

Human Rights report spring 2025



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Human Rights report spring 2025

Coor influences the lives of many people every day and we have a strong commitment in creating a truly sustainable company. Respect for the equal value and rights of all people is fundamental to Coor. Coors due diligence process helps us to identify risks relating to human rights, labour rights and the environment with a view to ending, preventing or mitigating those risks.

Introduction and summary

This report and its demonstrated commitment are the result of an expert third-party review of our business, conducted to understand the extent to which Coor's policies and practices align with applicable human rights standards. The review assessed Coor's performance against guidelines set out in global human rights instruments, focusing on business areas with the highest risk of violations, based on known industry-related risks.

It found that Coor has a stable platform with commitment to respect human rights in Code of Conduct and Supplier Code of Conduct, there are instruments to capture risk(s) in general and a management system covering own operations and supply chain. In regard to measuring and tracking implementation effectiveness, the process, however, needs further formalization to help create a greater understanding of actions taken. Coor communicates internally but the transparency to relevant stakeholders is now in focus (i.e. this report). With regard to remediation and involvement we have a clear process in place. As the review found that general risks are captured in our processes, more work was required to understand and mitigate specifically human rights risks in our entire value chain incl. supply chain.

This report aims to increase the transparency of how we work to seek respect of human rights in everything we do. It covers the entire group including subsidiaries. Where there are significant differences between operations, this is described. This report is also designed to meet the disclosure requirements of the Norwegian Transparency Act (Åpenhetsloven)

and aims to provide a clear and accessible overview of how Coor works to respect human rights across our operations and supply chain.

About Coor

Coor takes responsibility for the operations it conducts, in relation to its customers, employees and shareholders, as well as for its wider impact on society and the environment.

As the leading provider of facility management services, Coor aims to create the happiest, healthiest and most prosperous workplace environments in the Nordic region. Coor offers specialist expertise in workplace services, property services and strategic advisory services. Coor creates value by executing, developing and streamlining our customers' service activities. This enables our customers to do what they do best. We specialize in managing, developing and making service functions more efficient for offices, properties, production facilities and the public sector in the Nordic region, with a market share of approximately 40% within the IFM segment.

Coor is a public limited company with its registered office in Stockholm. The groups parent company was listed on the Nasdaq Stockholm exchange on 16 June 2015. The company is organised in four geographical areas – Sweden, Norway, Denmark and Finland, but also has some operations in Belgium and Estonia.

The Board of Directors has delegated operational responsibility for the company and

its management to the company's President and Chief Executive Officer (CEO), who manages the business within the limits and guidelines established by the Board. In addition to the CEO, the Group's executive management team consists of the Presidents of each country and the heads of the Group functions. The country structure is the primary basis of segmentation for monitoring and reporting. This report covers all Norwegian entities subject to the Transparency Act, including Coor Service Management AS and Coor Cleaning Catering and Property AS. To read more about the company structure and organization, please read the Corporate Governance Report included in the Annual report or visit [coor.com](https://www.coor.com).

Legal framework

Globally, there is an increased expectation from legislators, investors, customers and employees that companies should respect human rights and take responsibility for negative impacts linked to their business operations. Coor is committed to developing an organizational culture which implements a policy of support for internationally recognized human rights and seeks to avoid complicity in breaches of human rights.

Coor supports the principles contained within the International Bill of Rights, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises and the ILO's Declaration on the Fundamental Principles and Rights at Work. Other examples that have a direct impact on Coor include the adoption of Åpenhetsloven and ongoing proposals for mandatory EU legislation on environmental and human rights. This report aims to meet the expectations on process description to meet these regulations.

