Cramo Group
Sustainability report 2016

CRAMO CARE

SUSTAINABLE SOLUTIONS THROUGH
RESPONSIBLE SHARING

CRAMO

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ABOUT CRAMO

Cramo is one of Europe's leading companies specialising in equipment rental services and rental of modular space. Cramo has 2,562 employees and is represented in 15 markets. We operate under the Cramo brand in Finland, Sweden, Norway, Denmark, Germany, Austria, Hungary, Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and Russia (Kaliningrad). In mainland Russia and Ukraine, operations are run under the brand of the 50 percent-owned joint venture Fortrent.

This network of 324 depots supplies a wide variety of rental products and services based on local demand. With over 210,000 equipment items for rent and over 150,000 customers, Cramo serves construction firms, manufacturers, the public sector and private customers.

Cramo is a Nordic mid-cap company in the industrials sector, listed on the Nasdaq Helsinki Ltd. Our headquarters are located in Vantaa, Finland.

President and CEO: Leif Gustafsson
Chairman of the Board: Helene Biström

MEGATRENDS DRIVE RENTAL

Every week another 1,500,000 people around the world become urban citizens, each striving for a better life. Meanwhile, we face climate change and growing resource scarcity. To meet new and increasing needs, technological advances and efficient ways of sharing resources are crucial.

AS PART OF THE SHARING ECONOMY, OUR RENTAL SOLUTIONS PROVIDE SAFE, RESOURCE-EFFICIENT ALTERNATIVES TO OUR CUSTOMERS, GENERATING VALUE TO ALL OUR STAKEHOLDERS AND TO SOCIETY.

OUR AMBITION IS TO TAKE A LEAD IN ADVANCING SUSTAINABILITY IN THE RENTAL INDUSTRY, EXCEEDING THE EXPECTATIONS AND REQUIREMENTS OF OUR STAKEHOLDERS AND EXCELLING IN CUSTOMER SATISFACTION.

LEIF GUSTAFSSON, PRESIDENT AND CEO

FURTHER INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

Cramo Care is our programme for integrating sustainability into our day-to-day business. It addresses our most relevant – positive and negative – impacts and how we can ensure value creation for our customers, shareholders and employees as well as for other stakeholders.

Our business objective – to provide easy access to efficient rental solutions – offers clear sustainability advantages compared to purchasing specialised equipment and modular space solutions. Our customers share rental equipment and modular space solutions with many other users, which results in an efficient use of resources and contributes to our customers' financial as well as non-financial targets. Cost-effectiveness and a reduced environmental footprint are two examples of such targets.

During the year, we refined our Cramo Care strategy for further integrating sustainability into our entire business. As part of this strategy, we have set Group-wide non-financial targets and key performance indicators. Non-financial indicators are now included in the financial reporting system, the result being improved monitoring and performance.

Being a caring member of the local community is a long-term commitment for Cramo. Our aim is to be a responsible corporate citizen and contribute to a sustainable future. Priority is given at all times to our customers' key concerns – safety at construction sites, resource efficiency and strong business ethics.

I am happy to share our work and important results from 2016 – which were achieved thanks to the valuable support and cooperation of our stakeholders.

Anders Collman
Vice President, Sustainability

BASED ON OUR REFINED CRAMO CARE STRATEGY, WE WILL FURTHER INTEGRATE SUSTAINABILITY INTO OUR BUSINESS IN THE YEARS AHEAD.

WE HAVE A LONG-TERM COMMITMENT TO BEING A CARING MEMBER OF SOCIETY. OUR AIM IS TO BE A RESPONSIBLE CORPORATE CITIZEN AND CONTRIBUTE TO A SUSTAINABLE FUTURE.

ANDERS COLLMAN, VICE PRESIDENT, SUSTAINABILITY

CRAMO CARE – OUR STRATEGIC APPROACH ON SUSTAINABILITY

Cramo Care is our strategy for integrating sustainability step by step into all parts of the business and is based on Cramo's values. Our ambition is to take the lead in advancing sustainability in the rental industry as well as meet the requirements of all stakeholders and internationally recognised standards.

KEY ELEMENTS OF INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

Our sustainability strategy is aligned with and mutually supportive of our business strategy, which is aimed at strengthening the long-term focus from all stakeholder perspectives.

Sustainability has a direct impact on our internal value creation through growth, return on capital and risk management. It also generates external value for our customers and other stakeholders, leading to greater cost-effectiveness, improved access to products with high safety and environmental standards and a reduced environmental impact.

THE KEY ELEMENTS OF OUR CRAMO CARE STRATEGY ARE:

#1

CRAMO AS AN ACTIVE SHAPER OF THE RENTAL INDUSTRY, A DRIVER OF THE SHARING ECONOMY.

