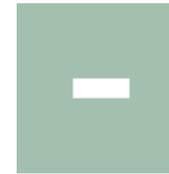




## **Input interior's sustainability report 18/19**

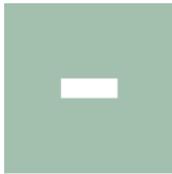




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## Introduction

**In an ever-changing world, the capability to meet the challenges presented by the wider world are totally crucial to a company's long-term success, and in fact its survival. We, just like you, are currently facing our biggest ever challenge.**

**Taking responsibility for environmental pollution, climate change, lack of resources and social disparities that affect us and our planet, wherever we live.**

**This report sets out what we at Input interior are doing to contribute to a better industry - and by extension a better world.**

### The 2018/19 business year

Input interior serves as a prominent voice that industry organisations, furniture producers and clients listen to. It is therefore our duty to take a long-term, sustainable approach. Our sustainability work is characterised by respect for laws and regulations, sustainable use of the earth's resources and a responsible supply chain. Our activities, as well as those of our suppliers and clients, contribute to positive environmental and social development and lead to satisfied employees, partners and end clients, which in turn generates long-term profitability.

Since spring 2018, Input interior has been boosted by the expertise and know-how of just under 200 new employees, and operations are now established in three markets outside Sweden – Denmark, Finland and Norway. This is a substantial expansion and our next resulting task is to transfer the knowledge and quality procedures and processes from Input interior's management system, which forms the basis for the group's quality and environmental objectives, to all markets. Since spring 2018, European Furniture Group has formed part of the Input interiör AB group.

In 2018/2019, all employees in Sweden completed Input interior's environmental training, and the work to draw up specific action plans to promote quality and environmental thinking at our local offices has commenced. This will now be implemented on all markets. In addition, we have continued to involve ourselves, in both theory and practice, in issues relating to the second-hand market and circular business models.



Photo Emmy Jonsson

# 1

## This is Input interior

### Independent since 1987

When Input interior was founded in 1987 our dream was to create an independent interior design company that focused on good design. That dream is now a reality. In close collaboration with the sector's foremost architects and leading interior producers Input interior creates environments, meeting places and experiences that promote growth, development and success.

As the Nordic region's leading independent interior design company, we take great pride in being a loyal partner to our clients. All our communication begins with listening, and our starting point is always our clients' requirements and needs. With that in mind, we cannot allow ourselves to be governed by a limited range and restricted production facilities. Our independence is our strength.

During the 2018/19 business year, Input interior operated at 40 locations in Sweden, Denmark, Finland and Norway and recorded a turnover in excess of SEK 3 billion.

### Our business concept: Needs-adapted interior design

All our clients have varying requirements and face different challenges. Every business differs from the next, as do the employees within the business. While some thrive in open-plan settings, others are more at home with private workspaces. Some prefer activity-based working, while others perform better at a fixed workstation. Our starting point is always the needs, objectives and opportunities of the business when customising solutions for our clients. We call this needs-adapted interior design.

Our services encompass the entire process – from planning, procurement and trial furnishing proposals to delivery, installation and after-sales service. With the broadest selection on the market we create great freedom of choice and more possibilities for our clients.

### Business areas

Input interior specialises in furniture and interior design for public environments. We operate in the following business areas:

Offices and businesses – Hotels and restaurants – Schools and education – Health and social care

### Our assets

During the 2018/19 business year we had 600 employees who possess a level of expertise in needs-adapted interior design, products, project management, coordination, procurement and delivery that is unrivalled on the market. Our combined experience comes from implementing several thousand projects each year. This guarantees high-quality investments that are also safe and sound.

Our dedication to clients, a transparent business process, creative solutions and the knowledge that each project is unique are fundamental components of every project. We keep an eye on what's happening around us and are always ready to take on new challenges.



# 1

## This is Input interior

### Our partners

Our network of architects, designers and management consultants is the foundation on which countless successful projects are built. These individuals lend us their experience and provide unique insights into the world around us.

When drawings leave the architect's table, it is our job to prepare an estimate in order to ensure that the concept tallies with the client's requirements and budget. And that the architect's vision is encapsulated in the end result. The architect creates the interior design concept. We serve as a sounding board and bring that concept to life.

### Our range

With the broadest range of quality, functional, climate-smart, ergonomic and affordable furnishings on the market, we can offer our clients needs-adapted interior design solutions that give them an advantage, a competitive edge and scope for development. Our independence creates excellent room for manoeuvre and freedom of choice for clients, while also guaranteeing quality, service, continuity and a long-term perspective. An unbiased and transparent offering that has never felt more relevant.



# 1

## This is Input interior

### Our values

Our values permeate our entire business process and are put into action every day. They are watchwords for our employees and help us to continue nurturing our business, guiding it in the right direction.

### Dedicated

We are knowledgeable and passionate about what we do. The relationship between ourselves and our clients drives us forward. We are genuinely interested in our clients' businesses and interior design needs. Through know-how and dedication we tackle interior challenges to support clients in developing successfully.

### Transparent

All our communication begins with listening; that's the key to successful projects and long-term business relationships. Our conduct is always professional and our independence ensures that the client comes first. We are a loyal partner to our clients and offer several dimensions of collaboration, where we serve as each other's ambassadors for a successful partnership.

### Creative

We are driven by the client's wishes and visions. With our expertise we contribute to creative and needs-adapted solutions. Our model converts the client's needs, brand and culture into dynamic environments optimised for effective leadership. Our creativity enables our clients' businesses to evolve.

### Unique

Just as we are unique, we see each client as something unique. As far as we are concerned the word impossible does not exist; we view any challenge as an exciting new journey. We turn be spoke into customised standards and provide clients and architects with scope to create unique and sustainable solutions.

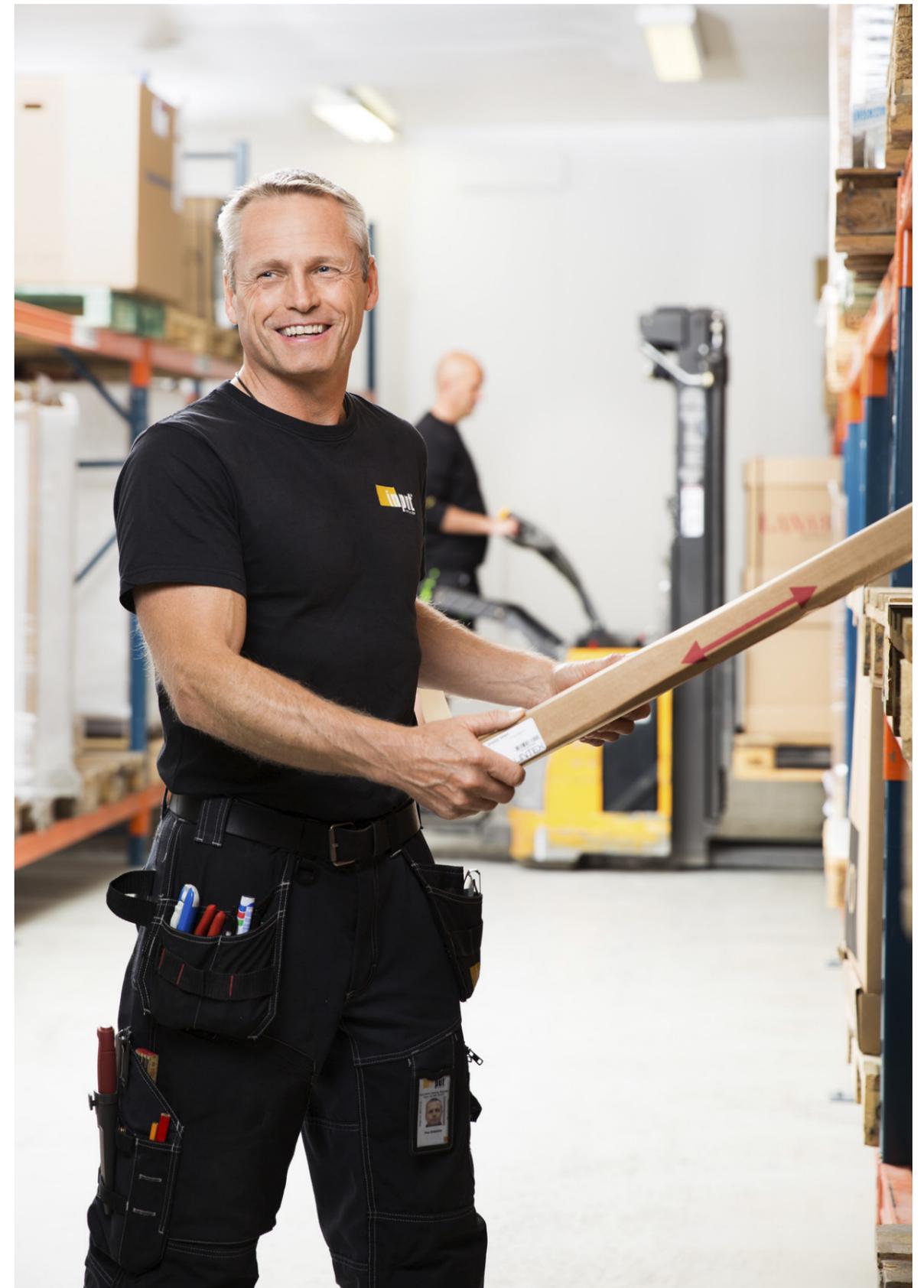


# 2

## The environment and social work

**As a Company, we have a responsibility to know what our environmental impact is. We also need to know where the products we sell originate from, what they contain and that they are produced under good working conditions.**

