, by working together with clients and other stakeholders and influencing the requirements of PTAs and influencing vehicle manufacturers to make special public transport services fossil-free.

Governance of the sustainability agenda

Good and active corporate governance provides the framework for creating trusting relationships with our owners, employees, PTAs, customers and stakeholders in Nobina's operating environment. It is also essential for the successful achievement of targets, strategy, business plans and key metrics as well as securing public transport that is at the forefront. Corporate governance ensures that Nobina is managed responsibly, sustainably and that operations comply with external laws, regulations and provisions as well as internal control regulations and procedures.

Governance also ensures that the business complies with good practices based on Nobina's operations and our values, and that principles governing business ethics are respected.

Our governance influences the public transport of the future

Public transport is a central building block in the sustainable society of the future and a means of solving some of the greatest challenges of our time, from congestion and accessibility to commuting, housing construction and climate targets.

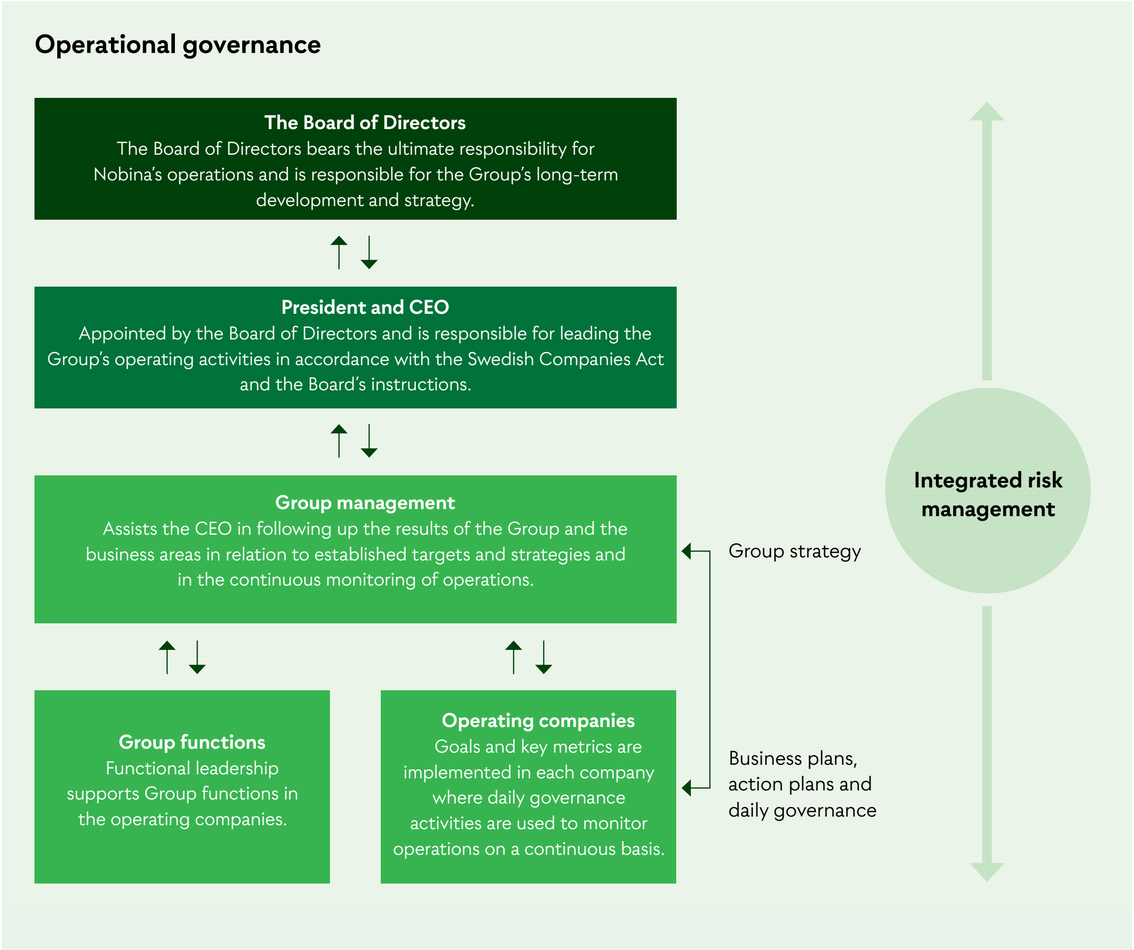
Already today, public transport is leading the way in the fossil-free transition and as the industry leader in the Nordic region, we are adopting a proactive role in the public debate and in building expertise about technology, sustainability and the tendering process. Through close cooperation with trade associations, we contribute guidelines, contract recommendations and best practice in the tendering process.

Together with our clients, we build expertise and develop technology that enables public transport to become more sustainable, efficient and attractive.