Responsible sharing is the core of our business. Our ambition is to play an active role in developing sustainable rental solutions, enabling our customers to provide safe working environments, cut their energy usage, reduce their climate impact and minimise waste.

#2

VALUE CREATING TARGETS INCLUDE BOTH FINANCIAL AND NON-FINANCIAL OBJECTIVES.

Our key performance indicators and value-creating targets enable us to monitor and continuously improve performance, meeting the requirements of our customers, investors, employees and other stakeholders.

#3

OVERALL RESPONSIBILITY LIES WITH GROUP MANAGEMENT, WHEREAS OPERATIONAL RESPONSIBILITY AND EMPLOYEE ENGAGEMENT LIE WITH COUNTRY MANAGERS.

Cramo group management has overall responsibility for the Cramo Care strategy and sustainability policies. Country managers are responsible for their implementation and integration at the country level.

EXCEEDING STAKEHOLDER REQUIREMENTS

The foundation of Cramo Care is a materiality study that identified our stakeholders' top priorities, which are integral to our focus areas. Our ambition is to exceed our stakeholders' requirements. Strategic partnerships with top experts and our stakeholders enable us to be at the forefront of developing sustainable rental solutions.

Our greatest impacts occur beyond our direct control. We have to work in partnership with suppliers, customers and other stakeholders to tackle problems and address opportunities throughout the value chain.

STAKEHOLDER GROUP	KEY EXPECTATIONS
CUSTOMERS	• Health and safety • Energy efficiency and climate impact • Resource efficiency and handling of waste • Business ethics
EMPLOYEES	• Health and safety • Business ethics • Skills development • Diversity and equality
INVESTORS	• Measurable targets • Risk assessment, including supplier performance • Top management commitment • Monitor performance
STANDARDISATION BODIES	• Measurable targets • Sustainability integrated into the business strategy • Top management commitment • Monitor performance

CRAMO CARE

COMMITMENT AND PRINCIPLES

Code of Conduct and Business Ethics Supplier Code of Conduct UN Global Compact ISO

CUSTOMER CARE

- Customer satisfaction
- Health and safety
- Resource efficiency
- Business ethics
- Responsible suppliers

EMPLOYEE CARE

- Employee satisfaction
- Health and safety
- Skills development
- Diversity and equality

SUSTAINABILITY

Growth Risk management Return on capital

ENVIRONMENTAL CARE

- Resource efficiency
- Reduced environmental footprint
- Increased circularity

SOCIAL CARE

- Local engagement
- Business ethics

STRATEGIC TARGETS

CUSTOMER CARE	EMPLOYEE CARE	ENVIRONMENTAL CARE	SOCIAL CARE
Most satisfied customers in the industry	**Zero accidents**	**Zero emissions**	**Top ranked in business ethics**
Target: CSI steady over 70 Outcome 2016: 72.6	Target: LTIR* < 5 by 2020 Outcome 2016: 13.7	Target: CO_2 emissions, scope 1 and 2 relative sales (tonnes/MEUR), >20% decrease by 2020 vs 2016 Outcome 2016: 18 tonnes/MEUR	Target: 0 lawsuits (human rights, corruption, environment) Outcome 2016: 0

INTERNAL ORGANISATION, ROLES AND RESPONSIBILITIES

EFFICIENT INTERNAL OPERATIONS

Cramo Care presents clear targets and ways to monitor performance and sets priorities for our group management systems. It defines responsibilities at Cramo for developing strategy and policies as well as for ensuring implementation and continuous improvement.

HIGHEST ETHICAL STANDARDS

Customer care and satisfaction are key to Cramo's business success. It is vital to us that our customers trust that we conduct business in an ethical, transparent and lawful manner. Everything we do has an impact.

This is why we emphasise that day-to-day decisions are based on doing good business with integrity and, as a result, maintaining long-term relationships with customers, distributors and suppliers.

Cramo prioritises long-term collaboration with suppliers who adhere to the highest ethical standards as well as long-term sustainable profitability. Most of our machinery and equipment is purchased from suppliers in Europe, the US and Japan.

WHISTLEBLOWING - FOLLOWING UP ON OUR CODE OF CONDUCT

Our whistleblowing service provides a means for all employees to report suspicions of misconduct, that is, actions not in line with our company values and which may harm individuals, our company or the environment.

This is an early warning system to reduce risks and an important tool for safeguarding high corporate governance standards and maintaining customer and public confidence in our operations. Any concern or issue reported is treated seriously, fairly and promptly. Inquiries are handled discreetly and confidentially.