**By analysing ourselves, making demands, influencing, supporting and inspiring our customers, suppliers and industry partners we create the conditions for good, long-term sustainable choices.**



# 2

## The environment and social work

**Whether as an industry, a company or as individuals, we cannot close our eyes to the problems we ourselves have helped to create. We are now all facing the same environmental challenges and need to contribute to finding common solutions. Together with our clients, suppliers and partners, Input interior is making every effort to ensure better environmental choices and sustainable interior design.**

### Why is this important?

In 2019, Earth Overshoot Day fell on 29 July. This date illustrates the date on which the earth's renewable resources are used up for the year, and it was the earliest ever. Globally, we are living as if we had the resources of 1.7 earths to consume, and in Sweden, as if we had four planets' worth. In other words, we are living well beyond our means. Consequently, it is not only important to bring about change, but also urgent.

According to Global Footprint Network, society's CO<sup>2</sup> emissions account for just over 60% of our global footprint. WWF believes it will require vigorous efforts to reduce our ecological footprints and push Overshoot Day in the right direction. To succeed in this will require compact and integrated cities with sustainable, efficient and renewable energy, transport and resource systems.

At a global level, energy and transport systems must be converted, the climate impact from food production must be reduced and we, in our role as consumers, need to focus on sustainable consumption in order to keep the global increase in temperature below 2 degrees and thus avoid a devastating catastrophe.



Photo Emmy Jonsson

### More plastic than fish in the oceans?

One environmental problem with a direct impact on animals, nature and humans is the use of plastic. This material, which has only been in widespread use for just over 100 years, is one of the latest we are coming up against in the interior design sector; partly in the form of furniture made from plastic, but also plastic-based textiles, fillings in furniture and, of course, packaging. Plastic is generally based on fossil raw materials that generate substantial CO<sup>2</sup> emissions. Littering also creates major problems around the world when plastic, primarily various types of packaging and bags, makes its way via rainwater, rivers and the wind out into the ocean.

It is said that by 2050 there will be more plastic than fish in the oceans if we don't do something now. 150,000 tons of plastic are estimated to be floating around in our oceans, with just over 8 tons being added to that every year. In addition to many marine animals and birds getting entangled in this litter, suffering injury or drowning, it is common for them to mistake plastic fragments for food, causing them to suffocate or suffer internal injuries. The plastic also creates a false feeling of being full, causing the animals to subsequently starve.

In the ocean the plastic litter slowly breaks down into smaller and smaller fragments, until finally it becomes microplastic, which takes several hundred years to decompose. Microplastics also make their way out into the oceans when we wash clothing made of synthetic materials such as polyester and acrylic. The tiny plastic fragments are frequently mistaken for plankton, are consumed by and accumulate in fish, which are then eaten by us humans at the top of the food chain. How these microplastics will affect us humans and our health is as yet uncertain.

### A brighter future?

In Sweden and the rest of Europe the problems caused by plastic have given rise to new laws and regulations. In January 2018, a plastic strategy was introduced to limit Europe's plastic waste. It states that all plastic packaging within the EU must be recycled by 2030. At present around 30% of all plastic packaging material is recycled in Sweden and 70% goes for energy recovery. The target for 2020 is for half of all collected plastic packaging to be recycled. As one step in the plastic plan, single-use items such as plastic cutlery and straws will be banned from 2021.

### Five demands from the Swedish Society for Nature Conservation

- A list of contents on all consumer products containing plastic, so that we know which types of plastic are involved and can thus recycle more efficiently.
- More money for research to increase our knowledge about how plastic in nature affects animals and humans.
- More money for innovation and design, so that we can find effective ways to incorporate plastic into the circular economy.
- Better recycling. More plastic must be collected and turned into new products, including plastic other than packaging.
- Technical solutions for washing machines, for example, so that plastic fibres from synthetic clothing are not rinsed down the drain.

# 2

## The environment and social work

### Our responsibility - our necessity

As a company, Input interior has a responsibility to minimise any negative environmental impact that our activities might have. We must review our transport plans and our energy consumption in order to reduce our CO2 emissions. We must continually work to reduce the use of plastics; for example, by recommending wool fabrics instead of synthetics where possible. We must recycle any accompanying plastic in the form of packaging. We must seek assurances from our suppliers that none of the products we sell contain materials from corrupt markets where there is deforestation. We must be able to guarantee that none of our suppliers use hazardous or harmful chemicals, such as phthalates or brominated flame retardants, which can harm our children.

We have a responsibility to act now, for our own future and that of generations to come.

### Our task

Input interior is being challenged to become a more sustainable business. We control our own activities and organisation, but we also possess the knowledge required to influence and inspire stakeholders in our world to make conscious choices. For us, this is an equally important aspect of our sustainability work. You can read more in the following sections of the report about how Input interior is working to make a difference, socially, environmentally and economically.

- Our own activities.
- Influencing our suppliers and their production.
- Influencing our clients in terms of choice of interior.
- Influencing the public debate.
- Creating opportunities for a second-hand market.



# 2

## The environment and social work Our business

### Our environmental objectives

It is our duty to minimise the negative environmental impact of our business and activities. The biggest contributor to Input interior's environmental impact is CO<sup>2</sup> emissions from transport, followed closely by energy consumption and waste production.

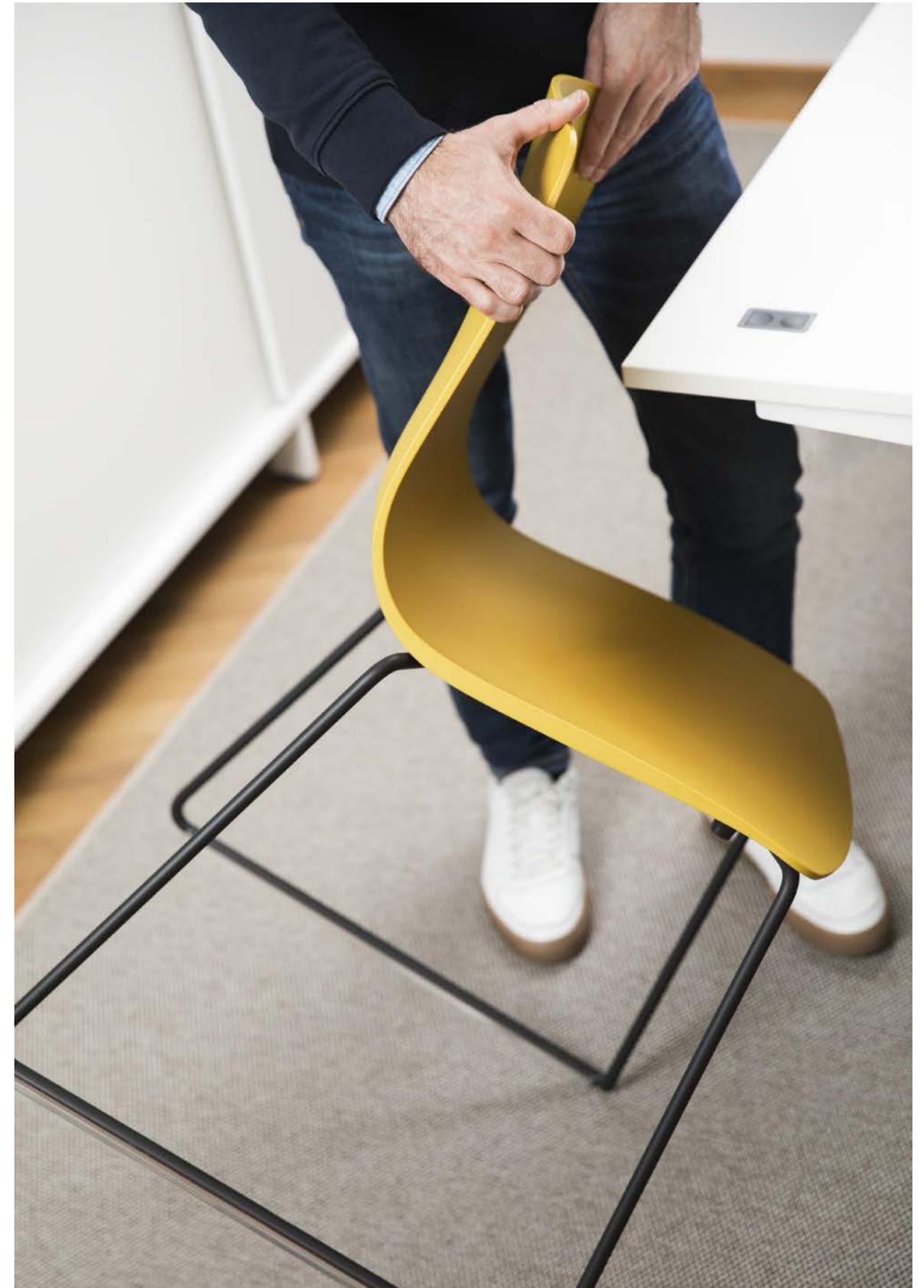
Bearing in mind our most significant environmental impact, the following short-term and long-term objectives have been established to enable us to transition to being a sustainable business.