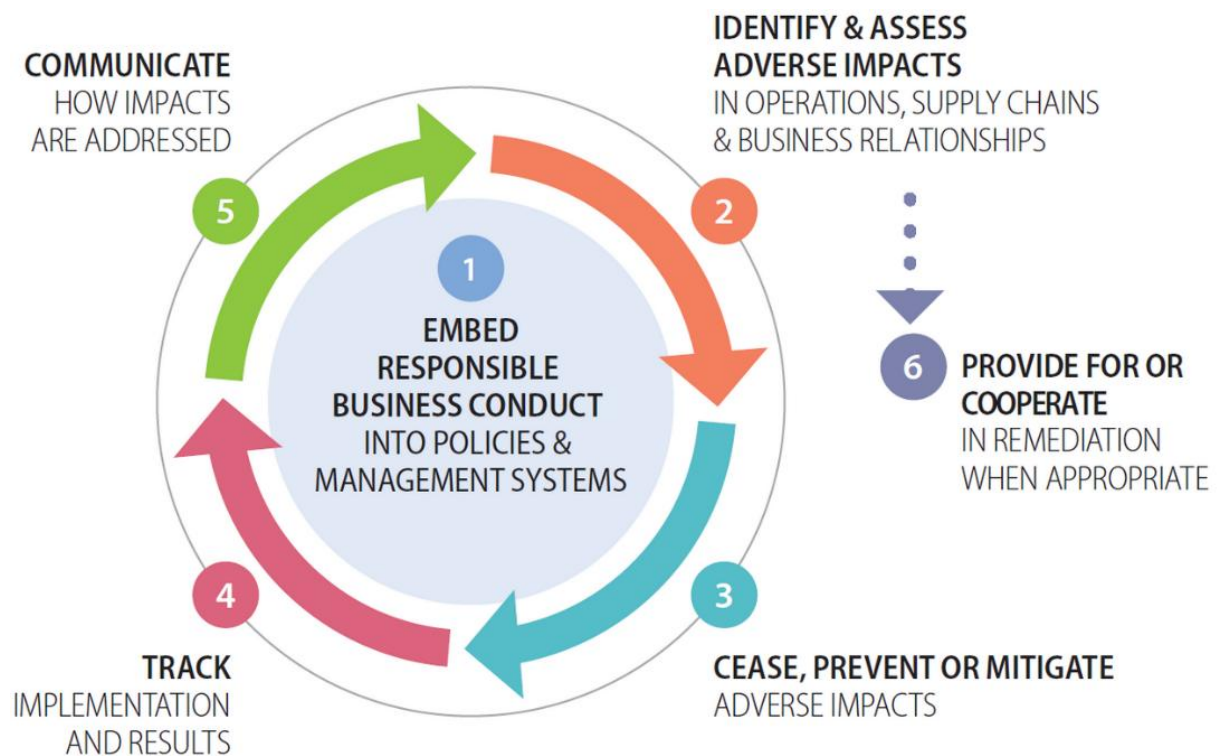
Guidelines and processes regarding human rights and working conditions

The process implemented at Coor is built upon the UN Guiding Principles on Business and Human Rights and OECD Guidelines for Multinational Enterprises and it helps us to identify, prevent, mitigate and account for how we address these actual and potential adverse impacts in our operations, supply chain and other business relationships. The purpose of due diligence is first and foremost to avoid causing or contributing to adverse impacts on people, the environment and society, and to seek to prevent adverse impacts directly linked to operations, products or services through business relationships. When involvement in adverse impacts cannot be avoided, the due diligence process should enable us to mitigate them, prevent their recurrence and, where relevant, remediate them.



The process consists of six stages:

Below, our approach to each step is described and each step also includes a specific description of how Coor manages due diligence in supply chain. At Coor, human rights due diligence aligned with UNGP requirements is a continuous effort. In regard to each step, we have identified further activities to improve our approach, covering both our own operations and supply matters.



1. Embed responsible business conduct

Embed responsible business conduct is about having relevant guidelines in place, as well as effective management systems for their implementation and follow-up. At Coor, this means that we have a sustainability strategy at group level, that we are clear to our partners, both customers and suppliers, about our shared responsibility to ensure basic human rights and decent working conditions.

