



# Norva24 Group AB Sustainability Report 2023





# Sustainability is part of our purpose

## SUSTAINABILITY IN OUR CORE OPERATIONS

Underground infrastructure is a vital part of society, and their performance is crucial for society to function. Access to clean water and sanitation are fundamental human rights. Almost all private and public organizations, institutions and private households are connected to the underground infrastructure. It supplies society with clean water and manages wastewater treatment and disposal. Degradation or failure within this system can disrupt clean water supply, lead to wastewater contamination, and, in extreme cases, cause environmental harm. Thus, ongoing upkeep of this infrastructure and its components is vital for maintaining its efficiency and extending its longevity and operational lifetime.

### Aging underground infrastructure and urbanization

In the markets Norva24 operates, the underground infrastructure predominantly suffers from extensive wear, attributed to prolonged periods without essential renovations. This has culminated in a widespread investment shortfall within this crucial sector. On average, the infrastructure dates back more than 40 years, with portions reaching up to 150 years old. Consequently, there's a notable rise in sewer damages and leak occurrences, undermining the reliability and efficacy of the entire underground system, thereby adversely impacting societal functions.

Moreover, increased urbanization exerts additional pressure on these already overburdened systems, which were not originally designed to accommodate the increasing volumes. This deterioration necessitates an urgent and increased focus on maintenance and upgrading efforts to ensure the sustainability and resilience of the underground infrastructure.

### Climate change

Climate change is intensifying extreme weather conditions, which will, in turn, increase both droughts and precipitation levels, exerting additional stress on underground infrastructure. During exceptionally dry periods, there's a heightened demand for cleaning the subterranean systems and water pipes as the usual flow, which facilitates self-cleaning, diminishes. Similarly, climate change escalates acute precipitation levels, challenging the wastewater system's capacity. Unable to cope with these extreme water volumes, the result is often flooding and consequential damage to the infrastructure.

Moreover, a rise in average temperatures could compromise the hygiene of the drinking water supply. With higher temperatures, the likelihood of bacteria proliferation in the water increases, posing health risks. Thus, Underground Infrastructure Maintenance (UIM) services have become indispensable to adapt to the adverse weather phenomena induced by climate change.

## CONTRIBUTION TO A SUSTAINABLE SOCIETY



Sustainability lies at the core of Norva24 and its mission. It's an integral part of our purpose. Our long-term vision is to emerge as a leader and a lighthouse in the European market, aspiring to inspire and influence sustainable business within the Underground Infrastructure Maintenance (UIM) industry in Europe.



### Environment

Norva24's dedication to maintaining underground infrastructure plays a crucial role in ensuring a sustainable future. Our services significantly support the UN Sustainable Development Goals (SDGs), making direct contributions to SDG 6 – Clean Water and Sanitation. Additionally, UIM services are vital for SDG 11 – Sustainable Cities and Communities and SDG 13 – Climate Action. A strategic priority for the Group is also enhancing energy efficiency, aligning with SDG 7 – Affordable and Clean Energy.

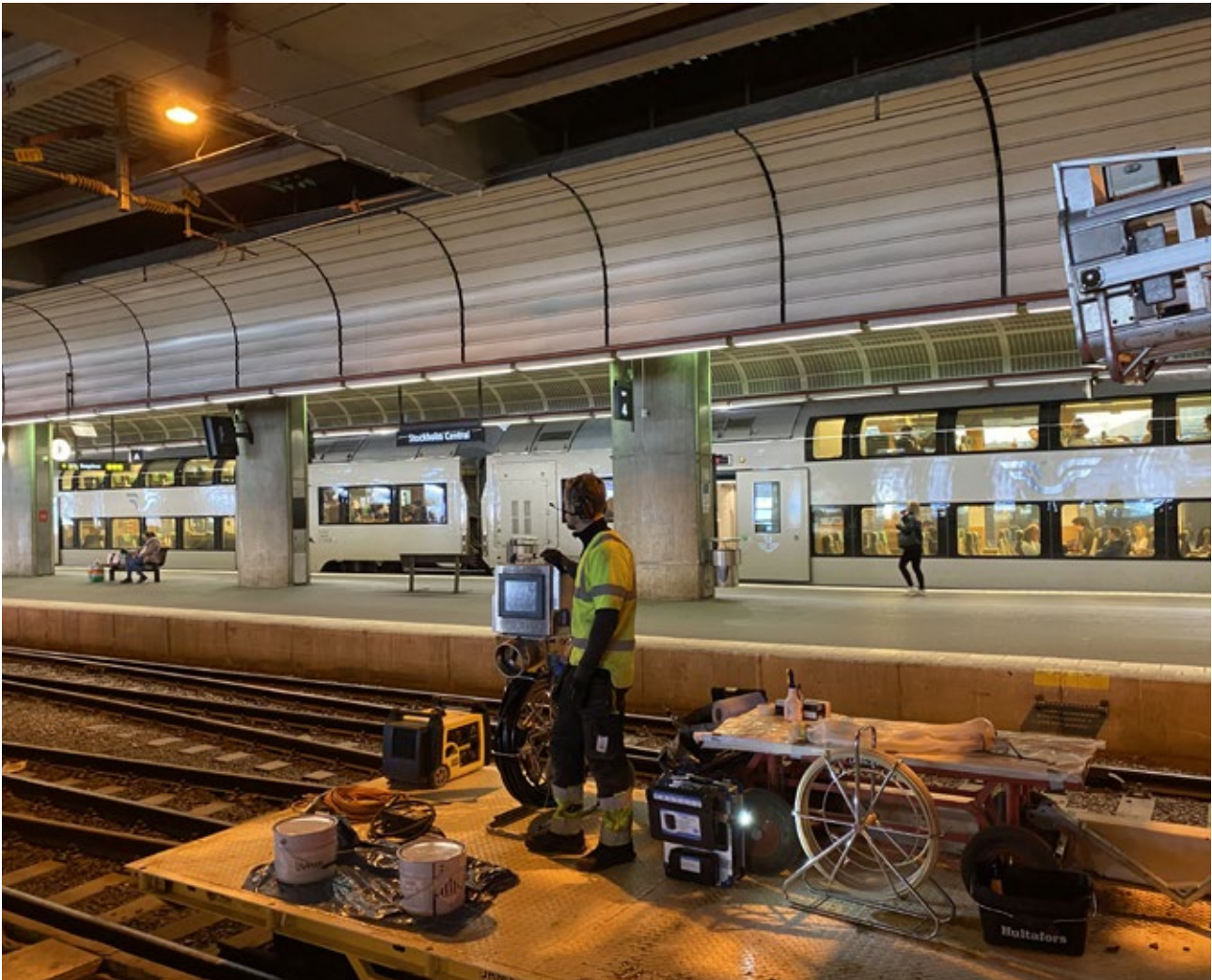
To further our impact on an environmentally sustainable society, we are focused on two key KPIs to expand our green initiatives in accordance with the EU Taxonomy and reduce our relative energy consumption:

-  Increase the share of green activities aligned with EU taxonomy. (Total operating income from green activities aligned with EU taxonomy/Total operating income)
-  Reduce the relative energy consumption from own operations. (kWh/Total operating income\*100)

### Social

Our Group strives to excel in quality, health, safety, and environmental (QHSE) practices, involving every employee in the ongoing improvements of our work environment, processes, environmental efforts, and social accountability. Our ethos, "We always help!" is deeply ingrained in our culture, making it a foundational commitment across the Group.

