SAMSUNG

Samsung
Electronics
Nordic AB

Sustainability Report

2025

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The Nordic Sustainability Report 2025 is based on Samsung's global 2025 sustainability report and includes updated information specific to the Nordic affiliate. While Samsung's sustainability efforts are global, we also focus on a strong local approach. Therefore, this report discusses and highlights initiatives at both the global and Nordic levels.

This report presents data for Samsung Electronics Nordic AB ("Samsung Nordic") from January 1 to December 31, 2025, and cover operations in Sweden, Norway, Finland, and Denmark, unless otherwise stated. The report also covers sustainability highlights from our global organization and sustainability report. The global 2025 report presents data from January 1st to December 31st, 2024. Thus, the report contains data from both 2024 (Global level) and from 2025 (Nordic level).

The statutory sustainability report has been prepared in accordance with the Annual Accounts Act (Årsredovisningslagen), Chapter 6, as the law applied before July 1, 2024.

01

Introduction

This is Samsung

Samsung Electronics Co. Ltd (hereafter referred to as Samsung) is a global technology company headquartered in South Korea. Guided by our Global Code of Conduct, business principles, and core values, we strive to be a leading company that contributes to society by delivering high-quality products and services founded on innovation, advanced technology, and a talented workforce. Through an integrated global network, Samsung designs, manufactures, and provides products that enrich people's lives.

In 1992, Samsung Nordic was established to serve the Nordic region as a sales and marketing organization, bringing the company's global innovations closer to local consumers and partners. Headquartered in Kista, Sweden, the company operates through local branches in Sweden, Denmark, Finland, and Norway. Samsung Nordic distributes products to all Nordic markets, including Iceland.

Operations are overseen by six departments reporting directly to the Chairman and CEO. Products are sourced from Samsung factories across Asia and Europe and distributed through our central logistics hubs in the Netherlands and Sweden, or directly to customers. The Nordic team combines Samsung's global expertise with local insight – ensuring that advanced technology and sustainability goals reach the Nordic market.

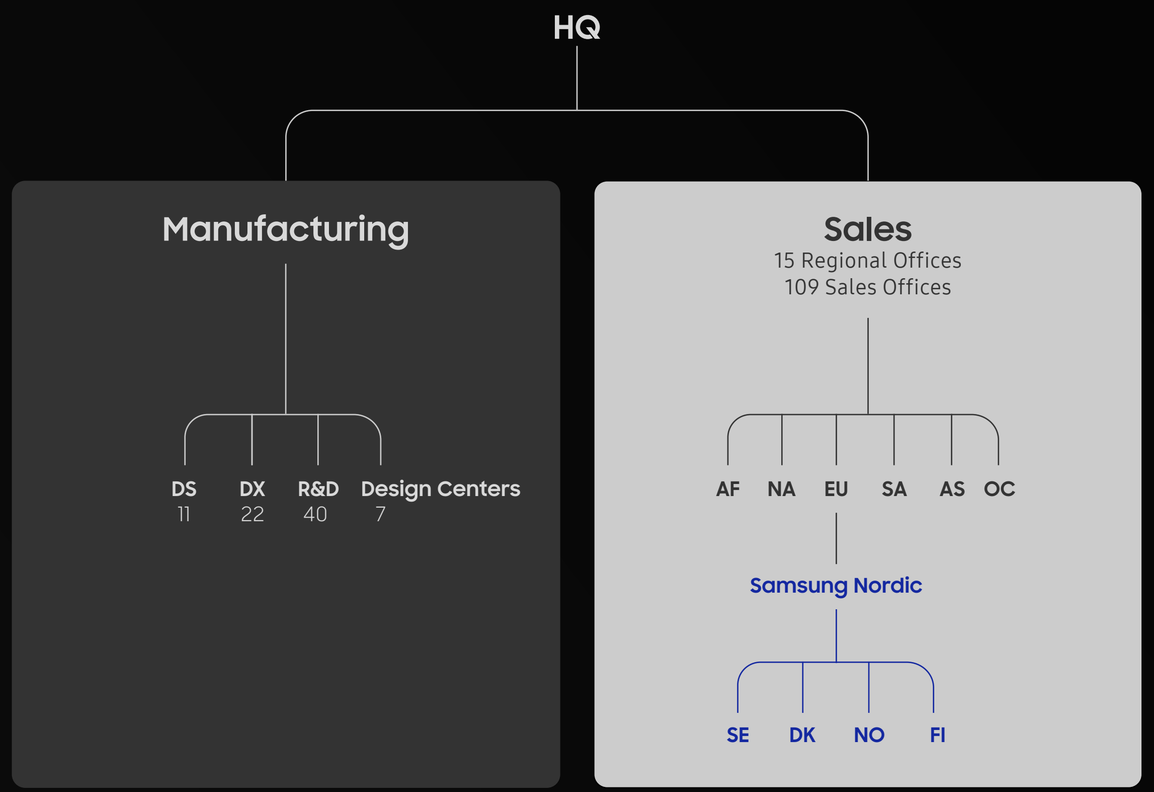
Samsung Nordic's Role and the Product Value Chain

Samsung Nordic operates within Samsung's Sales organization as part of the European sales region, and functions as a regional sub-organization responsible for the Nordic markets. It coordinates and executes sales operations across Sweden (including Iceland), Denmark, Norway, and Finland. In this role, Samsung Nordic acts as the local interface between Samsung's global strategy and market-specific execution in the Nordics. In the Nordics, our major product groups are Mobile eXperience, Home Appliances, Displays and Monitors, and TV and Audiovisuals.

Upstream Value Chain:

Raw Materials
Packaging Materials
Components

Own Operations



Downstream Value Chain:

Product Use
End-of-life Management

Samsung in Numbers

76

Operations in 76 countries

33

manufacturing sites globally

Total GHG emissions, Nordics

2022 **48,329**

2025 **25,085**

in tonnes CO_2e

"In the Nordics, total greenhouse gas emissions decreased by 7% compared to 2024, and decreased by 48% compared to 2022."

JASON KIM
PRESIDENT, SAMSUNG ELECTRONICS NORDICS AB

€22.750

billion euros invested in Research and Development 2024

1992

Samsung Nordic began its operations

391

employees in the Nordics

262,647

employees globally

4

offices in the Nordics

40

research and development centers

Our Values

People

Quite simply, a company is its people. At Samsung, we are dedicated to giving our people a wealth of opportunities to reach their full potential.

Excellence

Everything we do at Samsung is driven by an unyielding passion for excellence and an unfaltering commitment to develop the best products and services on the market.

Change

As we have done since our foundation, we set our sights on the future, anticipating market needs and demands so we can steer our company toward long-term success.

Integrity

Operating in an ethical way is the foundation of our business. Everything we do is guided by a moral compass that ensures fairness, respect for all stakeholders, and complete transparency.

Co-prosperity

Samsung is committed to becoming a socially and environmentally responsible corporate citizen in all of its communities worldwide.

Samsung's values form the foundation of our business and define how we operate – globally and in the Nordic region. They guide our decisions, our culture, and the way we create value for customers, employees, and partners. With an aim to become one of the most ethical companies in the world, Samsung is committed to ongoing employee training and operating monitoring systems, while upholding fair and transparent corporate management. Read more about our values at samsung.com.

A Message From our President

Dear Employees, Customers, Partners and Stakeholders

In 2025, Samsung continued to operate in an environment shaped by geopolitical uncertainty, industrial transformation, and rapid advancements in AI technology. Despite this context, Samsung Electronics achieved a 16% increase in revenue and a fivefold increase in operating profit in 2024. This performance provides a stable foundation for continued long-term investments, including sustainability initiatives.

For Samsung Nordic, our role remains clear: to connect Samsung's global strategy with the specific needs of the Nordic market. This report outlines how our global sustainability commitments are implemented locally and how we measure progress across our operations. When it comes to environmental initiatives, our work is guided by Samsung's Environmental Strategy. The strategy focuses on achieving net zero scope 1 and 2 emissions, expanding the use of renewable energy, strengthening circular resource management, improving water stewardship, and reducing pollutants across operations.

The Device eXperience (DX) division is on track to achieve net zero scope 1 and 2 emissions by 2030. In 2024, 93.4% of energy used in DX global operations was renewable. Samsung Electronics also achieved UL Solutions' "Zero-Waste-to-Landfill" Platinum designation across all global manufacturing sites – marking a key milestone in the company's environmental strategy. UL Solutions' "Zero Waste to Landfill" Platinum designation confirms that 100% of waste from our global manufacturing sites is diverted from landfill, as verified by an independent third party.

In the Nordics, total greenhouse gas emissions decreased by 7% compared to 2024, and decreased by 48% compared to 2022. This progress is primarily a result of optimized logistics operations and continued electrification of our company car fleet. Transport remains our largest emission source in the Nordics, and we continue to improve logistics efficiency by keeping packaging compact and reducing overall transport volumes.

Circular principles increasingly shape how we design and develop our products. During the year, progress was made in embedding resource efficiency and durability into flagship products. A new Circular Battery Supply Chain was launched for the Galaxy S25, reusing cobalt recovered from previously used Samsung Galaxy smartphones and batteries discarded during manufacturing.

Artificial intelligence is becoming an increasingly central part of our products ecosystem. We develop AI under structured governance frameworks, prioritizing transparency, cybersecurity, and data protection. Samsung Knox and hardware-based systems such as Knox Vault protect user data at device level, while our AI governance principles define how AI is designed, deployed and managed responsibly across the organization.

Accessibility is another priority linked to responsible innovation. The EU Accessibility Act entered into force in 2025, and accessibility requirements are systematically integrated into product planning and development processes. Our ambition remains clear: technology should be usable and beneficial for everyone, regardless of age or ability.

Within our Nordic organization, we continue to foster an inclusive and healthy work environment. Initiatives such as Mental Health Week and internal Employee Resource Groups support employee wellbeing and engagement.

Governance underpins all these efforts, and we always aim to follow the highest ethical standards. We maintain structured compliance systems, supply chain due diligence and transparent reporting, including under the Norwegian Transparency Act.

Sustainability at Samsung Nordic is not a separate initiative. It is embedded in how we manage risk, build long-term trust, and create innovation that is relevant for our region. I want to thank our employees, partners, and customers for contributing to this progress in 2025.

JASON KIM
President, Samsung Electronics Nordics AB

02

Our Products

Our Products

From semiconductors to Samsung Galaxy devices and home appliances, Samsung works to minimize environmental impact across the entire product lifecycle. For all of our divisions, we emphasize resource-efficient manufacturing, increased use of recycled materials, renewable energy, and designing products that last longer and can be repaired, reused, and recycled.

Samsung Global Product Overview

Samsung is divided into two independently operated divisions – Device eXperience (DX) and Device Solutions (DS).

The DX Division produces and sells a wide range of consumer products, including monitors and displays, TVs and audiovisual products, network systems, mobile devices such as smartphones and tablets, as well as home appliances including washing machines and refrigerators.

The DS Division consists of the Memory Semiconductor Business, Foundry Business, and System LSI Business which produce and sell semiconductor components.

Samsung Nordic Product Overview

Samsung Nordic's primarily operates within the DX Division, encompassing the following product categories: Mobile Products, TV and Audiovisuals, Home Appliances, and Displays and Monitors.

*The Sales and operating profits are based on global 2024 figures, excluding the performance of Harman and SDC (Samsung Display Company)

DEVICE EXPERIENCE DIVISION	SALES, GLOBAL	OPERATING PROFIT, GLOBAL	MAJOR BUSINESS UNITS
DX	€ 100,295,457,000	€ 8,486,973,000	Mobile eXperience Visual Displays Digital Appliance Networks Health & Medical Equipment

DEVICE SOLUTION DIVISION	SALES, GLOBAL	OPERATING PROFIT, GLOBAL	MAJOR BUSINESS UNITS
DS	€ 39,290,755,000	€ 8,778,905,000	Memory Foundry System LSI

Sourcing, Production, and Distribution

We enhance resource efficiency from the initial stages of production by utilizing renewable energy, circular materials, and smarter manufacturing practices that minimize waste and reduce water consumption.

93.4%

renewable electricity across DX manufacturing sites (2024).

Installation of water saving systems and reuse of treated graywater at all DX sites.

Circular Economy Lab was established in 2022 to research material recycling technology and product application.

Circular Battery Supply Chain extracts cobalt from old Samsung Galaxy devices and manufacturing scrap for use in new devices.

31%

of plastic parts in DX products are made with recycled resin (201,755 tonnes).*

100%

Elimination of plastic from mobile products packaging by 2025.

In 2025, we achieved UL Solutions' "Zero Waste to Landfill" Platinum designation across all of our global manufacturing sites - marking the first major milestone in the company's environmental strategy.

*Pure recycled resin ratios differ by part.

Usage and End-of-Life Management

We extend resource efficiency into everyday use by lowering energy consumption, enabling repair, prolonging product lifecycles, and supporting recycling and take-back programs.

31.5%

On average, the power consumption in major models across seven product categories is 31.5% lower since 2019** while maintaining the same performance levels.

Our Eco-Conscious Repair initiative replaces only the broken LCD panel for smartphones and TVs, instead of the entire module - reducing waste by avoiding full module replacement.

Eco Saving Mode in ViewFinity displays automatically reduces screen brightness to save energy.

7

Seven generations of OS upgrades and seven years of security updates for Galaxy Z and S series smartphones to promote a longer product use.

Service networks of 12,925 centers in 217 countries to ensure availability and support for product repairs.

80

Recycling and take-back programs are active in 80 countries. By 2030, we aim to operate an e-waste collection system in all global sales regions.

Customer Self-Repair Program enables users to repair their devices at home using genuine parts, tools, and official repair manuals, promoting easy repair for extended use.

**Major product categories (2024 Models): Refrigerator (RF91DB90LE01), Washing Machine (WD25DB8995BZ), Air Conditioner (AE120CXYBEK/ST), TV (KQ75QND900FXKR), Monitor (LS49DG952SKXKR), PC (NP960QGK), Smartphone (SM-S928). Compared with 2019 models with equivalent performance and specifications.

Resource Use In Our Products

Resource Efficiency - From Production to Everyday Use

At Samsung, we own and operate most of our manufacturing facilities, allowing us to manage every stage of the product lifecycle – from sourcing of raw materials and manufacturing to product use and end-of-life management.

Smarter Use of Resources in Production

Our focus on resource efficiency starts at the very beginning of production, where energy, materials, and water are first consumed. Both the Device eXperience (DX) and Device Solutions (DS) Divisions run programs to increase the use of renewable energy, reduce dependence on virgin resources, improve water stewardship, and eliminate waste sent to landfills across all global manufacturing sites.

Energy

Manufacturing is an energy-intensive process, and driving efficiency while increasing the share of renewable electricity remains a priority. In 2024, renewable energy supplied 93.4% of DX productions, helping to lower operational carbon emissions and move closer to our target of 100% renewable energy.

Renewable energy transition by key DX Division Regions:

→ Europe	100%
→ Korea	100%
→ China	100%
→ India	100%
→ Vietnam	100%
→ Brazil	100%
→ United States	100%
→ Mexico	Partially complete

Materials

We continue to increase the use of recycled materials to lower the demand for virgin resources. In 2024, 31% of DX plastic parts were made with recycled resins* – nearly 201,755 tons, about 1.3 times more than in 2023 (157,939 tons).

A new Circular Battery Supply Chain was launched for the Galaxy S25, reusing cobalt recovered from previously used Samsung Galaxy smartphones and discarded batteries during manufacturing. The 2025 Galaxy S25 series also includes recycled parts across major components such as plastics, metals, and glass.** Recycled plastic from waste wafer trays in semiconductor production has also been introduced, and graphite reclaimed from used batteries is incorporated in the internal thermal insulation of the 2024 and 2025 Neo QLED 8K TV models. At the same time, we work toward replacing unnecessary plastic packaging with paper across our entire product portfolio. For the Galaxy S25 Series released in 2025, the average packaging box is made of 96% paper, with the paper used in the packaging box sourced from 100% recycled materials.

The Circular Economy Lab at our headquarters in Suwon, which launched in 2022, has successfully converted expanded polystyrene (EPS) foam from packaging into high-quality plastic through melting. During 2024 the lab developed recycled polystyrene (r-PS), made from waste styrofoam generated after installing our products, as well as recycled polycarbonate (r-PC), derived from waste wafer trays generated during the semiconductor manufacturing process.

Water

We aim to reduce freshwater use and wastewater production throughout our manufacturing processes. Through treatment technologies, water saving facilities, and systematic management, we reduce water withdrawal and increase the reuse of treated graywater, groundwater, and rainwater for non-industrial purposes Our DX Division has installed water-saving facilities at all sites, while the DS Division runs large-scale reuse systems and advanced treatment technologies, including agreements to reuse treated sewage effluents.

Waste

Building on our commitment to water stewardship, we also focus on preventing and recycling waste throughout our production process. Wastewater and manufacturing by-products are managed and reused in production cycles whenever possible.

In 2024, we achieved a waste recycling rate of up to 98% (DX 94%; DS 99%), supported by closed-loop systems and advanced treatment processes. Additionally, Samsung Electronics has achieved UL Solutions' "Zero Waste to Landfill" Platinum designation across all of its global manufacturing sites – marking the first major milestone in the company's environmental strategy.

About Zero Waste to Landfill certification:

We have conducted Zero Waste to Landfill verification validated by UL Solutions, a global safety science company. UL Solutions awards Zero Waste to Landfill designations based on a facility's waste diversion rate: Platinum (100%), Gold (95-99%), and Silver (90-94%). Facilities that achieve a diversion rate of less than 90% and above 80% can still qualify for a certified landfill diversion claim. (As a rate with a fractional value is rounded off by UL, 99.5% will be rounded off to 100%)

*Pure recycled resin ratios differ by part
**Read more about recycled materials in our products

Extending Product Lifespan and Improving Recycling

At Samsung, we focus on increasing the lifespan of our products and recovering materials once those products have reached the end of life. A product's environmental footprint is shaped by its lifecycle – from production and distribution to product use and end-of-life-management. A significant part of Samsung's environmental footprint comes from the usage and end-of-life stages, where energy efficiency, designing for durability, and waste management are essential. As global e-waste challenges increase and legislative landscapes change, we aim to extend the lifespan of materials for as long as possible.

Designing for Longevity and Efficiency

Extending a product's lifespan is essential to reducing resource consumption. Our design principles address this by prioritizing durability, repairability, and energy efficiency. We continually optimize devices to minimize energy consumption during both active use and standby modes. For example, The Eco Saving Mode feature of the ViewFinity series reduces energy consumption by automatically adjusting the screen's brightness. On average, the power consumption in major models across seven product categories are 31.5% lower since 2019* while maintaining the same performance levels. We also provide extended software and security updates to keep devices functioning and secure for a longer period. For example, the Galaxy S25 series includes seven generations of OS upgrades and security updates, supporting a more secure Galaxy experience for a longer period of time.

*Major product categories (2024 Models): Refrigerator (RF91DB90LE01), Washing Machine (WD25DB8995BZ), Air Conditioner (AE120CXYBEK/ST), TV (KQ75QND900FXKR), Monitor (LS49DG952SKXKR), PC (NP960QGK), Smartphone (SM-S928). Compared with 2019 models with equivalent performance and specifications.

Encouraging Repair and Service

Our service network supports broad repair availability. For Consumer Electronics – Home Appliances, Displays and Monitors, TV and Audiovisuals – we collaborate with 74 service partner locations across the Nordics. For Mobile Devices, we operate 20 service locations complemented by 211 collection points, where customers can drop off devices and receive a loan device. Globally, Samsung Electronics operates 12,925 service centers in 217 countries to support product repairs.

During the year, repair services continued to develop. In Home ECO repairs increased from 8.5% in 2024 to 11.3% in 2025. Pick Up Service repairs and Carry In repairs remained stable at 34.8% and 54%, respectively. For MX, a new Danish location was added, and foldable ECO repairs remained stable at 10%, with more work now performed locally in the Nordics.

Our Eco-Conscious Repair initiative continues, a service where only the broken LCD panel is replaced, preserving the frame for reuse and reducing both material demand and electronic waste.

Closing the Loop: Responsible End-of-Life Management

When a product reaches its end-of-life stage, we focus on material recovery. Samsung works with national collection and recycling programs to ensure the safe and efficient recovery of valuable materials from used products. Alongside Producer Responsibility Organizations (PROs) in the Nordics and other markets, we strive to close the loop by creating a more circular model where products and components are effectively reused and recycled.

By helping consumers repair rather than replace their products, customer service becomes a key driver for longer product lifecycle

With nearly two decades at Samsung, Gisela Restell has worked close to the consumers throughout the company's transformation. In her role as Customer Experience Manager at Samsung Nordic, she is responsible for the contact center, the consumer journey and the use of customer insights to improve service quality – with a growing focus on how support can help extend product lifespans.

"Customer Service plays an important role in extending the product lifecycle, and that has a direct connection to sustainability. By supporting consumers through different channels – such as phone, chat and self-service solutions – we can help them maintain their products properly and use them for longer. When consumers have the right knowledge and tools, they are less likely to replace a product prematurely, which helps reduce waste and conserve resources.

Many of the questions we receive are about making sure products continue to work as intended after repairs or updates. Consumers want reassurance – not only that the product will function, but that the repair has been carried out with high quality. That is why we emphasize the use of authorized service partners and original Samsung spare parts. It gives consumers confidence and helps maintain both performance and durability over time.

We have also seen a shift in how consumers view repairs. More consumers now prefer to repair rather than replace their products, and there is growing interest in step-by-step guidance and DIY repair solutions for minor issues. I believe it reflects a broader awareness around sustainability and a desire to keep products in use for as long as possible.

Initiatives such as Eco-Conscious Repair and our reuse programs support this shift. With improved technology, service partners can increasingly replace individual components instead of entire parts. This reduces material use, lowers costs, and results in high-quality repairs. By encouraging repairs over replacements, we reduce electronic waste while offering a cost-efficient and reliable option for consumers."

GISELA RESTELL
Customer Experience Manager, Samsung Nordic

Mobile Products

The Mobile Products Division emphasizes a user-centric approach, tailoring and focusing its products and services to meet the diverse needs of its customers. The open platform forges partnerships that tap into the power of the entire Samsung Galaxy ecosystem, from smartphones, tablets, and PCs to wearables, software, and services.

Galaxy S25 Series: Designing for Circularity and Longer Life

The Galaxy S25 series shows Samsung's commitment to resource circularity, performance, and durability. The Galaxy S25 has been recognized with the 2025 ReMA Design for Recycling® Award, highlighting the engineering effort to simplify end-of-life material recovery.

The device uses recycled materials in several key parts. This includes 100% recycled gold in the main printed circuit board plating, 100% recycled rare earth elements in all speaker magnets, and 50% recycled cobalt in the battery. The Armor Aluminum in the front case contains 20% recycled content, while recycled plastic is incorporated into components such as the front case and speaker modules.

The product's lifespan is recognized as a key determinant of its environmental footprint, as a longer life reduces the demand for new resources. Therefore, Samsung commits to seven generations of OS upgrades and security updates from the launch date, enabling users to keep their product functional for longer.

For packaging, we have achieved a 96.6% reduction in plastic use compared with the Galaxy S7, decreasing from approximately 51% plastic by weight to 1.6%. The packaging box uses 100% recycled paper. The Galaxy S25 also supports Samsung's global take-back and recycling programs.*

*S25 Product Environmental Report

Recycled Gold in PCB

100% used in the main printed circuit board plating

Software Support

Seven years and seven generations of security and OS upgrades from launch

Packaging Plastic Reduction

96.6% reduction compared to the Galaxy S7 released in 2016, moving from approximately 51% plastic by weight to 1.6%

With AI built into product development from the start, the smartphone becomes a proactive partner for the user

As Nordic Product Expert and Product Spokesperson for Mobile eXperience, Kenan Omar works at the intersection of product innovation and sustainability. With six years at Samsung across multiple roles, he has seen how circular design principles and AI have become increasingly central to how mobile products are developed, used and supported over time.