- In Sweden, Nobina is a member of the Swedish Bus and Coach Federation, Samtrafiken AB, Kollektivtrafikens Avtalskommitté (KollA) and the Confederation of Swedish Enterprise.
- In Norway, Nobina is a member of NHO Transport, Næringspolitisk utvalg and Forhandlingsutvalget.
- In Denmark, Nobina is a member of the Confederation of Danish Industry, Danske Busvognmænd and Dansk Kollektiv Trafik.
- In Finland, Nobina is a member of the Employers' Federation of Road Transport (Autoliikenteen Tyonantajaliitto ry).

Providing conditions for responsibility

Nobina's governance creates the preconditions for active, responsible corporate bodies, a clear allocation of roles and responsibilities and accurate reporting and information. We aim to govern, lead and control our operations in a manner that creates value for our shareholders and other stakeholders. Employees represent one important component of our governance. They should not only be aware of our goals and key metrics but must also understand why we are striving towards established goals. An understanding of the strategic direction creates the prerequisites for two-way communication, where employees can continuously draw attention to risks and suggest improvements. This creates dynamic and active corporate governance. Continuous risk management – and assessment of severity – is also a natural part of our governance and management and is an integrated component in our decision-making.



Sustainability Governance, ESG and policies

Operational governance

The Board, which is elected by our owners, sets the ultimate boundaries for goals and strategies. Part of this work is the continuous identification and active management of our impact based on sustainability aspects – which is also continuously monitored in the operational Sustainability Report. Group management leads day-to-day operations in line with our strategic and operating direction. Key metrics for financial performance, quality and sustainability are monitored and checked on a monthly basis. Our operating companies and all traffic areas implement goals and key metrics in their business plans, which are translated into action plans and active daily governance for various teams, professions and individual employees. Goals, key figures and sustainability results are routinely reported back to the Board in the form of an annual sustainability cycle.

Organisation and governance of sustainability activities

To effectively govern and manage Nobina's operations and comply with and deliver on our sustainability agenda, we have a clear governance, management and regulatory compliance structure. Sustainability is a fully integrated part of our business activities – including everything from the position of the Board on sustainability issues to how we work locally with cleaning vehicles at our depots. Work is based on external frameworks, environmental and work environment legislation, national safety and vehicle regulations, contract terms from clients, and Nobina's management systems, policies and values. Among the external guidelines applied by the Group, the OECD's Guidelines for Multinational Enterprises, the UN Global Compact's ten principles and the UN Sustainable Development Goals are particularly noteworthy.

At Group level, various roles and functions are responsible for pursuing Group operational sustainability work and supporting sustainability initiatives by the operating companies. The Business Development Director (also includes sustainability) bears ultimate operating responsibility for the Group's sustainability issues and is responsible for developing and implementing strategies, policies, guidelines, processes and tools related to sustainability and responsible business. This role also ensures that central functions form a sustainability council that meets regularly to discuss and manage strategic and operational issues related to sustainability. The Council leads the strategic sustainability work through policy decisions and by developing control systems and meets on a quarterly basis. Representatives from HR, KAMS, Compliance, Procurement, Fleet, Production, Market, Public Affairs and Communication are members of the Council. In this way, the Council gains a comprehensive view of the Group's sustainability impact and stakeholder expectations. Under the Director, there is also a Head of Sustainability who coordinates and pursues sustainability issues and supports the operating companies in their sustainability activities. The Compliance function, via the General Counsel, has an overall responsibility to create documented procedures that ensure legal compliance and to offer general training and support to the business in the area of legal compliance. Group HR has overall responsibility for leading and overseeing that HR in each operating company implements sustainability dimensions linked to the processes and targets decided.

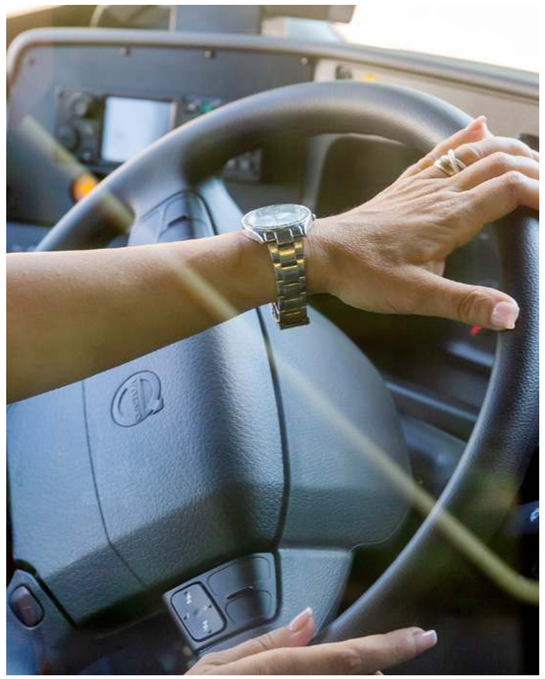
conducted in accordance with Nobina's Code of Conduct for suppliers and Nobina's process for sustainable purchasing (see page 21). Nobina's communications department also plays an important part in ensuring operational sustainability work through its responsibility for supporting the Group in its communication needs, both internally and externally, to make available and convey our sustainability agenda.