To safeguard a secure working environment, Norva24 prioritizes social aspects such as health and safety in the workplace. We actively work to prevent accidents and work-related illnesses through comprehensive training and heightened QHSE awareness. For Norva24, prioritizing health and safety is not just a policy; it's

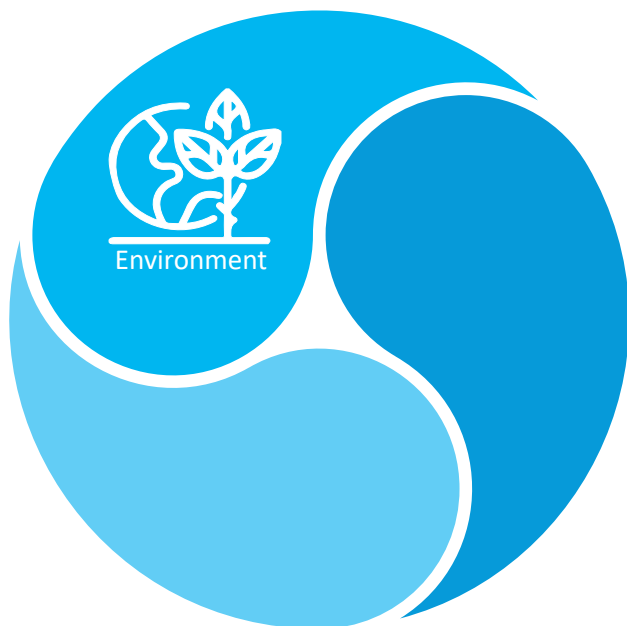


the cornerstone of our business philosophy, with most of our operational units either already ISO 45001 certified or in the process of certification.


#### **Governance and Ethical business**


Norva24 interprets sustainable development as fulfilling current needs without hindering future generations' ability to meet theirs. Our commitment is to always behave as a responsible entity, endorsing sustainability. Ethical business practices are a cornerstone of our operations. The board approved Code of Conduct lays the groundwork for Norva24's approach to ethical business, aiming to minimize non-compliance risks related to competition, anti-corruption, human rights, data protection, security, health, safety, and the environment during engagements with our primary stakeholders. Additionally, Norva24 undertakes an annual Human Rights due diligence, aligning with the OECD guidelines for responsible business conduct.


# Environment




Norva24 strives to serve as a lighthouse of inspiration for environmental practices within the UIM industry. As the leading provider of UIM services in Northern Europe, we deliver essential solutions that society relies on. We have a strategic target to expand our portion of green activities in line with the EU taxonomy. Our services are directly contributing to several of the UN sustainable goals:


 • SDG 6: Ensure availability, and sustainable management of water and sanitation for all.


 • SDG 11: Make cities and human settlements inclusive, safe, resilient, and sustainable.

 • SDG 13: Take urgent action to combat climate change and its impacts

 **Increase the share of green activities aligned with EU taxonomy.**  
(Total operating income from green activities aligned with EU taxonomy/Total operating income)

Furthermore, we are proactively reducing our relative energy consumption in service delivery. By optimizing route planning, investing in modern equipment with lower energy use, and launching other energy-saving measures, we aim to enhance operational energy efficiency. To track progress, we've introduced a KPI for monitoring relative energy consumption across all segments.

 • SDG 7.3: Double the global rate of improvement in energy efficiency.

 **Reduce the relative energy consumption from own operations.**  
(kWh/Total operating income\*100)





# EU Taxonomy Green activities



The EU taxonomy is a classification system established by the European Union to synchronize the EU's Green New Deal strategy with financial reporting, encouraging investments in sustainable businesses, and enhancing transparency and comparability within the Union. Through the taxonomy, we disclose the proportion of our revenue that is eligible and aligned with the EU's objectives for environmentally sustainable services (green services). We also report capital expenditures (capex) as the portion of investments supporting green services or aimed at transitioning non-aligned services to green. Investments not recognized as capex under accounting standards are reported as operational expenditures (opex) within the taxonomy framework.

The EU Taxonomy framework, aimed at steering investments towards sustainable activities, is regularly updated. Initially focused on climate change mitigation and adaptation, in 2023 it extended to include criteria for sustainable use of water and marine resources, circular economy, pollution prevention, and biodiversity restoration. This broadening, finalized by June 2023, allows for comprehensive reporting on these environmental goals starting from 2024, based on 2023 activities.

For a service to qualify as eligible and aligned according to the taxonomy, it must be established that the activity:

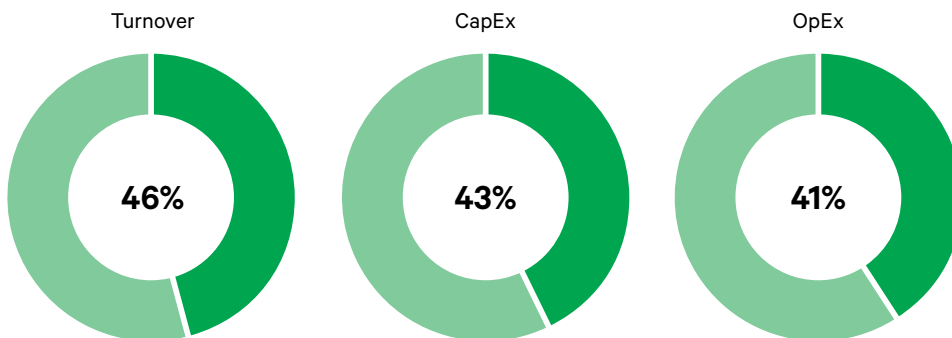
- makes a substantial contribution to achieving one or more of the EUs environmental objectives.
- does no significant harm to any other EU environmental objective.
- will be practiced in compliance with the EU minimum social safeguards.

Only if all three requirements are achieved, will the service be deemed environmentally sustainable by the EU and be qualified as a green service by Norva24. The UIM Industry plays a crucial role in maintaining water supply and sewage networks, and many of Norva24's principal services align with the EU taxonomy criteria.

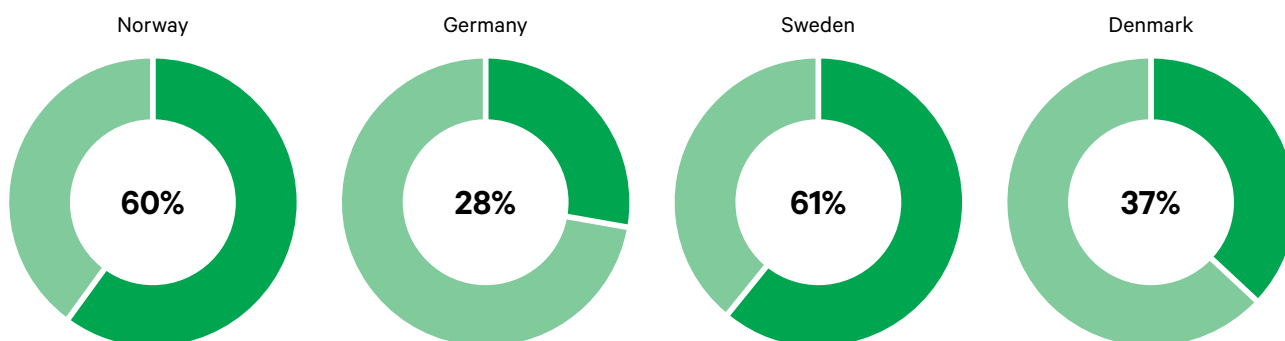


**SUBSTANTIAL CONTRIBUTION**

**Taxonomy eligible green services for Norva24 In 2023**



**Taxonomy eligible green services (turnover) pr segment for Norva24**



**Turnover**

Turnover is defined the same way in the taxonomy as in revenue in IFRS. For Norva24 this means that total turnover is the same as revenue from customer contracts. We have mapped Taxonomy activities to the relevant services offered by Norva24 and present them as their relative contribution to the total turnover.