Internally, Coor has formally incorporated the responsibility for managing human rights into the ESG Board to lead our efforts to make responsible decisions. ESG Board has created a virtual, cross functional team to draw upon the expertise of Coor employees across the company to continue its centralized leadership on global strategy, initiatives, business decision-making, and internal and external stakeholder engagement. The virtual team is comprised of senior-level employees in legal, procurement, investor relations, sustainability, and human resources. Business development including M&A is closely connected.

Policies

We have a clear commitment to respect human rights in our Code of Conduct and Supplier Code of Conduct including a commitment of remedy. The Human Rights Policy that was developed during 2023 as a result of the previous impact assessment, is now incorporated into our processes. There is also a Sustainability Policy and Procurement Policy forming these expectations as well as information security and sustainability requirements for suppliers.

Supply chain Due Diligence

Purchases should contribute to Coor's long-term profitability through a range of sustainable products and services in both the short and long term. Coor expects a high

standard at all stages of the value chain and strives to ensure that it operates in accordance with sound business ethics in its relations with suppliers. Coor is a signatory to the UN Global Compact and contributes to the achievement of its goals by taking a clear position in its procurement policy and Responsible procurement process, which are inspired by the UN Global Compact Management Model and its six steps: commit, assess, define, implement, measure, communicate, as illustrated on the next page.

Progress since last report

- Further strengthened internal compliance governance through continuous work in the Compliance Board and Compliance Network.
- Launched new video-based Code of Conduct training tailored for operational staff.
- Appointed new Group Head of Health & Safety to lead harmonization of safety governance and culture across all countries.
- Initiated improvement project for governing documents to simplify and clarify internal regulations, ensuring employees know what applies, where to find it, and how to interpret it—strengthening awareness of rights and responsibilities in the workplace.

Further identified activities

- Improve training in human rights for managers that have responsibility in the day-to-day management of human rights issues.
- Continuously update human rights-related instructions in processes and routines.
- Continue aligning internal policies with CSRD and Åpenhetsloven requirements.



The model sets a good foundation for continuously working to improve our supply chain practices in accordance with UN Guiding Principles on Business and Human Rights and OECD Guidelines for Multinational Enterprises.

2. Identify and assess adverse impacts

This stage is about identifying the risk of negative impact internally in our business and in our supply chain. In Coor, we work continuously with risk assessments and use recognized risk assessment tools in this work.

In the industry in which Coor operates, there is a risk of negative impact on individuals. This means that we have to prioritize follow-up of our routines internally, good training and follow-up of our managers with personnel responsibility, good cooperation with elected representatives, and good cooperation with our business relations, customers and suppliers.

Coor's risk assessments help us to identify and prioritise risks. Due to our risk management processes, we can act on and mitigate the most salient and serious risks first.

Some of the tools in this work are our annual employee satisfaction survey, our annual development dialogues with all employees, our strategic risk management process managed by ESG Board, we include aspects of human rights in M&A processes and always conduct risk assessment at start of new contracts.

Negative impact and salient risks

In the end of 2022 Coor performed our first formally comprehensive Human Rights Impact Assessment (HRIA) to set a process that creates a clear overview of our human rights related risks. By taking this first step, Coor has gained a better understanding of how our activities can cause, contribute to, or be linked to negative human rights impacts. This is particularly true in the supply chain and in jurisdictions with weak regulations, but also in connection with outsourcing. In the company's own operations, aspects linked to health and safety and language barriers were highlighted as

significant. For the HRIA, we identified three business categories to focus on, as we assessed these to be the most relevant in terms of human rights impact. In addition, our supply chain was also assessed. Our three high risk business categories were "Cleaning", "Security" and "Property Management".

Based on Coors human rights impact assessment (HRIA) we have summarized those human rights (including labour rights) that the business recognizes as likely to be the most salient for our operations, by means our priority areas:

- Health and safety at work (HS)
- Right to health
- Right to just and favourable terms and conditions of employment
- Right to non-discrimination and equal treatment

When we identify risks, these are evaluated using terms of potential or actual risks, probability, connection and leverage to define severity and priority of actions. A list of the risks that have been assessed as very high, high and medium in severity is listed in the appendix below.