In addition to the above, some of the teams that pursue the Group's sustainability work are also KAMS. We have an integrated way of working regarding quality, work environment, environment and safety, where we use a shared management system. KAMS is a control framework. It ensures that our work is methodical and systematic in each area, for example through regular control and follow-up activities and proactive and preventive work with operational risks. The work is carried out at local and central levels and regularly assessed through self-monitoring and in internal audits.

ISO quality management system

To systematise efforts and to strengthen the Group's competitiveness, large sections of our operations are certified in accordance with the ISO 9001 quality management system and the ISO 14001 environmental system. Nobina also works systematically with road safety in accordance with ISO 39001, work environment efforts are guided by ISO 45001 and systematic work with information security is now a natural part of the Group's daily operations. The use of a certified management system or similar working procedure allows us to maintain a structure whereby internal and external audits help operations to share good examples, work with constant improvements and apply a precautionary approach.

HR, which is referred to above, is an integral part of our day-to-day strategic sustainability work, alongside KAMS. HR deals with areas such as recruitment, skills development, management support, work environment issues and diversity and inclusion. Central procurement is also an important element, where sustainability aspects in the supply chain are addressed.



Sustainability data

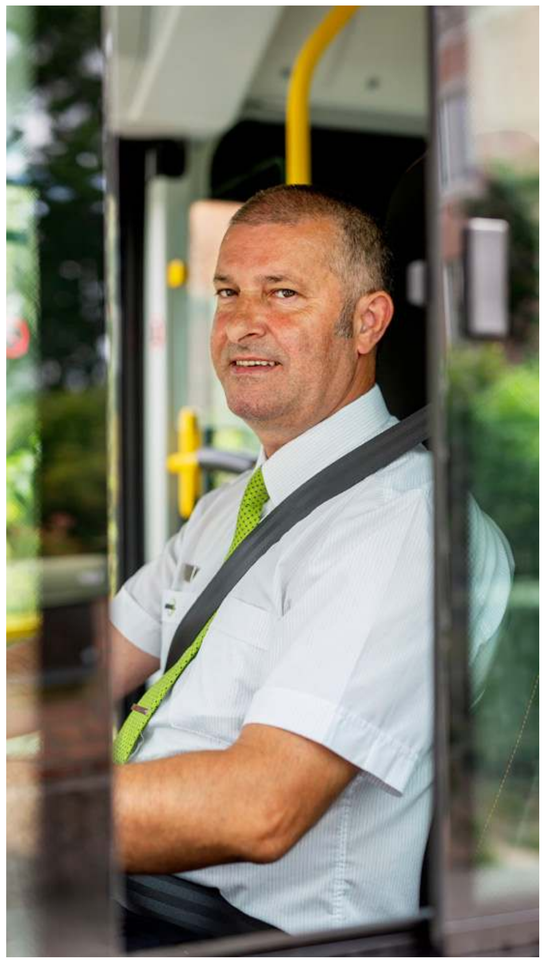
Employees

Employees by type of employment and gender	FY23/24		FY22/23		FY21/22	
	Men	Women	Men	Women	Men	Women
Permanent employees	8 346	1 172	8 321	1 166	8 560	1 161
Fixed term employees (incl. hourly wage)	2 705	422	2 650	616	2 687	637
Total	**11 051**	**1 594**	**10 971**	**1 782**	**11 247**	**1 798**

Employees by type of employment and region	FY23/24				FY22/23				FY21/22			
	Sweden	Norway	Danmark	Finland	Sweden	Norway	Danmark	Finland	Sweden	Norway	Danmark	Finland
Permanent employees	6 420	1 123	661	1 314	6 426	1 004	778	1 280	6 777	980	704	1 256
Fixed term employees (incl. hourly wage)	2 523	314	110	180	2 750	282	119	116	2 819	301	132	76
Total	**8 943**	**1 437**	**771**	**1 494**	**9 176**	**1 286**	**897**	**1 396**	**9 596**	**1 281**	**836**	**1 332**

Employees by part-time or full-time and gender	FY23/24		FY22/23		FY21/22	
	Men	Women	Men	Women	Men	Women
Full time employment (permanent employees)	7 587	1 007	7 476	975	7 697	981
Part time employment (permanent employees)	758	165	845	192	1 068	238
Total	**8 345**	**1 172**	**8 321**	**1 167**	**8 765**	**1 219**

The number of employee is an average of the number of employees from the beginning and end of the fiscal year. The same definitions were used when calculating gender distribution. Figures for part-time or full-time employees do not include hourly-paid employees. The change in the number of employees is driven primarily by started and completed contracts. In addition to those employed by the company, Nobina also uses consultants that mainly work with system development. At the end of the fiscal year, there were approximately 100 consultants in the Group.