**Capex**

Green capex is defined as those investments that support the EU taxonomy aligned turnover or supports the transition from non-aligned to aligned. Total capex is defined as capital expenditures in Intangible assets other than Goodwill, Property plant and equipment and Right of use assets. Total investments can be found in note 10, 11 and 12 of the consolidated financial statements as the lines acquired in business combinations and additions. Norva24 presents green capex as the relative share of EU Taxonomy aligned capex of total capex.

When investing in vehicles, there is no inherent limitations on what services these vehicles can perform in connection with the

EU Taxonomy. A vehicle procured for emptying of hazardous waste such as oil separators that currently are not covered as part of the taxonomy, a non-eligible activity, can just as well be used for emptying of fat separators that is an eligible activity. Capex is therefore allocated as a share of turnover, measured at individual subsidiary level.

**Opex**


The total operating expenditure (Opex) covers direct non-capitalized costs related to short-term lease and maintenance, and other direct expenditures relating to the day-to-day servicing of the group's relevant assets.

Opex is allocated based on the same principles as capex.

**DO NO SIGNIFICANT HARM**

We have done the following assessment in relation to the do no significant harm criteria (DNSH). Generally, these EU regulations and directives have been turned into national law in Norway, Germany, Sweden and Denmark.



Taxonomy objective	Substantial contribution	Taxonomy activity	Norva24 Service	Eligible and aligned	Eligible but not aligned	Non-eligible
 Water supply, sewerage, waste management and remediation activities	Climate change mitigation (CCM)	5.4 Renewal of waste-water collection and treatment	Pipe services – Relining (no-dig repair of existing pipes)	10%		
		5.5 Collection and transport of non-hazardous waste in source segregated fractions	Emptying services – Septic tank – Sand traps – Grease separators – Other wet or dry masses	30%		
		5.8 Composting of bio-waste	Environmental composting	1%		
	Transition to a circular economy (CE)	2.3 Collection and transport of non-hazardous and hazardous waste	Emptying oil traps and hazardous waste (hazardous) Deposits hazardous waste (hazardous)		5%	
Other non-eligible activities		Activities not covered by current EU taxonomy	Pipe services – Pipe Inspection – Pressure testing, leak detection, tightness checks – Pipe cleaning  Pressure washing – Tank cleaning – High- and ultra high pressure  Other services			54%
<b>TOTAL TURNOVER</b>				<b>41%</b>	<b>5%</b>	<b>54%</b>

**Adaption to the effects of climate change**

Physical risks are continuously monitored and assessed at the local level. Key locations perform risk evaluations pertinent to climate threats. According to the UN Panel on Climate Change’s scenarios, such risks have a minimal negative impact on the Group but signal opportunities for growth, as evolving climate conditions are expected to escalate the need for underground infrastructure upkeep and system renewal.

**Sustainable water and marine resource mangement**

Norva24 engages in a select set of activities aligned with the DNSH criteria. The company’s services significantly contribute to mitigating stress and emissions from sanitary wastewater, ensuring the maintenance and support of existing water infrastructure by other entities.

**Transitioning to a circular economy**

Downstream handling of waste fractions significantly contributes to the circular economy. Norva24 ensures all waste materials, collected by suction trucks and segregated at source, are delivered to certified sites. Additionally, Norva24 treats various waste fractions, including septic sludge, and fat and oil-contaminated mixes, converting them into valuable resources like clean fertilized soil, pure oil fractions for reuse, and clean water for return to the wastewater system. These processes are meticulously monitored by Norva24 at the local level and by national and local authorities.

For vehicles reaching the end of their economic life, Norva24 evaluates the potential for reuse. The feasibility of repurposing vehicle components, such as mounting tank bodies and pump assemblies onto new chassis, is assessed, potentially offering savings on economic investments and reducing environmental impacts. Alternatively, extending a vehicle’s service life through



repairs is considered, weighing the costs against the anticipated future downtime and repair expenses for older vehicles. This approach underlines Norva24's commitment to sustainability and its role in promoting the principles of a circular economy.

Vehicles, where the analysis concludes that reuse within the group is not economically feasible, is sold in the open market so that no vehicles are scrapped.

#### **Avoid and prevent environmental pollution.**

Risk assessments are conducted for all Norva24 services as part of its QHSE system and ISO certifications. Services that pose an increased environmental pollution risk require operators to implement necessary actions to mitigate these risks to acceptable levels. Although inherent industry risks cannot be fully eliminated, Norva24 employs company-wide strategies for sharing knowledge and best practices to minimize these risks effectively.

Certain activities by the group adhere to EU regulations. For instance, the environmental composting facility outside Bergen processes septic sludge into fertilized soil for agricultural and gardening applications. This plant complies with all relevant local and national regulations, prioritizing the minimization of its environmental footprint. Norva24 is committed to implementing measures to prevent leachate and control odors, ensuring a minimal negative impact on the surrounding environment.

#### **Protection and restoration of biodiversity and ecosystems**

Norva24's activities are assessed to have minimal impact, with biodiversity evaluations focused on ensuring business locations do not affect protected areas. This selective assessment highlights Norva24's commitment to minimizing its environmental footprint, especially in sensitive regions.

#### **MINIMUM SOCIAL SAFEGUARDS**

EU Taxonomy establishes baseline social standards to prevent businesses from negatively impacting their communities. Norva24 diligently monitors these social safeguards at the group level, incorporating protocols for Anti-Corruption, Fair Competition, Taxation, and Human Rights. The organization conducts an annual human rights due diligence in alignment with OECD guidelines for responsible business behavior. Detailed accounts of these initiatives are included in the "Ethical Business" section, illustrating Norva24's dedication to ethical practices and accountability.





# Other environmental initiatives



## REDUCE RELATIVE ENERGY CONSUMPTION

To align with the Paris Agreement and global climate goals, the Underground Infrastructure Maintenance (UIM) sector must embrace sustainable service methods. Norva24, as a prominent UIM provider in Northern Europe, is committed to fulfilling these objectives, responding to stakeholder expectations with responsible actions. The company has set a strategic goal to decrease its operations' relative energy consumption, aiming to lower energy use and greenhouse gas emissions. This key performance indicator (KPI) is directly associated with Sustainable Development Goal (SDG) 7.3, which aims to double the global rate of energy efficiency improvement, underscoring Norva24's dedication to contributing to energy sustainability and reducing environmental impact.



### Reduce the relative energy consumption from own operations.

(kWh/Total operating income\*100)

Throughout 2023, Norva24 has carefully monitored its relative energy consumption across all segments, closely following changes from the previous year. Norway saw a slight decrease to 4.34. Germany significantly reduced its consumption to 2.27 from 2.73 in 2022, demonstrating notable efficiency improvements. Sweden's relative consumption was adjusted to 4.81, and Denmark improved to 4.24 from 5.01 in 2022, both reflecting operational efficiencies.