“When we talk about sustainability in MX, it really starts with the full product lifecycle from how a phone is produced to how long it can realistically be used. That perspective guides a lot of our decisions. When we launched the Galaxy S25 series earlier this year, it included a broad range of recycled materials in key components, reflecting our ambition to strengthen circularity without compromising performance.

At the same time, product longevity is just as important as material choices. That’s why software support plays such a central role in our sustainability work. Our flagship Galaxy S and Z series offer seven generations of OS upgrades and seven years of security updates. For selected models in the Galaxy A series, we have extended the period of security updates, allowing more users to keep their devices longer while maintaining performance and security.

AI is a key enabler in this development. Through Galaxy AI and our strategic partnerships, we see how AI helps reduce friction in everyday use – whether it’s communication, productivity or creativity. With AI built into product development from the start, the smartphone –or as we like to call it, AI phone – becomes a proactive partner for the user, tailored to individual needs and habits.

Of course, none of this works without trust. Security is non-negotiable for us. For AI features that run directly on the device, Knox Vault protects personal data through hardware-level encryption in a dedicated Personal Data Engine. For cloud-based AI features, any input data is deleted as soon as the result is generated. That balance between innovation and privacy is something we take very seriously.

Looking ahead, I see AI and sustainability continuing to reinforce each other. AI is not only about adding new features – it is also a tool to make products more efficient, more durable and more relevant over time. And for me personally, that is what makes this work so meaningful.”

KENAN OMAR
Nordic Product Expert, Mobile Products

Sourcing, Production, and Distribution

We are advancing our business models by strengthening circular resource use throughout the product lifecycle and by progressively improving resource management across the product – from sourcing of raw material to end-of-life management. To extend the lifespan of our products, we explore the use of recycled materials and enhance product performance to extend the lifespan of our products.

SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, including Labor & Human Rights, Health & Safety, Environment, Ethics, Management System, and Migrant Worker Guidelines. Additionally, we conduct annual comprehensive evaluations to ensure ongoing compliance. As a member of the Responsible Business Alliance (RBA), we actively participate in the world's largest industry coalition focused on promoting corporate social responsibility within global supply chains.

We encourage suppliers to reduce greenhouse gas emissions by monitoring their greenhouse gas emissions and promoting participation in the Carbon Disclosure Project (CDP) supply chain, a global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts. Additionally, we promote renewable energy adoption by providing training and information sharing forums.

Read more about our supply chain work

HUMAN RIGHTS & LABOR PRACTICES

To proactively assess the direct and indirect impact of our business operations on human rights and labor standards, we conduct human rights due diligence using a variety of methods. These include, but are not limited to, internal assessments and audits, third-party audits, human rights impact assessments, and other forms of evaluation.

Read more about our Human Rights Processes and Policies

RAW MATERIAL EXTRACTION

All our smelters are certified under the Responsible Minerals Assurance Process (RMAP), ensuring responsible mineral sourcing that aligns with global standards on human rights and environmental protection. We prohibit materials that do not comply with our Responsible Minerals Policy. Additionally, by increasing the use of recycled minerals, we reduce the reliance on virgin raw materials extraction.

Read more about our work to eliminate conflict minerals in our Responsible Minerals Report 2025

CHEMICALS

At Samsung, we continuously evaluate the impact of chemicals, explore viable alternatives, and prioritize the selection of safer substitutes as part of our commitment to responsible substance management. Our supply chain review and management systems are designed to guide suppliers in adopting in responsible substance management practices. Suppliers undergo audits every two years to ensure compliance with our Eco-Partner certification system, guaranteeing that products and components do not contain hazardous substances.

Read more about the Eco-Partners certification process

RESOURCE USE

In 2022, we established the Circular Economy Lab, which focuses on material circularity and conducts research on recycling processes and the use of recycled materials to improve resource circularity. For example, we developed a Circular Battery Supply Chain for the Galaxy S25 by utilizing recycled cobalt extracted from previously used Samsung Galaxy smartphones and discarded batteries for the manufacturing process. We also applied recycled resin to 31% of our DX product plastic parts.* Our goal is 50% recycled resin in plastic parts in our products by 2030, and 100% by 2050.

Read more about our work to improve resource circularity

MANUFACTURING

We are committed to achieve 100% renewable energy at our DX manufacturing sites by 2027. In 2024, we achieved 93.4% renewable energy use at these sites, while all DS manufacturing sites have operated on 100% renewable energy since 2020. Additionally, we are part of RE100, a global initiative uniting businesses committed to using 100% renewable electricity in their operations.

Read more about our work to expand renewable energy use

WATER EFFICIENCY

At Samsung, we recognize the importance of water stewardship. By 2030, we aim to replenish 100% of the water we use globally and return an equivalent amount of water consumed by division subsidiaries to local communities. To achieve this, our manufacturing facilities will collaborate through various initiatives, including establishing cooperative systems with local governments, NGOs, and community members to protect and enhance water resources in nearby watersheds. This initiative is designed to promote the well-being of local communities. In 2024, we achieved a water replenishment rate of 38.6% for our global sites and 100% for Korean sites through these efforts. Additionally, several of our manufacturing sites have received the highest Platinum certification from Alliance for Water Stewardship (AWS).

Read more about the Alliance for Water Stewardship (AWS) on page 51

TRANSPORT

We are working to reduce emissions in our logistics operations. Several of our Nordic logistics partners strive to achieve emission reductions by optimizing transport routes and improving loading efficiency. At Samsung we actively work to reduce packaging weight to decrease the number of transports required, thereby lowering greenhouse gas emissions from our deliveries. Direct-to-consumer deliveries, which account for approximately 4% of our volume, are transitioning toward fossil-free transport solutions by the end of 2025. For business-to-business transports, we continue to collaborate with our logistics partners to support electrification and alternative transport solutions.

*Pure recycled resin ratios differ by part.

Extending Product Life and Supporting Responsible Use

ENERGY EFFICIENCY

We are actively working to improving the energy efficiency of our products. For example, the Galaxy Book5 Pro features the Intel Core Ultra Processor Series 2, delivering a more convenient AI PC experience and improving performance-per-watt (performance-to-power ratio) by up to 40% compared with last year's model in the same class. The application of the Intel processor reduces power consumption in sleep mode by up to 25% and extends battery life to up to 25 hours.

REPAIRABILITY

By offering repair and refurbishment services to consumers, we can promote a longer lifecycle for our products. An example of this is offering a wide range of support options for Samsung Galaxy Smartphone users to extend the lifespan of their device, including security and OS upgrades, brand-authorized workshops, and service centers for repair and refurbishment. We currently collaborate with 211 collection points where customers can drop off their mobile products, along with 20 service points in the region. Additionally, we promote product longevity by offering component repair service that minimizes part replacement and reuses existing parts as much as possible. As of 2024 the component repair service for smartphones is available in 52 subsidiaries, including all Nordic countries.

RECYCLING

At Samsung we run several smartphone recycling programs and aim to operate an e-waste collection system in all global sales regions by 2030. Currently, these systems are available in around 80 countries.

In the Nordics, we partner with national Producer Responsibility Organizations (PROs) that oversee the collection, recycling, and disposal of electronic waste. Our PROs manage shipping, third-party certification and compliance, while providing us with data on product collection volume data to support our recycling initiatives.

PACKAGING

We are committed to improving our products packaging by prioritizing the use of recycled materials, eliminating single-use plastics, and enhancing packaging recyclability. For the Galaxy S25 Series released in 2025, the packaging is made of 96% paper on average, and the paper used in the packaging box is 100% recycled. In the Mobile Products Division, we aim to have plastic-free product packaging by 2025.

ACCESSIBILITY

We are actively incorporating innovative technologies, to improve accessibility across our products and service offering. In Samsung Galaxy devices, AI enhance user experience through features such as Bixby Voice ID. This feature recognizes each user's voice and automatically applies their personal accessibility settings, including text size, reading contrast, and spoken guidance.

Information handled by these AI features is protected by Samsung Knox Vault.* Together, tools like voice control, live translation, and vision support functions simplify mobile use for people with visual or hearing impairments, while keeping personal data secure.

CONSUMER BEHAVIOR

We are actively working to ensure that our customers can use our mobile devices safely and responsibly. Samsung upholds strict privacy practices for advertising on mobile and IoT devices, including the use of randomly generated advertising IDs, and provides clear options to opt out of targeted ads at any time. Personal data collection is conducted exclusively with a clear notice of purpose and user consent. To further protect users, our devices are secured through Samsung Knox and Knox Vault* – multi layer security solutions that safeguard sensitive information and block unauthorized access. Galaxy devices also receive regular mobile security updates for up to seven years, helping consumers maintain secure and long-lasting device use.

*Knox Vault is a hardware-based security system built into many Samsung Galaxy devices. It creates a separate, encrypted area inside the device for storing sensitive information such as passwords, PIN codes, biometric data, and AI voice profiles. By isolating this data from the main software, Knox Vault protects personal information even if the operating system is compromised.

TV & Audiovisuals

Samsung's TV and Audiovisuals Division aims to create enjoyable and energy-efficient viewing and listening experiences that bring people together, whether at home or in professional settings. By continually advancing our products, we strive to provide solutions that resonate with our audiences and enrich everyday moments.

Samsung Real QLED TV: High-quality Performance, Cadmium-free Design

The Samsung Real QLED TV line-up represents an investment in picture quality by providing consumers with true-to-life color, enhanced brightness, and clarity, while also supporting the shift away from toxic materials.

The most important sustainability feature of the Real QLED series is the removal of hazardous materials. Our Quantum Dot technology contains no cadmium and has received certification from the global testing organization Société Générale de Surveillances (SGS) for compliance with the EU RoHS (Restriction of Hazardous Substances) directive.*

Beyond meeting higher safety and environmental standards, the Real QLED series provides authentic, high-quality performance. The technology has received official certification from the globally respected German testing organization TÜV Rheinland, which confirms compliance with international standards for QLED displays. This certification guarantees 100% Color Volume, ensuring vivid and consistent colors at any brightness level. The technology delivers visual brilliance while adhering to global certification standards.

*The EU RoHS Directive restricts the use of cadmium in electronic equipment to 100 ppm or 0.01% by weight in homogeneous materials.

Quantum Dot Technology

No Cadmium. Recognized by Société Générale de Surveillances (SGS) for eliminating a toxic heavy metal

Solar Cell Remote Control

Featuring a solar panel on its back, the control operates using energy from solar power or indoor lighting, which eliminates the need for disposable batteries

Color Performance

100% Color Volume Certified by TÜV Rheinland to meet DCI-P3 standard

Today, sustainability in TVs is not only about hardware – it is about keeping products digitally relevant

With more than four decades in the electronics industry and over a decade at Samsung Nordic, Magnus Nilsson has witnessed how the role of TVs has evolved. In his role as Tech Product Manager for TV & Audiovisuals, he works at the intersection of product development, regulation and sustainability – with a focus on extending product lifespans in a fast changing media landscape.

“When we talk about sustainability in TV products, it is often about how they can remain usable over time. That means looking beyond hardware and focusing on how products stay relevant as technology and consumer behavior continue to change.

One important part of this work is repairability and reuse. At Samsung Nordic we work closely with industry organizations such as ElektronikBranschen to support the implementation of the EU’s Right to Repair directive. The goal is to ensure that the rules are applied in a competition neutral way, covering all consumer sales – whether products are bought in physical stores, online, or through private imports.

Software updates have become central to product longevity. Today, TVs are used mainly for streaming content through apps rather than traditional broadcast signals. By updating the operating system on selected TV models, it becomes easier for streaming services to continue offering updated apps with the functionality and security that users expect. In practice, this means that TVs can be used for a much longer time, as supported apps remain available over an extended period.

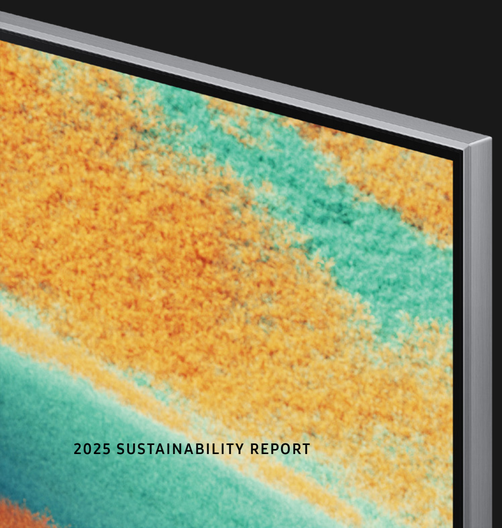
From a materials and logistics perspective, packaging also plays an important role. By keeping packaging compact while maintaining strength, we reduce material use and improve transport efficiency. Within the products themselves, recycled materials are primarily used in plastic components such as back covers, stands and remote controls. The share of recycled material depends on the functional requirements of each component, so we can balance material efficiency with durability and reliability.

What continues to stand out is how quickly usage patterns have changed. Today, keeping a TV digitally up to date is often more important than its technical lifespan. When broadcasters move away from traditional transmission methods and instead focus on app based streaming, software support becomes essential. That shift has made it clear that sustainability in TVs is not only about hardware – it is about keeping products digitally relevant over time.”

MAGNUS NILSSON
Tech Product Manager, TV & Audiovisuals

Sourcing, Production, and Distribution

Samsung is dedicated to transitioning toward more circular business models by collaborating with customers and partners to enhance resource circularity. We strive to manage resources more responsibly by enhancing energy efficiency, utilizing recycled materials and advancing research into methods for extracting and reusing resources from e-waste.



SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, including Labor & Human Rights, Health & Safety, Environment, Ethics, Management System, and Migrant Worker Guidelines. Additionally, we conduct annual comprehensive evaluations to ensure ongoing compliance. As a member of the Responsible Business Alliance (RBA), we actively participate in the world's largest industry coalition focused on promoting corporate social responsibility within global supply chains.

We encourage suppliers to reduce greenhouse gas emissions by monitoring their greenhouse gas emissions and promoting participation in the Carbon Disclosure Project (CDP) supply chain, a global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts. Additionally, we promote renewable energy adoption by providing training and information sharing forums.

Read more about our supply chain work

HUMAN RIGHTS & LABOR PRACTICES

To proactively assess the direct and indirect impact of our business operations on human rights and labor standards, we conduct human rights due diligence using a variety of methods. These include, but are not limited to, internal assessments and audits, third-party audits, human rights impact assessments, and other forms of evaluation.

Read more about our Human Rights Processes and Policies

RAW MATERIAL EXTRACTION

All our smelters are certified under the Responsible Minerals Assurance Process (RMAP), ensuring responsible mineral sourcing that aligns with global standards on human rights and environmental protection. We prohibit materials that do not comply with our Responsible Minerals Policy. Additionally, by increasing the use of recycled minerals, we reduce the reliance on virgin raw material extraction.

Read more about our work to eliminate conflict minerals in our Responsible Minerals Report 2025

CHEMICALS

At Samsung, we continuously evaluate the impact of chemicals, explore viable alternatives, and prioritize the selection of safer substitutes as part of our commitment to responsible substance management. Our supply chain review and management systems are designed to guide suppliers in adopting responsible substance management practices. Suppliers undergo audits every two years to ensure compliance with our Eco-Partner certification system, guaranteeing that products and components do not contain hazardous substances.

Read more about the Eco-Partners certification process

RESOURCE USE

In 2022, we established the Circular Economy Lab, which focuses on material circularity and conducts research on recycling processes and the use of recycled materials to improve resource circularity. For our 2024 and 2025 Neo QLED 8K TV models, the graphite sheets used for heat dissipation are made from recycled graphite materials from waste batteries. We also applied recycled resin to 31% of our DX product plastic parts.* Our goal is 50% recycled resin in plastic parts in our products by 2030, and 100% by 2050.

Read more about our work to improve resource circularity

MANUFACTURING

We are committed to achieve 100% renewable energy at our DX manufacturing sites by 2027. In 2024, we achieved 93.4% renewable energy use at these sites, while all DS manufacturing sites have operated on 100% renewable energy since 2020. Additionally, we are part of RE100, a global initiative uniting businesses committed to using 100% renewable electricity in their operations.

Read more about our work to expand renewable energy use

WATER EFFICIENCY

At Samsung, we recognize the importance of water stewardship. By 2030, we aim to replenish 100% of the water we use globally and return an equivalent amount of water consumed by division subsidiaries to local communities. To achieve this, our manufacturing facilities will collaborate through various initiatives, including establishing cooperative systems with local governments, NGOs, and community members to protect and enhance water resources in nearby watersheds. This initiative is designed to promote the well-being of local communities. In 2024, we achieved a water replenishment rate of 38.6% for our global sites and 100% for Korean sites through these efforts. Additionally, several of our manufacturing sites have received the highest Platinum certification from Alliance for Water Stewardship (AWS). .

Read more about the Alliance for Water Stewardship (AWS) on page 51

TRANSPORT

We are working to reduce emissions in our logistics operations. Several of our Nordic logistics partners strive to achieve emission reductions by optimizing transport routes and improving loading efficiency. At Samsung, we actively work to reduce packaging weight to decrease the number of transports required, thereby lowering greenhouse gas emissions from our deliveries. Direct-to-consumer deliveries, which account for approximately 4% of our volume, are transitioning toward fossil-free transport solutions by the end of 2025. For business-to-business transports, we continue to collaborate with our logistics partners to support electrification and explore alternative transport solutions.

*Pure recycled resin ratios differ by part.

Extending Product Life and Supporting Responsible Use

ENERGY EFFICIENCY

We are actively working to improve the energy efficiency of our products. For example, Samsung TVs are designed with intelligent energy-saving technologies that optimize power usage in real time. AI supported optimization features adjust screen brightness based on room lighting conditions, and built in sensors automatically reduce brightness after two hours of inactivity to reduce energy use.

REPAIRABILITY

By offering repair and refurbishment services to consumers, we can promote a longer product lifecycle. For TVs, we provide component level repairs that replace individual parts rather than entire modules, avoiding electronic waste while maintaining performance. We currently collaborate with 74 service partners across the Nordic region, supported by 170 trained Samsung technicians who deliver repair services. For TV and display products, as of 2024, the component repair service is available in 51 subsidiaries, covering all Nordic countries and ensuring widespread availability for consumers.

RECYCLING

At Samsung, we operate several recycling programs for TVs and displays and are committed to establishing e-waste collection systems in all global sales regions by 2030. Currently, these systems are available in around 80 countries. In the Nordics, we partner with national Producer Responsibility Organizations (PROs) that oversee the collection, recycling, and disposal of electronic waste. Our PROs manage shipping, third-party certification, and compliance, while providing us with data on product collection volumes to support our recycling initiatives.

PACKAGING

We are committed to improving our product packaging by prioritizing the use of recycled materials, eliminating single-use plastics, and enhancing packaging recyclability. For TV and Audiovisual products, our ambition is to remove all plastic from the packaging – except for protective cushions – by 2030, replacing it with paper alternatives.

Recycled materials are already integrated into several packaging components for QLED TVs, including accessory bags, PP bands, stand bags, and EPS cushions. To reduce plastic usage, both the plastic sealing tape and the plastic cable band securing accessory cables have been replaced with paper based solutions. Additionally, to improve the recyclability of cardboard boxes, metal staples used in the side joints of the box have been removed.

ACCESSIBILITY

We are actively incorporating innovative technologies to improve accessibility across our products and services. Our latest TVs and audio systems utilize AI to enhance picture and sound quality in real-time. Functions such as Samsung Vision AI, Live Translate, and built-in audio descriptions ensure content is easier to see, hear, and understand across languages and diverse needs. These features are designed to create a more inclusive media experience, supporting users with sensory impairments as well as those who require clearer viewing and listening conditions.

CONSUMER BEHAVIOR

We provide tools to help consumers reduce the energy consumption of their Samsung Smart TVs through built in power saving features. Users can reduce energy use by activating Energy Saving Mode, lowering brightness settings, turning off unused features, or adjusting power preferences. These options are detailed in the TV's settings menu, simplifying energy-efficient practices.

Our Smart TVs include parental control features that allow parents to set content restrictions based on age ratings and app access. Access to restricted content is secured through password protection, ensuring responsible and controlled usage within households.

Home Appliances

Home Appliances business unit is referred to as Digital Appliance in the global sustainability report, which is the official business title.

Samsung Home Appliances delivers high-quality solutions for every part of the home through intelligent technology, innovation, and design. With connected appliances, we are allowing for a more seamless and efficient home experience that meets the evolving needs of our consumers. We are guided by a simple philosophy, strong values, and a high ethical standard that influences our work.

Bespoke AI Laundry Combo™ Efficient innovation in every load*

The Bespoke AI Home Laundry Maker (9 kg) is engineered to help users wash smarter. Tests show that its energy consumption exceeds the minimum requirement for EU Energy Labelling's Energy Class A by 55%,** thanks to advanced AI control that optimizes cycles and temperature settings.

AI Wash analyzes fabric weight, softness, and soiling level to calculate the precise amount of water and detergent needed for each load, using up to 15% less detergent on average. The AI Energy Mode with Eco-bubble recognizes fabric types and creates fine bubbles for effective cleaning even at lower temperatures.

The machine also features the Less Microfiber Program, developed to minimize microplastic emissions during washing – laboratory tests show a reduction of up to 54% in released microfibers.*** Samsung's Digital Inverter Technology uses strong magnets to get quiet and powerful performance, while consuming less energy than a traditional motor.

*https://www.samsung.com/se/washers-and-dryers/washing-machines/wf90f24-front-load-washer-a-55-percent-energy-efficiency-ai-home-ai-wash-9kg-silver-wf90f09c4su3/
**Based on Samsung's internal testing. The energy consumption of this 11 kg model is 24 kWh / 100 cycles, which is 55% more energy efficient compared with the minimum threshold for Energy Class A (53 kWh / 100 cycles for 11 kg models). Energy class rating tested using the Eco 40–60 program; the 55% savings were also tested using the Eco 40–60 program.
***Based on testing by the Ocean Wise Plastics Lab using a 2kg load of 100% polyester hoodies, comparing the Synthetics cycle on a Samsung conventional model WW4000T and the Less Microfiber cycle on the WW7000B. Results may vary depending on the actual clothes and usage conditions.

AI Wash

Up to 15% less detergent used by adapting to fabric weight and soil level

Less Microfiber Program

Reduces microfiber release by up to 54%

Digital Inverter Technology

Quieter motor that uses less energy and comes with a 10 year warranty

Energy efficiency has become something users do not need to think about – it happens automatically in the background

As Technical Product Manager for Home Appliances at Samsung Nordic, Rikard Fornbäck has spent more than six years working closely with product performance and consumer needs. In his role, he follows how energy-efficient technology and AI are reshaping everyday appliances – making sustainability easier to achieve without adding complexity for users.

“Energy efficiency has been a major focus area for us, and one of the clearest results this year is our new washing machine that exceeds Energy Class A by 55 percent. To put that into perspective, washing a 9 kilogram load uses around 220 watts – less energy than an old 60 watt light bulb would consume over four hours.