- 1 In order to reduce our CO<sup>2</sup> emissions, we must reduce our fuel consumption, in relation to turnover, by 10% over five years.
- 2 We must reduce our electricity consumption, in relation to square metres, by 5% over five years.
- 3 All personnel must receive environmental training during 2018. This environmental training aims to provide improved awareness about our activities, our negative impact and our environmental, social and economic responsibilities. The training will look at how we manage waste and use materials, as well as how, in our role as a leading industry player, we can influence our clients, suppliers, partners and every individual to make better environmental choices and invest in sustainable interior design.

Between 2018 and 2019 we achieved the above objectives. Our objective for the forthcoming period, 2020, is for all new employees at Input interior in Sweden, and all employees in Denmark, Finland and Norway, to complete our environmental training.

### How can we achieve this?

In order to maximise the sustainability of Input interior's activities, there needs to be active change and improvement work and we need to make conscious choices. In order to achieve our environmental objectives, the following measures will be implemented within transport, energy consumption and our own organisation.



# 2

## The environment and social work Our business

### Transport and logistics

Work to streamline our transport solutions is vital if we are to reduce our CO<sup>2</sup> emissions from transport. Input interior continuously assesses how often and how much transport is needed and what means of transport are used in order to ensure deliveries that are as efficient, ecofriendly and of as high a standard as possible. Our aim is to reduce our fuel consumption, in relation to turnover, by 10% over five years.

#### Renewable diesel

Input interior's lorries run on renewable diesel that contains 50% renewable raw materials and has been awarded the Nordic Swan Ecolabel. The diesel is made in part from tall oil, which is a residual product from the Swedish forestry industry. HVO (hydrotreated vegetable oil) from tall oil reduces emissions by 89%, which makes it a good environmental choice.

Input interior has agreed with Region Skåne to use 100% fossil-free fuel when transporting any deliveries for this client. In the city of Malmö, where the right kind of fuel is readily available, this is totally feasible. Input interior views this commitment as a pilot project and will evaluate whether it is possible to expand it to other locations in the future

#### Efficient logistics

In order to reduce emissions, there has to be optimum utilisation of load capacity and well-planned outgoing deliveries. We plan and coordinate deliveries to ensure that our logistics operation is as efficient as it can be. By delivering direct and minimising the number of part deliveries, we make a financial saving and consume less fuel. Direct, planned and complete deliveries also help to generate greater client satisfaction.

#### Employee travel

Input interior's policy is to travel in the best, most reasonable and most ecofriendly way. There is always an element of environmental and cost awareness when planning and taking trips. We try to minimise the number of company cars within the group and encourage our employees to plan client visits as efficiently as possible. For fairs, activities or training within Sweden, we travel as much as possible on public transport, be it bus or train, or we car-share.

### Energy consumption

In order to reduce our CO<sup>2</sup> emissions, we have to reduce our electricity consumption, in relation to square metres, by 5% over five years. We should be able to achieve this objective by introducing relatively simple, but crucial, changes.

#### Energy-saving measures

Everyday but important changes to help us reduce electricity use include, for example, closing warehouse doors as quickly as possible to avoid heat being lost from buildings. Computers, printers and photocopiers are shut down completely, and all lights turned off, when we leave at the end of the day. In recent years we have switched out a number of older lighting systems in favour of new energy-saving LED systems for general lighting.

### Energy consumption

#### Renewable electricity

Input interior is also investing in sustainable and clean electricity. We heat our offices and premises using 100% renewable electricity generated by solar power, wind power and hydropower and supplied by our distributor Telge Energi. A climate-smart choice that is free from greenhouse gas emissions.

### Sustainability within our organisation

Successful sustainability work begins right here, within our organisation. We provide internal training to ensure that our employees stay up to date with and informed about developments. This contributes to increased knowledge and greater awareness of environmental issues.

#### Input interior's environmental training

In 2018/2019 all offices in Sweden implemented Input interior's internal environmental training. This environmental training aims to provide improved awareness about our activities, our negative impact and our environmental, social and economic responsibilities. Such knowledge is crucial to enable us, both internally and externally, to advocate and inspire mindful and sustainable choices.

All new employees at Input interior in Sweden, and all employees in Denmark, Finland and Norway, will complete our environmental training in 2020.

#### Waste management

All of Input interior's offices sort the following waste materials: corrugated cardboard, office paper and newspapers, wood, non-rigid plastic, metal/scrap, glass (for recycling), and items such as batteries, light bulbs, electronics and other hazardous waste and ink toner (for landfill), and compost in municipalities where facilities are provided.

Our services always include our installers being responsible for the removal of all packaging from the client's premises and the sorting of waste for recycling back at our facilities. The resulting waste is processed by authorised material recovery companies.

#### Digitisation

Input interior is working actively on digitisation with the aim of making as much documentation as possible digital. One result of this is that the number of delivery notes has reduced by 50%.

#### ISO certification

Our operations in Sweden are certified in accordance with ISO 9001 and ISO 14001, and we work continuously to implement ISO's standards. Input interior's operations in Denmark, Finland and Norway are also aiming to be certified in accordance with ISO 9001 and ISO 14001 in the long run.

# A key to success

**Good quality, reduced environmental impact and increased profitability. There are no shortcuts - but with hard work, constant development and a management system that is instilled into every employee it's possible.**

Input interior's management system provides a foundation for employees to do things right from the outset. A high level of awareness at all levels ensures that procedures and processes are followed, thus contributing to quality work and reduced environmental impact. But why exactly are standardised processes and procedures so important? And how do we successfully maintain them in a growing business?

"Work on quality and the environment is largely intertwined. If our processes and procedures work as they should, this results in well-planned, smooth-running projects with satisfied clients, rapidly handled issues, low installation costs and fewer part deliveries, which in turn allows us to reduce the number of transport journeys, the factor that represents Input interior's biggest environmental impact," says Ann-Charlotte Nilsson, Quality and Environmental Coordinator at Input interior.

## A growing business

Ann-Charlotte has been working to standardise Input interior's operations in accordance with ISO 9001 and 14001 for over 15 years and believes that this work is becoming more essential as the business expands. And it certainly is expanding. Since spring 2018, Input interior has expanded to the tune of over 200 additional employees and 20 new offices and showrooms in the Nordic region. Staff and units that now need to be trained in and familiarised with Input interior's procedures and working methods.

"We are facing a challenge and the key is to pass on knowledge about quality and the environment and their significance to our business. Creating awareness among our employees and an understanding that they are interconnected. In practical terms, it means that we must conduct a series of internal audits to check that procedures and working methods are being followed. We are also introducing SuperUsers at our offices. These are individuals who will receive further training relating to Balans, our internal business system, and will be responsible for disseminating knowledge out at our offices. Everything must be done right from the outset in our systems," says Ann-Charlotte.

## Efficient and eco-friendly transport

As part of its aspiration for constant improvements, Input interior has invested both time and money in developing the business' logistics in a cost-effective and climate-neutral way. One result of this is the introduction of a delivery planning system (Delivery). The programme enables installation managers to work out total estimated driving time and mileage prior to a delivery, which contributes to more efficient driving with less of an impact on the environment.

"We always want to get better at what we do and it's important to remember that the certifications are just one part of the job. It's only once the processes are well embedded that we can begin to analyse and improve them. Achieve our objectives, raise the bar and create new ones."

## We are only as strong as our weakest link

"Our management system is fantastic. The clarity it gives us provides a solid foundation. Everyone is aware of how our procedures and processes work, and we make this easier for one another by doing things right from the outset. It gives us more time to have fun at work, to be creative and develop good client relations," says Niklas Swedblom, Site Manager at Input interior in Kinna.

## From 'fire-fighting' to correct priorities

However, an efficient and effective organisation with a good structure doesn't come for free, it requires hard work. From having to spend unnecessary time putting out 'fires' and correcting mistakes, which in turn caused stress among staff, we have now developed efficient processes that optimise every employee's time and input.