These figures underline the varied effectiveness of initiatives aimed at operational efficiency improvements, such as enhanced vehicle utilization and more efficient job planning across the regions. The overall relative energy consumption for the Norva24 Group concluded at 4.66, indicating the collective impact of these regional efforts towards the company's commitment to reduce energy use and environmental footprint, aligning with sustainability goals.

## CERTIFICATION – ENVIRONMENTAL MANAGEMENT SYSTEMS – ISO 14001

ISO 14001 outlines the requirements for an environmental management system (EMS) that enables organizations to improve their environmental performance. This standard is designed for organizations committed to managing their environmental responsibilities systematically, contributing to the environmental sustainability pillar. It aims to provide value for the environment, the organization itself, and its stakeholders, in alignment with the organization's environmental policy. The intended outcomes of an EMS under ISO 14001 include:

- enhancement of environmental performance;
- fulfilment of compliance obligations;
- achievement of environmental objectives.

Norva24 holds ISO 14001 certification for its operations in Norway, Denmark, and nearly all in Sweden. This underscores Norva24's dedication to environmental management and sustainability throughout its operations.



## Case: Steering Towards Sustainability – Norva24's Electric Vehicle Initiative



Norva24 is embarking on an important initiative toward sustainability by gradually introducing electric vehicles (EVs) into our fleet. This initiative, led by Tim Normann, CEO of Norva24 Denmark, reflects our commitment to reducing carbon emissions and aligning with global efforts to combat climate change. It's a step forward in our journey to contribute positively to the environment and meet the increasing demand for environmentally friendly services from our customers.

The transition to electric vehicles is driven by our recognition of the need for sustainable solutions in today's world. It's not only about meeting the targets set by the Paris Agreement but also about responding to our clients' expectations for green and efficient services. Particularly in urban settings, there's a growing preference for services that minimize environmental impact, which aligns with our move towards electric vehicles. This shift offers us a way to stay competitive while embracing our environmental responsibilities.

Our approach to incorporating electric vehicles focuses initially on smaller flushing

vehicles, where the current technology meets our operational needs and economic considerations. The introduction of five electric Opel Vario Vans in Denmark, equipped with electric flushing equipment, marks a significant stride in this direction. Although larger electric trucks present a challenge due to their developmental stage and cost, we are optimistic about overcoming these hurdles as technology advances.

Adopting electric vehicles comes with its set of challenges, such as ensuring the vehicles' operational efficiency during colder months and addressing issues related to range and charging infrastructure. "Transitioning to electric vehicles brings about a number of challenges, but with the dedication of our team, especially our mechanics, we're making considerable progress," says Tim Normann. This effort underscores the importance of teamwork and innovation in our transition process.

Training and engaging our employees in this new phase of operations is crucial. By providing them with the necessary training, we're ensuring they are well-prepared to

operate these new electric vehicles. This proactive approach to employee involvement is key as we plan to further expand our fleet of electric vehicles.

Looking to the future, we aim to increase the number of electric flushing vans in our fleet, with a goal of having around 15 electric vans in Denmark in the next few years. This expansion is a part of our broader strategy to adopt more sustainable technologies and practices across our operations. "We're taking significant steps toward incorporating electric vehicles into our fleet. Despite the challenges, the potential for reducing our environmental impact is clear and motivates us to continue this path," Tim adds.

Norva24's move toward electric vehicles reflects our dedication to sustainability and innovation. This initiative not only enhances our services but also plays a part in contributing to a healthier environment. As we progress, we remain committed to exploring and implementing sustainable solutions, reinforcing our role as a leader in the industry and as a responsible steward of the environment.



# Social



Norva24’s employee philosophy is anchored in trust and passion. The company embraces the notion that learning and collaboration among employees foster a positive workplace and enhance performance. A culture of teamwork and common objectives encourages the sharing of knowledge and leveraging of individual strengths, benefiting both Norva24’s operations and its contributions to customers and society. Leaders within Norva24 are expected to exemplify these values, serving as role models to embody and reinforce the Group’s principles.

### SOCIAL KEY PERFORMANCE INDICATORS

- Short-term sick leave: 4.6% (5.6%)
- Long-term sick leave: 2.7% (3.2%)
- Total sick leave: 7.4% (8.8%)
- Number of employees: 1,751 (1,632)
- Share female employees: 13% (13%)
- Number of incidents leading to absence: 84 (28)

### EMPLOYEES OF THE GROUP

In 2023, Norva24’s workforce increased to more than 1,750 employees across its 77 branches. The staff distribution evolved to around 25% white-collar and 75% blue-collar roles.

The firm’s commitment to health and safety and fostering a supportive work environment continues unabated. As a leader in the UIM industry, Norva24 persists in offering robust training and development opportunities, ensuring every employee is well-equipped for their role. Best practice sharing and task rotation remains central, promoting a culture of continuous learning.

The buddy system and Norva24 School are key to integrating new employees, providing focused training until they feel confident in their roles.

Norva24’s inclusivity efforts, notably through customized vehicles for employees with disabilities, highlight the company’s dedication to a diverse and capable workforce. This approach not only enhances the company culture but also strengthens its service delivery.

Overall, Norva24 in 2023 steadfastly upheld its commitment to employee development, operational excellence, and inclusivity, reinforcing its position as a leader in the UIM sector while staying true to its core values.

### QHSE AND WORK SAFETY

Norva24 has a clear focus on health and safety practices within the workplace. We work to prevent accidents and other related illness. The basis is to always comply with international conventions on human rights and labor rights.

### VALUES AND GUIDING PRINCIPLES

Let these values be guiding for our business:



- We deliver what’s been agreed
- We are competent and deliver high professional quality and precision
- We see and understand the customers needs
- We show decisiveness by getting things done, and seek help from others when needed to get the job done



- We have passion for our job and will always help
- We are focused at finding solutions and have a positive appearance when meeting customers and colleagues
- We are uncomplicated and informal
- We meet customers and colleagues with a smile

Norva24 is exposed to occupational health- and safety-related risks. We conduct operations in potentially hazardous environments and situations that expose risks to our employees' health and safety. The main risk areas are traffic accidents, working with and handling waste products – both fluids and materials, and working with complex equipment in work environments with inherent risks. Any incident could lead to personal injury, and illness.

Since Norva24 carries out many of its engagements at customers' premises and facilities, there is also a risk that shortcomings in the customers' work environment efforts may adversely impact Norva24, irrespective of Norva24's own endeavors to achieve a safe work environment.

Quality, health, safety and environment form a core part of employee culture at Norva24. QHSE processes are organized and coordinated primarily at the country and local branch levels.

Norva24 has internal quality control measures in place and works to ensure that employees have the necessary knowledge of QHSE and related processes, maintains routines and high health and safety standards to avoid breaching QHSE regulations at the country or local levels.

Norva24 have developed its own web based QHSE management system, beginning in Norway, with content, structure and documen-

tation that satisfies requirements from the Internal Control Regulations, ISO 9001, ISO 14001 and ISO 45001 standards. The system provides available and updated information on topics such as procedures, breaches, ethical rules, risk analysis, and service information at all times for all employees. Further, in Norway, Norva24 has a trust-and-safety delegate system as well as a work environment council that holds regular QHSE meetings and feedback on QHSE systems and procedures is supported and received.