Pursuant to UNGP, OECD and Åpenhetsloven, we will prioritise to mitigate the identified risks in accordance with the severity level assigned to each risk.

Supply chain Due Diligence

Coor performs risk-based due diligence by regularly and systematically identifying and assessing risks and consequences linked to human rights, labour rights, the environment and business ethics in its value chain and uses this information to avoid, mitigate or remedy the effects to ensure that the company conducts its business in a responsible manner.

In the end of 2022 Coor performed its first formally comprehensive Human Rights Impact Assessment (HRIA) to set a process that creates a clear overview of our human rights related risks. In the HRIA two procurement categories were prioritized and assessed, Food & Beverage and Clothes & Footwear.

During 2023 and beginning of 2024 Procurement has done an extensive risk assessment that covers all purchased goods and services, to fully understand the supply chain risks and opportunities. The risk assessment is harmonized on Nordic level and the same process applies to all Coor companies. The risk indicators identified and assessed within Human Rights were:

- Right to not be subject to slavery and forced labour, including the right to freedom of movement
- Right to liberty and security
- Protection of property
- Right to freedom from discrimination, harassment, and sexual harassment
- Right to an adequate or satisfactory standard of living
- Right to life and health
- Right to work
- Child's right to protection

- Indigenous peoples' rights to their lands, territories, and resources, as recognized in the UN Declaration on the Rights of Indigenous Peoples

Coor Procurement has a comprehensive risk register covering all purchased goods and services to fully understand the supply chain risks and opportunities within Environmental protection, Human rights, Labour rights and Anti-corruption. The risk assessment is harmonized on Nordic level and the same process applies to all Coor companies. Read more about the salient risks in the "Supplier Due Diligence process" published on the external website.

Progress since last report

- Completed Nordic-wide risk assessment of all procurement categories, with harmonized methodology.
- Increased integration of human rights risks in M&A and contract onboarding processes.

Further identified activities

- Further develop routine for consolidating Human Rights Impact Assessments (HRIA) as part of HRDD process.



3. Cease, prevent or mitigate

We work in a structured way to ensure responsibility and social sustainability in our business and supply chain. To support this, all managers have access to our management system, Our Way of Working, where processes and routines are available.

Health, environment and safety are central to Coor's operations, illustrated by our slogan: "if we cannot do the work safely, we shall not do it at all." We continuously educate employees, for example through game-based training in Coor My Learning, based on our risk profile and service expertise. Follow-up is anchored in an annual action plan including safety rounds, quarterly themes, employee surveys and development dialogues. Responsibility for health and safety lies with management with support by local health and safety representatives.

Coor's employees are of course covered by Nordic laws, as well as collective wage agreement terms. All Coor employees have written employment agreements, freedom of association, access to company health services, access to training offers and other benefits, such as language training and opportunities for personal and professional development. These are also very important values in our cooperating with suppliers.

Respect for the equal value and rights of all people is fundamental to Coor. Our employees are our most valued assets. We know that our differences make us stronger together and enables better results. Right to non-discrimination and equal treatment are therefore the basis of our company and Coor continuously strive to become even more committed. These statements are included in policies as well as in management training.

Supply chain Due Diligence

The most salient risks identified in the risk assessment are prioritized to actively manage and work with activities and other initiatives to mitigate the identified risk. Coor has established Supplier Due Diligence processes that cover the entire life cycle of procured goods and services. The most effective tool to mitigate the risk is before entering an agreement and use leverage to influence the supply chain. Procurement have improved the process for involving stakeholders to assess the impact and identify the appropriate activities to mitigate risks. During 2024 a Nordic collaboration team called ESG Procurement Team was established with the purpose of a harmonized way of working.

Progress since last report

- A Nordic Procurement collaboration team was established to drive ESG issues.
- Updated pre-qualification documentation to align with Åpenhetsloven.
- Launched new group-wide initiative to increase safety observations and proactive risk reporting.
- Held tailored, site-specific compliance trainings in response to identified deficiencies, enabling preventive action and strengthening awareness of human and labour rights in high-risk environments.