Sustainability data

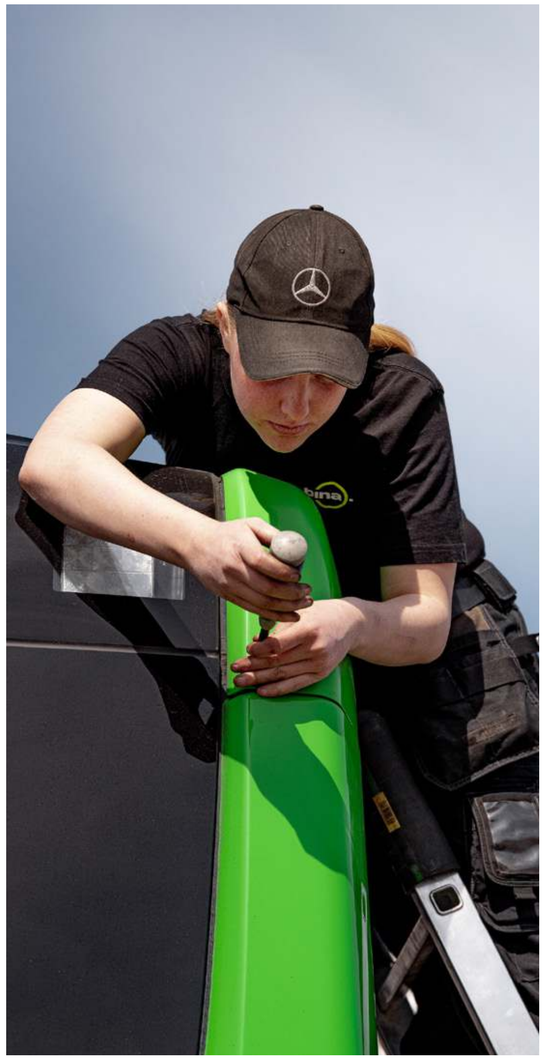
Diversity and equal opportunity

Gender distribution by function, employees	FY23/24		FY22/23		FY21/22	
	Men	Women	Men	Kvinnor	Men	Kvinnor
Blue collar excl. drivers	79%	21%	77%	23%	80%	20%
Drivers	90%	10%	90%	10%	90%	10%
Blue collar workers (total)	89%	11%	89%	11%	89%	11%
White collar workers	68%	32%	64%	36%	63%	37%
Total	**88%**	**12%**	**87%**	**13%**	**86%**	**14%**

Age distribution, employees	FY23/24			FY22/23			FY21/22		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Blue collar excl. drivers	25%	43%	32%	27%	42%	31%	31%	39%	30%
Drivers	4%	42%	54%	4%	42%	54%	4%	41%	55%
Blue collar workers (total)	6%	42%	52%	6%	42%	52%	7%	41%	52%
White collar workers	10%	51%	38%	19%	48%	33%	20%	47%	33%
Total	**6%**	**43%**	**51%**	**8%**	**42%**	**50%**	**8%**	**42%**	**50%**

Gender distribution, Board and management team	FY23/24		FY22/23		FY21/22	
	Men	Kvinnor	Men	Kvinnor	Men	Kvinnor
Board of Directors	100%	0%	100%	0%	80%	20%
Management team	76%	24%	71%	29%	67%	33%

Age distribution, Board and management team	FY23/24			FY22/23			FY21/22		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Board of Directors	0%	25%	75%	0%	38%	63%	0%	0%	100%
Management team	0%	67%	33%	0%	71%	29%	0%	71%	29%



Sustainability data

CO2e emissions

Scope 1, 2 and 3 emissions				Base year
Ton CO_2e	FY23/24	FY22/23	FY21/22	FY19/20
Scope 1	67 919	66 752	61 165	75 179
Scope 2	13 434	10 104	10 507	8 661
Scope 3	93 691	103 442	112 137	112 226
Totalt	**175 044**	**180 298**	**183 809**	**196 066**

Emission calculations include direct emissions from operations owned or controlled by Nobina (Scope 1), indirect emissions from purchased and used electricity (Scope 2) as well as indirect emissions from sources that are not owned or under the control of Nobina (Scope 3). Emissions were calculated in accordance with the Greenhouse Gas Protocol and the results reported as carbon dioxide equivalents (CO2e) and include the greenhouse gases CO2, CH4, N2O, HFC, PFC, SF6 and NF3. The calculations include all emissions from operations over which Nobina has operational control. Scope 2 emissions are reported in accordance with the market-based method. The calculations include emissions from fuel consumption, refrigerant leaks, electricity and heating consumption in properties, purchases, business travel, waste and commuting. Fuel consumption accounts for about 70 percent of the emissions and is calculated based on fuel consumption measured, and emission factors were obtained from each fuel supplier.