"It wasn't that the business didn't function back then, but we were not as efficient as we wanted to be. Before we implemented an efficient management system, we could score 100 goals, but at the same time let in 101. That was no good. The flow and the joint effort are crucial to how good a business is. In order to succeed, all staff in the business must have knowledge of and belief in the common process. And we have succeeded in that."

## Order, structure and a ban on post-its

Work began in 2015. Clear areas of responsibility and division of responsibility were defined. Regular minuted meetings with a clear agenda were established and post-it notes were banned. The smallest of details in a project would now be reported in Input interior's case management system. As a result, the office could in turn start keeping statistics for its work, follow up and ensure that all issues were resolved.

"It's a matter of breaking down all elements in the business and finding what motivates different people. One person is interested in achieving good margins, another in cutting down our part deliveries for the sake of the environment, and a third in going home on time. However, understanding is required to ensure that all ongoing improvements have a positive effect on us as a company, on clients, on the environment and, not least, on the individual employee."

## Reduced environmental impact and increased margins

In 2018, just over three years after work commenced, the office in Kinna achieved certification in accordance with 9001 and 14001. They had reduced their environmental impact and improved their work environment by way of reduced overtime and the fact that smooth-running projects led to increased margins. With no change to their workforce, they managed to increase their turnover from SEK 33 to 55 million the following year.

"Naturally everyone worked hard and put in optimum effort to achieve this result, but I am convinced it would never have been possible without an efficient management system."

# 2

## The environment and social work Our suppliers

### Input interior's Code of Conduct

**Our knowledge and experience makes us a player who can both guide and compel our suppliers in matters concerning production conditions, use of materials and chemicals management. Here at Input interior we use our code of conduct and follow-up activities to influence, inspire and support our suppliers in adopting a more sustainable approach to business.**

Input interior has no in-house production of furniture. We are not tied to a permanent production facility, but can instead offer our clients an almost unlimited interior design range. A success factor and a competitive advantage that is the core of our commercial offering. However, this means we have to be able to guarantee the quality of our suppliers' materials, manufacturing processes and subcontractor chain. Something we achieve through our Code of Conduct. We use external audits to ensure that our suppliers comply with the code.

Input interior's Code of Conduct covers our financial, social and ethical responsibilities. Through our Code of Conduct we want to ensure that the goods and services purchased are produced under sustainable and responsible conditions.

#### Our code of conduct is based on and is compatible with;

- The UN's universal declaration of human rights.
- The Rio declaration on environment and development.
- The UN's convention against corruption.
- The International Labour Organization's <sup>(ILO)</sup> eight fundamental conventions on human rights at work.

The Code of Conduct applies to Input interior's suppliers and sets out the minimum requirements that these companies must respect and fulfil; both within their own operation and in their supply chain. Consequently, a supplier is obliged to set equivalent requirements for its own subcontractors.

### What requirements are included in our Code of Conduct?

#### Human rights

The supplier must promote and respect international human rights. Child labour is not permitted at any point in the chain; neither is any form of forced or hard labour.

#### Working conditions

The supplier must ensure that its employees have an employment contract that specifies the type of work to be done, wages, working hours and leave. The requirements for working conditions also include the regular payment of wages and that the working week does not exceed 60 hours.

#### Work environment

The supplier must make every effort to ensure a safe and healthy work environment for its employees. The supplier must practise safe chemicals management, have procedures for fire protection and fire safety, and provide employees with training on a safe work environment.

#### Anti-corruption

No form of corruption, extortion or bribery is permitted, and the supplier must have procedures in place to detect, tackle and manage any corruption.

#### The environment

The supplier must carry out its activities paying due care and attention to the environment and complying with local and national environmental legislation. There must be systematic work to reduce the environmental and health impact of production. There must also be a written environmental policy in place that has been signed by the management and is available to employees.

To read our complete code of conduct, please visit [inputinterior.com/code-of-conduct](http://inputinterior.com/code-of-conduct)

# 2

## The environment and social work Our suppliers

### How do we follow up on our Code of Conduct?

Input interior ensures compliance with the requirements in our code of conduct in a variety of ways.

#### Self-assessment forms

The purpose of the self-assessment process is to improve our knowledge of a supplier's approach to sustainability and quality issues, and to assess how well the supplier complies with our requirements as set out in our code of conduct. The supplier has the opportunity to attach documents and reports in support of its environmental and quality work. The information provided enables us to assess whether or not we need more information about the supplier and its working methods. Follow-up questions are put to the supplier in the form of a more in-depth self-assessment form.

#### Documented factory visits

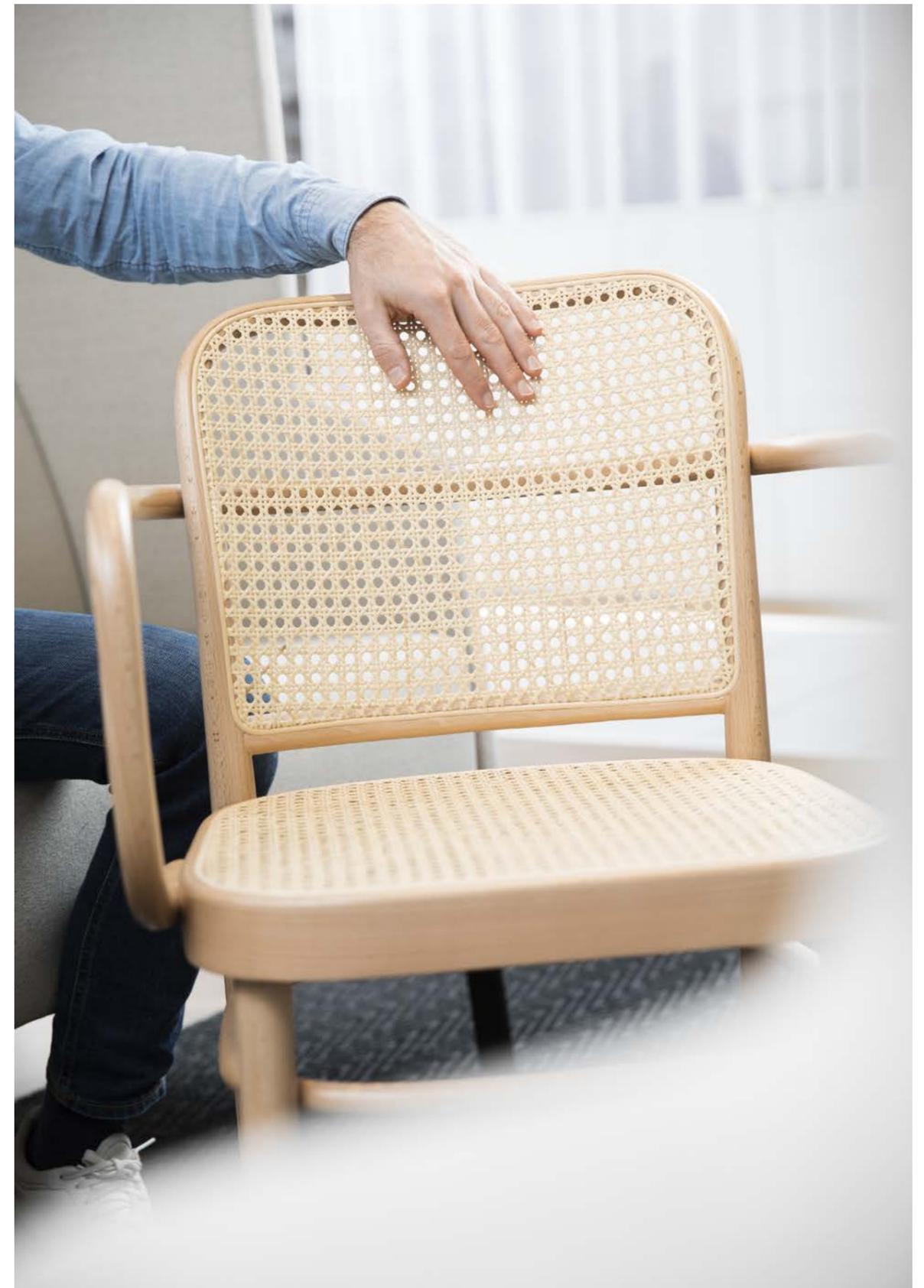
On-site visits to our suppliers' factories are conducted once we have completed a risk assessment. We tend to visit new suppliers when we need to get a better idea of production and the supply chain and meet the people responsible for environmental, quality and CSR work. During the visit we inspect production facilities and ask questions based on the self-assessment.

#### Third-party audits

An external audit is a tool we use when we want to ensure that our suppliers are complying with our code of conduct. In 2017 Input interior began working with GoodPoint, which is one of Sweden's leading consultancy firms within the field of sustainable development. As a third party GoodPoint audits our suppliers and identifies any deviations from our code of conduct.

If a supplier fails to comply with our code of conduct, cannot provide us with the necessary documentation and certificates, or otherwise fails to act in accordance with our guidelines, we take action by drawing up an action plan to enable the supplier to properly meet our expectations.