Further identified activities

- Review employee trainings and record-keeping.
- Develop action plans regarding root causes to human risks and risks amplifiers.

Health and safety at Coor: Our path toward zero work-related injuries

At Coor, we believe that no one should be harmed at work. Health and safety are therefore central to our human rights and social sustainability efforts. In 2024, we strengthened our safety work further – through new tools, increased transparency, and renewed leadership.

Since January 2025, Toni Pelin has served as Coor's Head of Health & Safety. With over 20 years of experience in industries such as retail, aviation, and railways, Toni's mission is clear: to harmonize safety practices across the group and build an even stronger safety culture.

"We have the right tools, the right mindset, and the right people. Now it's about turning that into action – every day, in every operation," says Toni.

2024 Results: More Reported Injuries – But Also More Engagement

Coor uses the Total Recordable Injury Frequency (TRIF) to track progress toward our vision of zero work-related injuries. In 2024, our TRIF result was 6.9 – an increase from the previous year and above our long-term target of 3.5. Most injuries were minor, and the increase is partly explained by a harsh winter and improved reporting culture.

"TRIF is important, but it's reactive. We also need to measure the proactive work – the things that actually prevent injuries," Toni explains.

From Reactive to Proactive: The Key to Progress

In 2024, we began introducing proactive indicators, such as the number of employees submitting safety observations. This gives a clearer picture of how many people are actively contributing to daily safety efforts.

Toni highlights three keys to success:

- **Systematic processes** – robust safety management systems that are not person-dependent.
- **Employee involvement** – everyone should feel ownership of safety.
- **Data-driven leadership** – using dashboards and AI to make better decisions and prevent risks.

"Leading safety by data is something I truly believe in," Toni adds.

Next Steps: Shared Knowledge, Shared Culture

Looking ahead, Coor will focus on simplifying and harmonizing safety processes, sharing best practices, and strengthening a unified safety culture across all countries.

"We have so many great initiatives – now we just need to find a systematic way to share them," Toni concludes.



4. Track

Monitoring the implementation and effect of measures is about whether Coor makes good due diligence assessments, and whether we implement effective measures to prevent recurring deviations. Coor must therefore regularly carry out evaluations and revisions of our assessments, measures and plans to ensure that these have the desired effect.

To help in implementation effectiveness Coor uses several tools. One of the most important ones is the annual Employee Motivation Survey. Within health and safety all issues are addressed in a Group common reporting system that helps to both work proactively analysing risk observations but also follow up on actual events and over time statistics.

Supply chain Due Diligence

Coor actively monitors compliance with the company's Supplier Code of Conduct. Every year, a plan for supplier monitoring is formulated based on the risk assessment for our supply chain, this states which suppliers need to be evaluated and audited. In a supplier evaluation, suppliers answer questions regarding compliance with Coor's Supplier Code of Conduct, quality, environment, working environment, and health and safety. The supplier audits are carried out either on site at the supplier's premises or online. The auditor monitors compliance by interviewing staff, reviewing documents and, where possible, inspecting the work environment.

Norwegian operations: StartBank and Achilles

StartBANK and Achilles are databases where we find important information about our suppliers (economics, human rights, labour rights and health and safety). Coor is a member of StartBANK and uses this Network in collaboration with other members to audit our supply chain. During 2024 in total 27 of Coors suppliers were audited through StartBank and 4 deviations were found as a result of the audit.

Progress since last report

- Conducted 27 supplier audits via StartBANK in Norway; 4 deviations identified and addressed.
- Improved internal reporting on health and safety through group-wide systems.
- Initiated review of employee survey to better capture human rights-related risks.

Further identified activities

- Harmonizing supplier follow-up process on Nordic level.
- Further develop methodology for Supplier audits & evaluation in supply chain due diligence
- Increase ability to follow-up on actions taken to prevent risk beyond health and safety.