GHG emission intensity				Base year
	FY23/24	FY22/23	FY21/22	FY19/20
Well-to-wheel CO2e				
Well-to-wheel CO2e emissions/Vehicle kilometre	444	462	462	511
Well-to-wheel CO2e emissions/Passenger kilometre	51	51	73	49
Total CO2e emissions				
CO2e emissions/Vehicle kilometre	637	641	622	679
CO2e emissions/Passenger kilometre	73	71	98	65

Air emissions, in relation to km driven				Base year
	FY23/24	FY22/23	FY21/22	FY19/20
Nitrogen oxides (NOX), g/km	1,31	1,46	2,33	4,45
Hydrocarbons (HC), g/km	0,37	0,39	0,49	0,73
Particles (PM), g/km	0,02	0,02	0,03	0,05

The calculations are based on fuel used and kilometres produced and are converted according to the limit values available for each exhaust gas standard and emissions category.

Development compared to base year			
Change, cf. 2019/20, %	FY23/24	FY22/23	FY21/22
CO2e emissions			
Scope 1	-10%	-11%	-20%
Scope 2	55%	17%	21%
Scope 3	-17%	-8%	0%
Total	-11%	-8%	-7%
GHG emission intensity			
CO2e emissions/Vehicle kilometre	-6%	-6%	-8%
CO2e emissions/Passenger kilometre	12%	9%	50%
Well-to-wheel CO2e emissions/Vehicle kilometre	-13%	-9%	-10%
Well-to-wheel CO2e emissions/Passenger kilometre	4%[1]	4%	49%

Nobina reports total emissions and Well-to-wheel emissions (WTW). WTW includes all emissions related to the use of fuel. Vehicle kilometre includes all scheduled kilometres performed by Nobina during the year. The base year for the calculation is FY 19/20, which is the first year Nobina used the current calculation model. Passenger kilometres are estimated based on vehicle kilometres and load statistics from Trafa/PTAs and Nobina's internal data

1) Ruter has changed the method for calculating passenger kilometres, which led to a significant reduction in passenger kilometres in Norway. Using the previous method, the figure would have been -3 percent compared with the base year.

Sustainability data

Energy consumption

Fuel consumption, total				Base year
	FY23/24	FY22/23	FY21/22	FY19/20
Non renewable				
Diesel, litres	24 134 936	24 267 156	22 014 515	25 066 922
Petrol, litres	231 760	327 628	303 466	358 339
Renewable				
RME, litres	30 776 982	20 338 327	25 193 205	20 569 904
HVO, litres	14 961 116	28 864 916	35 819 457	35 180 324
Biogas, nm3	20 481 696	25 408 211	29 396 437	31 221 112
Ethanol, litres	-	-	-	38 080
Electricity, kWh	76 574 259	49 532 644	28 383 094	7 363 616

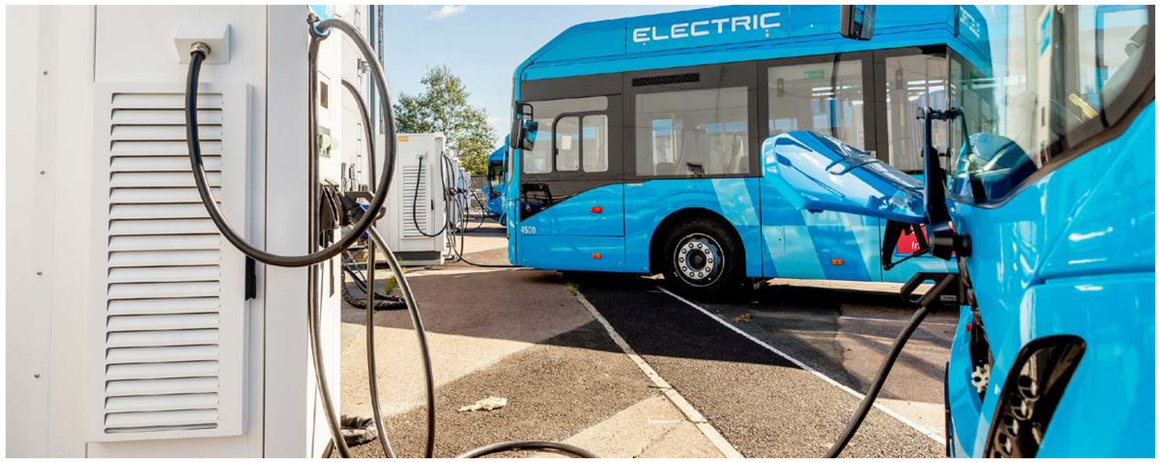
Fuel consumption, total				Base year
KWh	FY23/24	FY22/23	FY21/22	FY19/20
Renewable fuel	744	755	897	878
Non-renewable fuel	199	214	195	237
Total fuel	943	969	1 092	1 115

Fuel consumption has the greatest impact on Nobina's energy use. The calculations were based on actual use per fuel that was then converted using the heating value reported for each fuel according to the Swedish Energy Agency. Nobina sold no electricity during the fiscal year.