If non-compliance with our code of conduct continues or the supplier fails to take the recommended action, this may have more serious consequences, such as Input interior opting to terminate all agreements and commitments.



# 2

## The environment and social work Our clients

### A sustainable investment

**Sustainable purchasing concerns the future just as much as the present. When we consume, it is therefore important to take the entire life cycle of the furnishings into account.**

Considerate and responsible production and logistics are a prerequisite for the interior design sector being able to minimise its ecological footprint. However, how we consume products is also decisive in enabling us to make a real difference. We want to inspire our clients to shop sustainably. To make conscious, long-term choices. And when needs change – to change and renew responsibly.

With attractive offers and dissemination of knowledge Input interior is looking to achieve sustainable interior design.

We help and support our clients to realise their environmental ambitions and invest in an interior design solution that stands the test of time.

#### More efficient use of space

The current occupancy rate for the majority of offices is at most 50%; nevertheless they are often furnished to accommodate 100% of the company's staff. Interior design that is needs-adapted, responsible and climate-smart can bring financial gains as well as moving us considerably closer to being a more sustainable society.

Smart planning and a detailed needs analysis mean more employees can be accommodated in the same area. A number of major office projects confirm that key figures are on the way down. New office buildings are being constructed to more stringent environmental standards, with the creation of a more customised work environment, with less space per employee. The result is less climate impact and larger cost savings.

### Sustainable interior design delivered three ways

#### 1. A careful analysis

How many people do we need to provide furniture for? Will everyone have access to their own workstation? How will we be working in five years' time? Here we consider factors such as working method, premises and future needs. We always offer our clients a careful analysis based on their activities and their scope for making the best long-term decisions.

#### 2. Quality that endures

To compromise on quality and buy throw-away items can be an expensive business. Input interior offers products from leading producers that live up to the high standards set for public environments. There should be investment in an interior design solution that can be easily refreshed if needed. We can assist by replacing a leather seat with an armchair, or changing the desktops on heightadjustable frames.

#### 3. Aesthetics is a key element

Trends come and go. It's a good idea to invest in interior design that reflects the brand and the activity rather than blindly following the current trend. Invest in timeless products that will last. And consider durable materials that get better with time and use. Natural materials, such as wood, stone and leather, stand the test of time and age with dignity.



Photo Emmy Jonsson

# 2

## The environment and social work Opportunities for a second-hand market

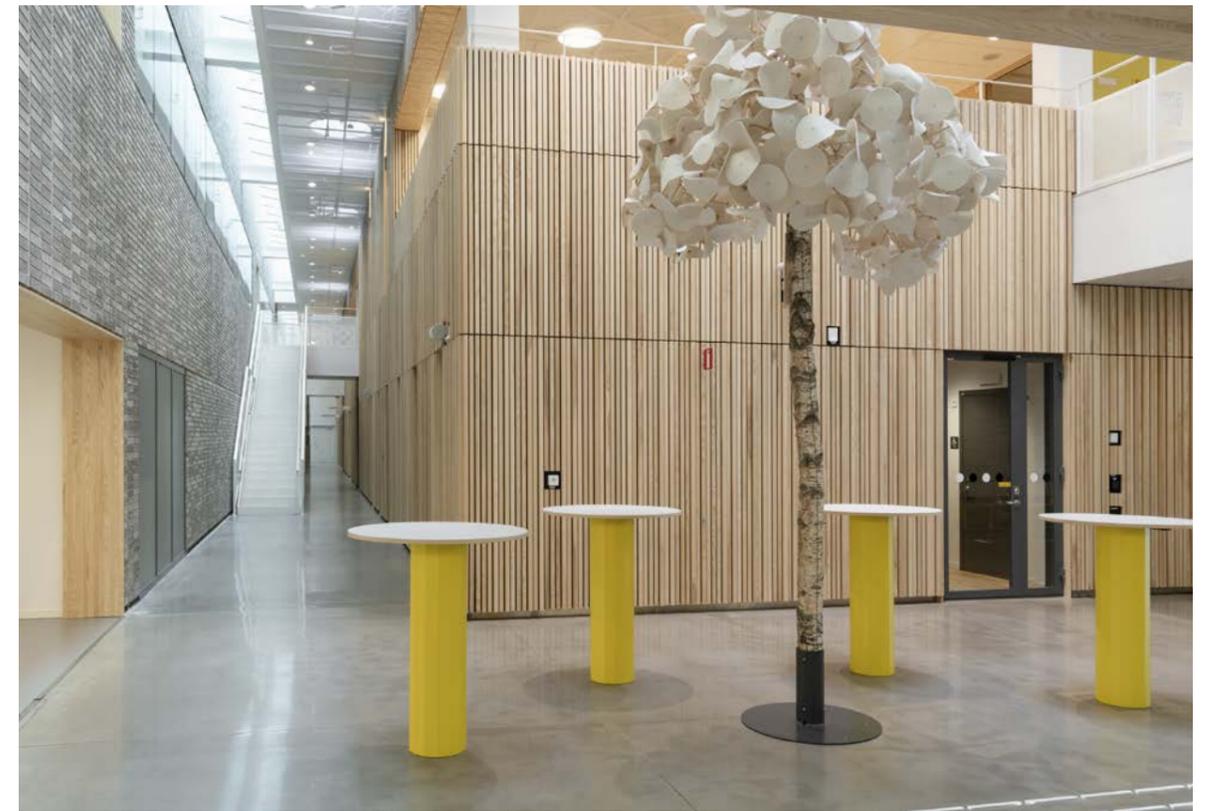
# Re-use and recycling at Linnaeus University

**The new Linnaeus University in Kalmar places great emphasis on sustainability in terms of both material choices and energy-saving solutions. The interior design will also follow the same eco-conscious lines, with elements of the university's existing furniture being re-used or recycled in a sustainable manner.**

One of the biggest building projects in Kalmar's history, construction of the new Linnaeus University, is well under way. The new buildings by the harbour unite the whole of Linnaeus University in a single location in the city, and serve as a complement to the campus in Växjö. In addition to attracting Swedish and international students, the campus, with its cafés and restaurants, is a meeting place for both local residents and tourists. The Universitetskajen district is being constructed under the direction of Skanska, which focuses strongly on sustainable materials and energy-saving solutions. The university's interiors are also characterised by green choices, with existing furniture being reused or recycled. Input interior, which is delivering the majority of the interior furnishings for the university, was also in charge of project management for the re-use process – a trend they have seen grow in response to the global climate challenges.

“One prerequisite for selling new interior furnishings to Linnaeus University was that we took responsibility for the entire re-use and recycling process for existing furniture. It's a sound method for renewal projects and we have employed a similar process on many previous projects. We have accumulated know-how and experience that makes us confident in implementing this process,” says Erik Lundqvist, Regional Manager at Input interior.

Linnaeus University commissioned Input interior to do an inventory and sort out the products that could be reused by the university or be utilised by other parties, in a circular cycle. Furniture that was unfit for use would be disposed of in an eco-friendly way. The process would be documented and ultimately presented in a report. The most efficient option from an environmental perspective is reusing furniture. In total, 61% of Linnaeus University's existing interior furnishings were given a new lease of life, either in the new premises or with a new owner. The remaining 39% was sorted and recycled in an eco-friendly manner. The process resulted in a saving of 112 tons of CO<sup>2</sup>, which equates to driving over 700,000 kilometres by car.





“From management of the re-use process to deliveries and preliminary inspection of both recycled and new interior furnishings, we have experienced a transparent and positive collaboration with Input interior and their subcontractors,” says Tommy Andersson, Procurement Officer at Linnaeus University.

In addition to re-use and recycling, Linnaeus University has invested in sustainable, new furnishings. This includes new furniture from Blå Station in Skåne and Småland company Lammhults.

“The university now links together Växjö and Kalmar, and students and researchers from around the world visit it. So it’s great to be able to introduce them to Småland furniture traditions and crafts,” concludes Erik Lundqvist.

