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01. Introduction
Introduction

Samsung has transparently communicated its sustainability related achievements and challenges in a yearly global sustainability report since 2008. In addition, it has published a Nordic version every year since 2017. The Nordic report for 2022 is based on the global 2022 report and contains updated information from the Nordic and global 2021 reports.

In this report, you will find an overview of our sustainability work, achievements, and targets. It focuses on the sustainability issues identified as the most material by our key stakeholders in the Nordics, (including customers, consumers, policy makers, employees, and civil society organizations), our business impacts as well as our actions and challenges in these areas.

About this report
This sustainability report presents data for Samsung Electronics Nordics Aktiebolag ("Samsung Electronics Nordic") from 1 January to 31 December 2022 and refers to Sweden, Norway, Finland, and Denmark, unless otherwise stated.

As a leading global company, Samsung Electronics Co. Ltd, South Korea ("Samsung") takes social and environmental responsibility very seriously. Samsung Electronics Nordic’s sustainability performance is closely related to Samsung’s performance at a global level. Samsung’s economic, social, and environmental activities and achievements at global level are presented in the Global Sustainability Report 2022. The next global sustainability report is expected to be published in summer 2023.
This is Samsung

Samsung Electronics Nordic began operations in 1992 in order to act as a sales and marketing company for the Nordic market. It has 414 employees (2022) and is a wholly-owned subsidiary of Samsung Electronics Co. Ltd, South Korea and embedded in the global Samsung network. Globally, Samsung Electronics has 230 operating hubs in 74 countries, and approximately 266,673 employees (2021). Samsung Electronics Nordic conducts its operations through a limited company based in Kista, Sweden, and through branches in Finland (Samsung Electronics Nordic Aktiebolag, Suomen Sivuliike), Denmark (Samsung Electronics, Filial af Samsung Electronics Nordic AB) and Norway (Samsung Electronics, Filial av Samsung Electronics Nordic AB). Samsung Electronics Nordic’s six departments report directly to the Chairman and CEO.

Samsung Electronics Nordic sells TV and AV products, monitors, refrigerators, ovens, washing machines, dishwashers, SSD (solid state drives), smartphones, tablets, laptops, Chromebooks, wearables, and accessories, etc. Our customers are leading distributors and retailers of consumer electronics and IT products, for example retail chains and telecom operators. We also have our own online business channel. The majority of our sales are in the consumer market; however, we also have a sizeable B2B segment. Sales in the Nordic markets amounted to KEUR 1,981,910 in 2022, an increase of 2.9% compared to the previous year.

Samsung Electronics Nordic purchases all products from Samsung factories outside of the Nordics and ships them either to its central warehouse in the Netherlands, to Samsung Electronics Nordic’s warehouses in Sweden, or directly to customers. Samsung manufactures the majority of its products in-house. Most products are manufactured in Southeast Asia, South Korea, and Europe. More information on the global Samsung network as well as corporate governance can be found in the Global Sustainability Report 2022.
This is Samsung

Europe
- Regional offices: 2
- Sales offices: 16
- Production sites: 3
- R&D centers: 3
- Design centers: 1
- Others: 15

CIS
- Regional offices: 1
- Sales offices: 4
- Production sites: 1
- R&D centers: 2
- Others: 4

China
- Regional offices: 2
- Sales offices: 4
- Production sites: 5
- R&D centers: 7
- Design centers: 1
- Others: 5

Korea
- Regional offices: 1
- Sales offices: 1
- Production sites: 6
- R&D centers: 5
- Design centers: 1

North America
- Regional offices: 2
- Sales offices: 2
- Production sites: 3
- R&D centers: 7
- Design centers: 1
- Others: 13

Central and South America
- Regional offices: 1
- Sales offices: 7
- Production sites: 3
- R&D centers: 1
- Design centers: 1
- Others: 12

Middle East
- Regional offices: 1
- Sales offices: 8
- Production sites: 2
- R&D centers: 4
- Design centers: 1
- Others: 10

Africa
- Regional offices: 1
- Sales offices: 2
- Production sites: 1
- R&D centers: 1
- Design centers: 1
- Others: 6

Southwest Asia
- Regional offices: 1
- Sales offices: 2
- Production sites: 2
- R&D centers: 5
- Design centers: 1
- Others: 7