Economic value distributed

SEK million	FY23/24	FY22/23
Sales[1]	13 379	12 979
Operational expenses[2]	-5 968	-5 955
Personnel costs[3]	-6 635	-6 163
Payments to financiers[4]	-1 073	-264
Tax paid	-37	-15
Retained economic value	-334	582

[1]Includes net sales, financial income and sales proceeds with respect to buses
[2]Includes fuel (including excise duty), tires and other consumables, other external expenses as well as depreciation
[3]Includes all personnel costs (see Annual Report, Note 6 for more information)
[4]Includes financial expenses and dividends (see Annual Report, Note 9 for more information)



GRI content index

Statement of use

Nobina AB has reported in accordance with the GRI Standards for the period 1 March 2023 – 28 February 2024.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard(s)

Not currently available

General disclosures

				Omission		
GRI standard/ other source	**Disclosure**		**Location**	Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosures 2021	**2-1**	Organisational details	3, 42, AR p. 18			
	2-2	Entities included in the organisation's sustainability reporting	42, AR p. 18			
	2-3	Reporting period, frequency and contact point	42			
	2-4	Restatements of information	32			
	2-5	External assurance	39			
	2-6	Activities, value chain and other business relationships	3, 23-24, 38			
	2-7	Employees	30-31			
	2-8	Workers who are not employees	30			
	2-9	Governance structure and composition	28-29			
	2-10	Nomination and selection of the highest governance body		2–10 b	Information unavailable/incomplete	Nobina is updating processes relating to Board work
	2-11	Chair of the highest governance body	AR p. 57			
	2-12	Role of the highest governance body in overseeing the management of impacts	28-29, 42			
	2-13	Delegation of responsibility for managing impacts	28-29			
	2-14	Role of the highest governance body in sustainability reporting	28-29			
	2-15	Conflicts of interest		2–15 a 2–15 b	Information unavailable/incomplete	Nobina is updating processes relating to Board work
	2-16	Communication of critical concerns	28-29, 42	2–16 b	Information unavailable/incomplete	Sustainability issues and outcomes are raised at every Board meeting, but Nobina does not keep statistics on the number of formal critical issues

GRI content index

General disclosures

GRI standard/ other source	Disclosure		Location	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosures 2021	**2-17**	Collective knowledge of the highest governance body		2–17	Information unavailable/incomplete	Nobina is updating processes relating to Board work
	2-18	Evaluation of the performance of the highest governance body		2–18 a 2–18 b 2-18 c	Information unavailable/incomplete	Nobina is updating processes relating to Board work
	2-19	Remuneration policies	AR p. 29			
	2-20	Process to determine remuneration	AR p. 29			
	2-21	Annual total compensation ratio		2–21	Information unavailable/incomplete	Nobina is investigating how to calculate the median salary in a fair way
	2-22	Statement on sustainable development strategy	6-7			
	2-23	Policy commitments	17, 22-24, Key documents nobina.com			
	2-24	Embedding policy commitments	22-24			
	2-25	Processes to remediate negative impacts	40			
	2-26	Mechanisms for seeking advice and raising concerns	22-24. 40			
	2-27	Compliance with laws and regulations	23			
	2-28	Memberships associations	28			
	2-29	Approach to stakeholder engagement	38			
	2-30	Collective bargaining agreements	11			

Material topics

GRI standard/ other source	Disclosure		Location	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 3: Material Topics 2021	**3-1**	Process to determine material topics	3-4, 28-29, 38, 40-41			
	3-2	List of material topics	3-4			

GRI content index

Material topics

GRI standard/ other source	Disclosure		Location	Omission		
				Requirement(s) omitted	Reason	Explanation
Financial result						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	3-4, 22-3, 28-29			
GRI 201: Economic Performance 2016	**201-1**	Direct economic value generated and distributed	33			
Anti-Corruption						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	22-23			
GRI 205: Anti-corruption 2016	**205-3**	205-3 Confirmed incidents of corruption and actions taken	23			
Energy						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	16-18			
GRI 302: Energy 2016	**302-1**	Energy consumption within the organisation	33	302–1 c. 302–1 e	Information unavailable/incomplete	Nobina currently only reports on the energy consumption from fuels.
	302-3	Energy intensity within the organisation	32			
Emissions						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	16-18			
GRI 305: Emissions 2016	**305-1**	Direct (Scope 1) GHG emissions	32	305–1 c.	Information unavailable/incomplete	Nobina does not currently have data to report biogenic emissions
	305-2	Energy indirect (Scope 2) GHG emissions	32			
	305-3	Other indirect (Scope 3) GHG emissions	32	305–3 c.	Information unavailable/incomplete	Nobina does not currently have data to report biogenic emissions
	305-4	GHG emissions intensity	32			
	305-5	Reduction of GHG emissions	20, 27, 32			
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	32	305–7 a.ii 305–7 a.iii 305–7 a.iv 305–7 a.v	Information unavailable/incomplete	Nobina reports on the air emissions covered by the European emissions standards