TRANSPARENT COMMUNICATION AND ANCHORING

Our ethical guidelines are systematically communicated and anchored throughout the organisation. We train our employees in our values, strengthening our corporate culture with the goal of excelling in customer satisfaction. Cramopol is one of the tools we use for training and anchoring our values. It is a fun game that engages employees and management as well as facilitates discussions about ethical dilemmas and how to deal with them.

CRAMO'S ETHICAL GUIDELINES

#1 WE COMPLY WITH LAWS AND POLICIES. WE NEVER COMPROMISE INTEGRITY.

#2 WE CREATE SAFE AND HEALTHY WORK PLACES. WE CELEBRATE COMPETENCE AND CUSTOMER CENTRICITY.

#3 WE NEVER COMPROMISE ON PUBLIC AND SOCIAL RESPONSIBILITIES.

CRAMO

CUSTOMER CARE

STRATEGIC TARGET:
MOST SATISFIED CUSTOMERS
IN THE INDUSTRY

Achieving customer satisfaction – by contributing to our customers' success and making their lives easier – is key to Cramo. Our customers can always trust that we work with great integrity and meet high business ethics standards.

INNOVATION THROUGH PARTNERSHIPS

Cramo's ambition is to play an active role in developing sustainable solutions – not just to meet existing requirements and regulations but to help further development towards a more sustainable world. An active dialogue and structured cooperation with customers and other stakeholders are crucial components of this strategy. As an example, in 2016 Cramo Sweden initiated a development project together with NCC focused on worksite safety. In early 2017, the parties will specify the objectives and define target levels. A joint project team will periodically assess deliveries in meetings following a standard agenda.

HEALTH AND SAFETY AT CUSTOMER SITES

Safety is our first priority and an integral part of our business. Cramo provides a wide range of safety equipment as well as training and broader safety solutions. Our vision is zero accidents at construction sites.

INCREASING DEMAND FOR SAFETY TRAINING

Cramo School is our successful concept for offering training to customers in order to efficiently create awareness and competence to prevent accidents at construction sites. One of Cramo School's strengths is connecting theory to practice – making participants actively aware that they should not take unnecessary risks and of how to work safely.

We receive an ever-growing number of requests for safety training from customers. External safety training is provided in Finland, Sweden, Norway, Germany, Austria, Latvia, Lithuania and Poland. A total of 10,622 individuals participated in safety training sessions arranged by Cramo in 2016.

IPAF CERTIFIED TRAINING CENTERS IN GERMANY AND AUSTRIA

Since 2014 Cramo Germany is an official training center of the IPAF and carries out training according to the international recognized IPAF-standard. The training is developed by access-users and safety experts and gets continuously improved. It is certified according to ISO 18878 and the professional association-principle 966. During 2016 Cramo Austria also became an IPAF certified training center.

CASE

METSÄ FIBRE USES CRAMO SCHOOL TO TRAIN WORKSITE MANAGEMENT AND SUPERVISORS

Metsä Fibre, part of the Metsä Group, is building Finland's largest bioproduct plant. Worksite safety manager and safety coordinator **Ilkka Karvonen** has defined the training requirements. Cramo School offers fall protection training for the site, which is designed to meet the requirements specified by Metsä Fibre.

"We offer Cramo's training to all foremen in the companies whose employees' jobs include working at heights at our worksite. Training is offered both to contractors and to our own employees," Karvonen notes. Cramo's safety specialist **Mikko Yläjääski** points out that fall protection training includes a lot more than just guidance on how a harness should be used.

"The training includes guidance on the use of collective fall protection and personal fall protection equipment. Scaffolding, barriers and handrails are primary solutions to ensure safety on worksites, but we also need personal protection equipment to achieve complete safety," Yläjääski comments.

"There are 100-200 additional employees coming to the worksite every month. At the end of 2016, there were around 2,500 employees working at the site. So it does make sense to hold training sessions on a regular basis," Karvonen says and praises the training sessions as being very useful and practical.

"Many employees do not know how to wear their harness right without guidance, so Cramo's training is very beneficial. We have also reviewed how to use proper handrails and other important things related to safety."

REDUCING OUR CUSTOMERS' ENERGY USAGE

Cramo is committed to continuously helping our customers reduce their energy usage, thus reducing their costs and carbon footprint. Energy efficiency is a priority for all our customers, which makes our work to develop solutions for increased energy efficiency and a reduced climate impact even more essential.

ENERGY STORAGE SYSTEMS WITH REINFORCED INSULATION REDUCE ENERGY LEAKAGES

Cramo Sweden provides energy storage systems with reinforced insulation in floors, walls and ceilings and an entrance door that closes automatically. The solution works as an energy-efficient alternative to insulated containers, reducing energy usage up to 70 percent.