5. Communicate

Coor must be open about the assessments that are made in our value chain, and ensure a constructive dialogue with all stakeholders, be they customers, end users, suppliers, interest organisations, etc.

Coor publishes an annual and sustainability report every year, which gives a good account of our work. This yearly specific report is an addition to this to meet higher expectations on transparency on our due diligence mechanism and our identified negative impact and risk areas.

Supply chain Due Diligence

Coor communicates transparently its supply chain activities with stakeholders by publishing relevant KPI's on website, in supplier dialogue and in yearly sustainability report. Read more in "supplier due diligence process" a document published externally on Coor's website.

Information requests

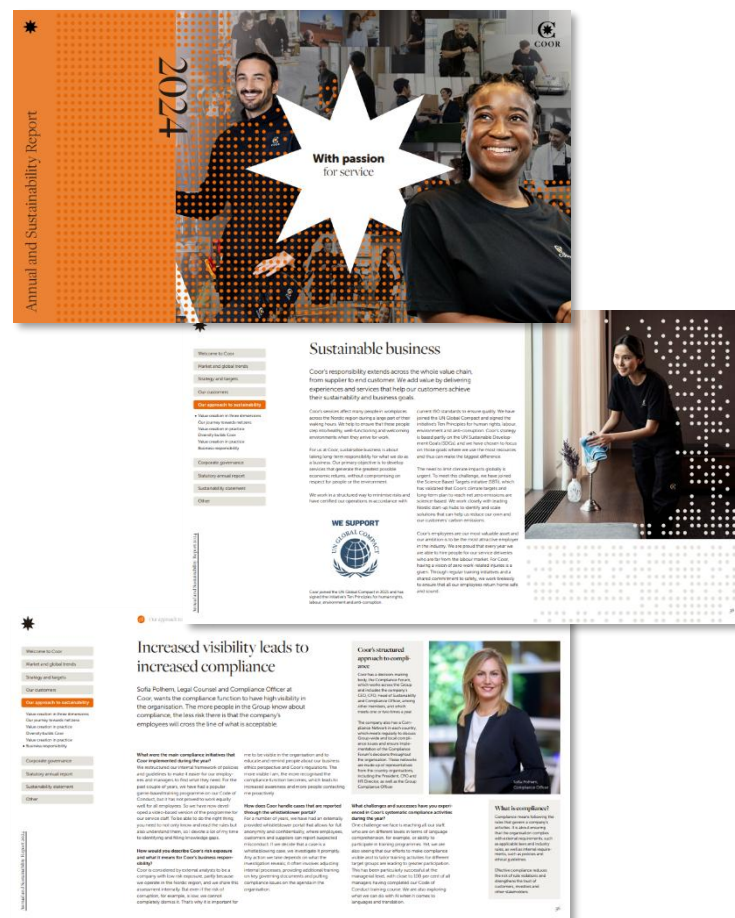
As part of Åpenhetsloven a routine for handling information requests about Coor's HRIA is set. Please send an email to no.apenhetsloven@coor.com with your request.

Progress since last report

- Published this standalone Human Rights Report 2025, continuing the practice initiated in 2024.
- Integrated human rights disclosures into the 2024 Annual and Sustainability Report (CSRD-aligned).
- Improved transparency on supplier due diligence via external website.

Further identified activities

- Continue to detail and visualize Coor's HRDD process for external stakeholders.
- Strengthen internal communication on grievance mechanisms and escalation paths.



6. Remediation

Where we identify that we have caused or contributed to adverse human rights impacts, we will provide for or cooperate in the remediation through legitimate purposes.

Where we identify that we have not caused or contributed to the adverse human rights impact but are directly linked to the impact by our business relationships, we will seek to use our leverage to enable remediation. In the event of deviations, we have channels and resources to follow up and take measures to correct the relationship.

In connection with Åpenhetsloven, the number of actual or reported cases of violations of human rights must be logged and reported in accordance with a separate routine for this. As of today, we have not had such cases.