The first phase of Linnaeus University was completed in 2018, with subsequent relocation to the finished sections. The third and final stage will be concluded in 2020, at which point the whole university will be complete. ■

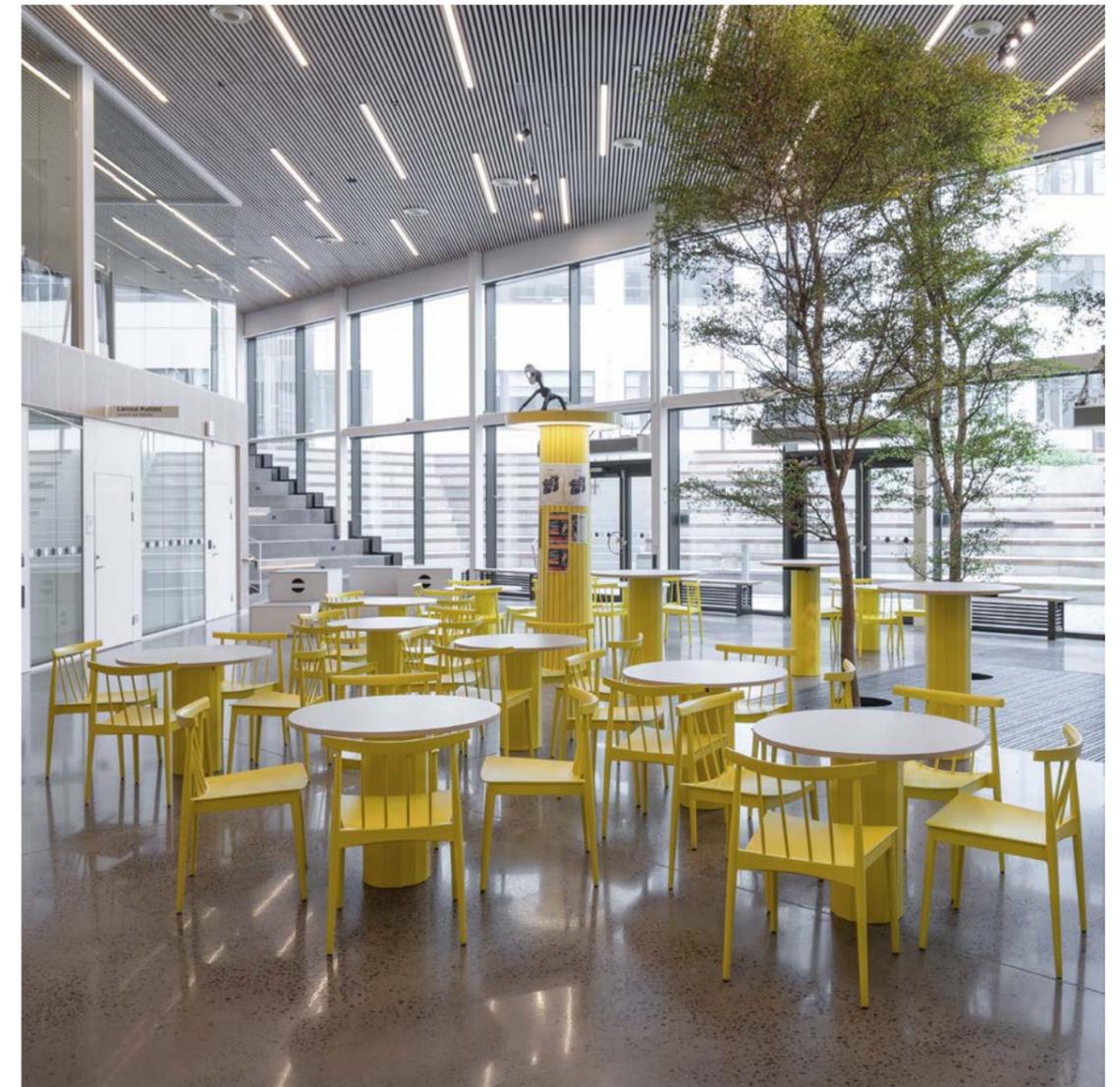


Photo Lasse Olsson

## 2

## The environment and social work

### Opportunities for a second-hand market

# We are shaping the re-use options of the future

**In Sweden, furniture worth approx. SEK 23 billion is produced every year, with office furniture accounting for a quarter of that figure. In terms of climate impact, furniture production is estimated to contribute emissions of more than 150,000 tons of CO2 equivalents per year. At the same time a lot of interior furnishings are discarded well before they reach the end of their useful life. Input interior advocates responsible and mindful renewal and takes responsibility for developing re-use and a circular second-hand market.**

Input interior, together with industry bodies, producers, retailers and researchers, has participated in a number of projects and groups aiming to develop scope for an effective second-hand market for furniture. This includes the Vinnova-funded project 'Business model innovations for circular furniture flows'.

The aim is that the insights from the various projects together with the experience and expertise accumulated from actual assignments over the years will help to develop Input interior's circular client offering.

"Demand is usually what governs supply of services, but in this case we see it as our responsibility to be proactive and offer good solutions for clients who want to work on sustainable renewal. Consequently, for many years we have been conducting large projects involving a significant element of re-use, such as Telia's 7,200 m<sup>2</sup> office in Luleå, where around 80% of the interior furnishings were reused," says Marcus Berntson, Key Account Manager at Input interior.

One technical solution that has helped in developing circular furniture flows is Input interior's Interior Management System. This solution uses RFID technology, a tagging and scanning system for products, to facilitate inventory and simultaneously create the advanced overview that is required for re-use within the framework of office projects involving hundreds of thousands of products. The tagging helps with product traceability and creates possibilities for an extended useful life on the second-hand market.



Photo Emmy Jonsson

With numerous excellent re-use projects under their belt, Marcus Berntson nevertheless feels that more is required to enable further development of the circular second-hand market.

"One issue we are continuing to work on, internally and in the 'Business model innovations for circular furniture flows' project, is traceability of products. If we want to be able to put an item of used furniture, which was not part of our system from the outset, onto a second-hand market, we need to know that it fulfils the requirements set with regard to quality and the environment. An effective industry-wide labelling system to guarantee the quality of used products would guarantee a further increase in the level of interest," says Marcus, and concludes:

"We have seen huge development in just a couple of years. Re-use and recycling requirements are becoming ever more common in procurement processes and this means demand for suppliers to offer eco-labelled products. Clients also have a greater understanding that re-use will not necessarily be cheaper than new furniture, but the company's, the employees' and the wider world's attitude to, and responsibility for, the environment and sustainability has become the governing factor to a greater extent." ■

# 2

## The environment and social work Opportunities for a second-hand market

# Greenified™

Greenified is a concept developed by and for Input interior. With Greenified, we want to offer our clients a new way of thinking and working when it comes to sustainable interior design for public environments. Greenified enables quality products that fulfil environmental and health requirements to be given a new lease of life with a different owner.

### Circular ownership and responsible renewal

Unlike a linear economy where we take resources, consume them and throw them away, a circular economy aims to imitate the natural cycle. With Greenified, the interior set-up is employed as long as it matches the client's needs. When the organisation evolves and needs change, Greenified provides complete flexibility. Input interior takes an inventory, relocates, replaces, sells on, renews, donates or recycles the existing interior furnishings. Any item that no longer fulfils its original purpose moves on through the circular cycle: materials are recycled and furniture is restored, giving it a second chance in a new environment with a new owner.

**By making use of recycled raw materials, instead of virgin raw materials, energy consumption can be reduced by up to 90%.**

TMF – The Swedish Federation of Wood and Furniture Industry.



# 2

## The environment and social work Social work

### A better life for vulnerable girls

**The village of Garissa, a little over 300 kilometres east of Nairobi in Kenya, is home to a nomadic people who live in great poverty. Religion and ancient traditions characterise the small community where girls and women are at the bottom of the social hierarchy. Input interior has for a number of years supported the charitable foundation set up by medical couple Monica and Carl-Axel Ekman and its efforts to help vulnerable girls.**

The foundation currently funds a home for over 100 orphaned girls, a primary and lower-secondary school for around 400 girls, and a mentor programme for girls studying at upper-secondary school. In 2012 the foundation also launched a scholarship fund for those wanting to continue on to university or vocational education. The foundation also operates a maternity clinic where women can get help with giving birth and where midwives can receive training.

Following Kenya's decision to ban the practice of female genital mutilation back in 2011, the foundation has sought to tackle this cruel traditional practice in the area through the dissemination of information and education on the subject. The efforts of the foundation have saved countless girls from the illegal procedure.

#### Why Garissa?

In a community where women and girls are deemed of less worth and have few opportunities for education, we see it as natural to help improve their situation. In supporting the charitable foundation set up by Monica and Carl-Axel Ekman, Input interior is joining in the fight to guarantee women the right to education and safety.





# Input interiör ♥ Musikhjälpen

**Musikhjälpen is a week-long fundraising event that is broadcast live round the clock on P3 Sveriges Radio and Sveriges Television to raise awareness and funds in partnership with Radiohjälpen for humanitarian causes. Funds are raised, among other means, by the public choosing songs to be played, and this makes up the music selection for the programme.**

The theme for 2018, Allas rätt att funka olika (Everyone is entitled to function differently), drew attention to one of the world's most discriminated-against groups, people with a disability. Many end up living in poverty and are excluded from society and ignored because of obstacles and stigma. Input interior's employees therefore chose to donate their Christmas gift of SEK 100,000 to Musikhjälpen's fundraising appeal, broadcast direct from Lund. The money raised by the appeal is earmarked for organisations that tackle this issue in a variety of ways.

In all, Musikhjälpen raised SEK 50,550,204 over the course of the week.

## **Why Musikhjälpen?**

The donation to Musikhjälpen means that Input interior can be part of supporting organisations who are working in a variety of ways to support some of the most vulnerable groups in the world. Through Radiohjälpen's transparent reporting, employees can follow which organisations and initiatives have benefited from the donation, which generates a feeling of involvement and pride in contributing to a good cause.