GRI content index

Material topics

GRI standard/ other source	Disclosure		Location	Omission		
				Requirement(s) omitted	Reason	Explanation
Supplier environmental assessment						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	23-24			
GRI 308: Supplier environmental assessment 2016	**308-1**	New suppliers that were screened using environmental criteria	23-24			
Occupational health and safety						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	10-13			
GRI 403: Occupational Health and Safety 2018	**403-1**	Occupational health and safety management system	13			
	403-2	Hazard identification, risk assessment, and incident investigation	13, 38, 40-41			
	403-4	Worker participation, consultation, and communication on occupational health and safety	13, 38			
	403-5	Worker training on occupational health and safety	13			
Diversity and equal opportunity						
GRI 3: Material Topics 2021	**3-3**	Management of material topics	10-13			
Diversity and Equal Opportunity 2016	**405-1**	Diversity of governance bodies and employees	30-31			
Supplier social assessment						
GRI 3: Väsentliga frågor 2021	**3-3**	Management of material topics	23-24			
GRI 414: Social utvärdering av leverantörer 2016	**414-1**	New suppliers that were screened using social criteria	23-24			

Stakeholder engagement

Stakeholder	Dialogue forums	Material issues for stakeholder	How Nobina works
Travellers	• Passenger surveys • Focus groups • Social media • Customer viewpoints	• How Nobina works	• Conduct and analyse customer surveys • Feedback on customer viewpoints
Clients	• Industry associations • Business development managers in meetings with clients • Public Transport Authority survey • Daily operations	• Cooperation with unions • Favourable employment terms • Transparency and values • Membership of trade associations • Good leadership • Anti-corruption • Emission levels • Certifications • Requirements on the type of fuel • Noise level requirements • Environmental requirements on chemicals	• Joint projects with clients on such items as new types of vehicles, environmental adaptations and customisations
Owners	• Board meetings • AGM • Capital Markets Day • Transparent quarterly reporting • Quarterly investor calls • Annual and Sustainability Report • Nobina's website	• Profitability • Resource efficiency • Market development	• Targets, strategies and action plans

Stakeholder	Dialogue forums	Material issues for stakeholder	How Nobina works
Politicians	• Industry associations • Meetings with politicians	• Regional growth • Infrastructure in society • Resource-efficient transportation • Societal benefits of public transport • Contract design	• Active engagement in industry conditions, traffic conditions and the built environment
Suppliers	• Tender processes • Follow-ups	• Environmental requirements	• Make demands, evaluate and follow up
Employees	• Performance appraisals • Employee surveys • Improvement groups • Training • Intranet • Nobina's website • Social media	• Safe workplace • Ability to influence work conditions • Well-being • Sick leave • Diversity and Equal Opportunity	• Business plans and important changes in operations within the organisation are approved in the European Works Council • Employee responsibility for own goals, assessment and activities • Regular individual feedback on performance • Leadership development
Media	• Press releases • Interviews • Nobina's website • Social media	• Correct facts/statements • Punctuality and regularity • Knowledge creation within public transport	• Increase awareness of Nobina and the industry among journalists • Communication platform

Auditor's report on the statutory Sustainability Report

To the general meeting of the shareholders in Nobina AB, corporate identity number 556576-4569

Engagement and responsibility

It is the Board of Directors who is responsible for the statutory Sustainability Report for the financial year 2023-03-01–2024-02-28 on pages 2–38 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 on 22 May 2024
Öhrlings PricewaterhouseCoopers AB

Niklas Renström
Authorised Public Accountant

Nobina's sustainability risks

All business operations are exposed to various risks and effective and value-generating risk management is a competitive requirement. Nobina's risk management process is fully integrated into its strategy, governance and management of the business.

Risks are actively managed by monitoring, identifying, assessing and resolving risks on a daily basis throughout the company structure. For Nobina, robust and effective risk management entails creating a balance between setting business objectives and mitigating risk.

Potential damage claims or remediation of other negative effects are handled within the contracts and Nobina works closely with the PTAs on these issues.