PROVIDING ENERGY-EFFICIENT LIFTS

Cramo Finland has supplemented its fleet with the Power Tower Ecolift. By turning a handle instead of using batteries or electricity, the user elevates the lift, making it more energy-efficient.

NEW PROJECT FOR MEASURING ENERGY USAGE

In late 2016, Cramo Adapteo Sweden, in cooperation with one customer, launched a project to measure energy usage in modular space solutions with the aim of increasing energy efficiency.

MINIMISING WASTE AT CUSTOMER SITES

Cramo develops customer solutions from a life-cycle perspective. With our broad experience, we are able to add to customer value by providing cost-effective solutions that minimise waste at construction sites – with the handling of hazardous waste being a top priority.

CUSTOMER DIALOGUE ON WASTE REDUCTION ACHIEVED THROUGH RENTAL

In 2016, Cramo Sweden was invited by one customer to attend three half-day workshops on how to minimise waste at construction sites. In the workshops, Cramo had the chance to discuss the benefits of rental in relation to reaching the customer's targets on waste reduction.

NEW SAFETY CHECK CONCEPT MINIMISES THE RISK OF OIL LEAKAGE

Cramo Finland has started to use a new safety check concept for external fuel tank installations. The aim is to ensure that all parties use the system in an environmentally safe manner, minimising the risk of oil leakage.

ISO MANAGEMENT STANDARD 9001 HAS BEEN IMPLEMENTED IN FINLAND, SWEDEN, DENMARK AND NORWAY. CERTIFICATION IS ONGOING, WITH ALL CRAMO MARKETS TARGETED.

CUSTOMER CARE

	TARGET	OUTCOME 2016
Customer satisfaction	CSI steady over 70	72.6
	All operations covered by ISO 9001 by 2020	82% (relative sales)
Health and safety (at customer site)	10% increase per year from 2018 regarding number of individuals participating in safety training	10,622 individuals
	100% of Cramo countries* providing external safety training by 2020	67%
Resource efficiency (at customer site)	13% reduction of energy usage per square meter from rented modules by 2020 vs 2016	171 kWh/sqm
	40% reduction of diesel powered heating equipment by 2020 vs 2016	Share of diesel powered heating equipment of total heating fleet, 16%
	70% reduction of Stage I-III diesel engines in rental equipment by 2020 vs 2016	Share of rental equipment with diesel engines stage I-III, 56%
Business ethics	0 lawsuits (human rights, corruption, environment)	0
Responsible suppliers	All contract suppliers have signed the Supplier CoC by 2020	A new Supplier CoC was developed in 2016, implementation will start in 2017

*Excluding countries with less than 3 depots

EMPLOYEE CARE

STRATEGIC TARGET:
ZERO ACCIDENTS

Our overall business success depends on the commitment and engagement of our employees. We want to offer safe, stimulating workplaces for all our employees, developing and securing key competence. With a good mix of people – men and women of different ages and backgrounds – we expect to meet diverse customer demands.

MONITORING EMPLOYEE SATISFACTION

We regularly monitor employee satisfaction. In the latest Cramo Group's Trust Index Survey, conducted in 2015 by Great Place to Work, Cramo achieved an average score of 67%. 75% of employees responded positively to the statement "Taking everything into account, I would say this is a great place to work!", indicating an overall positive workplace experience above the survey average

Based on the survey results, country-specific activities were carried out in 2015 and 2016. For example, Cramo Poland modified the training path for new employees in order to provide more support to depot managers on how to conduct training. Cramo Czech Republic and Cramo Slovakia introduced a specific salary review dialogue based on an analysis of the employee's salary trend over the past three years. The dialogue is aimed at increasing the transparency of the process and explaining the principles of the bonus system.

CRAMO SAFETY

Priority is given to systematic and preventative safety work, including risk assessment and the identification of potential hazards, throughout Cramo Group.

WE TREAT EACH OTHER WITH RESPECT. WE SHOULD ALWAYS PROMOTE A GOOD WORKPLACE WHERE EVERYONE CAN DEVELOP.

PETRA SCHEDIN STERGEL,
SENIOR VICE PRESIDENT,
HUMAN RESOURCES DEVELOPMENT

CUSTOMISED SAFETY CARD TRAINING CLASSES

Safety card training is mandatory at construction sites and in several industrial plants in Finland. Since early 2016, Cramo Finland is qualified to conduct customised safety card training classes for employees and thus raise safety awareness.