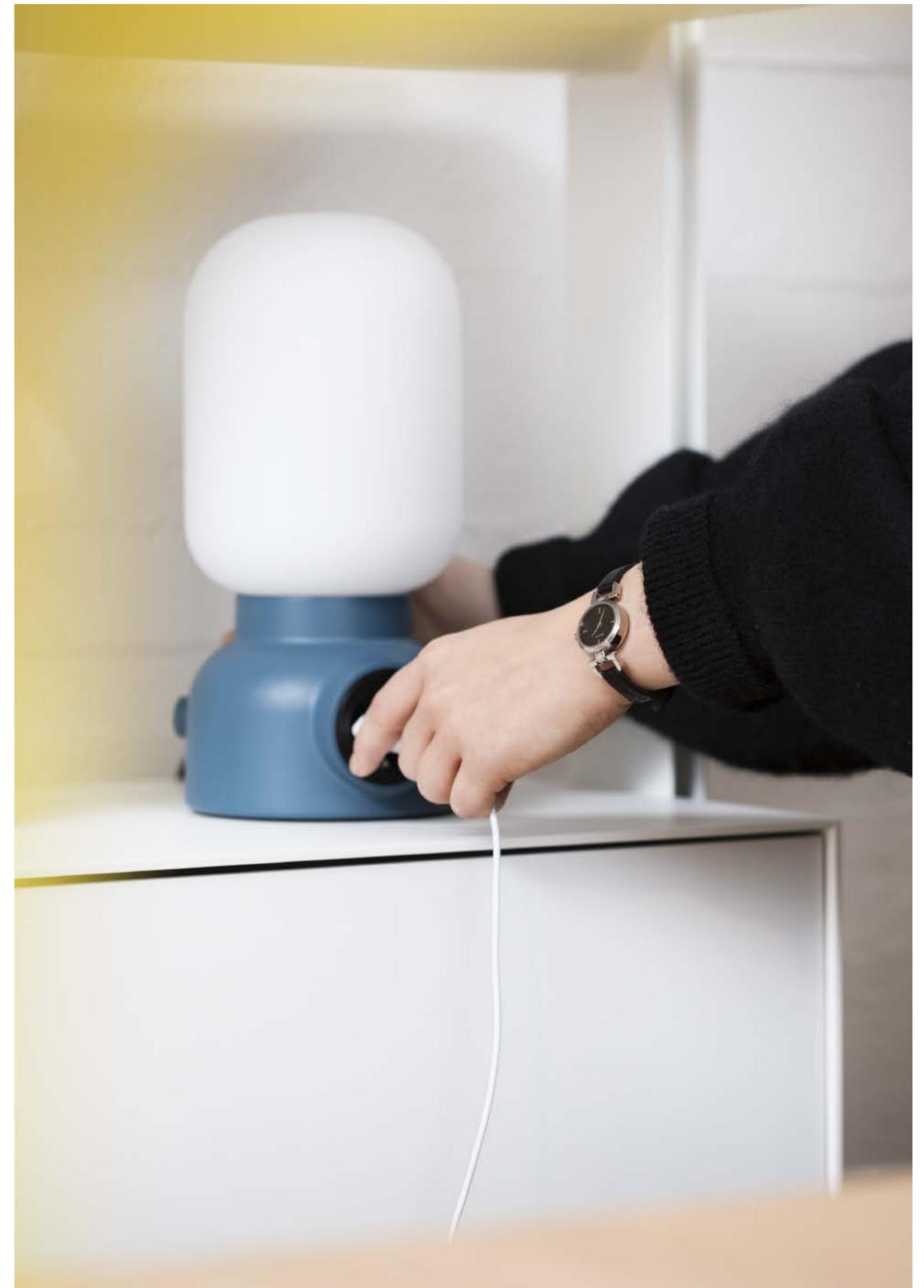


# 3

## Our employees - our primary asset

**Dedicated employees with a high level of ambition are what has enabled Input interior to develop into what we are today - the Nordic region's leading independent interior design group.**

**With diverse experience, expertise and know-how at their disposal, our employees help to develop and improve our business. Working together is what enables us to improve and succeed.**



# 3

## Our employees - our primary asset

**Input interior's objective is to attract and retain the best and most competent employees, who contribute to the positive development of the organisation. In order to achieve this, we are actively working to create an attractive workplace, with training, equality and security as key factors.**

### Creating an attractive workplace

#### Employee survey

In order to improve our activities, we send out a monthly survey to employees in their first three months of employment at Input interior. This survey enables us to gauge the thoughts of new employees about their induction and their initial period at the company. The results of the survey provide indications as to what measures should be implemented to create a workplace where employees feel secure and motivated.

Twice a year we compile and review all the answers from the surveys. This data helps to improve our induction process and our activities as a whole. The aim is to ensure that from the very first day employees feel that they can get the help, advice and support needed to be able to carry out their duties and tasks in the best way possible.

#### Performance appraisal

One aspect of Input interior's quality system is employee development. That is why all our employees have an annual performance appraisal with their immediate manager. This is used to discuss the employee's work situation, work environment issues and development.

#### Employee manual

Input interior's employee manual provides answers to practical questions about working hours, holidays, sick leave and other general policies. The manual is a living and evolving document that will be updated to reflect labour market legislation and regulations, as well as any changes within the organisation itself. The employee manual is available to all employees on Input interior's intranet.

#### Brand Book

Work is ongoing to produce an Input interior brand book for the purposes of strengthening our brand internally. While the employee manual provides guidance on issues to do with guidelines and regulations, Input interior's brand book aims to convey the company's identity and give our employees a clear account of Input interior's history, vision, values and business areas.



# 3

## Our employees - our primary asset

### For an well-balanced and secure workplace

#### Equality

In accordance with the Swedish Discrimination Act, Input interior draws up an annual plan to counteract discrimination and promote equal rights and opportunities. We also chart pay inequalities and set out objectives and measures to prevent unjustified pay inequalities between men and women.

This work involves analysing personnel statistics, policy documents and the results of Input interior's annual equality survey that goes out to all employees in the organisation.

According to the results of the 2018 equality survey, both men and women are very satisfied with their workplace. Our employees feel a sense of security and that they can contribute to and have a say in matters concerning work and work tasks. Over 98 % of our employees respond that they have not experienced harassment on the grounds of gender, gender identity, ethnicity, religion, disability, sexual orientation or age. The results are overwhelmingly positive, but we still take seriously the fact that a small percentage have reported experiencing harassment or discrimination at some point.

The work in 2018 resulted in a number of measures being implemented and followed up in 2019. Among other things, Input interior has updated the template for performance appraisals, which are conducted once a year, to include questions about what constitutes a good work environment and how the employees feel about their work environment. The template has also been updated to deal with the subject of harassment and discrimination.

The job adverts for installer positions have been updated to make clear that the post does not require physical strength and thus should not be perceived as specifically a male occupation. The plan also includes showing more female installers in our visual communication..

#### The work environment and risks

There are factors inherent in the work environment that affect people as they work, such as lighting, noise and ventilation, but also social factors, such as a good working atmosphere and stimulating tasks. We always endeavour to create a good work environment in order to guarantee and improve the physical and mental health and wellbeing of our employees. We regard the requirements set out in applicable work environment legislation as minimum requirements.

All our employees encounter risks in some form within our business and activities. In warehouses and during installation there are ergonomic challenges in the form of heavy lifting, while office work involves sitting still and standing for long periods. Based on the risks that our work can involve, Input interior has put a work environment plan in place that includes activities that must be performed at each office during an annual period.

All incidents and accidents that occur at work must be reported and investigated in order to determine where there are work environment risks and to prevent the same thing happening again.



# 3

## Our employees - our primary asset

### Continuous workplace improvements

#### Developed together with Input Academy

An industry experiencing constant change makes high demands of those wanting to be at the forefront and leading development. Old realities must be challenged and new paths trodden. Input interior's internal training programme, Input Academy, has been devised to give every employee the opportunity to progress and to study the latest developments within a number of areas linked to our activities.

Input Academy offers ten or so courses on topics such as the theory of materials and colour theory, ergonomics, design history, environmental, social and economic responsibility, as well as project management and rhetoric.

The courses have been designed by our suppliers and provide our employees with relevant, sought-after and up-to-date knowledge. The courses are organised in cooperation with our partners and suppliers. Permanent employees have the option of attending one course per year during paid working hours.