The development behind this technology has progressed very quickly. The current energy labeling scale was introduced in 2020, and within just five years we are already 55 percent better than what was previously considered the highest possible efficiency. That progress is driven by a combination of smarter hardware and AI-based control. And this is not a one-off – more and more models will reach higher energy classes, and next year we expect to go even beyond A55.

Energy is central, but water efficiency is just as important. Our appliances are designed to reduce water use through AI-driven features such as AI Wash and EcoBubble, which optimize water and detergent based on fabric type and load. By minimizing the need to heat water and selecting colder programs, when possible, AI Energy Mode can reduce energy use by up to 70 percent* – without the user needing to change their behavior. The wash cycle may take slightly longer, but the result is the same, with lower energy and water consumption.

What is also interesting is how we make this efficiency visible to users. The machine has a large 7-inch display that shows detailed information about each wash cycle – including water and energy use, remaining detergent in the auto-dose system, and overall performance. At the same time, it keeps the experience intuitive and even enjoyable, allowing users to listen to music or watch content while doing laundry.

Looking ahead, I believe AI will play an even greater role in helping households use energy and resources more efficiently. The real value is that this happens automatically. Consumers do not need to think about settings or trade-offs – the technology adapts in the background, making more sustainable choices the default option in everyday life.”

RIKARD FORNBÄCK
Technical Product Manager, Home Appliances

*Activating SmartThings AI Energy Mode on a Bespoke washing machine can reduce estimated monthly energy consumption by up to 70%. This is based on independent testing by Intertek on model WW11BB944AGB. Results showed power consumption of 0.539 kWh without AI Energy Mode and 0.145 kWh with AI Energy Mode. Actual results may vary depending on usage conditions.

Sourcing, Production, and Distribution

Designing products with longer lifespan is essential in order to reduce our environmental impact. At Samsung, we focus on creating and producing durable and repairable products that combine performance, quality, and resource efficiency.

*Measured based on weight. For the content of recycled materials, those materials obtained Environmental Claims Validations from Underwriters Laboratories (UL, certification number 293089-4210). Applicable models: RF85DB90B255, RF60DB9KF235, RZ24R545035/SC, etc.

SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, including Labor & Human Rights, Health & Safety, Environment, Ethics, Management System, and Migrant Worker Guidelines. Additionally, we conduct annual comprehensive evaluations to ensure ongoing compliance. As a member of the Responsible Business Alliance (RBA), we actively participate in the world's largest industry coalition focused on promoting corporate social responsibility within global supply chains.

We encourage suppliers to reduce greenhouse gas emissions by monitoring their greenhouse gas emissions and promoting participation in the Carbon Disclosure Project (CDP) supply chain, a non-profit charity that runs the global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts. Additionally, we promote renewable energy adaption by providing training and information sharing forums.

Read more about our supply chain work

HUMAN RIGHTS & LABOR PRACTICES

To proactively assess the direct and indirect impact of our business operations on human rights and labor standards, we conduct human rights due diligence using a variety of methods. These methods include, but are not limited to, internal assessments and audits, third-party audits, human rights impact assessments, and other forms of evaluation.

Read more about our Human Rights Processes and Policies

RAW MATERIAL EXTRACTION

All our smelters are certified under the Responsible Minerals Assurance Process (RMAP), ensuring responsible mineral sourcing that aligns with global standards on human rights and environmental protection. We prohibit materials that do not comply with our Responsible Minerals Policy. Additionally, by increasing the use of recycled minerals, we reduce the reliance on virgin raw material extraction.

Read more about our work to eliminate conflict minerals in our Responsible Minerals Report 2025

CHEMICALS

At Samsung, we continuously evaluate the impact of chemicals, explore viable alternatives, and prioritize the selection of safer substitutes as part of our commitment to responsible substance management. Our supply chain review and management systems are designed to guide suppliers in adopting responsible substance management practices. Suppliers undergo audits every two years to ensure compliance with our Eco-Partner certification system, guaranteeing that products and components do not contain hazardous substances.

In parallell, we continue to develop innovations that reduces the need for conventional refrigerants. One example of this is our new thin-film Peltier cooling technology – a semiconductor-based system using electricity instead of traditional refrigerant gas. This innovation has a higher cooling efficiency and reduces the need for conventional refrigerants, enabling more energy-efficient refrigerators.

Read more about the Eco-Partners certification process

RESOURCE USE

In 2022, we established the Circular Economy Lab, which focuses on material circularity and conducts research on recycling processes and the use of recycled materials to improve resource circularity. For example, the exterior parts of select BESPOKE refrigerators are made from recycled glass, incorporating 9% by-products from the glass sheet production process.*

Read more about our work to improve resource circularity

MANUFACTURING

We are committed to achieve 100% renewable energy at our DX manufacturing sites by 2027. In 2024, we achieved 93.4% renewable energy use these sites, while all DS manufacturing sites have operated on 100% renewable energy since 2020.

Additionally, we are part of RE100, a global initiative uniting businesses committed to using 100% renewable electricity in their operations. We are also adopting new practices in mold manufacturing – focused on recycling, weight reduction, and efficient processing. Since January 2019, our Air Science Research Center has developed advanced filters and technologies for detecting, analyzing, and removing particulate matter.

Read more about our work to expand renewable energy use

WATER EFFICIENCY

At Samsung, we recognize the importance of water stewardship. By 2030, we aim to replenish 100% of the water we use globally and return an equivalent amount of water consumed by division subsidiaries to local communities. To achieve this, our manufacturing facilities will collaborate through various initiatives, including establishing cooperative systems with local governments, NGOs, and community members to protect and enhance water resources in nearby watersheds. This initiative is designed to promote the well-being of local communities.

In 2024, we achieved a water replenishment rate of 38.6% for our global sites and 100% for Korean sites through these efforts. Additionally, several of our manufacturing sites have received the highest Platinum certification from Alliance for Water Stewardship (AWS).

Read more about the Alliance for Water Stewardship (AWS) on page 51

TRANSPORT

We are working to reduce emissions in our logistics operations. Several of our Nordic logistics partners strive to achieve emission reductions by optimizing transport routes and improving loading efficiency. At Samsung, we actively work to reduce packaging weight to decrease the number of transports required, thereby lowering greenhouse gas emissions from our deliveries.

Direct-to-consumer deliveries, which account for approximately 4% of our volume, are transitioning toward fossil-free transport solutions by the end of 2025. For business-to-business transports, we continue to collaborate with our logistics partners to support electrification and explore alternative transport solutions.

Extending Product Life and Supporting Responsible Use

ENERGY EFFICIENCY

We are actively working to improve the energy efficiency of our products. For example, Our Bespoke AI washing machines are designed to adjust wash cycles automatically based on load size. This can reduce energy consumption by up to 65%* – helping to reduce energy consumption without compromising performance.

REPAIRABILITY

By offering repair and refurbishment services to consumers, we can promote a longer lifecycle for our products. We offer component level repair replaces individual parts rather than entire modules, reducing material use and electronic waste while maintaining performance. We currently collaborate with 74 service partners across the Nordic region, supported by 170 trained Samsung technicians who deliver repair services. As of 2024, the component repair service is available in 51 subsidiaries, covering all Nordic countries and ensuring widespread availability for consumers. In 2025, we expanded our repair services using refurbished parts to include home appliances.

RECYCLING

At Samsung, we operate several recycling programs and are committed to establishing e-waste collection systems in all global sales regions by 2030. Currently, these systems are available in around 80 countries. Since 2009, we have collected 6,909,000 tonnes of e-waste, and in 2024 we collected 611,000 tonnes.

In the Nordics, we partner with national Producer Responsibility Organizations (PROs) that oversee the collection, recycling, and disposal of electronic waste. Our PROs manage shipping, third-party certification, and compliance, while providing us with data on product collection volumes to support our recycling initiatives.

In addition, we offer our Nordic customers home delivery, installation and product recycling services when ordering setup or mounting of a new product. During installation, packaging materials and replaced devices are collected and handled for recycling.

PACKAGING

We are committed to improving our product packaging by prioritizing the use of recycled materials, eliminating single-use plastics, and enhancing packaging recyclability. Packaging materials are gradually transitioning from plastic and vinyl to paper based and recycled alternatives. In addition, we reduce packaging volume and weight to improve transport efficiency and lower emissions associated with transportation and shipping. FSC-certified** paper is used across the paper packaging of refrigerators, washing machines, dryers, air conditioners, airDressers, air purifiers, cooking appliances, and vacuum cleaners.

ACCESSIBILITY

We are actively incorporating innovative technologies to improve accessibility across our products and services. Accessibility and AI come together in Samsung's Bespoke AI appliances, including features as Voice guidance and Bixby Voice ID enable users to control devices hands-free, while the Auto Open Door function supports users with limited mobility. The SmartThings platform connects appliances, lighting, and heating to routines that adapt automatically to user behavior, creating a comfortable and flexible home environment for users of all ages and abilities.

CONSUMER BEHAVIOR

Engaging with consumers is essential to influence how long products will be in use, and we focus on developing products that simplify the everyday life. One example of this is our modular design features in BESPOKE Refrigerators. Instead of replacing an entire appliance to change capacity or style, selected models allow doors to be replaced and refrigeration or freezer modules to be expanded.

In addition, connected features help reduce energy use during everyday operation. Through the SmartThings app and AI Energy Mode, users can monitor and optimize energy use in real time. For example, Bespoke refrigerators reduce energy consumption during operation and standby by adjusting compressor speed, defrost cycles and temperature settings.

*Based on internal testing of the WW11BB944AGB model in normal usage conditions.
Results: Power consumption without AI Energy Mode = 0.539 KWh.
Power consumption with AI Energy Mode = 0.145 KWh.
Results may vary depending on the actual usage conditions.
**Forest Stewardship Council

Displays & Monitors

Displays & Monitors business unit is referred to as Visual Display in the global sustainability report, which is the official business title.

The division for Displays and Monitors delivers innovative technology and seamless connectivity, enhancing visual experiences for diverse applications. By focusing on innovation and quality, we provide solutions that enrich both work and home environments.

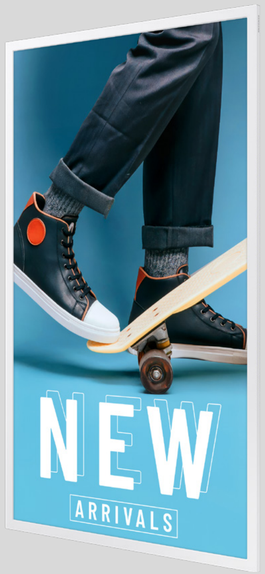
Samsung Color E-Paper Combining Performance and Efficiency

The 32-inch Samsung Color E-Paper (EM32DX) illustrates how display technology can combine performance and efficiency. Using digital ink technology, the display delivers QHD (2,560 × 1,440) resolution while drawing no power (0.00 W) for static content and only minimal energy during content updates, improving overall operational efficiency.

Its 17.9-millimeter profile and 2.5-kilogram* weight allow flexible installation on walls, ceilings or tables. Content can be created and managed through the dedicated Samsung E-Paper App and the VXT (Visual eXperience Transformation) platform, which enables remote monitoring and centralized content control across sites.

The Color E-Paper also reflects Samsung's efforts to reduce its environmental footprint by increasing the use of recycled materials: The rear cover is made from 55% recycled plastic, and its packaging is entirely made from recycled FSC-certified paper.** Together, these features demonstrate a practical approach to sustainability in next-generation display solutions.

*Color E-Paper weight of 2.5kg measured with battery included.
**The Forest Stewardship Council
***The power measurement is based on IEC62301 standards from the International Electrotechnical Commission. According to the standards, an average power below 0.005W is indicated as 0.00W.



Power Consumption

Operates at 0.00*** W for static content (IEC 62301 standard) and uses minimal energy during content updates

Recycled Materials

Rear cover made from 55% recycled plastic

Packaging

100% paper-based and FSC-certified packaging

By learning from real time energy consumption data and AI, SmartThings Pro continuously improves how energy is optimized over time.

With more than 13 years at Samsung, Peter Eklund has worked across roles spanning product management and business development. Today, as Head of Product Management for Displays and Monitors at Samsung Nordic, he leads the work with displays and IT solutions, focusing on how connected technologies can support more energy-efficient buildings and workplaces.

“Within the Displays and Monitors division, our sustainability work mainly centers on operations, circularity and climate. In practice, that means helping customers reduce energy use and manage resources more efficiently in their everyday operations.

One example is SmartThings Pro. Through the platform, customers get a full overview of all connected devices in a building and can optimize energy use both at device-level and across entire systems. Lighting, temperature zones, and indoor climate can all be regulated and optimized through this. This kind of control makes it possible to improve energy efficiency without compromising comfort.

AI plays an important role in making this work in practice. SmartThings Pro can connect to energy providers to optimize usage during lower-cost hours, apply databased heating control, predict future energy consumption and use functions such as pre-cooling and pre-heating when it makes sense. The system continuously learns from data such as energy prices and real-time consumption from connected devices, which increases the precision of optimization over time.

Another key strength is openness. Today, more than 300 component suppliers are compatible with SmartThings Pro. This open standard gives customers the flexibility to combine different brands and solutions within the same platform. It also allows organizations to start their smart building journey step by step, even if they already have an installed base of devices.

Looking ahead, I believe we have only just started to explore what AI-driven energy management can achieve. At the same time, it is important to be realistic – many companies have not yet taken the first step toward smart offices or buildings. That is why I always encourage customers to start the journey today. Even small steps can create valuable insights and lay the foundation for more efficient and sustainable operations over time.”

PETER EKLUND
Head of Product Management, Displays and Monitors

Sourcing, Production, and Distribution

We are advancing our business models by strengthening circular resource use throughout the product lifecycle, from responsible sourcing of raw materials to end-of-life management, while continuously improving resource efficiency. This includes enhancing energy efficiency, using recycled materials, and advancing e-waste resource recovery. Several of our displays have achieved certifications including TCO, Carbon Trust, EPEAT, and Energy Star.

SUPPLY CHAIN

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Read more about the Eco-Partners certification process

RESOURCE USE

In 2022, we established the Circular Economy Lab, which focuses on material circularity and conducts research on recycling processes and the use of recycled materials to improve resource circularity. For our ViewFinity S8 Monitor, around 5% of the rear cover is made from recycled ocean-bound plastics, and another 5% from general recycled PC materials. During 2024, we applied recycled resin to 31% of our DX product plastic parts.* Our goal is 50% recycled resin in plastic parts in our products by 2030, and 100% by 2050.

Read more about our work to improve resource circularity

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Read more about our work to expand renewable energy use

WATER EFFICIENCY

At Samsung, we recognize the importance of water stewardship. By 2030, we aim to replenish 100% of the water we use globally and return an equivalent amount of water consumed by division subsidiaries to local communities. To achieve this, our manufacturing facilities will collaborate through various initiatives, including establishing cooperative systems with local governments, NGOs, and community members to protect and enhance water resources in nearby watersheds. This initiative is designed to promote the well-being of local communities.

In 2024, we achieved a water replenishment rate of 38.6% for our global sites and 100% for Korean sites through these efforts. Additionally, several of our manufacturing sites have received the highest Platinum certification from Alliance for Water Stewardship (AWS).

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TRANSPORT

We are working to reduce emissions in our logistics operations. Several of our Nordic logistics partners strive to achieve emission reductions by optimizing transport routes and improving loading efficiency. At Samsung, we actively work to reduce packaging weight to decrease the number of transports required, thereby lowering greenhouse gas emissions from our deliveries.

Samsung's 2023 smart signage products QHC, QMC and QBC are approximately 40% slimmer than previous models, with a thickness of 28.5 mm. This reduces the number of shipping containers needed by more than 20% compared to earlier models.** Additionally, our AllinOne LED systems are now shipped in a single consolidated package rather than multiple boxes, optimizing packaging size and simplifying handling and installation. Direct-to-consumer deliveries, which account for approximately 4% of our volume, are transitioning toward fossil-free transport solutions by the end of 2025. For business-to-business transports, we continue to collaborate with our logistics partners to support electrification and explore alternative transport solutions.

*Pure recycled resin ratios differ by part.
**Based on number of boxed devices per 40-ft container. Based on annual sales volume of indoor Smart Signage in 2022.

Extending Product Life and Supporting Responsible Use

ENERGY EFFICIENCY

We are actively working to improve the energy efficiency of our products while introducing innovative solutions designed to reduce power consumption. For example, the Samsung Color E-Paper (EMDX model) utilizes ultra-low power display technology, combining digital ink with full-color e-paper technology. It operates at 0.00W* when displaying static images and consumes significantly less power than traditional digital signage when changing images. Users can also remotely control the Color E-Paper, setting schedules to save energy with automatic wake-up and sleep times.

REPAIRABILITY

By offering repair and refurbishment services to consumers, we can promote a longer product lifecycle. Throughout 2025, Samsung has continued to strengthen and expand its training of key “Hospitality TV” partners, focusing on Open Cell (OC) repair rather than traditional panel replacements. This approach reduces electronic waste, conserves resources, and lowers energy consumption while improving cost-efficiency.

RECYCLING

At Samsung, we operate several recycling programs and are committed to establishing e-waste collection systems in all global sales regions by 2030. Currently, these systems are available in around 80 countries. In the Nordics, we partner with national Producer Responsibility Organizations (PROs) that oversee the collection, recycling, and disposal of electronic waste. Our PROs manage shipping, third-party certification, and compliance, while providing us with data on product collection volumes to support our recycling initiatives.

*The power measurement is based on IEC62301 standards from the International Electrotechnical Commission. According to the standards, an average power below 0.005W is indicated as 0.00W.

PACKAGING

We are committed to improving our product packaging by prioritizing the use of recycled materials, eliminating single-use plastics, and enhancing packaging recyclability. Currently, our display packaging incorporates over 50% recycled plastics, and 100% of the paper used is FSC-certified or recycled.

For products larger than 65”, we have replaced the plastic sealing tape with paper-based alternatives. Additionally, 10% recycled EPS cushions are used in packaging across all monitor and signage models.

For selected Signage models, including the Signage OMC and QBC series, we have further improved packaging recyclability by removing metal staples from paper boxes and replacing them with glue. This has also reduced box assembly process time, leading to lower energy consumption during manufacturing.

ACCESSIBILITY

We are actively incorporating innovative technologies to improve accessibility across our products and services. Our Smart Signage and business monitors automatically adjust brightness, text size, and color contrast to improve readability in different lighting conditions. Additionally, Samsung Knox Suite and SmartThings Pro offer features to secure remote access, voice commands, and automated energy management.

These tools support users with diverse needs related to vision, hearing, mobility, and cognition. Used in offices, schools, and public spaces, they contribute to making technology more intuitive and accessible for everyone.

CONSUMER BEHAVIOR

We enable customers to extend product lifespans and reduce energy consumption through built in features and convenient take back solutions. Selected Samsung monitors, including QHD, UHD, LED, and ViewFinity, features Eco Saving Plus Mode, which can reduce power consumption by up to 10% compared to maximum brightness settings while maintaining picture quality.

To further support product longevity, we offer the Trade Up program. This service allows consumers to exchange their old home electronics, such as TVs, monitors, or soundbars, when purchasing to a new product on samsung.com. Trade Up accepts devices regardless of brand, age, or condition, with Samsung collecting the old product free of charge.

03

Sustainability Strategy

Sustainability Strategy

Samsung's global sustainability strategy outlines the framework for addressing environmental, social, and governance (ESG) topics across our operations. The strategy is built on three fundamental components: materiality assessments, risk assessments, and risk management plans. Together, they enable us to identify key issues, mitigate risks, and capture opportunities related to our business operations and value chain.

While the overall direction is set globally by Samsung Electronics, each market tailors its approach to local conditions. In the Nordic region, our strategy is organized around four focus areas – Environment, Employees, Human Rights, and Corporate Citizenship – with Compliance as the foundation for everything we do. This structure ensures that sustainability is integrated throughout our operations, supporting continuous improvement across the organization.

In 2024, Samsung Nordic completed a Double Materiality Assessment in collaboration with our European and global colleagues. The results provide a detailed understanding of how Samsung impacts sustainability topics and how these topics impact our business. Going forward, these insights will serve as the basis for developing a Nordic sustainability strategy that reflects our local context, priorities, and opportunities.

Stakeholder Interest and Engagement

Samsung Electronics continuously engages with a diverse range of stakeholders who influence and are influenced by our business activities. Our key stakeholders, as defined and as listed in the table below, include employees, customers, suppliers, wholesalers, investors, and distributors. We incorporate stakeholders' feedback into our business strategies and decision-making processes, and we utilize various communication channels tailored to the specific needs of each stakeholder group. To achieve sustainable growth, we have identified sustained and enhanced communication with stakeholders, as well as improvement of management transparency, as key activities, ensuring the continuous building and strengthening of trusting relationships.

Global operations overview

STAKEHOLDERS	PURPOSE OF PARTICIPATION	COMMUNICATION CHANNELS	KEY INTERESTS
Employees	We assess the working environment through relationships with our employees and gain insights into their perceptions and experiences via regular surveys. Through these efforts, we strive to create a sustainable working environment and focus on attracting and developing talent.	· Labor unions and work councils · Counseling centers · Satisfaction surveys (work concentration, organizational health, employee experience) · Sustainability website · Communication with the executive management · In-house communication channels · Online communication platforms, including Samsung NOW · Whistleblowing channels · Industrial Safety and Health Committee	· Safe and healthy work environment · Diversity, equity, and inclusion · Training and career development · Benefits for our employees · Labor relations · Organizational culture
Customers –wholesaler and retailer	We respond to and support customer requests, building trust and providing solutions in line with their requirements. By enhancing product quality tailored to their specific needs, we are increasing client satisfaction.	· Customer satisfaction surveys · Contact and service centers · Samsung Newsrooms · samsung.com · Sustainability website · Sales Channels · Product Environmental Report	· Quality of products and services · Safety in product use · Environmental impact of products throughout entire lifecycle · Accurate product information · Transparent and engaged communication
Suppliers / Supply chain workers and Distributors	We are committed to fostering an ethical procurement system in collaboration with our partners, ensuring the protection of human and labor rights for all supply chain workers. By actively supporting and promoting sustainable practices among our partners, we aim to build a resilient and mutually beneficial cooperation system. We have implemented targeted sustainability initiatives and provide training to our suppliers.	· Global Supplier Relationship Management System (G-SRM) · Purchasing management system · Direct line or anonymous hotline · Online and offline whistleblowing channels · Employee Representative Bodies (ERBs) · Partner Collaboration Academy · Partner Collaboration Portal · Partner Collaboration Day/Meetings · Supplier dialogues · Sustainability website	· Partner Collaboration · Workplace EHS (Environment, Health & Safety) improvement · Fair Trade · Protect human rights across the supply chain · GHG emission reduction initiatives and trainings
Investors and Shareholders	We are committed to protecting the rights and interests of investors and shareholders by providing them with transparent business information.	· Annual General Meeting · Business reports and financial statements · Non-deal roadshows, Investor meetings · Earnings releases · Investors forum · Investor ESG roadshow · Investor Relations website	· Economic performance · Risk management · Transparent information disclosure · ESG agenda, including environmental, social, and governance

Global Double Materiality Analysis – Identifying Samsung's Key Sustainability Issues on a Global Level

In 2024, Samsung Electronics conducted a Double Materiality Assessment (DMA) within its global operations. The assessment identifies Samsung Electronics' most significant positive and negative impacts on sustainability issues, as well as on the business.

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The Process

The DMA process involved four steps: understanding the business; identifying impacts, risks, and opportunities (IROs); evaluating IROs; and selecting the most important topics, also known as material topics.