In 2023, 84 (28 in 2022 excluding Germany) accidents resulted in a leave of absence.

### ATTRACTIVE WORKPLACE

We're devotedly advancing towards fostering an engaging workplace, a commitment mirrored in our human resources strategy. This strategy is designed to attract, retain, and motivate the necessary talent to excel in our business operations..

We actively foster employee engagement, ensuring each individual feels valued and capable of impacting their work environment. The Group champions diversity, inclusion, and equal opportunities within our workforce. Norva24 enforces a strict zero-tolerance policy against any form of discrimination or harassment, underscoring our commitment to a respectful and equitable workplace.

The Group's human resources functions are managed locally or at the branch level, enhancing our understanding of the unique market conditions. Through performance management, we direct and navigate the business towards its overall goals, focusing on enabling every employee and team to contribute effectively to our critical success areas. This effort is geared towards fostering organizational growth that aligns with our strategic aims, setting clear priorities, and fostering commitment among our staff. We value feedback highly, as it is instrumental in fostering both personal and professional development for individuals and the business alike.

Some of our employees are part of collective bargaining agreements and other arrangements with trade unions. These agreements undergo renegotiations periodically.

### CERTIFICATION – OCCUPATIONAL HEALTH AND SAFETY – ISO 45001

ISO 45001 specifies requirements for an occupational health and safety (OH&S) management system, and gives guidance for its use, to enable organizations to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving its OH&S performance.

The standard is applicable to any organization that wishes to establish, implement and maintain an OH&S management system to improve occupational health and safety, eliminate hazards and minimize OH&S risks (including system deficiencies), take advantage of OH&S opportunities, and address OH&S management system nonconformities associated with its activities.

ISO 45001 helps an organization to achieve the intended outcomes of its OH&S management system. Consistent with the organization's OH&S policy, the intended outcomes of an OH&S management system include:

- continual improvement of OH&S performance;
- fulfilment of legal requirements and other requirements;
- achievement of OH&S objectives.

Norva24 has currently ISO 45001 certification in Norway, Denmark, and all entities in Sweden except one.

## QHSE and work safety



Norva24's portal and mobile application gives employees access to up-to-date information around QHSE and work safety that includes procedures, ethical rules, risk analysis tool, service information and breaches reports. The documentation is secured (used on phones) through the online portal. In 2023, Norway and Sweden have maintained their ISO 9001, ISO 14001, and ISO 45001 certifications. In Denmark, Norva24 Danmark A/S continues with its ISO 14001 and ISO 45001 certifications. The journey towards ISO 9001 certification is ongoing and is expected to be completed by 2025. In Germany, the path to ISO certifications shows a variety of progress across different entities. Some are just beginning, others are making strides towards their goals, and a few have successfully achieved their certifications. Notably, Germany has initiated the process for the ISO 50001 certification, reflecting a proactive stance on energy management.





# Case: Equal opportunities for all at Norva24



Norva24’s ethos, “We always help,” underpins our commitment to fostering an inclusive and supportive workplace where diversity is seen as an asset. This year, we are proud to share the stories of Mohammadarjan Azizi and Gulzaman Shiraz, whose integration into Norva24 Øst AS exemplifies our dedication to providing equal opportunities for all, regardless of their background.

Through a partnership with the local social security office, focused on integration and job training, we welcomed Mohammadarjan and Gulzaman to our team. Their journey from Afghanistan to Norway, and from serving their communities in their homeland to embarking on new roles within our company, showcases resilience and adaptability. Their transition has been supported by Norva24 Øst AS with measures designed to ensure their successful inclusion in our workforce.

To facilitate their integration, we offered flexible scheduling to accommodate their

Norwegian language courses, recognizing the importance of communication in workplace safety and cohesion. Their enthusiasm for taking on even the most challenging tasks has not only demonstrated their strong work ethic but has also served as an inspiration to their colleagues, highlighting the value of persistence and collective effort.

The impact of Mohammadarjan’s and Gulzaman’s inclusion at Norva24 extends beyond their individual contributions. It has positively influenced our company culture, encouraging a deeper understanding and appreciation of diversity. Their stories underscore the significance of creating opportunities for growth and demonstrate how a supportive environment can lead to successful integration and mutual benefits for both the individual and the company.

Their experience at Norva24 Øst AS reinforces our belief in the importance of

embracing diversity and inclusion as central components of our business strategy. As we look to the future, Norva24 remains committed to this approach, understanding that a diverse and inclusive workforce is essential to our continued success and ability to serve our clients and communities effectively.

In reflecting on the journeys of Mohammadarjan and Gulzaman, we are reminded of the transformative power of providing opportunities and support. Their integration into Norva24 is a testament to what can be achieved when companies commit to diversity and inclusion. It’s a reminder that our mission, “We always help,” extends beyond the services we provide to the ethos we embody, making Norva24 a place where everyone, from every background, has the opportunity to succeed.



# Ethical business



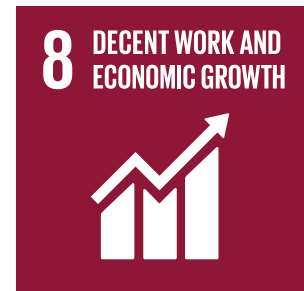
As a leading provider in the UIM sector, Norva24 values being a dependable partner to our clients, suppliers, and other vital stakeholders in our operational communities. We conduct all business dealings with the highest level of integrity and professionalism. Compliance with applicable legal and regulatory requirements, alongside our internal policies and governance documents, is compulsory for all employees and associated individuals. We particularly emphasize minimizing the risk of non-compliance in areas such as human rights, anti-corruption, financial reporting and taxation, competition law, and data protection. The Code of Conduct, approved by our Group's Board, outlines ethical business practices for all employees, underscoring Norva24's dedication to ethical business conduct.

## HUMAN RIGHTS

Norva24 has devised a comprehensive set of governance documents, including the Code of Conduct and various Policies, aimed at fostering responsible business practices across the company. Complying with the EU taxonomy's Minimum safeguards, an annual human rights due diligence, consistent with OECD guidelines for responsible business conduct, is conducted. This evaluation identifies and assesses potential adverse impacts on human rights within our operations, supply chains, and business interactions. So far, we have not discovered significant human rights risks or adverse effects. The regions where Norva24 operates are generally among the highest-rated globally concerning human rights observance.

## ANTI CORRUPTION AND BRIBERY

Corruption significantly hinders sustainable development and poses risks to the company. Norva24 supports fair competition through professional management of tenders, offers, and purchases, strictly avoiding any form of price fixing or market position abuse.



Norva24 has established a whistleblower function, allowing both employees and external parties to anonymously report suspected misconduct online or by phone. This system is administered by an independent provider, 2Secure, enhancing trust by acting as a go-between for the whistleblower and Norva24. 2Secure's administrators initiate dialogue with whistleblowers, and each report is processed by their experienced staff, ensuring thorough and efficient resolution. Norva24 is then advised on appropriate follow-up actions for each case reported through this channel.