# 4

## Results

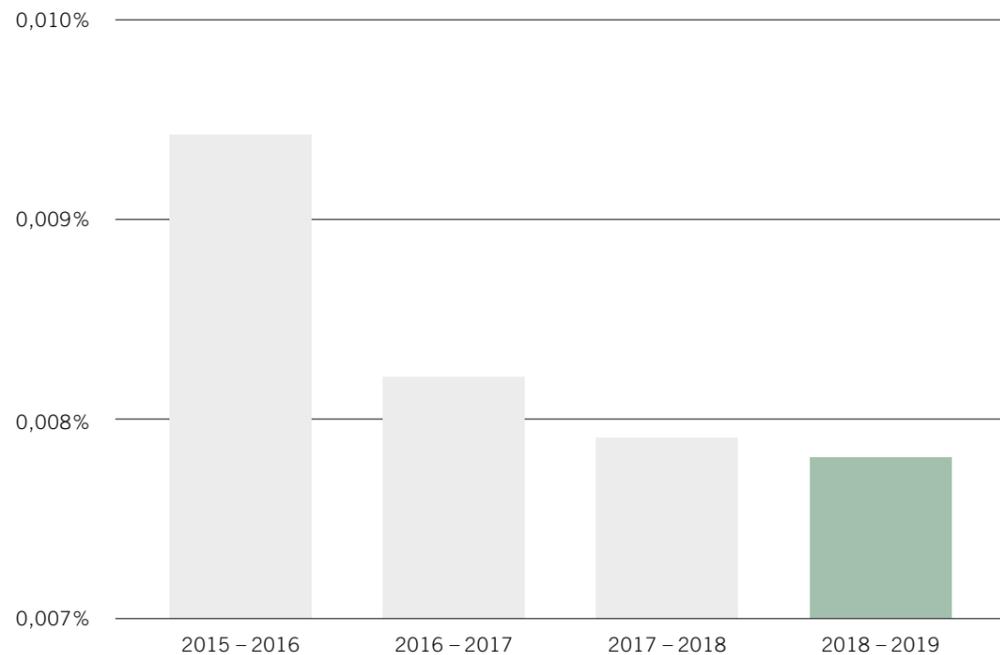
### The following environmental objectives have been adopted

- We must reduce our fuel consumption, in relation to turnover, by 10% over five years.
- We must reduce our electricity consumption, in relation to square metres, by 5% over five years.
- All personnel at Input interior must receive in-depth environmental training during 2018.

Here are the results for this business year.

#### 1 Fuel

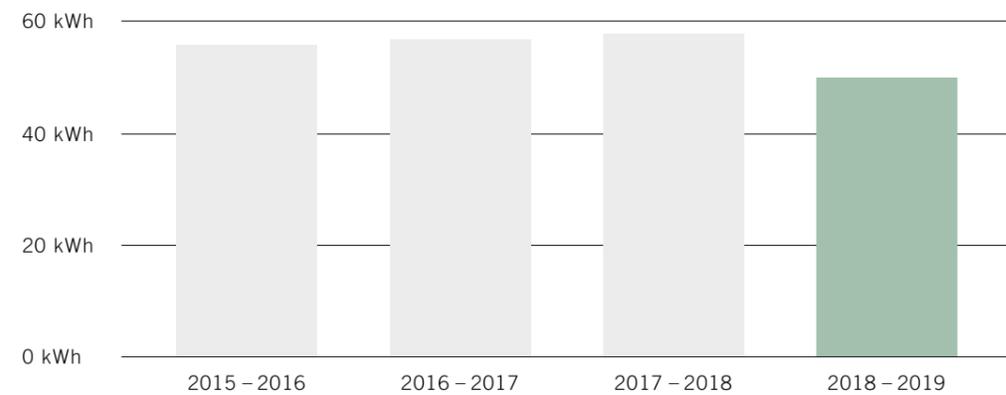
##### Fuel consumption in relation to turnover.



The trend is holding and Input interior is continuing to reduce its fuel consumption in relation to turnover. One of the explanations for this should be fewer part deliveries and better delivery planning.

#### 2 Electricity

##### Electricity consumption (kWh) in relation to square metres.



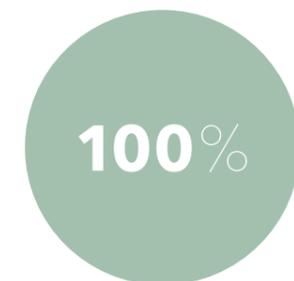
Electricity consumption in relation to square metres is continuing to fall. In order to maintain this trend, we must actively continue to work on improvements. We see big differences between our offices and a major contributing factor is that heating is included in electricity supply at some of the offices. In order to achieve the objective of reduced electricity consumption, we need to continue to work on improvements during 2019/2020, for example:

- Enforcing the procedure of closing warehouse doors as soon as possible after loading and unloading.
- Installing lighting with motion detectors in more premises to save electricity.
- Continuing to provide employees with information about the importance of shutting down computers, photocopiers and printers when they go home.

#### 3 Training

By August 2019, employees at all locations in Sweden had completed Input interior's internal environmental training. The aim for all employees to have completed the training before the end of the business year was thus achieved.

Ahead of the coming business year we will be working to ensure that the environmental training is provided for all new employees in Sweden, and all employees in Denmark, Finland and Norway.



# 4

## Results

# Environmental training creates increased awareness

**Ensuring fundamental knowledge and understanding of environmental issues within the organisation is a necessity in order for our sustainability efforts to be successful. Consequently, all employees on our Swedish market have completed an environmental training course.**

“In order to successfully achieve our environmental objectives, we believe that every employee must have knowledge and an understanding of the difference that individual contributions can make. Our environmental work must not be seen as abstract and nor should it be regarded as a task for someone else to solve. If we are to succeed, we need to work together, and that requires knowledge,” says Patrik Clavenstam, who is responsible for Business Development and CSR at Input interior.

This is why Input interior has developed an environmental training course that aims to provide improved awareness about our activities, our negative impact and our environmental, social and economic responsibilities. The training looks at how we manage waste and use materials, as well as how, in our role as a leading industry player, we can influence our clients, suppliers and partners to make better environmental choices and invest in sustainable interior design.

All employees in Sweden completed the course in 2019, and for new employees, it is available in digital format.

“Having knowledge and an understanding of the issues is necessary to enable us to make a difference. After completing the training, action plans have been drawn up at the offices. This makes it even clearer how local contributions affect the group’s overall objectives,” concludes Patrik.

At Input interior’s office in Helsingborg all employees have completed the training, and this resulted in an action plan. Anne Hamilton Ek, Site Manager at Input interior in Helsingborg, feels that the training provided both wake-up calls and a sense of pride and insights regarding specific measures that should be implemented.

### **What do you take away as the most important factor from the environmental training with Patrik?**

The training provided a reminder of the environmental situation that the whole world is facing. A wake-up call from the everyday routine. We gained a good insight into how we are part of a long chain, in which we can actually get involved and have an influence – on both large and small factors. In addition, I feel a sense of pride in the range we at Input interior currently offer, featuring numerous products that live up to the most stringent of environmental requirements.

### **What is the level of interest in the environment and mindful choices at your office in Helsingborg?**

We have some real enthusiasts who are great at motivating and inspiring others. There has been huge interest in our waste sorting systems, for example, and we’ve gotten really proficient in that area, which is great. And now new challenges await where dedication and interest can make a difference!

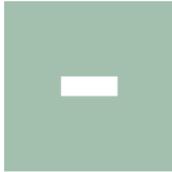
### **... and what about your clients?**

My perception is that market demand for good environmental choices has increased. Many people realise the value of furniture that will stand the test of time – in terms of both aesthetics and quality.

Take re-use, for instance, something that has increased in recent times. It’s not always cheaper, but many people still choose this, as it’s a considerably better environmental option. This feels like an encouraging trend.

### **What improvements will you be working on following the environmental training?**

CO<sup>2</sup> emissions from transport represent Input interior’s biggest environmental impact, so we will be focusing on cutting down our part deliveries, which are sometimes totally unnecessary. Among other things, we will be instigating a compulsory status meeting for orders over SEK 300,000 to check up on the progress of the project. This will involve collecting data and minimising the risk of deviating from our original delivery planning. It’s also a matter of changing the mindset, not giving an over-optimistic delivery date from the outset, which runs the risk, among other things, of leading to part deliveries. ■



## Work in progress

Input interior's sustainability work is about improving our activities, influencing our surroundings and committing to the environment. In other words, it's about helping to make a difference. Contributing to a better industry. And to a better world.

We are making improvements, quality-assuring the business and training our employees. We continuously set requirements for our suppliers and encourage them to pursue responsible production from a health, environmental and quality perspective. We influence our clients in their choice of interior design and inspire them to invest in eco-labelled products, engage in circular ownership or reuse elements of their existing interior furnishings. We persuade architects and designers to design sustainable furniture, make better environmental choices and develop smarter designs that take into account the environment. We participate in innovation projects and in the public debate in order to be able to influence decision-makers and improve consumer knowledge. And we develop new services that create the right conditions for a second-hand market and in the long run move the industry away from a linear model towards a circular cycle.

This report has shown what we at Input interior are doing to help make a difference. This is work that permeates all aspects of our business. And continues every day. And which is not over yet.

### Want to know more about our sustainability work?

Contact Patrik Clavenstam, Head of Sustainability at Input interior.

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