CHALLENGE FOR REPORTING INCIDENTS LAUNCHED

For four months in the autumn of 2016, Cramo Norway launched a challenge for all employees to report incidents. The initiative resulted in a better understanding among employees of the purpose and importance of incident reporting as a way to prevent accidents.

CRAMO DEVELOPMENT

Cramo Development is our common framework for employee onboarding, training and skills development across Cramo Group. The purpose of Cramo Development is to encourage the professional growth of all employees throughout their career, thus ensuring expertise and efficiency are found at all organisational levels.

Cramo Development defines the skills and competence needed for each position. The training modules, such as the on-the-job Cramo School and Cramo Academy management training, are continuously developed and adapted to new customer demands and local needs. The annual average training time per employee in 2016 was 1.75 days.

Cramo Dialogue is a structured employee dialogue for monitoring and continuously enhancing employee satisfaction and dedication. It is an efficient tool for setting personal development targets and prioritising activities for improvement. Our policy is for all employees to have an annual performance review.

WE HAVE SUCCESSFULLY IMPLEMENTED THE OHSAS 18001 OCCUPATIONAL HEALTH MANAGEMENT SYSTEM IN FINLAND AND SWEDEN, AND OUR AIM IS CERTIFICATION IN ALL CRAMO MARKETS.

CRAMO DIVERSITY

A corporate culture based on diversity is important to the favourable future development of Cramo. We want to offer men and women of different ages and backgrounds the same development opportunities.

CONTINUED STRONG FOCUS ON GENDER EQUALITY AT CRAMO SWEDEN

In 2016, Cramo Sweden continued its strong focus on gender equality. The goal was to recruit at least 30 women to the depot network before the end of 2016. To achieve this goal, Cramo Sweden worked with a wide range of activities, such as arranging an open house on International Women's Day, cooperating with recruitment companies that specialise in finding women with the right skills and providing women's networks in all Cramo regions.

The goal of recruiting at least 30 women was exceeded. A total of 36 women were recruited to the depot network in Sweden in 2016. As a result, the number of women in the depot network increased to 81 in 2016, compared to 55 in 2015.

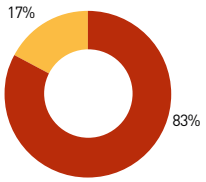
EMPLOYEE CARE

	TARGET	OUTCOME 2016
Health and safety	LTIR* < 5 by 2020 All operations covered by OHSAS 18001 by 2020	13.7 60% (relative sales)
Skills development	3 days of training per employee (in average) by 2020	1.75 days
Diversity and equality	0 lawsuits of discrimination Share of female depot employees, >15% by 2020 Share of female managers, >15% by 2020	0 11% 12%

* Number of work-related accidents with at least one full day absence / Million working hours

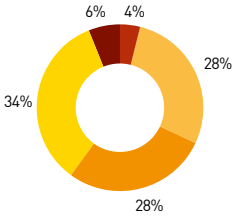
VAARA

2,562 EMPLOYEES IN TOTAL



DIVERSITY - GENDER
2016 (2015)

- MEN 2,116 (2,143)
- WOMEN 446 (330)

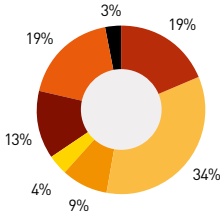


DIVERSITY - AGE
2016 (2015)

- –23 92 (59)
- 24–35 729 (708)
- 36–45 717 (700)
- 46-59 874 (848)
- 60– 151 (157)

EMPLOYEE CONTRACTS
2016 (2015)

- PERMANENT HIRES 97 (94)
- TEMPORARY HIRES 3 (6)



PERSONNEL BY SEGMENT
2016 (2015) %

- FINLAND 480 (448)
- SWEDEN 877 (825)
- NORWAY 225 (219)
- DENMARK 98 (97)
- CENTRAL EUROPE[1] 336 (350)
- EASTERN EUROPE[2] 474 (466)
- GROUP FUNCTIONS 72 (68)

1 Germany, Austria and Hungary
2 Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and the Kaliningrad region of Russia.