## SUPPLIERS AND PROCUREMENT

Norva24 collaborates with numerous subcontractors and suppliers, depending on third parties for diesel fuel deliveries, waste disposal, and certain septic sludge collections, alongside UIM service materials, personal protective equipment, and vehicle financing or purchasing. The company is increasingly incorporating technical equipment like cameras, robots, and sensors into its services.

The Group's primary suppliers are involved in the production of Norva24's vehicles, predominantly leased through financial institutions. Additionally, Norva24 utilizes external third-party IT software and platforms to enhance its service offerings.

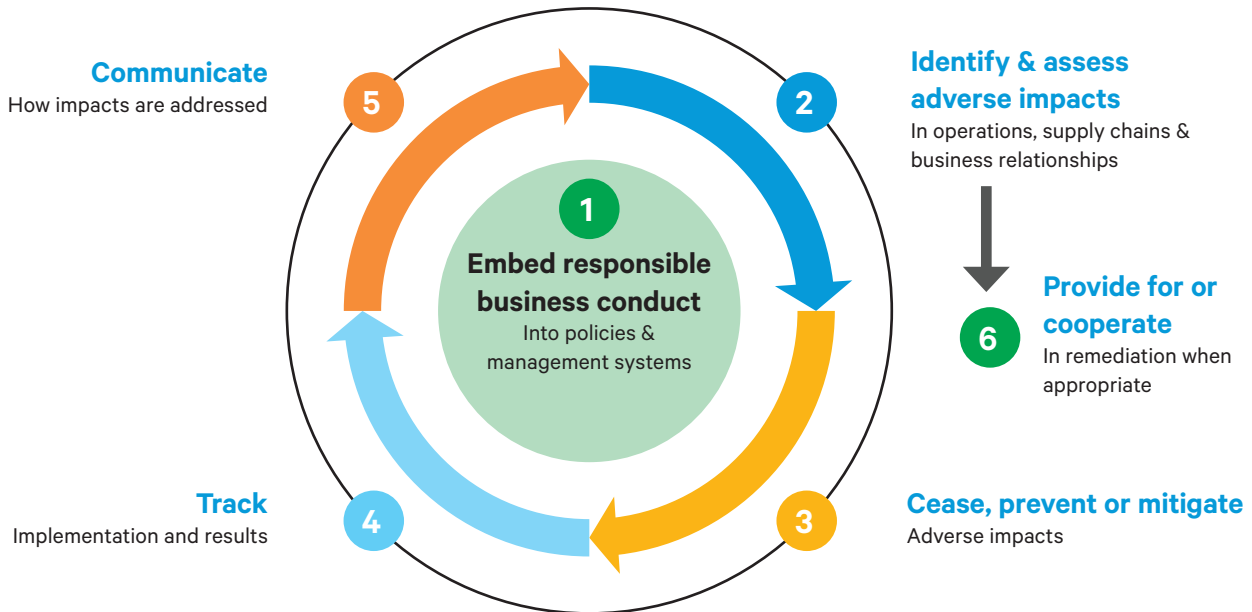
In line with the Norva24 Model, procurement is decentralized, with supplies typically sourced at national or branch levels. This strategy diversifies the supplier base and minimizes dependency on any single supplier for operations. However, some Group-wide procurements, such as for specific software platforms, insurance, vehicles, and fuel, are managed through a formalized process at both country and Group levels. This approach aims to reduce costs and increase operational efficiency across the Group.

All suppliers working with Norva24 are obligated to follow the company's standards, abide by local laws, and adhere to relevant industry norms, especially in areas such as environmental protection, workplace safety, anti-corruption, human rights, and



## OECD risk-based due diligence process and supporting measures

Due diligence process and supporting measures.



Source: OECD

business ethics. These suppliers are largely situated within Norva24's operational territories in Northern Europe, aligning closely with the company's ethical and operational guidelines.

### FINANCIAL REPORTING AND TAXATION

Norva24 complies with all applicable local laws and regulations concerning financial reporting and engages independent auditors for all entities, except for the very smallest ones not legally required to be audited. The company's approach to tax compliance is thorough, honoring both the letter and spirit of the law, with a firm belief that taxes should be paid in the country where profits are generated. Norva24 strategically aims to minimize tax costs within each jurisdiction's legal boundaries. Its international tax planning efforts are primarily focused on avoiding double taxation and adhering to transfer pricing principles, in accordance with OECD guidelines, underlining the group's dedication to responsible and ethical financial practices.

### DATA PROTECTION AND PRIVACY

Data privacy and data protection are crucial for Norva24, as the company processes and stores a wide range of personal data. Recognizing the importance of ongoing vigilance in data privacy and protection, Norva24 is committed to perpetual improvement. Procedures are in place to ensure the safeguarding of confidentiality, privacy, and information access. The company continuously seeks to meet high security standards and dedicates resources to comply with all relevant laws and regulations, including GDPR, demonstrating its commitment to data privacy and protection.

### IT- AND CYBER-SECURITY

IT and digitalization within Norva24 shall support Norva24's business strategy, directly or indirectly, in managing information and be an integrated part to meet the business goals. Norva24 maintains and operates an information technology platform to ensure business continuity, operational effectiveness, and business development.

The Group's IT department is centralized and provides IT services to most subsidiaries and branches to ensure the IT environment is developed and maintained according to group-specific IT policies and guidelines. Solutions are developed with data integrity and confidentiality based on industry standards ensuring applicable protection against cyber threats.

**CERTIFICATION – QUALITY MANAGEMENT SYSTEMS – ISO 9001**  
ISO 9001 specifies requirements for a quality management system when an organization:

- needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Norva24 have currently ISO 9001 certification of all entities in Norway, all entities in Sweden except one, and Denmark is currently in the process of getting this certification.





# Regulatory frameworks

The Group utilizes a decentralized, branch-based business model with three organizational levels: Group, country, and branch. Norva24 Group Management at the Group level sets strategic direction, coordination, and objectives for all branches and national subsidiaries.

Daily operations at each branch are managed by local branch managers, who have autonomy in local decision-making while adhering to common KPIs consistently across the Group. This Norva24 Model enables decisions to be customer and employee-centric, supported by uniform governance and management systems Group-wide.

The Norva24 Code of Conduct outlines the values and principles guiding interactions with employees, suppliers, customers, business partners, investors, and stakeholders like public authorities, laying the foundation for all Group policies and rules. It encapsulates various policies including Corporate Governance, IT, Information Security, Data Protection, HR, Finance, Insider, and Sustainability.

## REGULATORY LANDSCAPE

Norva24 operates within a complex regulatory network that includes EU-level, national law and national technical standards, with regulations largely being set at the municipal level, rather than at the national or European level.

The EU regulations with the most impact on UIM service providers' daily operations is the "EU Water Framework Directive 2000/60/EC" which stipulates the quest for continual improvement and ban on water deterioration and the "EU Drinking Water Directive (98/83/EC)" which is a corresponding directive for drinking water. These directives are to a large extent supplemented by national legislation as well as technical standards and recommendations giving more detailed directions to service providers.

## PERMITS AND CERTIFICATIONS

The Group and its operations and facilities are subject to water, waste, environmental, health and safety laws and regulations, including those governing: water supply, use and discharges; the use, handling, treatment, recycling, release, management, storage and disposal of and exposure to hazardous substances; air emissions, greenhouse gas emissions and energy efficiency; and safety of workers, plants, sites and products.