Understanding the Business

Samsung Electronics began by analyzing its internal and external environments and its value chain to identify primary topics. This involved reviewing company data such as the Annual Business Report, and internal data, including stakeholder inquiries. A value chain analysis was conducted, organized into upstream, own operations, and downstream phases, along with identification of key stakeholders and ESG topics for each phase. We also identified key stakeholder groups interested in sustainability activities and established plans to gather their opinions. Divisional characteristics were considered, and individual value chains were identified for the DX and DS divisions to address sector-specific ESG topics.

Identifying Impacts, Risks, and Opportunities (IROs)

A total of 115 topics were identified, derived from European Sustainability Reporting Standards (ESRS) subtopics and additional sector-specific issues. Each issue was evaluated against criteria such as alignment with company strategy and global initiatives, resulting in 52 issues and 13 primary topics. The company identified environmental impacts, social impacts, financial risks, and financial opportunities for these topics, drawing on regulations, media, and stakeholder requests as a basis for identification. Impacts were classified as positive or negative and as actual or potential, and the external environment was analyzed for financial impacts, classifying them as risks or opportunities.

Evaluating Impacts, Risks and Opportunities (IROs)

Evaluative scales for primary topics' IROs were designed in line with EU ESRS requirements, with evaluations grounded in robust stakeholder participation. Stakeholder engagement included online surveys for internal and external stakeholders, as well as the distribution of assessment guides and video materials. Executive management interviews were conducted with sustainability-related executives, and a sustainability forum was held in Brussels for European stakeholders. The forum discussed challenges and opportunities related to non-financial disclosure standards, climate action, and labor rights, identifying areas for improvement and strengthening future communication with stakeholders.

Selecting Material Topics

Samsung Electronics selected eight material topics based on quantitative and qualitative analyses of survey results, including climate change, water, resource circularity, working conditions, supply chain, information security, product quality, and business conduct. Sectoral differences led to further selection of environmental material issues by division, with the DX division focusing on climate change, water, and circularity of resources, and the DS division including pollutants. After management review, the selected material issues were reported to the Sustainability Committee under the Board of Directors.

Samsung's Key Sustainability Topics, According to the DMA

ENVIROMENTAL

- → Climate Change and Energy
- → Water
- → Resource Circularity and Waste

SOCIAL

- → Working Conditions - Employees
- → Supply Chain
- → Information Security and Protection
- → Product Quality and Safety

GOVERNANCE

- → Business Conduct

2024 Material Topic Management

Samsung Electronics identifies the impacts of selected material topics on the company, and reports on the company's activities to manage these topics.

Find out more:

2025 Global Sustainability Report →

MATERIAL TOPICS	UN SDGS	GOVERNANCE	STRATEGY	RISK MANAGEMENT (POLICY)	ACTIVITIES (MAJOR PROGRESS)
Climate Change and Energy	13 CLIMATE ACTION	· Sustainability Committee under the Board of Directors oversees sustainability management (including environmental management) strategy and progress · Sustainability Council (chaired by CEO) and Environmental Management Task · Force (consisting of relevant departments) and decide on current issues · Invest over KRW 7 trillion in environmental management activities by 2030 (including process gas reduction and water resource preservation	· DX Division: net zero Scope 1, 2 emissions by 2030 · DS Division: net zero Scope 1, 2 emissions by 2050	· Board of Directors approved New Environmental Strategy · Operate Environmental Management Task Force	· Reduce direct emissions, expand renewableenergy, reduce external GHG emissions
Water	6 CLEAN WATER AND SANITATION 15 LIFE ON LAND		· DX Division: replenish 100% of water used globally by 2030 · DS Division: achieve zero increase in water intake relative to 2021 levels by 2030	· Board of Directors approved New Environmental Strategy · Operate Environmental Management Task Force and Net Zero Committee · Assess water resources risk assessment and establish response strategy by region	· Expand scope of Alliance for Water Stewardship certification for Korean manufacturing sites
Resource Circularity and Waste	12 RESPONSIBLE CONSUMPTION AND PRODUCTION		· DX Division: apply recycled resin to all plastic parts by 2050 · DS Division: achieve 99.9% waste recycling rate across all Korean manufacturing sites	· Board of directors approved New Environmental Strategy · Operate Environmental Management Task Force and Net Zero Committee	· Set up product waste retrieval system, attain Zero Waste to Landfill certifications at business sites
Working Conditions - Employees	10 REDUCED INEQUALITIES 3 GOOD HEALTH AND WELL-BEING	· Sustainability Committee under the Board of Directors, Sustainability Council chaired by the CEO and Labor and Human Rights Council oversees and manages employee and supply chain labor and human rights at various levels	· Respect human rights based on management philosophy of "People First", continue to pursue safe work environment, and create positive workplace culture	· Establish various policies and standards including fundamental principles of human rights, grievance policy, environmental health and safety policy · Operate employee communication and grievance channels and perform human rights due diligence	· Observe freedom of association and right to collective bargaining · Analyze and improve living wage gap · Operate manufacturing site safetymanagement programs and employee health promotion programs · Provide fringe benefits and work policies for work-life balance
Supply Chain	8 DECENT WORK AND ECONOMIC GROWTH		· Secure sustainable supply chain by assisting supplier labor and human rights, occupational health and safety, and talent development as well as business competitiveness	· Establish various policies and standards including supplier Code of Conduct, global purchasing Code of Conduct · Provide supplier employee comm. channels, grievance channels, and operate integrated workplace environment management process	· Perform force labor, child labor special audits · Perform regular ESG audits, consulting and training for suppliers · Operate Partner Collaboration Academy
Information Security and Protection	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	· CPO (Chief Privacy Officer) and Information Protection Center head, acting as CISO (Chief Information Security Officer), perform control tower role and operate Privacy Protection Committee and Security Council	· Provide strategic direction through the Three Privacy Principles and Four Pillars of Cybersecurity	· Establish global privacy protection policy, operate Samsung privacy website	· Operate Privacy Legal Management System (PLMS) and educate employees · Operate security platform Samsung Knox and Samsung Knox Vault · Semiconductor technology security
Product Quality and Safety	17 PARTNERSHIPS FOR THE GOALS	· Global CS Center (Customer Satisfaction Center) and business unit organizations in charge of quality perform operations	· Announce Code of Conduct based on vision of top class pursuit of quality	· Operate quality assurance system and incident response process	· Secure product safety and improve product
Business Conduct	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	· Board of Directors and affiliated committees provide oversight on compliance, Compliance Committee performs operations	· Establish and specify employee and business guidelines	· Compliance Program Management · System based risk management	· Operate education and reporting programs, evaluate corruption

Updates in material topics

The result in 2024 double materiality is similar to the result in the 2023 materiality assessment, with the topics climate change and energy, water, resource circularity and waste, and supply chain still being material. Human rights management, talent development and quality of life, and diversity and inclusion are now consolidated into the material topic working conditions – employees.

Nordic Double Materiality Analysis

In 2024, Samsung Nordic conducted its first Double Materiality Analysis (DMA) to identify the material sustainability issues relevant to our Nordic context. The process follows the four-step approach as described in the global section on the previous pages: understanding the business; identifying impacts, risks, and opportunities (IROs) evaluating IROs and determining the most material topics for disclosure. The assessment covers both actual and potential effects on people and the environment, as well as financial risks and opportunities that may affect the business.

Results of the Nordic DMA

The results of the Nordic DMA show that the most material sustainability topics for Samsung Nordic are primarily focused on environmental and social aspects, as well as opportunities linked to resource efficiency.

Environmental Topics
From an environmental perspective, the key issues identified are climate change and energy use, specifically greenhouse gas emissions across the entire value chain, including upstream activities, own operations, and downstream processes. Resource efficiency and the circular economy are also highlighted as key material topics, with a particular emphasis on the use of recycled materials, effective waste management, and the proper handling of electronic waste.

Social Topics
On the social side, the analysis highlights the importance of working conditions and employee well-being, encompassing factors such as living wages, work-life balance, and active employee engagement and dialogue. Accessibility for consumers is also identified as a material topic, with a focus on ensuring that products are designed to meet the needs of vulnerable groups, such as people with disabilities and the elderly. Finally, the DMA highlights opportunities for cost savings and competitive advantages through increased resource efficiency and recycling, aligning with the principles of the circular economy.

Comparing Global and Nordic Material Topics

While the global and Nordic double materiality analyses share a standard methodology and several core topics, their focus areas differ. Globally, the scope encompasses a broad range of social issues, including supply chain management, information security, product quality and safety, and business conduct, and treats governance as a standalone topic.

In contrast, the Nordic analysis places greater emphasis on people-related and region-specific priorities – including working conditions, employee rights and well-being, work-life balance, and accessibility for consumers and vulnerable groups – while addressing governance through compliance and risk management rather than as a separate issue. Both analyses highlight opportunities in resource efficiency and the circular economy, though the Nordic DMA places greater emphasis on the financial and strategic value of recycling and sustainable resource use.

Governance and Next Steps

Samsung Nordic manages sustainability topics in line with the group's global risk management processes and guidelines, while also complying with local regulations such as the Norwegian Transparency Act. The results of the DMA are reported to senior management and form the basis for ongoing policy development, actions, and monitoring.
As this is the first year Samsung Nordic has conducted a double materiality assessment, there are currently no changes to report compared with previous periods.

Samsung Nordic's 2025 Material Topics according to the 2024 DMA

Environmental

ESRS Topic	ESRS Sub-topic	Description of Impact	Impact Classification*
E1 Climate Change	Climate change adaptation, climate change mitigation, energy	Climate change due to GHG emissions in the upstream value chain including production of products and components	Negative, actual
E1 Climate Change	Climate change adaptation, climate change mitigation, energy	Climate change due to GHG emissions from own operations, including emissions from sales of products, use of company vehicles, facility operations, etc.	Negative, actual
E1 Climate Change	Climate change adaptation, climate change mitigation, energy	Climate change due to GHG emissions in the downstream value chain including transportation, sales, and use of products	Negative, actual
E1 Climate Change	Energy	Reduction of energy usage in the product use phase by sales and procurement of high energy-efficient products	Positive, actual
E5 Resource Use and Circular Economy	Resource inflows including resource use, resource outflows related to products and services, waste	Increased resource efficiency and product sustainability through the utilization of key resources extracted from recycled materials and waste	Positive, actual
E5 Resource Use and Circular Economy	Resource outflows related to products and services, waste	Negative impact on the environment by generating large quantities of waste during the development and production stages and e-waste produced during the product use stage	Negative, potential
E5 Resource Use and Circular Economy	Resource inflows including resource use, resource outflows related to products and services, waste	Reduced production cost in the upstream value chain through the utilization of recycled materials in line with the trend of circular economy	Opportunity

Social

ESRS Topic	ESRS Sub-topic	Description of Impact	Impact Classification
S1 Own Workforce	Working conditions	Improvement of employee labor rights and enhanced satisfaction of employees through system enhancements to ensure living wages, achieving work-life balance, and more	Positive, actual
S1 Own Workforce	Working conditions	Improvement of employee working environment through the operation of employee representative organizations, fostering regular dialogue, and collaboration with the workforce	Positive, actual
S4 Consumers and End-Users	Social inclusion of consumers and/or end-users	Improvement of customer accessibility through sales of products considering vulnerable groups such as people with disabilities and the elderly	Positive, actual

*Positive/negative impact: Effects of our activities on the environment and people.
Actual/potential impact: Whether the impact is currently occurring or anticipated to occur in the future.
Risks and Opportunities: Sustainability-related financial threats (e.g., regulatory changes) and benefits (e.g., cost savings).

Risk Management Samsung Nordic - Managing Key Risks in a Changing Landscape

Samsung Nordic adheres to global risk management and corporate guidelines outlined in the Global Policy and Procedure Manual (GPPM). The Internal Audit and Risk team at Samsung Nordic manages and oversees key risk areas designated by Samsung's headquarters.

From a global perspective, non-financial risks such as corruption, the handling of conflict minerals, unusual global weather, or natural disasters are recognized as factors that can impact business operations. In the Nordics, key risk areas include process compliance and business ethics, encompassing issues such as external funding, verbal agreements, and the misuse or manipulation of company budgets and assets.

To strengthen our understanding of current and future sustainability risks in the Nordic market, we established a regional risk analysis process in 2019, in collaboration with a third party. The analysis is updated annually to reflect emerging risks and market developments.

On the following pages, we outline the key risks identified and the actions we take to manage them.

Area:
Environmental Social Governance

Risk	Effect	Action
Non-compliance with environmental legislation	Failure to comply with environmental regulations and directives can lead to fines, reputational damage, and environmental harm. Meeting evolving regulatory demands may require significant time and financial resources, with delays risking penalties and stakeholder trust.	Samsung is committed to ensuring compliance with all relevant legislation in the markets where we operate. To uphold this commitment, we collaborate with industry organizations and global teams to monitor and adapt to evolving environmental regulations and directives. We actively contribute to position papers and advocacy efforts, with regular legislation monitoring forming a key part of our proactive approach to compliance. In the Nordics, we closely monitor regulatory developments and ensure compliance with local legislation across all our markets.
Failure to address climate change risks	Inadequate management of climate change risks within our operations and supply chain could lead to increased costs due to rising carbon credit prices and the need for investment in high-efficiency technologies. Additionally, expenses related to extreme weather response and potential restoration efforts may further strain resources. Failure to address these challenges can also result in reputational damage, as stakeholders increasingly expect robust climate action.	As stated in our Environment, Health & Safety Policy, Samsung is committed to climate action through renewable energy adoption, emission reductions, and low-carbon solutions across our value chain. To achieve this, we actively monitor our operations and those of our suppliers, including emissions and renewable energy usage. Additionally, we have implemented targeted GHG reduction initiatives, and we provide training to suppliers and employees. We regularly organize seminars and awareness campaigns to strengthen emissions management across our entire supply chain.
Inability to meet customers' environmental product requirements	Failure to meet customer expectations for products with better environmental performance, such as higher energy efficiency or improved ecodesign, can result in lost business and missed long-term opportunities. Time-consuming processes to gather sustainability information for procurement and customer requests may slow down our response, putting us at risk of losing market share to competitors.	To mitigate potential business loss from slow sustainability information processes, we collaborate globally with European counterparts and our South Korean headquarters regarding customer requests. To meet growing customer expectations for products with high environmental performance, we maintain close collaboration between local teams, European counterparts, and South Korean headquarters. This ensures that our Nordic customer requirements are integrated into product development, delivering competitive products that meet key environmental demands like high energy efficiency and improved ecodesign.

Area:
Environmental Social Governance

Risk	Effect	Action
Inadequate resource circularity and e-waste management	Failing to implement effective circularity practices, including proper recycling and material reuse from electronic waste, could lead to increased production costs and reputational damage. Poor management of these processes may also result in lost business opportunities and potential regulatory violations.	Samsung is committed to managing resources responsibly across the entire product lifecycle. To improve resource circularity and e-waste management, we use recycled materials and develop innovative methods to extract and reuse resources from electronic waste. We set specific recycling targets by material type and operate recycling programs in approximately 80 countries, including Korea. Depending on local needs, we manage recycling centers directly or partner with recycling organizations to recover and process e-waste.
Resource depletion in supply chain	The accelerating depletion of critical raw materials due to unsustainable extraction practices threatens long-term resource availability. This could disrupt supply chains, increase production costs, and undermine Samsung's sustainability commitments. Over-reliance on finite resources risks irreversible environmental damage, including ecosystem degradation and biodiversity loss.	To address resource scarcity and rising material costs, Samsung collaborates with global suppliers and manufacturing partners to optimize resource efficiency. We invest in innovative technologies and research to develop alternative materials and enhance recovery processes. In the Nordics, we maintain lean inventory management by closely monitoring market demand trends, minimizing excess production and waste. These efforts support our commitment to sustainable resource use and long-term supply chain resilience.

Area:
Environmental Social Governance

Risk	Effect	Action
Workplace discrimination and harassment incidents	Workplace discrimination or harassment incidents could violate fundamental human rights, resulting in legal consequences, reputational damage, and financial liabilities. These events may also lead to decreased productivity, loss of key talent, and challenges in attracting diverse candidates, potentially affecting overall business performance.	Samsung is committed to fostering a diverse and inclusive workplace free from discrimination, as outlined in our Global Human Rights Principles. We prohibit all forms of discrimination based on age, disability, ethnicity, sex, gender, race, religion, nationality, sexual orientation, union membership, or any other status. In the Nordics, we reinforce this commitment through regular internal training and local policies, including our own Equality & Diversity Policy. Each country maintains whistleblowing channels (Sweden, Norway, Denmark, Finland, Iceland) to ensure accountability and support for all employees.
High employee turnover and failure to attract new talent	High employee turnover and inability to attract skilled talent could lead to operational disruptions, increased recruitment costs, and reduced organizational performance. A weakened employer brand may further intensify these challenges, potentially resulting in lost productivity and competitive disadvantages.	To address talent retention and attraction challenges, we provide structured development programs and employer branding initiatives. Our Global Performance Management System (GPMS) enables employees to align personal objectives with company goals while accessing growth opportunities. The Nordic Learning & Development Course Catalogue offers tailored training to enhance employee capabilities, complemented by regular global engagement surveys (Samsung Culture Index) to identify workplace improvements.
Health and safety issues in production	Failure to maintain adequate health and safety standards at our production sites could lead to serious workplace accidents, including employee injuries and fatalities. Such incidents may result in operational disruptions, legal consequences, and reputational harm. Additionally, non-compliance with safety regulations could result in fines.	Samsung is committed to building a zero-accident workplace, as outlined in our Environment, Health & Safety Policy. To achieve this, we implement a stringent health and safety management system, requiring all manufacturing sites to attain ISO 45001 certification. As of 2024, 100% of our global production sites have achieved this standard. Our business operations are centered on this system to eliminate safety risks and prevent severe accidents while promoting employee health. Annually, we perform comprehensive environmental and safety expert diagnostics to identify potential risks, evaluate regulatory compliance, and review facility management practices.

Area:
Environmental Social Governance

Risk	Effect	Action
Violations of human rights in the supply chain	Human rights violations in our supply chain, including poor working conditions, child labor, forced labor, or health and safety failures, could cause significant harm to workers and communities. Such incidents may also result in legal consequences, financial penalties, and severe reputational damage to Samsung.	To prevent human rights violations, we conduct regular factory audits and maintain close collaboration with suppliers. Our Supplier Code of Conduct and training programs reinforce these efforts. For conflict minerals, we implement OECD-aligned due diligence processes, requiring all tantalum, tin, tungsten, and gold suppliers to achieve RMAP certification. While Nordic operations face no direct challenges, we proactively monitor indirect impacts to ensure alignment with our global standards.

Area:
Environmental Social Governance

Risk	Effect	Action
Failure to meet customer sustainability expectations	Failure to meet increasing customers' sustainability-related expectations and requirements could lead to loss of customer trust and damage to brand reputation. This may ultimately result in reduced sales and competitive disadvantages.	To address evolving sustainability expectations, we have enhanced Nordic sustainability communication for sales teams with dedicated assets. We ensure credibility through legal reviews, while regular benchmarking keeps pace with industry trends. By meeting rising sustainability demands and exploring innovative approaches, we strengthen customer trust and maintain our competitive position.
Corruption and unethical behavior	Compliance breaches, including corruption and unethical behavior in procurement, marketing, and sales, could result in significant legal, financial, and reputational consequences for Samsung. Such violations may lead to criminal charges, fines, or severe damage to brand reputation and stakeholder trust.	To mitigate corruption and unethical behavior risks, we conduct mandatory compliance and ethics training for employees. Our robust set of policies address anti-corruption, fair competition, and business conduct, ensuring adherence to legal and ethical standards across all operations.
Cyber security and privacy breaches	Failure to adequately protect against cybersecurity threats and data privacy breaches could compromise sensitive customer, employee, and business information. Such incidents may lead to regulatory penalties, financial losses, legal liabilities, and significant reputational damage, eroding stakeholder trust.	To safeguard against cybersecurity and data privacy risks, we implement robust security protocols, including encryption and access controls, and conduct regular system audits. Employee training programs reinforce data protection practices, while compliance with global privacy regulations (e.g., GDPR) ensures adherence to legal standards. Proactive monitoring and response plans further mitigate potential breaches and their impacts.
Inadequate product quality or safety	Failure to meet product quality and safety standards could result in malfunctions or safety hazards for consumers. Such incidents may lead to costly recalls, reputational damage, and loss of consumer trust, ultimately impacting sales and market position.	To ensure product quality and safety, we analyze quality data and customer service reports to implement improvements, including early warnings and production halts when issues arise. Documented standards for all tasks and processes are maintained, with regular compliance checks and enhancements at both global and local levels.

Samsung Nordic's Regulatory Alignment

Samsung Nordic is preparing for upcoming changes as new EU regulations take effect. These regulations will impact how we report and conduct our business, with a focus on sustainability across all our operations. The legislative updates will address aspects such as product circularity, packaging, waste, and supply chain transparency. Our teams are actively monitoring these developments and engaging with industry groups to ensure compliance. The following pages outline some of the forthcoming sustainability-related EU regulations and their potential impact on Samsung Nordic.

EU Ecodesign Requirements
The EU's Ecodesign for Sustainable Products Regulation (ESPR) replaces the Ecodesign Directive 2009/125/EC and establishes a framework for setting eco-design requirements for specific product groups. Key aspects include setting requirements for energy and water use, recycled content, repairability, and the presence of hazardous substances. Additionally, the regulation requires Digital Product Passports to provide transparency into a product's lifecycle and environmental impact, aiming to create a more circular economy. Samsung Nordic, in collaboration with our European colleagues, monitors regulatory updates and engages with industry groups to prepare for updated Ecodesign rules across Europe for products such as phones, tablets, and home appliances.

EU Battery and Waste Battery Regulation
In 2023, the EU adopted a new regulation addressing batteries and waste batteries to strengthen sustainability standards, covering the entire lifecycle of batteries. The regulation outlines end-of-life requirements, including collection targets, obligations, material recovery targets, and extended producer responsibility. It also requires companies to establish due diligence policies to address social and environmental risks in their supply chains for critical raw materials, including cobalt, natural graphite, lithium, and nickel.

At Samsung Nordic, we ensure compliance with the Battery and Waste Battery Regulation by reporting to national authorities. We also have due diligence policies in place related to responsible sourcing of raw materials, as outlined in our Responsible Minerals Report.

EU Right to Repair Directive (R2R)
The EU Right to Repair (R2R) Directive establishes common rules to make it easier and cheaper for consumers to repair products by requiring manufacturers to offer repair services, provide spare parts and information, and refrain from penalizing third-party repairs. Effective from July 31, 2026, the program covers products such as smartphones, washing machines, and certain vehicles, with the goal of reducing waste, promoting sustainability, and supporting the repair economy. It complements the Ecodesign for Sustainable Products Regulation (ESPR) by adding post-sale repairability and consumer rights to ESPR's design-phase sustainability requirements. The Nordic countries are preparing to implement the directive in their national legislation and are likely to do so within the required timeframe. Samsung Nordic is closely monitoring the preparations by the Nordic countries and is simultaneously planning how to comply with the new requirements.

EU Deforestation-Free Products Regulation (EUDR)
The EU Deforestation-Free Products Regulation (EUDR) requires companies to prove that products linked to deforestation or degradation after December 31st, 2020, do not enter the EU market. It imposes due diligence requirements on relevant commodities, such as soy, palm oil, beef, cocoa, coffee, rubber, and wood. Samsung Nordic expects the EUDR to affect a small portion of our product range that is connected to wood and wood products. We are working to ensure full compliance when the regulation takes effect.