1,761 DEPOT EMPLOYEES IN TOTAL

DEPOT EMPLOYEES 2016

- MEN 89
- WOMEN 11

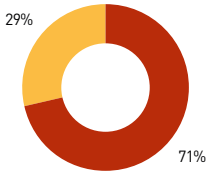
LOCAL MANAGERS 2016

- MEN 88
- WOMEN 12

60 EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS, %

0 LAWSUITS OF DISCRIMINATION REPORTED IN 2016

GROUP MANAGEMENT BY GENDER AND AGE

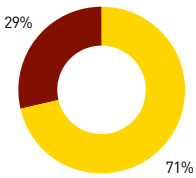


BOARD OF DIRECTORS
2016 (2015)

- MEN 5 (6)
- WOMEN 2 (2)

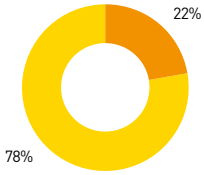
GROUP MANAGEMENT
2016 (2015)

- MEN 8 (9)
- WOMEN 1 (0)



BOARD OF DIRECTORS - AGE
2016 (2015)

- –23 0 (0)
- 24–35 0 (0)
- 36–45 0 (0)
- 46-59 5 (6)
- 60– 2 (2)



GROUP MANAGEMENT - AGE
2016 (2015)

- –23 0 (0)
- 24–35 0 (0)
- 36–45 2 (3)
- 46-59 7 (5)
- 60– 0 (1)

EMPLOYEE TURNOVER

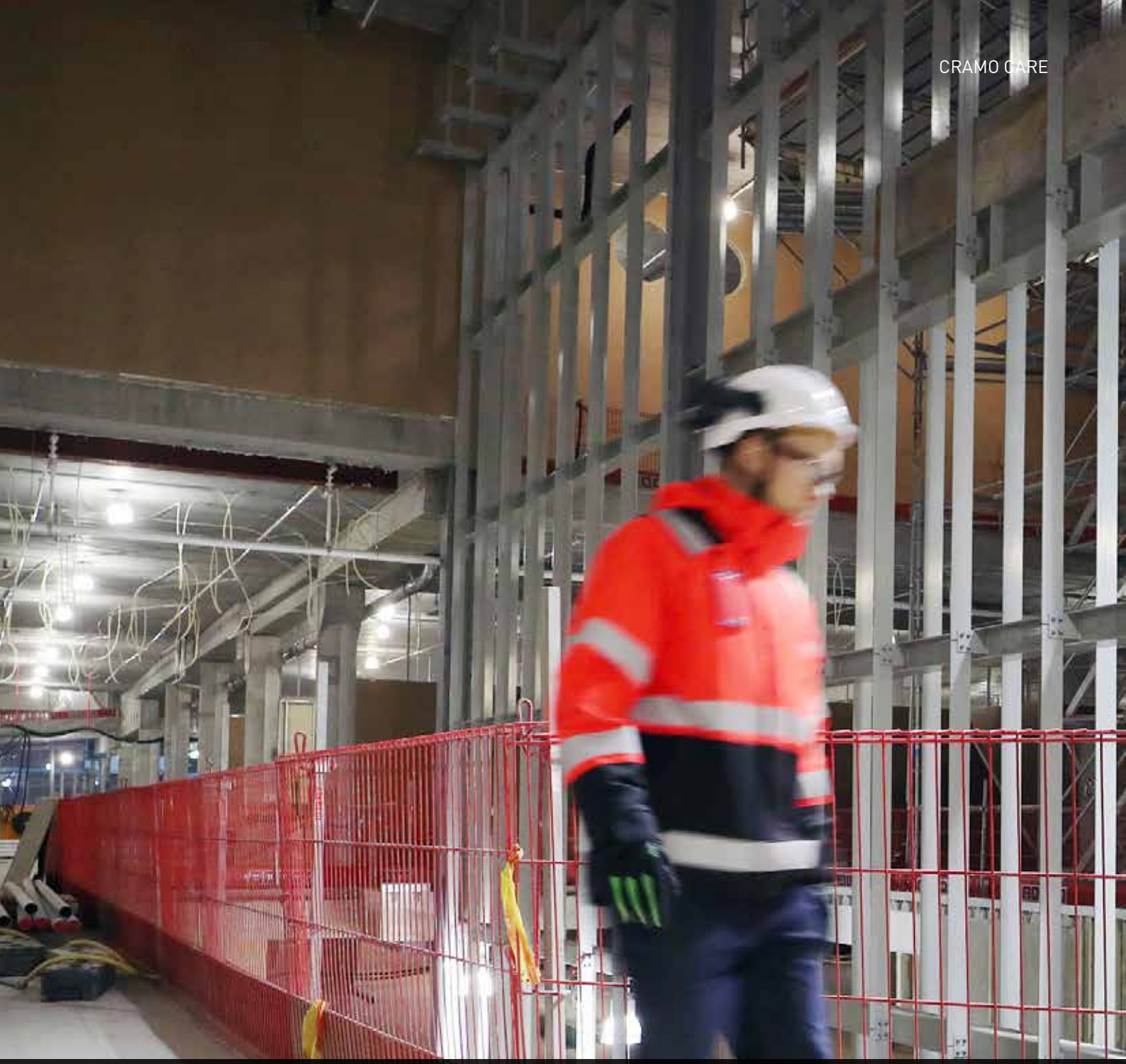
Total	420
Total	420
Men	373
Women	47
- 23	32
24-35	168
36-45	93
46-59	93
60-	34