Overarching work procedure for risk management

Nobina's sustainability risks

Risk area	Description	Examples of control activities and countervailing factors
Emissions	Fuel spills and emissions to water at depots and workshops (lead, cadmium, mercury etc.) may impact watercourses and their biodiversity. Emissions of particles, nitrogen oxide and sulphur oxide, which may result in a deterioration of the local environment where buses are driven, such as poorer air quality, acidification and an impact on biodiversity.	Nobina strives to minimise the negative impact of its operations. The Group's environmental management system is certified according to ISO 14001. The Group's reduction in the use of non-renewable fuels decreases emissions of nitrogen oxide and sulphur oxide.
Climate change	Climate change may lead to extreme weather events that may influence Nobina's ability to conduct operations efficiently or at all. Extreme weather events may also impact Nobina's supply chain and its deliveries.	Action plans drawn up to handle crises and/or extraordinary situations. Infrastructure adapted to cope with extreme weather conditions in line with applicable rules and regulations.
More rigorous vehicle requirements	Stricter legal requirements and increased expectations from clients may force Nobina to renew its vehicle fleet faster than planned, which may increase costs in the Group.	Nobina is actively working to manage excess buses and has well-established processes and action plans to this end. Regular maintenance and clear processes for bus upgrades together with proactive efforts in our existing markets and continual efforts to identify new markets are key to ensuring the use of vehicles throughout their technical life.
Fuel	The needs of society to reduce its dependence on fossil fuels may result in demand outstripping supply for renewable fuels and renewable electricity. This could mean Nobina may not have access to the required amount of renewable fuel, which in turn would impact its ability to move operations towards fossil-free production. The climate crisis could lead to an increased tax burden through higher excise duty in the form of fuel tax and vehicle tax. Higher carbon dioxide taxes could also have an adverse impact on the purchase price of buses and other goods.	Nobina actively follows discussions on this type of issue and strives continuously to express the views of the industry.
Work injuries and security deficiencies	Workplace injuries due to shortcomings in the work environment and safety efforts. Driving buses is an exposed occupation and the risk of threats and robbery in the workplace has increased in recent years. Bus drivers are also at greater risk of infection during pandemics or widespread disease in society.	Nobina's occupational health and safety management system covers the entire Group and its employees.Established and proactive work in the company's KAMS and through our HR efforts. Suspected irregularities can also be reported using Nobina's external whistleblower function.
Accidents	If Nobina is involved in a major accident with personal injuries, Nobina's business opportunities could be adversely impacted and the attractiveness of the brand damaged.	Nobina works continuously and proactively with safety as well as all vital parts needed to ensure a safe and secure workplace. In this respect, Nobina's KAMS organisation plays an important role in preventive measures.
Discrimination	Discrimination or victimisation in the workplace or during recruitment could have an adverse impact on employee commitment and make it more difficult for Nobina to attract and retain employees.	Nobina works with inclusion in daily operations and in connection with recruitment. Training initiatives are held regularly. It is a strategically important and prioritised area and is therefore part of our business plans at all levels of the company – from the Board to the individual. Suspected irregularities can be reported using Nobina's external whistleblower function.
Corruption	The failure of employees and suppliers to comply with laws, regulations or Nobina's policies and rules related to anti-corruption could have a negative impact on Nobina's operations or the company's brand.	New employees in relevant functions are informed of Nobina's Code of Conduct when they commence work at the company. Internal process audits of the Group's staff functions are conducted every third year. Suspected irregularities can be reported using Nobina's external whistleblower function.
Suppliers	Suppliers that do not comply with our instructions, for example, the Code of Conduct, or otherwise act in an unethical or corrupt manner may damage and/or in several different ways negatively impact Nobina's operations or the company's brand. The supply chain for electric buses includes risks associated with the lithium and cobalt mining that may be linked to human rights abuses and funding of conflicts.	Nobina uses its Code of Conduct as its starting point, which covers all aspects from human rights and handling of conflict minerals to anti-corruption, and makes demands on suppliers in conjunction with purchases. Supplier audits and follow-up to ensure compliance. In addition, employees are given training, and compliance with internal control parameters is monitored to maintain good ethical and social levels.

About the Sustainability Report

Sustainability Report

This Sustainability Report was prepared for Nobina AB, which is the ultimate Parent Company of the Nobina Group (Nobina). Unless otherwise indicated, the information refers to the entire Group, including subsidiaries. The address of the head office is Armégatan 38, SE-171 71 Solna, Sweden. Nobina is reporting its sustainability efforts in accordance with the international reporting standard, Global Reporting Initiative (GRI). It also constitutes Nobina's Communication on Progress to the UN Global Compact.

Sustainability information and key metrics are presented on pages 30–38. Nobina's business model and sustainability framework are presented on pages 3–4 and 28–29, environment on pages 16–20, social conditions on pages 21–24, employees on pages 10–15, human rights on pages 23–24 and 41 and anti-corruption on pages 22–23. Risk assessments are presented on pages 40–41.

The statutory Sustainability Report has been reviewed in accordance to RevR12 though the Sustainability Report is not otherwise externally assured. The reporting cycle is one year and follows the fiscal year. The current Sustainability Report is for the 2023/24 fiscal year. The latest Sustainability Report was published on 22 May 2024.

For more information about Nobina's sustainability agenda and its Sustainability Report, contact Jenny Karlsson, Head of Sustainability: jenny.karlsson@nobina.com

Materiality analysis

The materiality analysis provides the basis for the sustainability issues that are key to Nobina. It is based on the sustainability issues that are most important for the Group's stakeholders and on Nobina's impact on the external environment. It helps Nobina to prioritise and focus the Group's initiatives, which is crucial in ensuring a successful sustainability agenda. The materiality analysis is updated on an annual basis in order to continually assess and develop Nobina's sustainability agenda. Identifying material issues is part of the company's annual strategy process. Together with a business intelligence assessment and dialogues with Nobina's stakeholders, the companies' analyses and results are consolidated and evaluated following a process review at Group level. The results provide the Group with a strategic direction and focus for sustainability activities moving forward.

Stakeholder engagement

Nobina strives to maintain continuous and close stakeholder engagement in order to be able to best address stakeholders and their needs. This puts the Group in a better position to manage the expectations and requirements imposed on its operations.

Nobina

nobina.com