EU Energy Label Regulation
The EU Energy Label Regulation mandates standardized labeling to inform consumers about the energy efficiency and environmental impact of products. It covers a wide range of household appliances and electronic devices, providing clear information on energy consumption and performance. The regulation promotes energy-efficient products, reduction of energy consumption, and lower carbon emissions across the EU. By offering a straightforward comparison of energy efficiency, the labels enable consumers to make informed purchasing decisions. In 2025, energy labels were implemented for smartphones and tablets sold on the Nordic market, in line with the relevant regulations. We will expand energy labelling for our tumble dryers during the first half of 2026, in line with the regulatory developments.

EU Packaging and Packaging Waste Regulation (PPWR)
The Packaging and Packaging Waste Regulation (PPWR) aims to harmonize national measures for managing packaging to reduce packaging waste, increase recyclability, and promote a circular economy. A key aspect of the PPWR is the harmonization of Extended Producer Responsibility (EPR) schemes, which mandate specific requirements, including fees based on packaging recyclability and setting targets for collection and recycling. This approach shifts the financial burden from municipalities to producers.

At Samsung, we proactively reduce packaging by decreasing weight and increasing the use of recycled materials. For example, our paper packaging is made from 100% FSC-certified or recycled paper. We are also gradually transitioning from plastic tape to paper and glue to comply with recycling standards. In the Nordics, we ensure compliance with national implementations of EPR schemes by submitting packaging reports to local Producer Responsibility Organizations regularly.

EU Corporate Sustainability Reporting Directive (CSRD)
The purpose of the Corporate Sustainability Reporting Directive (CSRD) is to enhance transparency and comparability of sustainability information for companies in the EU. It introduces the European Sustainability Reporting Standards (ESRS), which guide companies on how to report on environmental, social, and governance (ESG) matters.

Samsung is preparing for compliance with the CSRD on a global, European, and Nordic level. In the Nordics, we conducted a double materiality assessment (DMA) during the second half of 2024. We are actively monitoring regulatory developments to ensure compliance with the CSRD when it enters into force.

Waste Electrical and Electronic Equipment Directive (WEEE)
The European Commission (COM) has proposed a new "e-waste tax" as part of its broader plan to secure revenue for the EU budget. If adopted, the measure would charge Member States for uncollected electrical and electronic equipment (EEE).

Samsung supports the EU's environmental and circular economy ambitions. However, we and the rest of the industry share concerns that the proposed e-waste tax may result in unintended consequences. The proposed tax fails to account for the re-export of electronics, nor does it take into account that consumers often keep old products at home without discarding them. The proposed tax risks penalizing Member States that encourage reusability and repair, as well as producers that invest in developing high-quality, long-lasting products with extended product life and circular business models. This is because the tax is being calculated based on the percentage of e-waste being collected compared with products placed on the market over the previous three years, which is an arbitrary number not aligned with actual consumer behavior. Consequently, as it is currently designed, the proposed e-waste tax incentivizes Member States to encourage the disposal of fully functional products. It may become an obstacle to, rather than a stimulus for, efforts to transition toward a more circular economy in the EU and the Nordics.

EU Corporate Sustainability Due Diligence Directive (CSDDD)
The Corporate Sustainability Due Diligence Directive (CSDDD) requires companies to assess and address social and environmental impacts throughout their value chains. It mandates due diligence to prevent issues such as child labor, forced labor, and environmental damage, making companies more accountable for their supply chains. Samsung operates an integrated due diligence process based on OECD Guidelines, RBA, and other international standards. It includes self-assessments, on-site audits, and third-party audits to manage actual and potential risks related to human rights and the environment in its supply chain. In collaboration with our European colleagues, we are actively monitoring regulatory developments to ensure compliance with the CSDDD when it enters into force.

EU Forced Labor Regulation (FLR)
The EU Forced Labor Regulation aims to prevent products made with forced labor from entering the European market. It requires companies to identify and address the risks of forced labor within their supply chains. The regulation mandates due diligence processes to ensure compliance and transparency. It seeks to uphold human rights and promote ethical business practices by holding companies accountable for labor conditions in their supply chains. Samsung Nordic is monitoring and preparing for FLR at the European and Nordic levels.

EU Accessibility Act
The EU Accessibility Act (EAA) has been implemented in the Nordic countries and has been in effect since June 28, 2025. This Act impacts a wide range of Samsung's products and services, including smartphones, PCs, TVs, Family Hub, the samsung.com website, and select mobile applications. Samsung recognizes accessibility as a key corporate responsibility and has taken systematic action to comply with relevant laws and standards. Accessibility is not a one-time project for Samsung; instead, we ensure that everyone can equally benefit from our products and services through a systematic, company-wide governance system. The "Design for All" principle is present throughout the product development lifecycle, with accessibility requirements included as a mandatory checkpoint from the initial product planning stage. Our accessibility features are implemented in compliance with evolving standards, and we systematically incorporate feedback from users and external parties to identify areas for improvement.

EU Common Charger Directive
The Common Charger Directive mandates that most portable electronic devices sold in the EU must have a USB-C port. The purpose is to enhance consumer convenience and reduce the environmental footprint associated with the production and disposal of chargers. The requirements apply to a wide range of electronic devices, including mobile phones, tablets, digital cameras, and headphones, since December 28, 2024. From April 28, 2026, these requirements will also apply to laptops. Samsung expects to achieve full compliance with the new requirements of the Common Charger Directive as they come into force.

EU Directive on Empowering Consumers for the Green Transition (EmpCo)
The Directive on Empowering Consumers for the Green Transition (EmpCo) aims to promote sustainable consumption by ensuring that consumers receive relevant and accurate information on the products they purchase. It focuses on improving product labeling and banning the use of misleading environmental claims to address unfair commercial practices, such as greenwashing. The application of EmpCo is being prepared by the Nordic countries: Denmark has already adopted national legislation to transpose the legislation, while Sweden and Finland are expected to do so in early 2026. Samsung is closely monitoring the Nordic transposition and will ensure full compliance with the upcoming requirements.

04

Environment

Environment

Samsung's environmental work is built on four focus areas: Climate Change, Circular Economy, Water, and Pollution.

We address Scope 1 and 2 greenhouse gas emissions by improving operational efficiency and transitioning to renewable energy sources, including a commitment to 100% renewable electricity, which will help achieve Scope 2 reductions. For Scope 3 – indirect emissions across the entire value chain – we collaborate with suppliers, industry partners, and customers to support carbon reduction activities, improve data, and develop future reduction pathways.

Within the Circular Economy, we focus on maximizing resource circularity across the product lifecycle. Initiatives include expanding the use of circular materials, operating waste collection systems, enhancing waste management at business sites, and extending product lifespan. Similarly, for water, we focus on maximizing resource efficiency across the water lifecycle. Strategies include systemic water management, increasing water reuse rates, pursuing external replenishment projects, and preserving the site-adjacent aquatic environment. We also work to reduce pollutants through the use of advanced abatement technologies and strict controls on hazardous substances.

Read more about Scope 1, 2 and 3 on page 54.

Global Environmental Targets

Samsung's global environmental strategy defines the direction for managing our environmental impact and advancing toward a Net Zero future. Governance of this strategy is overseen by the Board of Directors and the Sustainability Committee, ensuring that environmental targets are embedded into long-term decision-making and company-wide accountability. In 2022, the Sustainability Committee resolved the "New Environmental Strategy", which encompasses long-term targets on subjects such as climate change response and resource circularity. The Committee has annually reviewed major achievements as part of its agenda since 2023.

Each of Samsung's two main divisions – Device eXperience (DX) and Device Solutions (DS) – has established measures that reflect their distinct production characteristics. DX focuses on product-related emissions, energy efficiency, and circularity, while DS primarily targets emission reductions in energy-intensive semiconductor manufacturing. Together, these efforts support Samsung's overarching environmental goals.

Net Zero

The strategy includes targets to achieve Net Zero carbon emissions in the DX Division for Scope 1 and 2 by 2030 and company-wide Net Zero carbon emissions for Scope 1 and 2 by 2050, along with clear ambitions for energy efficiency, resource circularity, water stewardship, and pollution reduction.

Water

In water management, Samsung aims to replenish 100% of the water used globally by the DX Division by 2030. Meanwhile, the DS Division works to maintain water withdrawals at 2021 levels through the expanded reuse of treated water and the implementation of AWS-certified practices.

Resource Circularity

In resource circularity, the DX Division is targeting Platinum-level Zero Waste to Landfill certification at all manufacturing sites by 2025. It aims to apply recycled plastic to 50% of plastic parts by 2030, scaling to 100% by 2050 in parallel with the global expansion of e-waste recovery.

Pollutants

For pollutants, DX manufacturing processes generate relatively low levels of emissions such as NOx, SOx, and VOCs, and reduction efforts focus on advanced abatement technologies and strict chemical management. More extensive pollutant-related targets and data for the DS Division, where impacts are higher, can be found in Samsung's 2025 Global Sustainability Report.

On the following pages, we present the DX Division's targets, as these are most relevant for the Nordic market. For a full overview of DS specific targets, please see our 2025 Global Sustainability Report

The Complexity of Scope 3

Several leading technology companies have introduced Scope 3 targets in recent years. For Samsung, with a diversified product portfolio and a multitier global supplier network, establishing a reliable baseline is an essential first step before any quantitative reduction targets can be defined. Since the company manufactures both components and finished products, Scope 3 emissions need to be assessed in two directions – upstream in the supply chain and downstream in product use and end-of-life. This dual structure makes the calculation and attribution of Scope 3 emissions particularly complex, and the current focus therefore lies on improving data quality and consistency across all parts of the value chain.

Net Zero Water Circular Economy

Environmental Targets

Progress

DX
→ Achieved Scope 1 and 2 emissions of 340k tons CO_2e)*
→ Achieved renewable energy transition rate of 93.4%
→ Improved power consumption of major models in 7 product categories** by 31.5% on average

Company-wide (including DS Division)
→ Achieved Scope 1 and 2 emissions of 14.55 million tons CO_2e)*

2027

→ 100% Renewable Energy transition for DX business sites

2030

→ Achieve net zero Scope 1, 2 emissions for DX Division
→ DX: Improve power consumption of major models in seven product categories by 30% (compared with 2019)

2050

Company-wide (including DS Division)
→ Achieve net zero emissions Scope 1 and 2

Factory Data

*Change in GHG emission calculation methodology (application of IPCC 2019, AR6).
**Major models (2024): Refrigerator (RF91DB90LE01), air conditioner (AE120CXYBEK), washing machine (WD25DB8995BZ), TV (KQ75QND900FXKR), monitor (LS49DG952SKXKR), PC (NP960QGK), smartphone (SM-S928) 3)

Samsung Electronics Global Sustainability Report 2025, released in June 2025, is based on 2024 data. Therefore, the latest available global update reflects full year 2024 and does not include data for 2025. Global targets for the DS Division are not included, as Samsung Nordic does not sell these products in the Nordic market. Our regional reporting therefore focuses entirely on the DX Division's goals.

The Device eXperience (DX) Division produces consumer products such as mobile phones, TVs, and home appliances. While its direct (Scope 1 and 2) emissions are comparatively low, most of its carbon footprint stems from Scope 3 emissions across the value chain, particularly downstream emissions generated during product use and end-of-life phases.

Strategy includes
Scope 1: Achieving Net Zero Scope 1 emissions by 2030 for all DX operations, mainly through replacing fossil-fuel equipment with electric and hydrogen-powered alternatives at manufacturing sites and improving process efficiency to reduce on-site combustion emissions.
Scope 2: Achieving Net Zero Scope 2 emissions by 2030 for all DX operations by transitioning to 100% renewable energy at all manufacturing sites by 2027 and increasing and improving energy efficiency in major product categories by 30% compared with 2019.
Scope 3: Engaging suppliers through GHG training and reporting programs, applying Lifecycle Assessment (LCA) and Product Carbon Footprint (PCF) methods to assess products "cradle to gate," and developing low-power designs to reduce product use-phase emissions.

2024 in Numbers
→ 93.4% of energy used at DX manufacturing sites was from renewable sources.
→ Power-saving technologies applied to major models in seven product categories improved energy efficiency by 31.5% compared with 2019, exceeding our 2030 goal of 30% energy efficiency.

Key initiatives
→ Systematic monitoring and reduction of greenhouse gas emissions at all sites.
→ Investment in renewable energy procurement, including solar and wind power purchase agreements.
→ Collaboration with suppliers and industry partners to improve Scope 3 data quality and drive value chain emission reductions.

Net Zero **Water** Circular Economy

Environmental Targets

Progress

- → Achieved water replenishment rate of 38.6%)*
  (Korean sites' replenishment rate: 100%)
- → Received Alliance for Water Stewardship** (AWS) Platinum certification at our Vietnam manufacturing site

*Replenishment progress audited by third-party external agency.

**The Alliance for Water Stewardship (AWS) was established by leading water organizations, including the United Nations, international NGOs, and research institutes, in response to the global water challenge. The AWS certifies a company's water resource management system into three levels of "Platinum", "Gold", and "Core" based on a total of 100 evaluative items such as the company's water management stability, water contaminant management, water quality and hygiene, impact on aquatic ecosystem in nearby watersheds, and governance structure.

2025

- → Achieve water replenishment rate of: 50%

2030

- → Replenish 100% of water used globally for DX Division

Factory Data

The DX Division's water usage is relatively low compared to the DS Division, since the production of consumer electronics requires less water. Instead, DX focuses on increasing water reuse and improving efficiency across its manufacturing sites.

Strategy includes

- → Systematic water resource management at all manufacturing sites to reduce and recycle used water.
- → Piloting water replenishment projects in Korea and globally, with a long-term goal to replenish 100% of water used by the DX Division worldwide by 2030.
- → Achieving Alliance for Water Stewardship (AWS) Platinum certification at key sites in Korea and Vietnam.

2024 in numbers

- → Total water usage: 18,961,000 tonnes.
- → Water reused: 2,737,000 tonnes (about 14% of total water use).
- → AWS Platinum certification at 3 Korean and 3 Vietnamese manufacturing sites.

Key initiatives

- → Optimize operations and expand the installation of water-saving facilities to all business sites.
- → Reusing wastewater from production processes and externally treated sewage water.
- → Collaborating with suppliers to enhance water stewardship and utilizing lifecycle assessment to identify and mitigate water impacts throughout the product lifecycle.
- → External water replenishment project.

Samsung Electronics Global Sustainability Report 2025, released in June 2025, is based on 2024 data. Therefore, the latest available global update reflects full year 2024 and does not include data for 2025. Global targets for the DS Division are not included, as Samsung Nordic does not sell these products in the Nordic market. Our regional reporting therefore focuses entirely on the DX Division's goals.

Net Zero Water Circular Economy

Environmental Targets

Progress

- → Obtained Platinum Zero Waste to Landfill Validations* in 18 manufacturing sites
- → Applied recycled plastic** to 31% of DX product plastic parts*** (cumulative 769 thousand tonnes since 2019))
- → Operated e-waste recovery program in approximately 80 countries globally

2025

- → Obtain Underwriter Laboratories (UL) highest level certification (Platinum) for Zero Waste to Landfill at all our manufacturing sites*

2030

- → Apply recycled resin to 50% of plastic parts used in our DX products**
- → Expand e-waste recovery to all global sales regions

2050

- → Apply recycled resin to 100% of DX product plastic parts**
- → Cumulatively collect 25 million tonnes of e-waste (since 2009)

Factory Data

*UL Solutions-approved (global environment and safety certifier)
**Pure recycled plastic ratios differ by part.
*** Weight-based ratio of parts with recycled plastic.
***Samsung Electronics-developed plastic parts.
****Read more about the certification

Samsung Electronics Global Sustainability Report 2025, released in June 2025, is based on 2024 data. Therefore, the latest available global update reflects full year 2024 and does not include data for 2025. Global targets for the DS Division are not included, as Samsung Nordic does not sell these products in the Nordic market. Our regional reporting therefore focuses entirely on the DX Division's goals.

The DX Division enhances resource circularity by increasing the use of recycled materials in consumer products and expanding e-waste collection programs worldwide.

Strategy includes

- → Increasing the use of recycled and recyclable materials in production.
- → Expanding global e-waste recovery programs.
- → Designing products for durability, repairability, and recyclability.
- → Achieving Zero Waste to Landfill (Platinum level) certification at all our 22 DX manufacturing sites.

2024 in numbers

- → 31% of plastic parts in DX products made from recycled resin.**
- → E-waste recovery programs active in approximately 80 countries.
- → Platinum Zero Waste to Landfill certification at 18 manufacturing sites.

Key initiatives

- → Introduction of circular battery supply chains, reusing cobalt from old batteries in new products.
- → Applying recycled plastic from waste wafer trays used in semiconductor manufacturing processes.
- → Collaboration with suppliers to increase recycled content and improve waste management practices.
- → Supplier engagement programs for circular resource certification and improved waste management.
- → Development of closed-loop recycling for wafer trays, retainer rings, and other manufacturing consumables.
- → Expansion of high-quality recycling for rare metals and critical materials through the Circular Economy Lab.

From Global Strategy to Local Action

Educating Nordic Employees on Global Strategy

In the Nordics, we are committed to actively supporting the goals set out in the global environmental strategy launched in 2022. Our Corporate Affairs and Sustainability team leads this work by engaging and educating employees across the Nordic region. The team provides tools and guidance to help colleagues communicate sustainability initiatives confidently in conversations with clients, partners, and other stakeholders.

Promoting Reuse and Recycling in our Nordic Operations

As a sales and marketing company, our primary opportunity to ensure the strategy's positive impact is to work downstream in our value chain. Engaging with customers is key to influencing the end of our products' lifespan. We have continued to strengthen our dialogue with trade associations and stakeholders involved in material recycling and circularity. An example of our continuous efforts is seen in our internal purchase and recycling processes, where returned mobile phones are graded (A-D).

Environmental Initiatives and Fleet Management

We report greenhouse gas (GHG) data monthly to our headquarters to ensure environmental tracking and accountability. In our efforts to minimize emissions, we have transitioned to using electric vehicles for deliveries and reduced our use of plastic in packaging, opting for recycled paper instead of bubble wrap.
For our company cars, we have lowered the emission cap to 50g/km across the Nordics, meaning that only vehicles that are fully or partially electric, such as plug-in hybrids, are eligible. Additionally, we have installed charging stations at our offices to support the use of electric vehicles. There are currently 40 charging points in Sweden, 8 in Finland, and 2 in Denmark. In Norway, Samsung does not operate its own charging stations, but 38 charging points are available in the public garages.

Samsung Nordic's Environmental Impact

Our Nordic Operations

Samsung Nordic's climate impact is assessed annually based on operations and workplaces in Denmark, Finland, Iceland, Norway, and Sweden. As a sales and marketing organization without manufacturing activities, Samsung Nordic's climate impact is primarily linked to transport, business travel, and energy use in our offices. These areas therefore constitute the most material environmental impact categories for the Nordic operations.

In addition to Samsung's global environmental data analysis, we conduct an annual assessment in collaboration with a third-party partner in the Nordics. This assessment is carried out in accordance with the World Business Council for Sustainable Development and World Resources Institute's (WBCSD/WRI) Greenhouse Gas Protocol, a Corporate Accounting and Reporting Standard, including the GHG Protocol Scope 2 Guidance. GHG emissions are reported in the three WBCSD/WRI Scopes. Based on these results, we undertake activities to enhance our environmental performance.

The emissions reported for Samsung Nordic represent emissions generated by activities within the Nordic market and are therefore a subset of Samsung's consolidated global reporting. As Samsung Nordic does not manage or carry out any product manufacturing, therefore emissions related to manufacturing are not included in the Nordic inventory. These emissions are instead reported within Samsung Electronics' global Scope 1, 2, and 3 disclosures. Since manufacturing accounts for the majority of Samsung's total emissions globally, this explains the difference in scope between the Nordic and global climate inventories.

Samsung Nordic's Emissions:

- → Scope 1 emissions include our business travel with company cars
- → Scope 2 emissions include district heating, district cooling, electricity consumption at the office facilities, and public charging of electric car
- → Scope 3 emissions include business travel by plane, train, taxi, hotel stays, transportation, and distribution (sea-, road- and airfreight).

In 2025, our total greenhouse gas emissions amounted to 25,085 tCO2e (26,941 tCO2e in 2024), corresponding to a 7% decrease compared to the previous year. Since 2022, when total emissions amounted to 48,329 tCO2e, our emissions have decreased by approximately 48%. The overall reduction since 2022 is primarily driven by optimized logistics, lower transport volumes and the continued electrification of our car fleet.

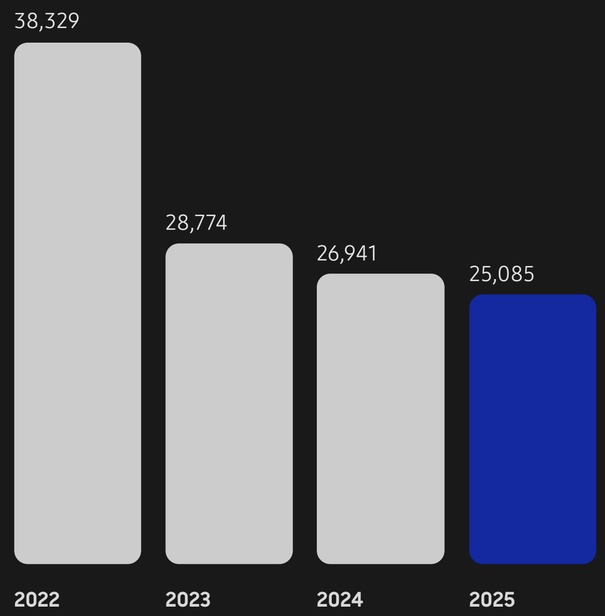
Transport remains our dominant emission source, accounting for 94% of total emissions in 2025. This reflects the scope of our Nordic operations, where manufacturing and product use are not included in the inventory. Emissions from transport amounted to 23,631 tCO2e (25,085 tCO2e in 2024) and decreased by 6% compared to the previous year, mainly due to reduced transport work, particularly within sea freight. Air freight and dedicated road transport continue to have the highest climate impact per tonne of goods delivered, despite representing a smaller share of the total transport work.

Scope 1 emissions decreased to 222 tCO2e (352 tCO2e in 2024), reflecting the continued phase-out of fossil fuel vehicles. Diesel and petrol consumption declined further, while electricity uses for charging increased by 164 MWh. The use of renewable electricity for vehicle charging at our office in Kista reduced emissions by approximately 76 tCO2e. Continued electrification increases the importance of securing renewable electricity agreements for public charging in all Nordic markets.

Scope 2 emissions are reported using the market-based method in accordance with the GHG Protocol Scope 2 Guidance. In 2025, Scope 2 decreased to 90 tCO2e (111 tCO2e in 2024, market-based). The reduction is mainly explained by improved allocation of electricity consumption in Sweden, where facility electricity is now distributed across tenants, and by more accurate reporting in Finland and Norway, where energy data is now based on kWh instead of floor area estimates. Norway remains the only Nordic market without confirmed renewable electricity for office facilities due to the absence of guarantees of origin.

Scope 3 emissions decreased to 24,773 tCO2e (26,478 tCO2e in 2024) in 2025. Business travel emissions amounted to 1,064 tCO2e and decreased by 15% compared to the previous year, mainly due to fewer flights. Improved data granularity, including division into short-, medium- and long-haul flights, has strengthened reporting accuracy. Energy use within the organization decreased significantly compared to 2024, primarily due to lower fossil fuel use in company cars and clarified electricity reporting in Sweden and Denmark.