Norva24 obtains the appropriate and necessary permits and certifications required to provide services within the UIM services industry. Most of the Group's entities are certified according to ISO standards, specifically ISO 9001 and ISO 14001, including all entities in Norway.





# EU Taxonomy notes

Fiscal Year 2023 Turnover	2023		Criteria for Significant Contribution							Criteria for Doing No Significant Harm (DNSH)					Share compliant with taxonomy requirements (A.1) or covered by taxonomy requirements (A.2), turnover, year 2022 (18)		Transition Activities (20) Enabling Activities (19)		
	Code (a) (2)	Turnover (3)	Share of Turnover in 2023 (4)	Climate change mitigation (5)	Climate change adaptation (6)	Water (7)	Pollution Prevention and Control (8)	The transition to a circular economy (9)	The Protection and Restoration of Biodiversity and Ecosystems (10)	The Protection and Restoration of Biodiversity and Ecosystems (16)	The transition to a circular economy (15)	Pollution Prevention and Control (14)	The sustainable use and protection of water and marine resources (13)	Anpassning till klimatförändringar (12)	Begränsning av klimatförändringar (11)	Minimum safeguards (17)	%	E	T
Economic Activities (1)		NOK million	%	Y; N; N/A (b) (c)							Y/N					Y/N	%	E	T
<b>A. ACTIVITIES COVERED BY THE TAXONOMY</b>																			
<b>A.1 Environmentally Sustainable (Taxonomy-aligned) Activities</b>																			
Renewal of waste water collection and treatment	CCM 5.4	321	10	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	-	Y	Y	11	-	-
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5	957	31	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	31	-	-
Composting of bio-waste	CCM 5.8	4	1	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	2	-	-
<b>Turnover of Environmentally Sustainable Activities (A.1)</b>		<b>1,283</b>	<b>41</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>44</b>		
Of Which Enabling Activities		0	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	E	
Of Which Transition Activities		0	0	-						-	-	-	-	-	-	-	-		T
<b>A.2. Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (g)</b>																			
Collection and transport of non-hazardous and hazardous waste	CE 2.3	143	5	N	N	N/A	N/A	Y	N/A								0		
<b>Turnover of Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (A.2)</b>		<b>143</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>56</b>		
<b>A. Turnover for Activities Covered by the Taxonomy (A.1 + A.2)</b>		<b>1,426</b>	<b>46</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>100</b>		
<b>B. ACTIVITIES NOT COVERED BY THE TAXONOMY</b>																			
<b>Turnover of Activities Not Covered by the Taxonomy</b>		<b>1,706</b>	<b>54</b>																
<b>TOTAL (A+B)</b>		<b>3,132</b>	<b>100</b>																



Fiscal Year 2023 Capex	2023			Criteria for Significant Contribution						Criteria for Doing No Significant Harm (DNSH)						Transition Activities (20)		Share compliant with taxonomy requirements (A.1) or covered by taxonomy requirements (A.2), turnover, year 2022 (18)	
	Code (a) (2)	Turnover (3)	Share of Turnover in 2023 (4)	Climate change mitigation (5)	Climate change adaptation (6)	Water (7)	Pollution Prevention and Control (8)	The transition to a circular economy (9)	The Protection and Restoration of Biodiversity and Ecosystems (10)	The Protection and Restoration of Biodiversity and Ecosystems (11)	Adapting to climate change (12)	The sustainable use and protection of water and marine resources (13)	Pollution Prevention and Control (14)	The transition to a circular economy (15)	Minimum safeguards (17)	Y/N	%	E	T
Economic Activities (1)		NOK million	%	Y; N; N/A (b) (c)						Y/N						Y/N	%	E	T
<b>A. ACTIVITIES COVERED BY THE TAXONOMY</b>																			
<b>A.1 Environmentally Sustainable (Taxonomy-aligned) Activities</b>																			
Renewal of waste water collection and treatment	CCM 5.4	35	10	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	-	Y	Y	11	-	-
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5	105	31	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	31	-	-
Composting of bio-waste	CCM 5.8	1	1	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	1	-	-
<b>Turnover of Environmentally Sustainable Activities (A.1)</b>		<b>141</b>	<b>42</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>43</b>		
Of Which Enabling Activities		0	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	E	
Of Which Transition Activities		0	0	-						-	-	-	-	-	-	-	-		T
<b>A.2. Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (g)</b>																			
Collection and transport of non-hazardous and hazardous waste	CE 2.3	16	5	N	N	N/A	N/A	Y	N/A								0		
<b>Turnover of Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (A.2)</b>		<b>16</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>57</b>		
<b>A. Turnover for Activities Covered by the Taxonomy (A.1 + A.2)</b>		<b>156</b>	<b>46</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>100</b>		
<b>B. ACTIVITIES NOT COVERED BY THE TAXONOMY</b>																			
<b>Turnover of Activities Not Covered by the Taxonomy</b>		<b>182</b>	<b>54</b>																
<b>TOTAL (A+B)</b>		<b>338</b>	<b>100</b>																



Fiscal Year 2023 Opex	2023		Criteria for Significant Contribution							Criteria for Doing No Significant Harm (DNSH)					Share compliant with taxonomy requirements (A.1) or covered by taxonomy requirements (A.2), turnover, year 2022 (18)		Transition Activities (20) Enabling Activities (19)		
	Code (a) (2)	Turnover (3)	Share of Turnover in 2023 (4)	Climate change mitigation (5)	Climate change adaptation (6)	Water (7)	Pollution Prevention and Control (8)	The transition to a circular economy (9)	The Protection and Restoration of Biodiversity and Ecosystems (10)	Begränsning av klimatförändringar (11)	Anpassning till klimatförändringar (12)	The sustainable use and protection of water and marine resources (13)	Pollution Prevention and Control (14)	The transition to a circular economy (15)	The Protection and Restoration of Biodiversity and Ecosystems (16)	Minimum safeguards (17)	%	E	T
Economic Activities (1)		NOK million	%	Y; N; N/A (b) (c)							Y/N					Y/N	%	E	T
<b>A. ACTIVITIES COVERED BY THE TAXONOMY</b>																			
<b>A.1 Environmentally Sustainable (Taxonomy-aligned) Activities</b>																			
Renewal of waste water collection and treatment	CCM 5.4	3	9	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	-	Y	Y	10	-	-
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5	8	28	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	29	-	-
Composting of bio-waste	CCM 5.8	0	0	Y	N	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	1	-	-
<b>Turnover of Environmentally Sustainable Activities (A.1)</b>		<b>10</b>	<b>37</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>41</b>		
Of Which Enabling Activities		0	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	E	
Of Which Transition Activities		0	0	-						-	-	-	-	-	-	-	-		T
<b>A.2. Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (g)</b>																			
Collection and transport of non-hazardous and hazardous waste	CE 2.3	1	4	N	N	N/A	N/A	Y	N/A								0		
<b>Turnover of Activities Covered by the Taxonomy but Not Considered Environmentally Sustainable (Not Taxonomy-aligned) (A.2)</b>		<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>59</b>		
<b>A. Turnover for Activities Covered by the Taxonomy (A.1 + A.2)</b>		<b>11</b>	<b>41</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>								<b>100</b>		
<b>B. ACTIVITIES NOT COVERED BY THE TAXONOMY</b>																			
<b>Turnover of Activities Not Covered by the Taxonomy</b>		<b>16</b>	<b>59</b>																
<b>TOTAL (A+B)</b>		<b>27</b>	<b>100</b>																