Southeast Asia
- Regional offices: 2
- Sales offices: 8
- Production sites: 6
- R&D centers: 3
- Design centers: 1
- Others: 10

Japan
- Regional offices: 1
- Sales offices: 1
- Production sites: 2
- R&D centers: 1
- Design centers: 1
- Others: 1

2022 Samsung Electronics Nordic AB Sustainability Report
This is Samsung

Management Philosophy
At Samsung, we devote our human resources and technology to create superior products and services, thereby contributing to a better global society. To drive our sustainable growth and define our way forward, we are guided by the business principles and core values outlined below, which also form the basis of the Samsung Global Code of Conduct which guides all employees.

Business Principles
- We comply with laws and ethical standards
- We maintain a clean organizational culture
- We respect customers, shareholders, and employees
- We care for the environment, safety, and health
- We are a socially responsible corporate citizen

Core values

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

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.

Excellence
Everything we do at Samsung is driven by an unyielding passion for excellence and an unflinching commitment to develop the best products and services on the market.
A conversation with our Sustainability & Corporate Affairs Manager

2022 in review

Matilda Norrman is Sustainability & Corporate Affairs Manager at Samsung Electronics Nordic AB. She is responsible for Samsung’s sustainability activities in the Nordics and activities conducted by all our product divisions and teams within Samsung Electronics in the region.

Can you tell us a bit about your role as Sustainability & Corporate Affairs Manager?
Together with my team, I am responsible for everything related to Samsung’s sustainability and corporate and public affairs activities in the Nordics. We support our marketing teams with material and our sales teams in tenders and other customer requests related to sustainability. In addition, we compile different types of environmental reporting as required under Nordic legislation, we monitor legislation, and carry out other tasks related to public affairs.

What conclusions can you draw about 2022?
Firstly, that interest in and expectations of us as a responsible company are still extremely high. Legislation related to sustainability is being continuously strengthened and during the past few years we have put in a lot of work to adapt our operations and processes to new EU and industry-specific regulations.

We also receive large numbers of requests and questions from customers and potential employees on sustainability issues, for example chemicals, energy, emissions, and circularity. It is clear that sustainability is becoming an increasingly important issue in terms of attracting consumers and the best talent.

To address this, we have grown our team to four people with the arrival of a new Sustainability Officer in September. During the year, Nordic staff also received training on the legal aspects on marketing, including sustainability marketing.

Another highlight from the year was the announcement of Samsung Electronics’ new global environmental strategy. At the heart of the new strategy is the commitment to achieve net zero carbon emissions (Scope 1 & Scope 2) for all operations in the Device eXperience (DX) Division by 2030, and across all global operations by 2050. The strategy also contains goals to reduce the use of single use plastics and invest in new technologies that contribute to a more sustainable future. Through the strategy, environmental and sustainability related factors are integrated even further into our operations.
The ambition is continuously raised from our top management, and it is exciting to be part of the sustainability journey that Samsung is currently on. For example, our system for e-waste recycling is expanding from 50 to 180 countries, and by 2027, all our operations in Europe, the US, China, Southwest and Southeast Asia, Vietnam, Central and South America, Africa and the CIS will be powered by renewable energy. You can read more about this on our website. From 2022, all our operations in the Nordics are powered by renewable energy.

What are your hopes and expectations for 2023?

We are really looking forward to adapting and incorporating the new environmental strategy into our Nordic operations. This will serve as a framework for setting goals and enable us to take our sustainability work further. Many of our Nordic customers and partners are already making demands on us based on the goals and targets in our new strategy. During the year, we will conduct a new materiality analysis to better understand the expectations and priorities of our stakeholders. The analysis will be an important cornerstone as we develop our strategic work in the Nordics. We are also taking part in industry-wide initiatives around sustainability, for example regarding recycling of plastics and packaging, and collaborating with many local organizations to improve our sustainability efforts. It is incredibly inspiring to meet with other companies and organizations in our industry, to share our visions and ideas, and hear about theirs. When we learn from each other, we can raise the bar for our entire industry.