Total GHG emissions in t CO_2e:



Changes in previous reported data
In the 2023 sustainability report, Samsung Nordic reported a 19.5% decrease in total emissions between 2022 and 2023. Due to an error in data handling, this year revealed a total 40.5% decrease of total emissions between 2022 and 2023.

This year, Samsung Nordic has decided not to report on office supplies and food waste within our Scope 3 emissions due to the factors' low materiality. We have chosen to concentrate on more significant areas in our climate report, where efforts can have a greater impact on reducing overall carbon emissions.

Our Emissions

Samsung Nordic's Emissions:

→ Scope 1 emissions include our business travel with leased cars

→ Scope 2 emissions include district heating and electricity consumption at the office facilities

→ Scope 3 emissions include business travel by plane, train, taxi, hotel stays, transportation, and distribution (sea-, road- and airfreight).

Nordic Emissions

KPIS	2023	2024	2025	COMMENTS
Scope 1 GHG emissions in t CO2e	784	352	222	In 2025 we continued to phase-out of fossil fuel vehicles and increased electrification of the fleet.
Scope 2 GHG emissions in t CO2e	166	111	90	Reported by using the market-based method in accordance with GHG Protocol Scope 2 Guidance.
Scope 3 GHG emissions in t CO2e	27,824	26,478	24,773	The decrease is mainly driven by reduced transport volumes and lower business travel.
Total GHG emissions in t CO2e	28,774	26,941	25,085	Since 2022, total emissions have decreased by approximately 48%, primarily due to optimized logistics and electrification of company cars.
Total emissions in relation to revenue (kgCO2e/KEUR)	16.40	16.56	15.10	The result corresponds to the result in turnover and emissions. $KgCO_2e$/KSEK in 2023 was 1.48. $KgCO_2e$/KSEK in 2024 was 1.44. $KgCO_2e$/KSEK in 2024 was 1.40.

Notice: Figures for Iceland are included in Sweden's climate data, as Iceland's transport and sales data are reported through the Swedish market.

Energy use within the own organization (MWh)

	2024	2025	COMMENTS
Fossil	1,535.9	1,071.7	
Nuclear power	38.4	42.9	
Renewable	3,060.3	1,537.0	
- Of which renewable fuels	147.0	37.4	
- Of which renewable electricity and heat	2,913.3	1,499.7	
Total	4,634.5	2,651.6	The decrease is primarily driven by reduced fossil fuel consumption in company cars and improved allocation of electricity data in Sweden.

Notice: Energy use KPIs were first calculated in 2024, which serves as the baseline year for this table.

Recycling and E-waste

Samsung is dedicated to advancing a circular economy by recognizing the inherent value in waste and developing recycling technologies. On a global level, our initiatives encompass various programs, including the recycling of used smartphones. We will expand our waste product recovery program to all regions with product sales, are currently operational in approximately 80 countries.

Our Zero Waste to Landfill program evaluates companies' efforts in resource circularity and categorizes them into four grades:

→ Platinum for 100% waste diversion
→ Gold for 95-99%
→ Silver for 90-94%
→ Landfill Waste Diversion Claim for 80% or higher

During 2025 we reached our goal of obtaining Platinum-grade Zero Waste to Landfill validation for all global sites, granted by Underwriters Laboratories (UL).*

*UL (Underwriters Laboratories) evaluates a company's resource circularity efforts and assigns four levels of certification based on the percentage of waste generated by a business that is diverted from landfills. Platinum 100%, Gold 95-99%, Silver 90-94%, Certified 80% or higher (decimals are rounded up, 99.5% is rounded up to 100%). Read more in the Global Report p. 21

Sustainability is no longer just an idea; it is a way of life

As Environmental Officer, Rohith Shrihari Ramesh oversees Samsung Nordic's efforts within e-waste, packaging, producer responsibility, and environmental reporting. With four years in this role, he has witnessed how the Nordic region's strong legislation and high consumer awareness shape both local priorities and contribute to Samsung's global environmental strategy. His work continues to play a key role in advancing the company's sustainability initiatives.

"Our environmental focus in 2025 continued to center on circularity and product lifecycle management. This year, we strengthened our work with e-waste collection and deepened collaboration with our Producer Responsibility Organizations across the Nordics. The region has long been at the forefront of producer responsibility - creating both expectations and opportunities – especially as new packaging regulations, such as those introduced in Denmark come into force. The new Danish packaging regulations require materials to be recyclable, reusable, or compostable, and introduce eco-modulated fees. This system is specifically designed to incentivize sustainable practices by adjusting costs based on the environmental impact of the packaging, rewarding companies that adopt more sustainable solutions with reduced fees."

A key challenge in the industry is the loss of data between consumers and recycling facilities. Without accurate information, it is difficult to measure actual recycling rates and understand how close we are to achieving our targets. At the same time, improved digitalization and more transparent data systems are already making a difference. In countries like Denmark and Norway we receive Samsung-specific collection data, which means we can compare the amounts put on the market with what is returned to recycling. This gives us a clearer picture of the gaps and a stronger ability to improve our recycling performance over time.

Nordic performance also contributes to Samsung's global strategy. Our structured collection systems, early adoption of legislation, and high recycling ambitions often become reference points for other markets. For me personally, this is what makes the work so motivating – sustainability is no longer just an idea, it is a way of life.

The most motivating part of this work is seeing how environmental responsibility goes far beyond technical solutions. It requires collaboration, awareness, and continuous improvement – and I am proud of how our team is driving this forward in the Nordic region."

ROHITH SHRIHARI RAMESH
Environmental Officer

Producer Responsibility and Recycling in the Nordics

As part of our producer responsibility for e-waste and packaging, we are registered with the environmental protection agencies in each Nordic country. We are also members of national Producer Responsibility Organizations (PROs), which are authorized to ensure compliance with legislation and manage the collection, recycling, and treatment of electronic waste.

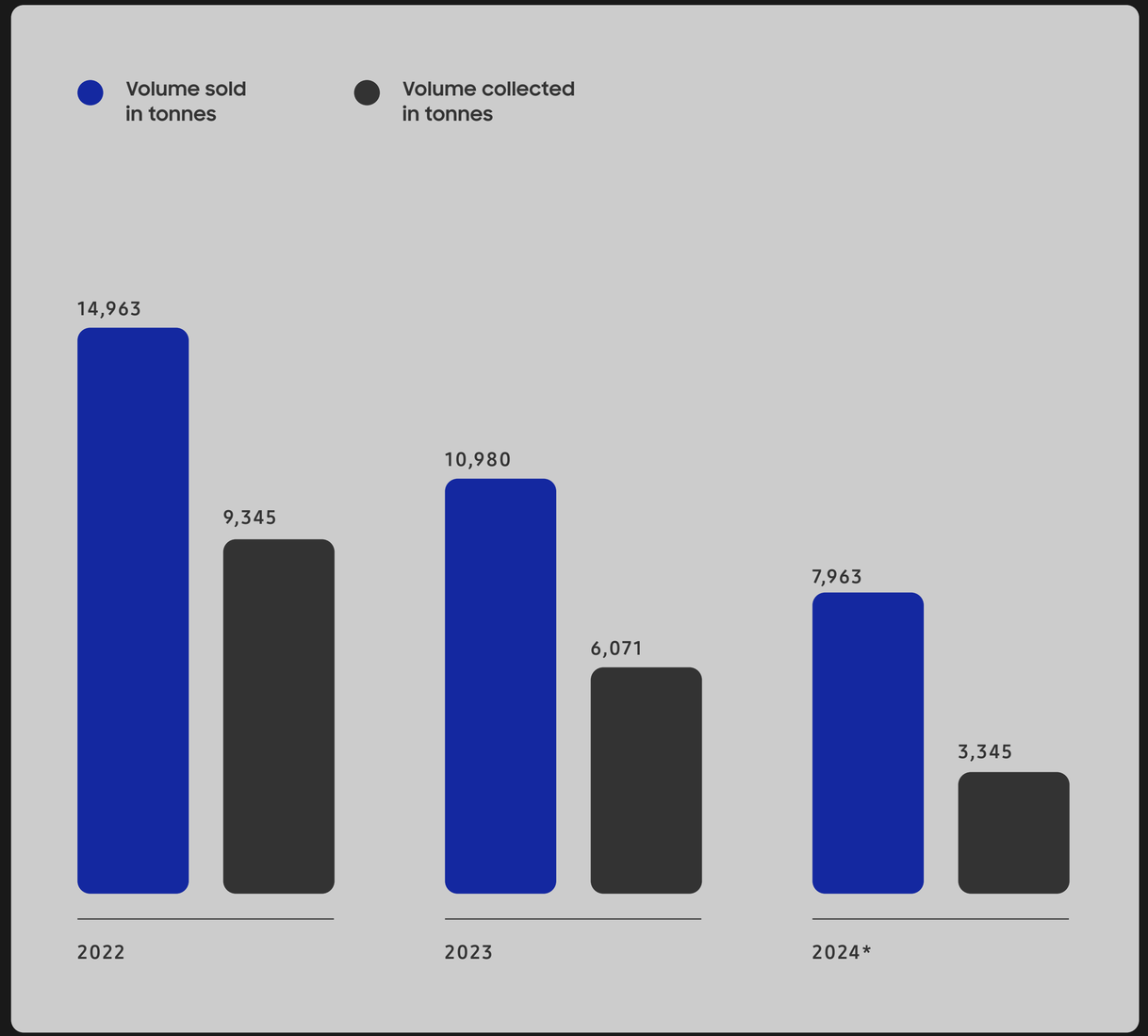
As producers, we receive regular updates on the volumes and characteristics of products collected throughout the year. In Norway and Denmark, we have received product-specific collection data since 2020, which we compare with our sales volumes to understand how many of our products are returned through the recycling system. Sweden began providing similar data in 2022. Our PRO in Finland does not yet offer Samsung-specific collection data but is expected to do so going forward. We continue to work on improving the quality of WEEE (Waste Electrical and Electronic Equipment) data. This includes encouraging consumers to report collected products and exploring opportunities for Nordic PROs to harmonize their data collection methods, making the information more accurate and comparable across markets.

OUR NORDIC PROs:

Sweden: El-Kretsen
Denmark: Elretur
Norway: Norsirk
Finland: Serty

Changes in volume are due to:

- → Sales increased in 2024 compared with the previous year, but the figures do not include the quantity sold by our customers.
- → The recycling programs are constantly collaborating with municipalities to collect products and encourage recycling.
- → We also offer a trade-up program in SENA where Samsung offers an exchange service for their old TV products, thus helping increase the recycling rate.



*Figures for 2025 were unavailable when preparing this report. We aim to include them in next year's sustainability report.

Recycling Data Samsung Nordic

Danish Environmental Protection Agency

The Danish Environmental Protection Agency oversees the enforcement of packaging regulations, which include requirements for producers to report packaging usage and recycling efforts. Denmark recently updated its packaging reporting rules to align with the latest EU directives and national sustainability goals. Samsung's roles and responsibilities include:

- → Registration - Ensuring that our company is registered with the appropriate Danish authorities for packaging reporting.
- → Data Collection - Accurately track and collect data on all packaging materials we place on the market.
- → Reporting - Submit detailed reports on packaging usage, recycling efforts, and compliance with the updated targets within the stipulated deadlines.

- → Figures do not include information on e-waste collection or products put on the market for some of our customers. Some of our customers do their own reporting.
- → Figures for 2025 were unavailable when preparing this report. We aim to include them in next year's sustainability report.
- → Finland does not have Samsung-specific data for volumes collected.
- → Sweden is able to provide figures for this year due to updates to reported data.

Volume sold in tonnes

	2022	2023	2024	Comments
Denmark	1,333	971	1,518	
Finland	1,459	1,169	1,336	Data from Finland does not include batteries
Norway	302	572	998	
Sweden	11,869	8,268	4,110	
Total volumes sold in tonnes	**14,963**	**10,980**	**7,963**	

Volumes collected in tonnes

	2022	2023	2024	Comments
Denmark	798	611	732	
Finland	N/A	N/A	N/A	Volumes collected in tonnes is not available for Finland for the specified years
Norway	137	216	310	
Sweden	8,410	5,245	2,303	
Volumes collected in tonnes	**9,345**	**6,071**	**3,345**	

05

Employees

Employees Across the Globe

Samsung Electronics has more than 260,000 employees in 76 countries. The company applies a global People First Philosophy that focuses on safety, well-being, and continuous learning for all employees.

The global Human Resources strategy covers employee well-being, diversity and inclusion, and skills development. It includes programs for mental and physical health, training and career development, and initiatives to ensure safe working conditions. These efforts are supported by the Culture & Diversity Lab, Samsung University, and a global Occupational Health and Safety system based on the ISO 45001 standard.

While manufacturing and production form a large part of Samsung's global operations, Samsung Nordic functions as a sales and marketing organization. Local employee initiatives prioritize maintaining a healthy office environment and promoting employee engagement through regular health check-ups, wellness activities, and flexible work arrangements.

Find out more about our human resource management on pages 35-44 in the 2025 Global Sustainability Report

Employees in the Nordics

Samsung Nordic's people operations reflect the company's global values while being adapted to a regional, office-based context. Guided by our global People First Philosophy, we foster a culture where employees can grow, contribute, and succeed as part of Samsung.

In 2025, the company employed 387 people across Sweden, Denmark, Finland and Norway. Women accounted for 33% of the workforce and 31% of managerial positions, while female representation at director level was 30%.

Health and learning remain focus areas, supported by regular medical check-ups, wellness initiatives, and flexible working arrangements. Employees completed an average of 47 training hours per year, underscoring Samsung's commitment to ongoing growth and skill development.

We offer:

Regular medical check-ups, sports subsidies, group training classes, access to gyms, and work-from-home options with flexible working hours.

We encourage:

On-the-job learning, learning through others, educational learning, manager training, and charity work.

CATEGORY	2023	2024	2025	COMMENTS
Total number of employees	409	391	387	
Employees	308	288	268	
Consultants	101	103	119	
Management				
Managers	86	85	83	
Directors	13	16	13	
Gender Diversity				
Female Employees (%)	36%	32.70%	33.40%	
Female in Management (%)	33%	32.94%	31.30%	
Female Directors (%)	15.40%	25%	30.80%	
Sickness Absence				
Sickness Absence (%)	1%	0.63%	0.75%	Figures only include Sweden
Training hours				
Avg. Training Hours per Employee	20	47.30	44	
Avg. Training Expenses per Employee (EUR)	471.50	655	871	

Mental Health

In line with creating a healthy and supportive work environment, Samsung Nordic continues to strengthen its efforts around employee well-being. As part of this commitment, we collaborate with BlueCall to offer employees free and anonymous access to professional support through online coaching sessions with therapists, digital training, and activities aimed at preventing mental health issues. The initiative strengthens ongoing wellness efforts and reflects the company's belief that good mental and physical health is essential for employees to reach their full potential.

In connection with World Mental Health Day on October 10th, Samsung Nordic dedicated a full week to mental health initiatives under the name SENA Mental Health Week. The initiative encouraged employees across the Nordics to prioritize self-care and support one another in creating a healthier and more compassionate workplace.

Throughout the week, daily sessions and resources were made available to help employees strengthen their mental health and establish positive habits – from morning meditation and well-being tests to a meeting-free connect hour and a webinar on rest and sleep. The SENA People Team organized the activities to raise awareness and normalize conversations around mental well-being in everyday work life.

Galaxy Ring - Wellness tracking using AI for everyday well-being

To complement internal initiatives on employee well-being, Samsung also continues to develop consumer technologies that promote an active lifestyle. As part of its ongoing commitment to holistic health and well-being, Samsung introduced the Galaxy Ring – a lightweight titanium wellness-tracking device designed for everyday use. With three built-in sensors and up to seven days of battery life, the Galaxy Ring monitors key health indicators around the clock, including heart rate, activity, and sleep.

Powered by Samsung Galaxy AI, the device provides personalized insights through the Samsung Health app, helping users better understand their sleep patterns, activity levels, and overall energy score. By combining advanced technology with intuitive design, the Galaxy Ring empowers individuals to take proactive steps toward a balanced and healthier lifestyle.

For Samsung Health AI features, health information tracked from the Samsung Galaxy Ring must be synced with the Samsung Health application. Samsung Health tracking features are intended for general wellness and fitness purposes only. Not intended for use in the detection, diagnosis, treatment, monitoring, or management of any medical condition or disease. Health-related information accessed through the device and application should not be treated as medical advice. Users should seek medical advice from a physician.

Diversity, Equity, and Inclusion

Since 2022, Samsung Electronics has developed company-wide DEI principles, focusing on awareness, accountability, and continuous improvement, which are implemented through the I&D Office (Inclusion and Diversity Office) and regional Employee Resource Groups (ERGs). Samsung Nordic aligns with these principles through its Diversity and Equality Policy and local initiatives such as the Proud Alliance ERG, which supports and advocates for the LGBTQ+ community.

Samsung's global Anti-Discrimination and Harassment Policy and DEI Principles guide our approach to inclusion and equal opportunity worldwide. We provide equal opportunities to all current and prospective employees regardless of gender identity, age, national origin, disability, or other status, in line with international standards such as the UN Universal Declaration of Human Rights and ILO Conventions.

More information on policies can be found at samsung.com/sustainability.

Our Grievance Function System

Samsung Nordic has a grievance function system in place to support employees in the event of a policy infringement. In 2025, four grievances were reported to Samsung Nordic. The issues were investigated in accordance with our policies and grievance processes, and findings were communicated to the parties involved. No grievances regarding human rights were reported.

In addition to the existing global grievance system, Samsung Nordic has local grievance policies in place that align with the Global Grievance Resolution Policy and a third-party whistleblowing system in Sweden, Denmark, Norway, and Finland. These measures ensure compliance with new European and Nordic regulations, and the system allows employees to report serious concerns securely and confidentially.

Embracing Diversity - Building Communities Together

Samsung fosters an engaged and inclusive workplace through a network of Employee Resource Groups (ERGs), which are formed voluntarily by employees. More than 6,600 employees in 43 ERGs participate globally, covering themes such as gender equality, accessibility, and generational exchange.

ERGs at Samsung

→ Women+

→ People with disabilities

→ LGBTQ+

→ Intergeneration

→ Race

→ Working parents

→ Veterans

Read more about our ERGS.

Proud Alliance - Fostering an Inclusive Culture

Proud Alliance Europe is a network bringing Samsung colleagues from across the region together to build a culture of inclusion, connection, and belonging. During his decade at Samsung, Oscar Nöjd, Senior Leadership Member and Head of Sales Innovation, has witnessed the evolution of inclusion initiatives from local efforts to cross-border networks. With members representing various markets and roles, the network fosters dialogue and awareness around LGBTQ+ issues, creating a workplace where everyone can be their authentic self.

"When we started Proud Alliance in 2024, our goal was simple: to create a space where LGBTQ+ colleagues and allies could meet, share experiences, and support each other. A year later, it's amazing to see how the network has grown – both in size and in spirit now representing over 200 members across Europe.

Throughout the year, Proud Alliance has hosted digital events connecting colleagues across borders. These sessions spark real conversation and help people understand what inclusion looks like in practice – and why it matters.

As an example, during Transgender Awareness Week, our guest speaker Jude Guaitamacchi shared their personal journey and provided practical advice on building a more inclusive workplace. And during Pride Month in June, the group celebrated with a quiz on LGBTQ+ history and pop culture, featuring Crayola the Queen as our host.

The truth is, even though Samsung's values are shared globally, the realities for LGBTQ+ people differ across Europe. This is what makes a regional Employee Resource Group (ERG) so powerful – we can exchange knowledge, offer support, and learn from each other's unique regional experiences.

We have had tremendous support from Samsung Europe's leadership – not only encouragement but also real commitment through time and resources. That makes a significant difference and shows that Samsung's dedication extends beyond words.

Looking ahead, Proud Alliance aims to integrate inclusion topics into onboarding for new employees and managers, ensuring every newcomer learns about our ERGs from day one. And hopefully, we'll have our first physical Proud Alliance gathering soon. It's something we all look forward to."

OSCAR NÖJD
Senior Leadership Member, Proud Alliance Europe

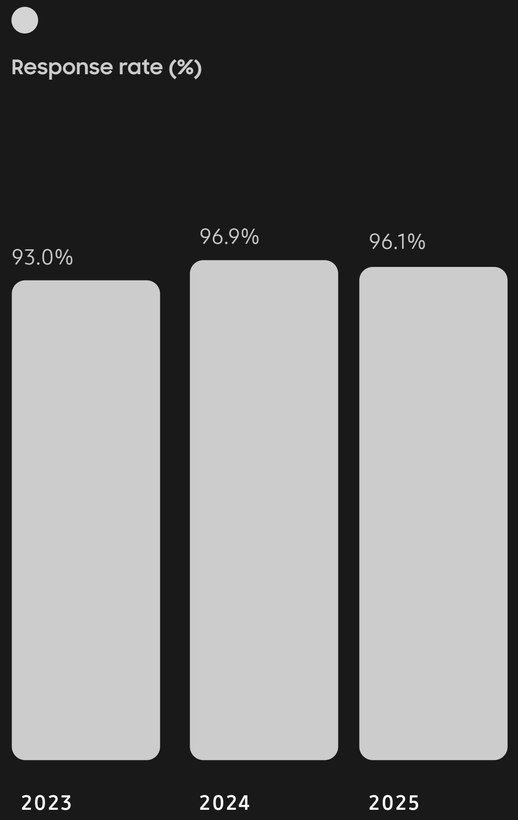
Job Satisfaction Index for Samsung Nordic

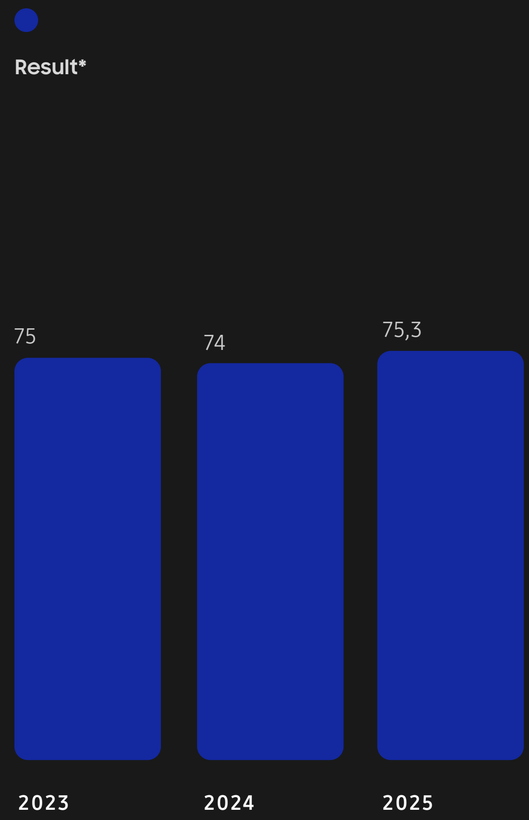
Samsung Nordic regularly measures employee sentiment through its Job Satisfaction Index. In 2025, the score was 75.3 out of 100 points with a response rate of 96.1%. Results are consistent with previous years, indicating a steady level of engagement across the organization.

Since the survey was first conducted in 2013, overall satisfaction has increased by 25 points. The findings offer insights into employees' experiences and inform ongoing efforts to enhance Samsung Nordic's workplace culture.

In 2025, Samsung Nordic introduced a revised scoring method for the Job Satisfaction Index. While employees still respond on the same 1–5 scale, each response now carries a weighted score (0–100 points instead of 0 points across all responses). The new method offers a more detailed representation of employee sentiment, enabling clearer tracking of changes over time.