Row	Nuclear energy related activities	
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	No
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	No
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	No
<b>Fossil gas related activities</b>		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	No
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	No
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	No

**Proportion of turnover/Total turnover**

	Taxonomy-aligned per objective	Taxonomy-eligible per objective
CCM	1,283	1,283
CCA		
WTR		
CE		143
PPC		
BIO		



# Contribution to the UN's Global Goals

Topic	Strategic focus/target	Result 2023	Contribution to the SDGs	
Environmental	<p><b>Strategic focus</b> Greener services for maintenance of the underground infrastructure (sewerage systems) to ensure water quality, cope with increasing urbanization and capacity demand, and adapting to extreme weather events created by climate change.</p> <p><b>Target</b> Increase the share of green services.</p> <p>Revenue from green services under the EU taxonomy/Total operating revenue.</p>	<p><b>Group total 46% (44%)</b> Norway 60% (53%) Germany 28% (36%) Sweden 61% (54%) Denmark 37% (27%)</p>	<p><b>SDG 6:</b> Ensure availability, and sustainable management of water and sanitation for all.</p> <p><b>SDG 11:</b> Make cities and human settlements inclusive, safe, resilient, and sustainable.</p> <p><b>SDG 13:</b> Take urgent action to combat climate change and its impacts.</p>	  
Environmental	<p><b>Strategic focus</b> Actively reduce the energy consumption from own operations.</p> <p><b>Target</b> Reduce the relative energy consumption (kWh/Total operating income x 100).</p>	<p><b>Group total 4.66</b> Norway 4.34 (4.63) Germany 2.27 (2.73) Sweden 4.81 (5.21) Denmark 4.24 (5.01)</p>	<p><b>SDG 7.3:</b> Double the global rate of improvement in energy efficiency.</p>	
Environmental	<p><b>Strategic focus</b> Reduce CO<sub>2</sub> footprint from own operations (Scope 1+2).</p> <p><b>Target</b> Reduce relative CO<sub>2</sub> footprint (tCO<sub>2</sub>e/NOK millions).</p>	<p>tCO<sub>2</sub>e (Scope 1+2): <b>Group total 40,333</b> Norway 10,302 Germany 16,563 Sweden 5,609 Denmark 7,960</p> <p>Relative tCO<sub>2</sub>e (Scope 1+2): <b>Group total 12.9</b> Norway 9.7 Germany 14.0 Sweden 11.5 Denmark 12.9</p>	<p><b>SDG 13:</b> Take urgent action to combat climate change and its impacts.</p>	
Social	<p><b>Strategic focus</b> Prevent accidents and other work-related illness.</p> <p><b>Target</b> Zero vision: No incidents leading to a leave of absence.</p> <p>Sick-leave percentage</p>	<p>84 incidents leading to a leave of absence (28).</p> <p>Sick leave of 7.4% (8.8%) Short-term sick leave: 4.6% (5.6%) Long-term sick leave: 2.7% (3.2%)</p>	<p><b>SDG 8:</b> Decent work for all.</p>	
Social	<p><b>Strategic focus</b> Promote diversity, inclusion, and equal opportunities in workplace.</p> <p><b>Target</b> Zero tolerance against any form of discrimination or harassment.</p> <p>Female share BoD.</p> <p>Female share employees.</p>	<p><b>No reported incidents in 2023.</b></p> <p><b>Female share of 22% in BoD.</b></p> <p><b>Female share of 13% of total employees in the Group.</b></p>	<p><b>SDG 5:</b> Gender equality and empower all women and girls.</p> <p><b>SDG 10:</b> Inclusion of all.</p>	 
Ethical business	<p><b>Strategic focus</b> Trusted partner to our customers, business partners, suppliers, and the communities where Norva24 operates.</p> <p><b>Target</b> Zero tolerance against any form of corruption.</p>	<p><b>No reported incidents in 2023.</b></p> <p>A whistle blower system was implemented in the beginning of 2022.</p>	<p><b>SDG 16:</b> Accountability and actions against any form of corruption.</p>	



# Auditor's report on the statutory sustainability report

To the general meeting of the shareholders in Norva24 Group AB (publ), corporate identity number 559226-2553

## **ENGAGEMENT AND RESPONSIBILITY**

It is the board of directors who is responsible for the statutory sustainability report for the year 2023 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 19 April 2024

Öhrlings PricewaterhouseCoopers AB  
Nicklas Kullberg  
Authorized Public Accountant







# Other information

## ANNUAL GENERAL MEETING

The Annual General Meeting 2024 of Norva24 will be held on May 22, 2024. For further information about the Annual General Meeting 2024, please refer to Norva24's website, [www.norva24.com](http://www.norva24.com).

## CONTACT INFORMATION

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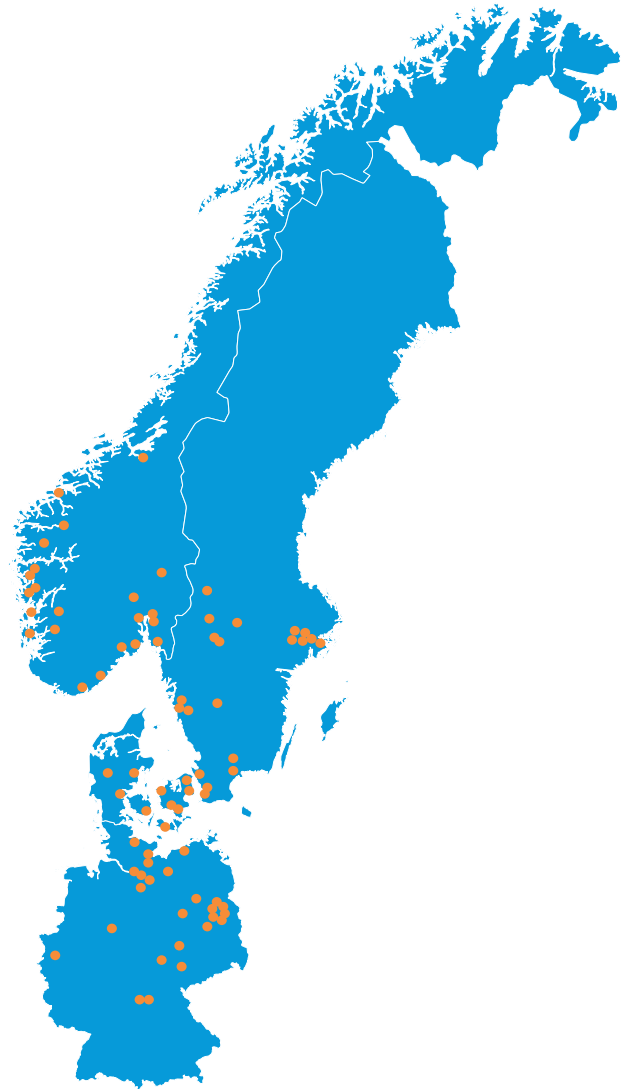
[ir@norva24.com](mailto:ir@norva24.com)

## FINANCIAL CALENDAR

Interim report January-March 2024	May 22, 2024
Annual General Meeting 2024	May 22, 2024
Interim report January-June 2024	August 15, 2024
Interim report January-September 2024	November 15, 2024
Year-end report January-December 2024	February 19, 2025

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TO HELP!

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