Five highlights from 2022

1. For the third consecutive year, Samsung Electronics was awarded World’s Best Employer. The ranking was compiled by Forbes Magazine in partnership with market research company Statista. To compile the ranking, Statista surveyed 150,000 full-time and part-time workers from 57 countries working for multinational companies and institutions to determine which ones excel in corporate impact and image, talent development, gender equality and social responsibility.

https://www.forbes.com/lists/worlds-best-employers/?sh=266c16641e0c

2. Samsung Electronics Nordic was awarded Best Employer Branding Activities in IT at Stora Karriärdagen 2022. The purpose of the event, arranged for the 12th consecutive year by Karriärföretagen, is to make it easier for Sweden’s students and young professionals to find their next employer and to reward successful Employer Branding work.

https://karriarforetagen.se/vinnare-pa-stora-karriardagen-2022/

3. Samsung Electronics celebrated 30 years in the Nordic market in 2022. To celebrate, and to strengthen the knowledge of South Korean innovation culture, we announced our support of Busan’s application to host the Expo 2030 World Exhibition.


4. For the second year in a row, Samsung Electronics Nordic was awarded the gold medal in EcoVadis 2022 sustainability ranking. EcoVadis is an international certification organization, measuring sustainability work in five categories: environment, working conditions, human rights, ethics and purchasing. 75,000 companies worldwide have participated in the survey, and once again Samsung Electronics Nordics among the top 5%.


5. Samsung Electronics ranked #1 in Global Child Forum Benchmark in the Electronics category in 2022. Global Child Forum has been benchmarking companies since 2013, with the purpose to develop a children’s rights benchmark for the corporate sector, and to enable tracking of progress over time on how children’s rights are addressed by business.

02. Sustainability strategy
The world is currently facing many challenges – political, economic, environmental and social. In early 2022, much of the world was emerging from the worst of the covid-19 pandemic, and at the same time other uncertainties in Europe evoked. This was compounded by the accelerating climate crisis and the economic impact of global supply chain disruptions. These challenges serve as a stark reminder of our call to action for securing a better future. From a business, as well as a moral perspective, these are challenges we need to address.

As a global electronics manufacturer, we have the potential to play a decisive role in the sustainable transformation. Electronics will be an enabler, and the business opportunities in providing new innovative solutions will be vast. But in order to fulfill that role and grasp the opportunities that the transformation will present, we need to address several social and environmental challenges related to our industry and operations; from the sourcing of minerals and materials, to improving recycling and managing e-waste, and reducing the energy consumption of our products to reducing our own energy consumption. You can read more about our work to address these challenges in this report.

Samsung is committed to continue working to address these challenges, from a business, as well as a moral perspective. We are well positioned but are aware of the work that lies ahead. How our products are designed, how they perform, how they are taken care of at the end of the lifecycle will determine if we will be a part of the problem or a part of the solution.

Our global Sustainability Strategy defines our work, aims, and actions on sustainability. The strategy is set on a global level and adapted and adjusted for each specific market. Based on our Nordic organization and approach, we have structured sustainability in four areas: Environment, Employees, Human Rights and Corporate citizenship, with Compliance as a foundation for everything we do. Through this approach, we aim to improve as a company and be part of the transformation in our industry, in 2023 and beyond.
Materiality assessment

To identify key interests of our stakeholders and significant issues related to our business, Samsung conducts an annual materiality assessment on a global level. We transparently disclose issues through our annual sustainability report. In 2022, we conducted our first double materiality assessment, presented in the Global Sustainability Report for 2022. Double materiality is a concept identified in the EU’s Corporate Sustainability Reporting Directive (CSRD). Various sustainability-related global standards, including GRI, have reinforced their reporting requirements based on this concept.

In 2017, Samsung Electronics Nordic conducted a local materiality assessment to identify sustainability issues specifically relevant to our Nordic stakeholders. With the global assessment as a base, the Nordic assessment included topics from the EU directive, internal discussions, expert opinions, and our continuous dialogue with key stakeholders. Based on the results of these assessments, we identified four key sustainability topics: Climate Actions, Labor and Human Rights, Corporate Citizenship, and Compliance. The relevance of these topics was further underlined by the latest global materiality analysis.

### Materiality assessment

#### Pooling material issues
- Created a comprehensive list of material issues including those already identified in the previous report and new global issues.
- Identified 22 issues based on global sustainability standards (GRI, UN SDG, TCFD, and SASB), domestic indicators (K-ESG and KCGS), and analysis of the latest industry trends.