To support continued engagement under the new model, several departments have also implemented initiatives focused on strengthening collaboration, communication, and knowledge sharing across the organization.





*The Job Satisfaction Index only measures positive score, meaning that the SCI score is the percentage of respondents giving a rating of 4 or 5 on a scale from 1-5.

06

Human Rights

Human Rights

Samsung is committed to respecting and promoting human rights across our operations, supply chain, and global value network. We follow international standards, conduct ongoing due diligence, and implement policies to identify, prevent, and address risks that may affect workers, communities, and stakeholders. Through structured governance, supplier oversight, and accessible grievance channels, we work to ensure that human rights are protected throughout our business activities.

Global Commitments to Respect Human Rights

At Samsung, we believe that respecting and promoting human rights is fundamental to our business and the communities we serve.

Navigating Global Supply Chains

From the sourcing of materials and the manufacturing of components to the assembly of finished products, the electronics industry is intrinsically global. In 2024, we collaborated with over 2,500 first-tier suppliers and partners worldwide. However, a world of opportunities brings with it a world of responsibilities.

Addressing Supply Chain Complexities

The production of electronic devices often involves complex supply chains that span multiple countries and involve numerous suppliers. If not properly monitored, this complexity could lead to situations where workers' rights are not fully respected, such as forced labor, child labor, or unsafe working conditions. Additionally, the extraction of raw materials used in electronics can have significant impacts on local communities, including environmental degradation and displacement.

Building a Responsible Supply Chain

Samsung is committed to making a positive impact on workers in our value chain and on the communities affected by our operations. We recognize that while we have direct control over our own operations, we must also work diligently to ensure that human rights are respected throughout our supply chain. To achieve this, we have implemented a set of policies and practices designed to mitigate risks and promote human rights.

Policies and Guidelines for a Responsible Business

Samsung Electronics Global Human Rights Principles

We continuously work on improving our policies and guidelines. In February 2023, Samsung released the Samsung Electronics Global Human Rights Principles (the Policy), which outlines our commitment to respect human rights and its basic principles.

The Policy is an expression of our intention to respect the human rights of all people in accordance with international human rights standards and principles. It also shows our commitment to preventing human rights violations of our stakeholders that may occur during our global business activities, as well as our promise to provide effective remedies in the event of any harm.

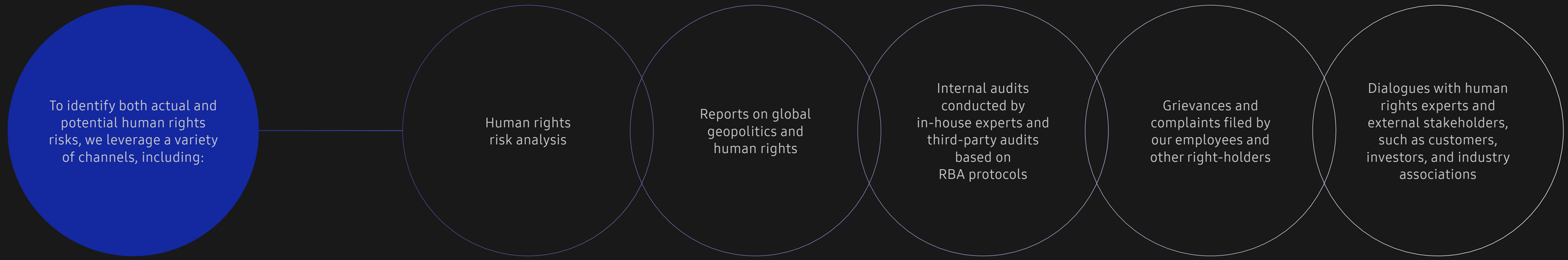
The Policy also introduces human rights due diligence methods, identifies eleven salient human rights impacts as the company's actual and potential human rights risks, and outlines human rights governance to manage these risks, thereby fulfilling our commitment. In April 2024, Samsung unveiled its Global Grievance Resolution Policy to handle incoming grievances more fairly and consistently.

Find out more about global policies and guidelines:
Samsung Global Website

Responsible Supply Chain

Samsung has implemented a human rights due diligence process across our entire supply chain. In line with the UNGP, we proactively identify, prevent, and mitigate both actual and potential adverse human rights risks across our business operations, supply chain, and business relationships.

On a global level, we conducted comprehensive supplier evaluations and introduced third-party audits for selected second-tier suppliers in Asia. Additionally, we resumed special audits on forced labor for migrant workers to ensure ethical practices are upheld.



Our Human Rights Due Diligence Process

Respect for human rights is fundamental to sustainable business operations and integral to our global responsibilities. We manage the complexity of our global supply chain and the potential for severe human rights impacts that extend beyond our direct operations. Our due diligence process is designed to systematically identify, prevent, mitigate, and account for how we address these risks, in line with the UN Guiding Principles on Business and Human Rights (UNGPs).

Identify Human Rights Risks

We use a comprehensive approach to identify potential and actual human rights risks. This includes ongoing analysis of human rights due diligence results, NGO reports, media articles, stakeholder dialogues, and employee grievances. Based on this process, Samsung Electronics has identified eleven salient human rights impacts that were disclosed in our Global Human Rights Principles in February 2023.

For a detailed table of our salient human rights risks, see page 75

Assess Management Priorities for Identified Salient Human Rights Impacts

As a global company, we assess human rights priorities on a regional basis, recognizing that impacts may vary. Human Rights Risk Assessments (HRRA) are carried out across five global regions (including Europe) to identify the most significant potential for severe impact. This assessment considers both the severity and likelihood of a risk, generating a regional risk heat map to distinguish high, medium, and low-level risks.

Develop Response Strategies for Prevention, Mitigation, and Resolution of Negative Impacts

Using the regional Human Rights Risk Assessment (HRRA) heat maps, we develop specific measures to prevent, mitigate, and address our 11 salient human rights impacts. These updated measures were distributed to all global business sites in December 2024. To ensure effective implementation, regional workshops were held in March 2025, where best practices and challenges were shared among sites.

Implement Plans and Monitor Effectiveness

Our prevention and mitigation measures are integrated into our policies, such as our Global Labor Policy and Supplier Code of Conduct. We monitor effectiveness through key performance indicators (KPIs), regular third-party audits, and self-assessments. In 2024, we began reviewing and improving our entire human rights risk management system to diligently fulfill the corporate due diligence obligations being legislated in various countries.

Grievance Resolution

We are committed to providing effective remedies when negative impacts are experienced. In April 2024, Samsung Electronics established and disclosed its Global Grievance Resolution Policy, distributing guidelines to global business sites to ensure effective implementation. Samsung Electronics operates various confidential external grievance channels, including online, hotlines, and worker representative bodies. In some countries and regions, including the Nordic countries, we collaborate with third-party organizations to support additional grievance handling channels.

Our commitment to human rights compliance extends to the Nordic region, ensuring that we meet all local legislative requirements, such as the Norwegian Transparency Act.
For a detailed table of our salient human rights risks, see page 75.

Supplier Due Diligence

Managing human rights and environmental risks across our supply chain is a continuous commitment and a core responsibility. Our ethical performance is directly linked to the actions of our partners. We operate an integrated due diligence process to address actual and potential risks across the entire value chain.

The framework employs a systematic, three-tiered approach – comprising self-assessments, on-site audits, and third-party verification – to ensure compliance with our guidelines and the RBA (Responsible Business Alliance) standards. We have also expanded our scope beyond first-tier suppliers to cover all partners and major sub-suppliers. The table below details the methodology, subjects, and performance of this process.

	Methodology	Subject	Evaluator	2024 Performance
Self-Assessment ↓	We develop self-assessment tool based on the RBA criteria and distribute it to all suppliers. Suppliers use this tool to conduct a self-assessment once a year and submit the results. → Encourage acquisition of international standards related to corporate social responsibility (e.g. ISO, SA 8000, etc.) by reflecting them in self-evaluation items, giving weight to important items such as forced labor including recruitment fees, child labor, industrial accidents, etc., to preemptively identify potential supplier risk → Conduct separate sampling on-site audits annually for suppliers highly likely to violate important items	→ All first-tier suppliers* *Non-manufacturing purchasing agencies, distributors, and sales agencies excluded	Supplier	**2,140** suppliers conducted self-assessments· DX Division: → 1,719 suppliers· DS Division: 421 suppliers → Sampling on-site audits: 7 suppliers (DX Division)
On-Site Audit ↓	Our dedicated organizational unit consisting of RBA-certified auditors conducts on-site audits of our suppliers. → Identify problems and improvement tasks related to the work environment through review of documents such as worker salary information, contracts, and policies, and interviews with workers and managers of suppliers (register/manage in combined Purchasing System) → Require immediate remediation of serious violations, such as the use of child labor or forced labor or those that can be remedied immediately on site, and verify the completion of corrective action plans within 3 months of registration of the audit findings, which is typically the case for all others *In 2024, the DX Division introduced on-site audits for approximately 300 major 2nd-tier suppliers of high-risk first-tier suppliers[21] High-risk suppliers select 2nd-tier suppliers considering factors such as transaction importance	→ High-risk first-tier suppliers* *21.4% of all DX Division first-tier suppliers with high-risk manufacturing facilities considering geopolitical risk, transaction amount and rate, sustainability, and other indicators	Relevant department professional* *DX Division work conducted around employees with RBA Auditor certificates	**377** high-risk suppliers audited· → DX Division: 368 suppliers*· → DS Division: 9 suppliers** *All high-risk first-tier suppliers **Focus on SCS subsidiary's purchasing suppliers
Third-Party Audit	Audits are conducted by RBA-certified third-party audit firms, in accordance with RBA audit standards and processes*. → Audits are conducted every 3 years for top 90% of first-tier suppliers based on transaction amount and immediately upon finding related issues for high-risk suppliers with significant actual/potential impacts related to human rights, such as forced labor → During the initial audit, any issues that can be improved are immediately corrected on-site. The results of the improvement implementation are confirmed through a closure audit *Document review (employee salary information, contracts, policies, etc.), worker/manager interview (more than the square root of the total employee number), on-site audit (initial audit, closure audit), and improvements	→ Top 90% first-tier suppliers based on transaction amount and a part of high-risk* suppliers· → Major second-tier suppliers *Those suppliers with significant actual/potential impacts related to human rights, such as forced labor	RBA Auditor	**123** suppliers audited· → 90 first-tier suppliers (DX Division: 67, DS Division: 23) → 33 second-tier suppliers[1] (all DX Division)* *Major second-tier suppliers selected by high-risk first-tier suppliers

Samsung's Actions on Our Salient Human Rights Risks

What's the risk?	Who's in charge?	Who's actually or potentially affected?	What's the action to address the risk?	
Working hours and adequate standard of living	• People Team • Partner Collaboration Center	• Our employees • Workers in the supply chain	• Internal monitoring and third-party audits • Industry network engagement • Working hours: • Pre-building of new products prior to their official release • Diagnosing subsidiaries with irregularities and addressing root cause	• Obtaining consent from production line workers for overtime • Standard of living - Calculation of living wage based on Anker methodology for 20 production sites - Establishing improvement plans for sites paying below the living wage
Forced labor and child labor	• People Team • Partner Collaboration Center	• Our employees • Workers in the supply chain	• Internal monitoring, including of government and NGO reports, and third-party audits • Industry network engagement • Forced labor: - Development of tailored audit tool for our production sites employing foreign migrant workers • On-site audits of our production sites and dormitories • Face-to-face interviews with foreign migrant workers on their working and living conditions	• Conducting specialized audits of forced labor of migrant workers employed by our suppliers • Child labor: - Employment management system - Age verification process - Capacity-building and training - Conducting special audits of child labor for first- and second-tier suppliers before and after the school vacation period
Freedom of association and collective bargaining	• People Team • Partner Collaboration Center • Global Technology • Research • Vendor Management Improvement T/F	• Our employees • Workers in the supply chain	• Internal and third-party audits • Reinforcement of relevant provisions in Code of Conduct • Running Labor Relations Advisory Group overseen by the Board of Director • Capacity-building and training	• Dialogues and collaboration with employee representative bodies, including labor unions and Works Councils
Occupational health and safety	• Global EHS Center • Partner Collaboration Center	• Our employees • Workers in the supply chain	• Internal and third-party monitoring • Acquiring and retaining internationally recognized EHS certifications at all of our business sites • Establishing a monitoring system for all of our global production sites	• Development and adoption of new protective gear • Safety capacity-building and training, and fostering experts
Non-discrimination, diversity, and inclusion	• People Team • Partner Collaboration Center	• Our employees • Workers in the supply chain • End-users/Consumers • Local communities/Society	• Internal and third-party audits • Internal DEI network • Capacity-building and training	• Annual Employee Surveys (Samsung Culture Index) • Industry network engagement • Joining the Valuable 500
Anti-harassment	• People Team • Partner Collaboration Center	• Our employees • Workers in the supply chain	• Internal and third-party audits • Capacity-building and training • Annual Employee Surveys (Samsung Culture Index) • Anti-Discrimination and Harassment Policy	• Anti-harassment guideline • Developing equality self-assessment toolkit and self-assessments at 20 manufacturing sites • Developed and distributed the Essential Guide to Gender Equality • DEI language guide

What's the risk?	Who's in charge?	Who's actually or potentially affected?	What's the action to address the risk?	
Product responsibility including AI ethics	• Samsung Research • Corporate Sustainability Center • R&D Teams at each Business Unit	• End-users/Consumers	• AI Ethics Principles of fairness, transparency, and accountability • Guidelines on AI Ethics	• Provision of AI models and data card templates • Online training
Digital responsibility including privacy and freedom of expression	• Information Security Center • Global Privacy Office • Communications Team • Partner Collaboration Center	• Our employees • Workers in the supply chain • End-users/Consumers • Local communities/Society	• Provision of products and services in compliance with Samsung Privacy Protection Principles including transparency, security, and choice • Enabling freedom of expression in products and services	
Environmental responsibility	• Global EHS Center • Partner Collaboration Center • Corporate Sustainability Center	• Our employees • Workers in the supply chain • End-users/Consumers • Local communities/Society	• Announcement of the New Environmental Strategy incorporating emissions reduction, new sustainability practices, and innovative technologies and products • Acquiring and retaining internationally recognized environment and energy certifications	
Supplier responsibility	• Partner Collaboration Center • Purchase Teams • Global EHS Center	• Workers in the supply chain	• Responsible purchasing practice requirements in contracts and evaluations of suppliers • Self-assessments, internal and third-party monitoring • Regular verification of supplier data	• Capacity-building and training • Monitoring the status of remedy for victims of human rights violations at first-tier supplier • Research on suppliers' recruitment agencies in sending and receiving countries
Responsible minerals sourcing	• Partner Collaboration Center • Purchase Teams • Corporate Sustainability Center	• Workers in the supply chain • Local communities/ Society	• Participation in grassroots projects • Capacity-building and training • Industry network engagement • Monitoring data on conflict minerals and high-risk minerals used by first-tier suppliers and smelter	• Conducting onsite audits at first-tier supplier • Requesting a ban on transactions with suppliers using uncertified smelters

Read more here about our Salient Human Rights Risks and Responses

Our Responsible Minerals Management Process

Minerals like tantalum, tin, tungsten, gold, and cobalt have gained public attention due to their frequent procurement through illegal means from conflict-affected and high-risk areas. This heightened scrutiny has led to a growing call for corporate action on responsible mineral sourcing.

At Samsung, we have prohibited the use of illegally sourced minerals and are actively working to ensure compliance. For instance, we continuously monitor our suppliers by expanding the scope of our monitoring efforts. We acknowledge the challenges inherent in this task. Still, through various strategies and processes, we are working to ensure that our entire supply chain aligns with the OECD Due Diligence Guidance for conflict minerals.

We understand that alone, strength is limited. Therefore, we collaborate with other global companies by participating in umbrella organizations, such as the Responsible Business Alliance's (RBA) Responsible Minerals Initiative (RMI) and the European Partnership for Responsible Minerals (EPRM).

Our responsible minerals management process demonstrates our commitment to eliminating conflict minerals and promoting responsible minerals sourcing:

Raise Suppliers' Awareness

→ Require that all first-tier suppliers commit to banning the use of conflict-affected and high-risk minerals by submitting a written pledge

→ Distribute the conflict-affected and high-risk minerals management guide and support working-level training

→ Require that lower-tier suppliers expand their policies to ban the use of conflict-affected and high-risk minerals and to source ethically and responsibly

Inspect the Use of Conflict-Affected and High-Risk Minerals in the Supply Chain

→ Monitor data on all first-tier suppliers' use of conflict-affected and high-risk minerals as well as smelters' use of such minerals in the supply chain

Conduct Reasonable Due Diligence and Verify the Outcomes of Inspections

→ Conduct on-site inspections for the verification of data submitted by suppliers

Verify and Assess Risk Factors Within the Supply Chain

→ Categorize suppliers into four rating groups based on inspection results

Develop Improvement Plans for Risks and Report Relevant Data

→ Restrict transactions with suppliers that work with any smelters not certified by third-party organizations

→ Recommend smelters in the supply chain to become third-party certified

From Sourcing to Advancing Battery Circularity

In addition to ensuring responsible sourcing of minerals, we continue to increase the use of recycled materials in Samsung Galaxy devices, including cobalt. The Galaxy S24 series was the first to incorporate recycled cobalt, and we are now expanding this effort by establishing a new Circular Battery Supply Chain with specialized partners.

At the core of this system is a multi-phase process that begins with collecting used Samsung Galaxy smartphones through trade-in programs and recovering defective batteries from production sites. These batteries are dismantled, discharged, and shredded into “black mass,” which is then refined to extract high-purity cobalt for new cathode materials. This development was made possible through close collaboration with partner companies and by connecting cobalt extraction plants with battery production lines in neighboring countries.

Samsung’s Vietnam facilities were key to the initiative, as they generate among the highest volumes of waste batteries from both manufacturing and device repair. The goal was to develop a system that would allow to recycle these resources and reintegrate them into our products.

“Our goal was to create a system that would allow us to recycle these resources and reintegrate them into our products,” said Youngmin Kim from the Circular Economy Lab.

This initiative gives valuable resources a second life, directly reducing the reliance on newly mined cobalt. The results are visible in our flagship products. Each Galaxy S25 battery features 50% recycled cobalt and, through the Circular Battery Supply Chain, Samsung has successfully recovered and reused over 90% of the cobalt from the discarded batteries collected to date. Going forward, Samsung will continue to expand the use of our new recycled cobalt batteries. Future work includes integrating lithium recovery into the system and further scaling closed-loop processes across additional product lines to accelerate circularity.

The Norwegian Transparency Act

Due to increased global demand for supply chain transparency, Norway has strengthened legislation in this regard. The Norwegian Transparency Act (NTA) entered into force on July 1, 2022. The act mandates that companies falling under a defined threshold in Norway conduct due diligence assessments covering their own business and supply chain.

Companies are also required to publish an annual report of these due diligence assessments. They must also respond to any reasonable request for access to information on human and labor rights within their own business and supply chain. If you have any questions about this, please send an e-mail to: nta@samsung.se

Samsung Nordic falls under the act, and in June 2025 we published our third NTA report. The report includes a detailed explanation of how Samsung Nordic operates our labor and human rights due diligence process.

Under the act, anyone has the right to inquire about access to information on how a business within the scope of the law addresses human and labor rights risks in its own business and business operations globally. This includes the general public (including private individuals), businesses, and journalists.

We constantly strive to improve the availability of our supplier data and business operations. As a global leader in the manufacture of electronic products, Samsung is reliant on a network of 2,503 first-tier suppliers.

2025 Norwegian Transparency Act Report →

The Norwegian Transparency Act (NTA) is intended to strengthen the impact of international guidelines and principles for responsible business, such as the UN's Guiding Principles for Business and Human Rights (UNGP) and the Organization for Economic Cooperation and Development guidelines for multinational enterprises (OECD).

07

Corporate Citizenship

Corporate Citizenship

As one of the world's leading global technology companies, we recognize that our responsibility extends well beyond our immediate business activities. We refer to our social sustainability work as corporate citizenship, reflecting our commitment to contributing positively to the societies where we operate. Corporate citizenship benefits communities and strengthens our company by fostering positive relationships and creating business opportunities in our respective markets.

As one of the world's leading global technology companies, we recognize that our responsibility extends well beyond our immediate business activities. We call our social sustainability work corporate citizenship, as we are a part of the societies where we operate and are committed to positively contributing to their development. Corporate citizenship is beneficial for both communities and our company. It enables us to build positive relationships and increase business opportunities in our respective markets.

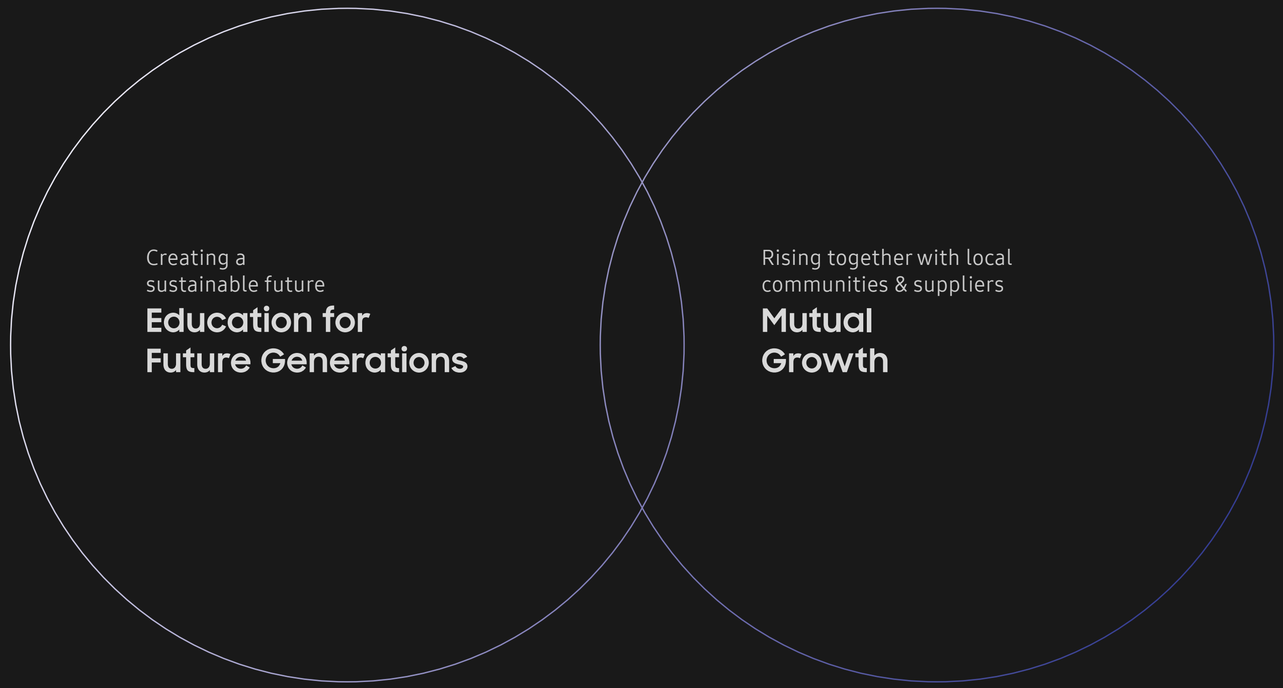
Supporting Local Development

Aligned with Samsung's global vision – Together for Tomorrow! Enabling People – we support local development and strategic partnerships in the Nordics. Our focus is on preparing young people for the global labor market through digital innovation initiatives and training, aiming to bridge the digital gap and promote diversity. One of these projects is Solve for Tomorrow, a global education and innovation program.