Coor commits to having effective channels for complaints (grievance mechanisms), that are accessible to all employees, and to develop those in line with the 'effectiveness criteria' laid out in the UN Guiding Principles on Business and Human Rights and ask of our suppliers and business partners to do the same. Therefore, in Coor, a notification channel has been set up which we encourage everyone to use if someone becomes aware of objectionable circumstances. This can be our own employees, customers, suppliers or other third parties. The notification channel is open to everyone.

Supply chain Due Diligence

Coor expects our suppliers and business partners to respect human and workers' rights

and establish human rights policies which address the corporate responsibilities outlined in the UN Guiding Principles for Business and Human Rights. If we discover that suppliers or business partners are involved in violations of human rights, we will communicate our concerns and demand that the supplier or business partner take appropriate action, e.g., through a remediation process. If corrective actions are not taken and the violations endure, an assessment shall be made of whether to end the business relationship.

Progress since last report

- Established Compliance Forum and Compliance Network with focus on whistleblowing.
- No reported or confirmed human rights violations in 2024.
- Continued operation of open-access whistleblower channel (WhistleB).

Further identified activities

- Increase awareness of grievance mechanisms among employees, suppliers, and third parties.
- Clarify expectations on suppliers to establish and operate effective grievance mechanisms.
- Develop internal guidance on remediation pathways and escalation procedures.

Appendix: Salient human rights impact

During the HRIA, Coor identified several risks divided per business area. The risks were classified based on severity low, medium, high, and very high. The ones with highest severity are described in tables below. There is also a section describing how these risks are managed today.

Health and safety risks

The table below presents the most salient risks related to health and safety in Coor's own operations. These risks primarily affect our employees and are directly linked to the physical and psychosocial working environment in our core service areas: cleaning, property, and security. They are grouped together to reflect the central role of occupational health and safety in our human rights due diligence process.

Impact scenario	Main service area impacted	Potential or actual risk	Probability	Connection	Leverage	Severity
Physical injury through a serious incident/accident in high-risk activity at work	Cleaning, Security, Property	Potential	Unlikely	Directly linked to	Medium	Very high
Physical injury sustained from falling from a height	Cleaning, Property	Actual	Possible	Cause	High	Very high
Serious physical injury sustained through an external impact or incident	Cleaning, Security, Property	Potential	Unlikely	Cause	Low	Very high
Physical injury sustained from electrical work.	Property	Actual	Possible	Cause	High	Very high
Physical injury sustained due to a threatening situation	Security	Actual	Very likely	Cause	High	High
Physical conditions sustained through handling hazardous substances	Cleaning, property	Actual	Possible	Cause	High	High
Physical condition sustained through contracting infections or diseases	Cleaning, Security	Potential	Possible	Directly linked to	Medium	High
Negative physical impact sustained through unfavorable work ergonomics	Cleaning, Property	Actual	Very likely	Cause	High	High
Physical injury due to a traffic accident at work	Cleaning, property	Potential	Possible	Cause	High	High
Physical conditions sustained from working in spaces with poor air quality	Cleaning, Security, Property	Actual	Possible	Directly linked to	Medium	High
Risk of negative impact from work on mental health.	Cleaning, Security, Property	Actual	Likely	Cause	High	High
Increased risk of exploitation of workers in the industry work.	Cleaning, Property	Potential	Possible	Directly linked to	Medium	High

Note: Some risks may have overlapping characteristics (e.g. exploitation or mental health), but have been grouped based on their primary connection to either occupational health and safety or broader human rights concerns. This clustering aims to support clearer prioritization and targeted mitigation strategies.

Other human rights risks

This table includes other salient risks identified in Coor's operations that are not primarily related to occupational health and safety. These risks may affect third parties (such as customers or the public), or relate to broader human rights concerns such as exploitation or indirect impacts. They are presented separately to ensure clarity and focus in our risk mitigation efforts.