NEW EMPLOYEES

Total	505
Total	505
Men	409
Women	96
- 23	68
24-35	249
36-45	95
46-59	88
60-	5

16 EMPLOYEE TURNOVER RATE IN 2016, %

19 RATE OF NEW EMPLOYEE HIRES IN 2016, %



HEALTH AND SAFETY

	Sweden	Finland	Norway	Denmark	Central Europe[4]	Eastern Europe[5]
Absentee rate[1] (%)	4.3%	3.4%	7.1%	2.6%	3.4%	2.3%
- men	4.2%	3.4%	n/a	2.6%	3.2%	2.2%
- women	4.7%	3.6%	n/a	2.5%	4.6%	3.2%
Lost time injury rate[2] (%)	5.2	23.7	11.1	11.0	38.6	4.7
- men	5.2	27.5	n/a	12.1	42.0	5.5
- women	5.1	0	n/a	0	19.5	0
Lost day rate[3] (%)	0.02%	0.14%	0.08%	n/a	n/a	0.06%
- men	0.02%	0.16%	n/a	n/a	n/a	0.07%
- women	0.003%	0%	n/a	n/a	n/a	0%

1 Total number of absentee days/Total number of scheduled workdays
2 Number of work-related accidents with at least one full day absence/Million working hours
3 Absentee days due to occupational accidents or diseases/Total number of scheduled workdays
4 Germany, Austria and Hungary
5 Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and the Kaliningrad region of Russia.

ENVIRONMENTAL CARE

STRATEGIC TARGET:
ZERO EMISSIONS

We take a precautionary approach to environmental decisions. Reducing our ecological footprint is a continuous focus area and a priority at Cramo, and our aim is to be the most climate- and resource-efficient rental solutions company.

MITIGATING CLIMATE IMPACT

We are constantly working to mitigate our climate impact by reducing energy usage, switching to fossil-free energy sources, and reusing and recycling materials.

IMPROVING ENERGY EFFICIENCY

Reducing energy usage in transport, lighting and heating are key aspects of our sustainability work.

Our rental services include the transport of machinery, equipment and modular space solutions to our customers. Items are also transported between depots as well as to customer sites. With route optimisation and improved driving patterns, we strive to reduce the number and length of transports, thus also reducing emissions.

Another important aspect is reducing business travel. We promote and facilitate web and phone meetings whenever possible, and video conferences are increasingly used throughout the Group.

ALL DEPOT SIGNAGE TO BE UPGRADED WITH LED LIGHTING

In 2016, we made the decision to upgrade the lighting in all our depot signage to LED lights in 2017 and 2018. Some depots had already made the transition to LED, and the decision affects the remaining 300 depots.

HANDLING WASTE

We work systematically to increase material efficiency and to reduce waste, especially mixed waste and waste to landfill. Priority issues are the handling of hazardous waste and increasing the share of waste for recycling.

PHASING OUT THE USE OF SINGLE-BOTTOM DIESEL TANKS

In 2015, Cramo Norway started to phase out all single-bottom diesel tanks. The aim was to improve environmental safety and minimise the risk of leakage. The work was completed during 2016.

ISO MANAGEMENT STANDARD 14001 HAS BEEN IMPLEMENTED IN CRAMO FINLAND, SWEDEN, DENMARK AND NORWAY. CERTIFICATION IS ONGOING, WITH ALL CRAMO MARKETS TARGETED.

ENVIRONMENTAL CARE

	TARGET	OUTCOME 2016
Resource efficiency	CO_2 emissions, scope 1 and 2 relative sales (tonnes/MEUR), >20% decrease by 2020 vs 2016	18 tonnes/MEUR
	Energy usage, scope 1 and 2 relative sales (tonnes/MEUR), >20% decrease by 2020 vs 2016	95 MWh/MEUR
	Share of waste to recycling, >60% by 2020	49%
	Share of waste to landfill, <15% by 2020	21%
	Share of mixed waste, <20% by 2020	38%
	All operations covered by ISO 14001 by 2020	82% (relative sales)

CLIMATE EMISSIONS, TON CO_2

	Sweden	Finland	Norway	Denmark	Central Europe[1]	Eastern Europe[2]
Direct energy usage						
- company owned vehicles	1,909	479	606	456	1,155	2,499
- heating	100	85	118	22	44	45
Purchased energy						
- electricity	191	1,322	233	55	76	1,885
- heating	582	905	1	0	118	222
Indirect energy usage						
- business travel	320	65	127	n/a	n/a	n/a
- other sources	6,196	255	105	n/a	n/a	n/a

1 Germany, Austria and Hungary
2 Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and the Kaliningrad region of Russia.