THEME

Together for Tomorrow!
Enabling People

VISION



Find out more about our corporate citizenship and what we do on a global level in the 2025 Global Sustainability Report, pages 51-52

2025 Global Sustainability Report →

Solve for Tomorrow 15 Years

Samsung Solve for Tomorrow is a global education and innovation program designed as an idea contest that encourages young people to apply their STEM (science, technology, engineering, and mathematics) skills to real-world community projects, fostering and developing creative problem-solving abilities. Launched in 2010 and operating in 68 countries, the initiative brings together students, teachers, and Samsung employees as mentors to identify local challenges and bring innovative ideas to life.

2010 – Launch in the USA
Solve for Tomorrow is introduced as a STEM-based education and idea contest for students in the US, aiming to inspire students in science, technology, engineering, and math. It was initially launched as an essay contest.

2013 – Expansion Beyond the U.S.
The program expands internationally, moving to Asia and evolving into a team-based competition that involves students and teachers.

2014 – Global Growth
Solve for Tomorrow spreads across continents, expanding through Asia and to Latin America including Argentina, Brazil, Mexico, Chile, Colombia, Panama, and Peru.

2.89m
student participants

2016 – Integration of DT Approach
Samsung integrated its Design Thinking (DT) approach into Solve for Tomorrow, providing students with a structured process to develop innovative, community-focused STEM solutions. The method guides students through stages: Empathize, Define, Ideate, Prototype, and Test, strengthening and fostering collaboration, creativity, and problem solving.

2020 – Digital Transformation
The program held its first online competition, offering DT classes and virtual mentoring.

2020 –Germany | Heartucate
In Germany, the group Heartucate participated in Solve for Tomorrow 2020. They co-founded a startup developing immersive AR (augmented reality) content for education. Their project, “Journey to the Arctic”, focuses on climate research and sustainability, offering interactive learning experiences through augmented reality.

2021 – Introduced in the Nordics
The program is launched in Denmark, Finland, Sweden and Norway, bringing Samsung’s STEM and innovation initiative to young Nordic students.

2023 – Solve for Tomorrow
active on every continent
Expanding to Africa, the program is now active on every continent except Antarctica

400k
proposed ideas

2024 – UK | DermSpectrum
DermSpectrum, from the UK, participated in Solve for Tomorrow 2024. They founded a startup focused on addressing racial disparities in skin cancer diagnoses and are building a skin image database to help reduce healthcare inequality.

2024 – Partnership with Tiedekoulu
During 2024, Samsung Nordic launched a program in collaboration with the Tiedekoulu science school in Finland, where middle school students were tasked with solving social challenges using AI and technology

2024 Central Eurasia | Umit
Umit developed a smart prosthetic device that enables people with disabilities to control wheelchairs, mobile phones, or laptops using tongue movements, and reinvested their prize money to expand the device’s AI-based features.

68
countries

2025 – Global Digital Platform
Solve for Tomorrow is evolving into a global platform for youth to collaborate across borders and tackle universal social challenges. In 2025, the global themes “Environmental Sustainability via Technology” and “Social Change Through Sport & Technology” was introduced.

Accessibility for All

At Samsung, accessibility and digital inclusion are integral to our commitment to responsible innovation. Guided by the vision of Creating Better Pathways for All, we strive to make every product and service accessible to everyone. Compliance with global and local accessibility legislation is integrated into our efforts, and we adhere to evolving standards and requirements including the European Accessibility Act (EAA), EN 301 549, EN 17161 and WCAG 2.2, ensuring our technology consistently meets the highest accessibility standards.

Driving Accessibility Through Design and Compliance

Samsung applies a systematic, company-wide approach where accessibility is embedded throughout the product development process under the Design for All principle – from planning and design to verification.

We operate a central council in HQ to establish and execute consistent policies, and dedicated task groups within each business division ensures implementation. A company-wide guide for EAA with training materials for relevant staff so that expertise is shared across the organization.

Ongoing Improvement and Customer Feedback

Continuous improvement is driven by feedback from customers, experts, and regulators. We maintain transparent communication with stakeholders and employ a structured VOC (Voice of Customer) handling process to receive, escalate, and resolve accessibility-related inquiries. Samsung Call Centers provide inclusive service through various channels – including phone, live chat, WhatsApp, and email – and are supported by tools such as Remote Management and Visual Support, which cater to customers with visual or hearing impairments.

Features for Everyday Access

Beyond compliance, Samsung develops concrete accessibility features that enhance daily use. Options such as Text-to-Speech menus during setup and a digital Basic Product Guide accessible via a QR code on printed materials help make information available to all users.

Continuous Progress through Industry Collaboration

We also participate in standards bodies, including ETSI and CEN/CENELEC, as well as industry groups such as the Mobile & Wireless Forum, to contribute to next-generation accessibility standards and integrate global best practices into our products. Samsung continues to be committed to embedding accessibility into every stage of design, development, and support, ensuring that all users can benefit from technology and innovation on equal terms.

Making AI Accessible Across Generations

Artificial intelligence can support everyday tasks, creativity and learning – when it is introduced in a way that feels intuitive and relevant. At Samsung, we have carried out initiatives focusing on making AI accessible for both families and senior users.

Tales by Galaxy - AI as a Creative Tool for Families

Together with children and their families, we explored how AI can be used as a tool for creativity and storytelling. Through the Tales by Galaxy initiative, young creators used Google Gemini Storybook on Samsung Galaxy devices to transform their ideas into stories, with parents involved as guides and collaborators.

The project demonstrates how AI-supported tools can encourage co creative expression and shared activities, enabling families to create together and turn screen time into quality time.

Senior Smart - Practical AI Support in Everyday Use

We have also introduced hands-on AI training sessions for customers aged 50+ through the Senior Smart in-store classes, developed in collaboration with Nordic retailers Power and Elkjøp. The sessions focus on practical use of mobile devices and AI features in everyday situations, such as communication, information search, and basic device functions.

During 2024, we held four classes in Norway, engaging approximately 200 participants across four cities. In 2025, we expanded this initiative by conducting nine classes in Norway. By offering guidance in a familiar retail environment, the initiative supports confidence and independent use of technology among senior customers.

08

Governance

Governance Principles for Ethical Business Practices

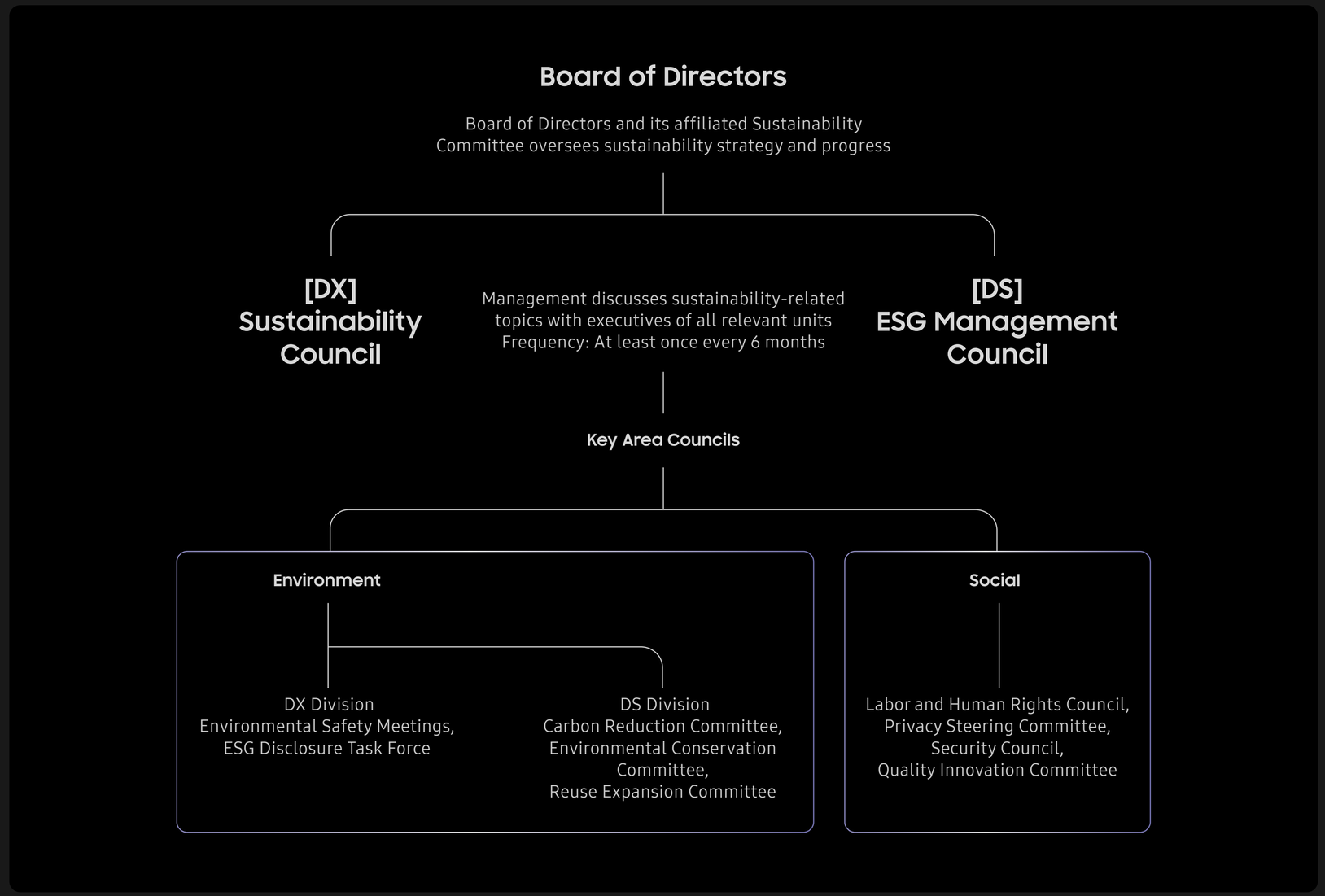
Samsung's governance framework ensures responsible decision-making, ethical business practices, and strong risk management across the company. Our Board of Directors oversees strategy and sustainability, while dedicated global and regional teams manage compliance, privacy protection, information security, and responsible AI. Through clear policies, continuous monitoring, and robust oversight structures, we strive to protect integrity, ensure data protection, and uphold the highest standards of corporate accountability.

Corporate Governance

Samsung Electronics' Board of Directors is responsible for key decisions on strategy and sustainable growth. It consists of nine members – three internal directors (Young-Hyun Jun, Tae-Moon Roh, and Jai-Hyuk Song) and six independent directors – representing expertise in finance, law, IT, risk management, and sustainability. To strengthen independence, the roles of Chair and CEO are separated, with independent director Je-Yoon Shin serving as Chair. Two of the independent directors are women, and a Board Skills Matrix is used to ensure wide board competence coverage and diversity.

The Board oversees environmental, social, and governance (ESG) issues through its Sustainability Committee, established in 2021. All independent directors participate in the committee, which reviews policies and mid- to long-term strategies related to ESG and other sustainability-related matters.

Sustainability topics are further addressed through division-level bodies, including the DX Division Sustainability Council and the DS Division ESG Management Council, which are supported by key area councils focused on environmental and social issues. Since 2021, sustainability indicators – including GHG reduction, renewable energy transition, and product accessibility – have been integrated into performance evaluations for organizations and executives.



Read more about our

Corporate Governance →

Compliance is our Foundation

For Samsung, compliance is a cornerstone of responsible operations, ensuring alignment with legal and ethical standards across diverse markets. As a global company, we navigate a complex landscape of laws and regulations, which is essential for minimizing risks, avoiding penalties, and maintaining trust with customers, employees, and stakeholders. Effective compliance not only safeguards our reputation, but also reinforces our commitment to sustainable and ethical business practices worldwide.

Navigating Global Regulatory Landscape's

Working with compliance is crucial for any company to ensure that it operates within legal and ethical boundaries. This is especially important for global companies, as operating in multiple markets means navigating a diverse range of laws and regulations. Apart from minimizing the risk of fines or penalties, working with compliance can help companies avoid potential legal issues and maintain a positive reputation with customers, employees, and other stakeholders.

Commitment to Ethical Business Practices

Samsung Nordic is committed to acting reasonably, professionally, and with integrity in all business interactions. We collaborate with global compliance teams worldwide and have a compliance management system in place to manage and address compliance-related risks. We provide area-specific policies, conduct regional issue monitoring, and conduct yearly compliance training. In Samsung Nordic, compliance topics are managed by the Legal Department and the Internal Audit and Risk Departments.

Streamlining Compliance Management

The CPMS global compliance management system is used to manage and report all compliance training in the Nordic countries. Samsung Nordic's compliance team (part of the Legal Department) is responsible for updating and monitoring the various global and local policies and routines, and managing contracts, global policies, and procedures, as well as driving key compliance topics such as marketing, privacy, intellectual property rights, and anti-corruption.

Data Protection and Privacy Policies

Regarding data protection, we adhere to privacy policies to provide transparent information to individuals affected by Samsung Nordic's processing of personal data and to protect their personal privacy from potential violations. Our Privacy Protection Manager leads local data protection efforts and coordinates with Samsung's European Data Protection Office when necessary. Data protection initiatives within Samsung Nordic are continuously monitored and updated to ensure compliance and address emerging challenges.

Policies and Guidelines for a Responsible Business

Our policies play an important role in guiding our commitment to environmental, social, and governance (ESG) areas. They help us opera te responsibly across all areas of our business. Examples of policies include:

→ Environment, Health & Safety Policy
→ Correct Disposal of Waste Electrical & Electronic Equipment
→ Samsung Electronics Global Human Rights Principles
→ Migrant Worker Policy
→ Global Grievance Resolution Policy
→ Child Labor Prohibition Policy
→ Anti-Discrimination and Harassment Policy
→ Global Code of Conduct
→ Supplier Code of Conduct
→ Global Anti-Corruption and Bribery Policy

Compliance Training and Education Initiatives

Comprehensive Training Programs

We regularly conduct training on regulatory compliance, with yearly compliance training mandatory for all employees in the Nordics. In 2025, we provided introductory courses on legal and regulatory compliance for all employees, including anti-corruption and GDPR. We also offered insights on compliance, with additional material for competition law and sustainability, as well as GDPR training for everyone. More advanced training on competition law, marketing law, and GDPR was delivered to employees in roles and departments where these topics are most relevant.

Zero Tolerance for Corruption

Samsung Nordic maintains a zero-tolerance policy toward all forms of corruption and bribery. All business decisions must be based solely on legitimate business processes, and all employees must ensure compliance with all applicable anti-corruption and anti-bribery laws. We have policies in place to ensure compliance with anti-corruption, gift, hospitality, sample, and donation standards. Additionally, we conduct annual corruption risk assessments, where all sales employees are required to sign an employee pledge. These risk analyses are carried out by Samsung Nordic's Audit and Risk team, and the results are reported to our headquarters.

Data Protection and Privacy Policies

In relation to data protection, we apply privacy policies to provide transparent information to those affected by Samsung Nordic's personal data processing, and to protect these individuals from violations of their personal privacy. Our Privacy Protection Manager leads local work on data protection and coordinates with Samsung's European Data Protection Office as needed. Work regarding data protection within Samsung Nordic is ongoing.

Monitoring and Reporting Compliance Violations

Any compliance violations are reported upon request by management through system monitoring or internal audits and are managed by the Internal Audit, Risk, and Legal teams. Follow-up and disciplinary actions are taken based on the severity of the issues. In 2025, no compliance violations related to corruption and bribery, customer privacy, or environmental laws and regulations were reported.

Compliance performance metrics

KPIs	2023	2024	2025	COMMENTS
Training participation				
Number of employees who received compliance training (including anti-corruption and bribery)	389	399	411	Samsung had 411 course participants, exceeding the total amount of 401 employees, as the count includes former employees.
Number of new employees who received compliance, integrity, and ethics training	389	399	411	
% of employees who received personal data protection/GDPR training	100%	96%	100%	
Number of employees who received competition law training	112	86	73	All employees working with sales
Number of incidents				
Number of substantiated complaints regarding breaches of customer privacy and losses of customer data received from regulatory agencies	0	0	0	
Number of incidents of corruption and bribery	0	0	0	
Number of incidents for non-compliance with environmental laws and regulations	0	0	0	

Privacy Protection and Cyber Security

Protecting information is crucial to establishing digital trust. We collect and manage personal data minimally, transparently, and securely, by enabling individuals to maintain control over their information.

Samsung's privacy protection and information security work efforts are governed by a global structure that includes the Global Privacy Team, the Privacy Steering Committee, the Information Security Center, and the CISO-led Security Council. These bodies define policies, oversee compliance, and coordinate privacy reviews, training, and incident responses across business units and regional offices, ensuring consistent and accountable data protection practices.

Our approach is built on three privacy principles – Transparency, Security, and Choice – providing clear communication to users, defense-grade protection through Samsung Knox,* and user-controlled data sharing. By continuously strengthening our global security ecosystem and collaborating with stakeholders, we aim to ensure that every interaction – from devices to services – remains safe, reliable, and transparent. To protect consumer privacy, we are enhancing our AI technologies and expanding the use of our defense-grade security platform, Knox, across our entire product lineup.

*Knox Vault is a hardware-based security feature pre-installed in Galaxy S21 and higher models. It creates a separate, encrypted space for storing sensitive information – such as passwords, PIN codes, biometric data, and AI profiles – protecting personal data even if the operating system is compromised.

Read more about our Cyber Security work

2025 Global Sustainability Report →

Prevention & Hardening

Our security system is built to meet stringent standards.

Direction

We remain vigilant at all times.

Response

We respond quickly and accurately.

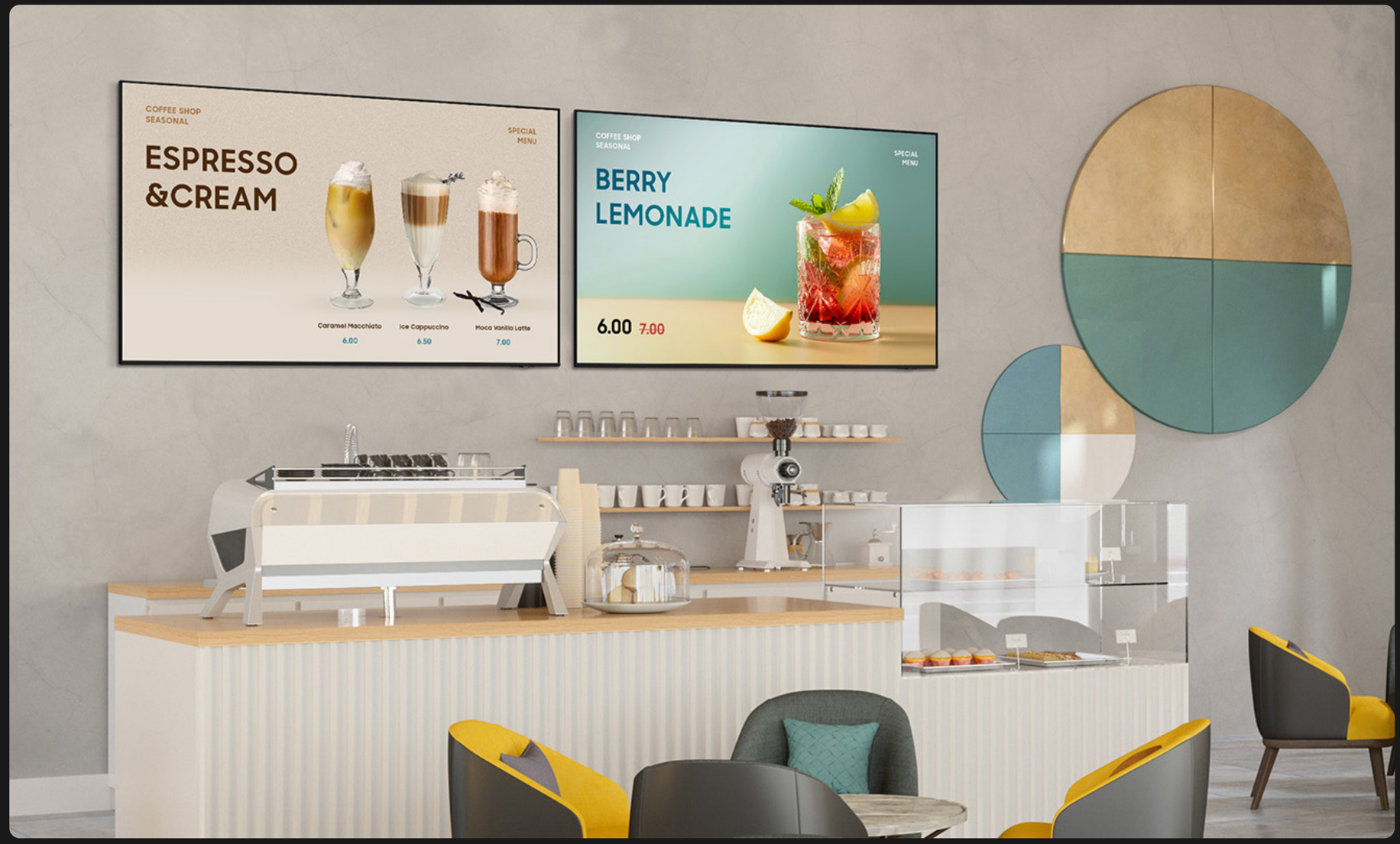
Prediction

We are ready for the future.

Ethical AI – Responsible Innovation for a Smarter Future

Samsung develops artificial intelligence (AI) with responsibility at its core, guided by the principles of Fairness, Transparency, and Accountability. These values are embedded across our research and products to ensure AI innovations are both useful and responsible in everyday life.

As part of our commitment to responsible AI development, we supported the Frontier AI Safety Commitments at the AI Seoul Summit and pledged to AI Safety. In accordance with the pledge, we announced our AI Safety Framework along with our AI Ethics Principles in February 2025. Together, they reinforce our commitment to openness, data security, and user trust.



Read more about our Cyber Security work

2025 Global Sustainability Report →

About the Report

As a leading global company, Samsung Electronics Co. Ltd, South Korea, published an Environmental Declaration in 1992 and has reported performance publicly since 2000. An annual global sustainability report has been published since 2008. Samsung Electronics Nordics AB (“Samsung Nordic”) has produced a Nordic version of the report every year since 2017.

Samsung Electronics Nordic AB is a wholly owned subsidiary of Samsung Electronics Co. Ltd, South Korea, embedded in the global Samsung network. We began operations in 1992 as a sales and marketing company serving the Nordic market.

Samsung Nordic conducts its operations through a limited company based in Kista, Sweden, and through branches in Finland (Samsung Electronics Nordic AB, Suomen Sivuliike), Denmark (Samsung Electronics, Filial af Samsung Electronics Nordic AB), and Norway (Samsung Electronics, Filial av Samsung Electronics Nordic AB). Samsung Nordic’s six departments report directly to the Chairman and CEO.

Samsung Nordic purchases all products from Samsung factories outside of the Nordics and ships them either to its central warehouse in the Netherlands, to Samsung Nordic’s warehouses in Sweden, or directly to customers. Samsung manufactures a majority of its products in-house. Most products are manufactured in Southeast Asia, South Korea, and Europe.

This sustainability report presents data for Samsung Nordic from January 1 to December 31, 2025, covering Sweden (including climate data from Iceland), Norway, Finland, and Denmark, unless otherwise specified.

This sustainability report has been prepared in accordance with Chapter 6 of the Swedish Annual Accounts Act (Årsredovisningslagen).

SAMSUNG