Impact scenario	Main service area impacted	Potential or actual risk	Probability	Connection	Leverage	Severity
Increased risk of exploitation of workers in the cleaning industry	Cleaning	Potential	Possible	Directly linked to	Medium	High
Increased risk of exploitation of workers in snow removal	Property	Potential	Possible	Directly linked to	Medium	High
Risk of negative impact on others stakeholders' health	Cleaning, Security	Potential	Unlikely	Cause	High	High
Risk of negative impact on other stakeholders' physical or mental health	Security	Potential	Possible	Cause	High	High

Note: Some risks may have overlapping characteristics (e.g. exploitation or mental health), but have been grouped based on their primary connection to either occupational health and safety or broader human rights concerns. This clustering aims to support clearer prioritization and targeted mitigation strategies.

Risk management

Physical injuries/conditions and mental health

Many of the identified risks are connected to physical injuries and/or conditions as well as mental health issues, mainly related to our own employees. Coor's employee processes form the basis for the company's social responsibility. Coor's employees work continuously to improve the company's service delivery to the customers, but to be able to do a good job they need to have the right conditions and need to feel that they are being seen, heard and acknowledged. We refer to Coor's efforts to build employee engagement as Passion for People. The Group's HR Director is responsible for Coor's strategic development activities in social sustainability. Since 2021, the Group's HR Director, together with all the country HR Managers, have formed a management team tasked with promoting joint development, not least in social responsibility. The management team has created a common development plan for those areas where the Group has common interests. The management team also continuously monitors

the common Group goals as well as other strategic KPIs in social sustainability and evaluates the initiatives that are implemented to achieve the goals. Coor is a service company whose most important asset is our employees. As part of Passion for People, Coor therefore monitors staff turnover to ensure that the company has the talent it needs. This monitoring also provides indications regarding the employees' well-being and is an important parameter as the company grows.

All employees should be able to work in a good and safe environment, both physically and psychosocially. Coor's efforts to promote health and safety are based on identified risks and general legal requirements. Coor's health and safety management is well implemented, governed by the executive management team and developed continuously through the Safety Committee, which consists of the national and Group health and safety officers and the Group's HR Director. We have a clear vision to achieve zero workplace-related injuries. A key success factor to realise this vision is to address health and safety in collaboration with customers as well as

suppliers. The majority of Coor's employees work in our customers' premises and often in collaboration with subcontractors, which is why continuous dialogue, joint efforts and analysis are important and prioritised. Risks are identified through risk surveys, risk assessments, continuous safety inspections and daily reporting of risk observations.

We especially focus on:

- Nationwide initiatives in the form of preventive activities to increase proactive risk awareness in the business.
- The introduction of Life Saving Rules and First Line Manager Training courses.
- Operational monitoring of safety inspections, risk surveys and assessment of injuries to develop targeted risk prevention activities. The introduction of escalation processes to deal with injuries in all countries.
- Collaboration with customers on safety inspections, training and supplier meetings.
- Internal and external audits in accordance with the ISO 45001:2018 health and safety standard.

All employees are encouraged and expected to report observed risks as part of their duties. Processes and procedures contain instructions for how events should be reported and investigated. Risk observations, incidents and injuries are reported directly to the relevant manager by mobile phone or computer. The

reports are then followed up and the implemented risk prevention activities are assessed. The results are followed up and analysed at country and Group level monthly. Based on the results, targeted measures and training activities are carried out.

If we cannot do the work safely, we shall not do it at all. This is a key maxim to bear in mind as we work towards our vision of zero work-related injuries.

Exploitation of workers

Even though the highest potential severity were identified in health and safety, the HRIA also showed an increased risk for exploitation of workers both within cleaning and property. Coor naturally takes this very seriously and is now starting work to identify activities and the need for new or updated routines to reduce this risk. This means, among other things, an increased need for training both in recruitment and among managers. This also applies in cases where Coor uses subcontractors for the performance of services. From an employer's perspective, Coor has understood the issue for a long time, including the importance of freedom to collective bargains, but with the individual perspective on the issues that due diligence for human rights entails, the insight has deepened, and we understand that further measures need to be taken.



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