ENERGY USAGE, MWH

	Sweden	Finland	Norway	Denmark	Central Europe[1]	Eastern Europe[2]
Direct energy usage						
- company owned vehicles	7,657	2,048	2,484	1,707	4,367	9,363
- heating	368	320	477	83	166	168
Purchased energy						
- electricity	11,753	5,211	4,168	120	246	2,526
- heating	7,506	4,863	111	0	594	1,001

1 Germany, Austria and Hungary
2 Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and the Kaliningrad region of Russia.

WASTE AND RECYCLING

	Sweden	Finland	Norway	Denmark	Central Europe[1]	Eastern Europe[2]
Total weight of waste, tonnes	1,985	647	347	485	n/a	1,228
Of which;						
- non-hazardous waste	1,509	625	299	440	n/a	n/a
- hazardous waste	476	22	48	45	n/a	n/a
Of which;						
- non-mixed waste	1,884	484	n/a	n/a	n/a	22
- mixed waste	101	163	n/a	n/a	n/a	1,206
Handling method, %						
- recycling	1,300	630	196	184	n/a	11
- waste to landfill	134	0	43	24	n/a	763
- incineration	465	17	97	277	n/a	0
- other/unspecified	86	0	11	0	n/a	454

1 Germany, Austria and Hungary
2 Estonia, Latvia, Lithuania, Poland, the Czech Republic, Slovakia and the Kaliningrad region of Russia.

SOCIAL CARE

STRATEGIC TARGET:
TOP RANKED IN BUSINESS ETHICS

Being a responsible corporate citizen is a long-term commitment for us. Conducting business in an ethical, transparent and lawful manner is of highest priority - everything we do has an impact.

FURTHER DEVELOPING OUR ETHICAL GUIDELINES

In 2016, we further developed our ethical guidelines for our internal operations and our suppliers. The new guidelines will be implemented during 2017.

RECEIVING EARLY WARNINGS THROUGH OUR WHISTLEBLOWING SYSTEM

Our whistleblowing service provides a means for all employees to report suspicions of misconduct, that is, actions not in line with our company values and which may harm individuals, our company or the environment.

In 2016, two cases were reported through the whistleblowing system. Both cases were investigated and preventive actions were taken. Neither case resulted in any legal action.

ENCOURAGING LOCAL ENGAGEMENT

Cramo wants to contribute to a fair and sustainable society. During 2017 we will develop and implement clear guidelines with the explicit target to

- encourage and support employee engagement in social responsibility activities
- support disadvantaged youth to increased employability

The program will be developed in close cooperation with partners and stakeholders in the NGO and non-profit sector.

SOCIAL CARE

	TARGET	OUTCOME 2016
Business ethics	0 lawsuits (human rights, corruption, environment)	0
	All employees getting business ethics/CoC-training annually	73%

LONG-TERM PARTNERSHIP WITH SOS CHILDREN'S VILLAGES

CASE

We strive to take an active role in the communities we operate in and encourage our employees to contribute to local voluntary projects. Since 2007, we have cooperated with the non-profit organisation SOS Children's Villages to support children in difficult situations who need extended care. Over the years, we have helped finance children's villages in five countries: Estonia, Latvia, Lithuania, Ukraine and Russia.

In addition to annual financial support, there are various local activities in most Cramo countries such as assistance in marketing, free access to Cramo's product range and, in some cases, even summer jobs and training offered to young people.

RAISING MONEY FOR THE SOS MAINTENANCE FUND

In March 2016, the Estonian SOS Children's Villages Association asked for help in spreading its message about the SOS Maintenance Fund. The fund covers costs for improving housing – painting, electrical maintenance, furniture, outdoor areas and household appliances.

Cramo Estonia has added an introductory letter to its invoices informing customers about the fund. In 2016, they continued their support of SOS Children's Villages, providing free equipment for summertime repair work.

ABOUT THE REPORT

The report contains standard disclosures following GRI Sustainability Reporting Guidelines. We comply with the new G4 generation of GRI reporting guidelines.

The contents of this report cover sustainability issues identified as being business-critical to our stakeholders. Our priority stakeholders are our customers, employees, shareholders, business partners, regulatory authorities and local governments.

CONTACT

If you have questions regarding this sustainability report, please contact: Anders Collman, Vice President Sustainability, anders.collman@cramo.com

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