#### Assessing social and environmental materiality
- Assessing the social and environmental materiality of individual material issues through the quantification of the issues covered by the media for the last two years, our competitors’ material issues, and analysis results based on various international ESG standards.
  - Analysis of media reports (25%)
  - Analysis of competitors’ issues (25%)
  - Analysis of scoring based on international standards (50%)

#### Assessing financial materiality
- Assessing the financial materiality of individual material issues based on the findings of the analysis of ESG information by key investment and assessment institutions, shareholders’ and investors’ issues, and internal cost and profit analysis.
  - Shareholders’ and investors’ issues (33%)
  - Cost and profit analysis (33%)
  - Analysis of ESG information disclosure by investment and assessment institutions (33%)

### Material issues

- **Compliance and ethics**
  - Our Company (Compliance and ethics)
- **Corporate governance**
  - Our Company (Corporate governance)
- **Climate action and energy management, circular economy, water resource management, and waste management**
  - Environment
- **Community development and corporate citizenship and stakeholder engagement**
  - Empowering communities
- **Privacy protection and data security and freedom of speech**
  - Digital Responsibility
- **Human rights management, diversity and inclusion, talent development and work-life balance of employees, and occupational safety and health**
  - Our Employee
- **Responsible sourcing and partner companies’ labour practices**
  - Sustainable Supply Chain

### Major activities

- Placed the Compliance Team directly under the CEO to reinforce its independence.
- Operated the Samsung Compliance Committee, an independent external monitoring organization.
- Ensured the independence and diversity of the Board of Directors.
- Expanded the use of renewable energy.
- Developed high energy-efficiency products.
- Assessed and reduced water resource risks.
- Introduced eco-conscious packaging for more products, designed products with higher repairability, and strive for zero waste to landfill.
- Operated youth training programs to help foster creative problem-solving skills and capabilities in relation to future technologies.
- Provided support for SMEs to build smart factories.
- Enhanced privacy protection measures and operated the Samsung Privacy Site.
- Updated our security development process and mobile security.
- Reinforced policies and employee training on labour and human rights.
- Expanded our vision, policies and programs concerning diversity.
- Provided consulting for our partner companies on work environment monitoring and improvement and supported their EHS improvement activities.

Find out more about how our materiality assessment is conducted in our latest Global Sustainability Report.

Global Sustainability Report
Double Materiality Matrix

Financial Impact

Social and Environmental Impact

- Climate action and energy management
- Human rights management
- Sustainable supply chain
- Talent development and work-life balance
- Circular economy
- Corporate governance
- Compliance and Ethics
- Occupational safety and health
- Waste management
- Community development
- Water resource management
- Diversity and inclusion
- Privacy protection / data security and freedom of speech
- Product safety and quality
- Responsible marketing and customer relations management
- Harmful substance management
- Accessibility
- Stakeholder engagement
- Transparent information disclosure
- Responsible technology use
- Air pollution control
- Responsible Procurement
Adopted at the United Nations General Assembly in September 2015, the Sustainable Development Goals (SDGs) aim to mobilize the international community’s efforts to establish a sustainable world by 2030 by engaging in community outreach, environmental preservation, and inclusive economic growth activities. As a responsible corporate citizen, we have strived to help advance the achievement of the SDGs through our business operations. We have identified the SDGs with the greatest relevance to our business areas and promote various activities according to these goals.

### UN Sustainable Development Goals

#### Goal 4

We help youth around the world develop the capabilities required to build a better future based on our ICT expertise and knowledge. Samsung Solve for Tomorrow Nordics is our initiative that contributes to the goal. Read more in chapter 6.

#### Goal 5

Based on our belief that access to equal opportunities is key to economic growth, political stability, and positive social change, we strive to offer ample opportunities for women around the world to improve their lives. In the Nordics, we primarily contribute to this goal by offering leadership training and mentoring for female employees. We do not discriminate in any way in promotion, salary negotiation or disciplinary processes.

#### Goal 8

In September 2019, Samsung Electronics launched a three-year pilot project “Cobalt for Development” together with partner companies to tackle human rights and environmental issues related to cobalt mining in the Democratic Republic of Congo. The goal is to improve working conditions for mining in the mine and the surrounding environment. This is done through continuous risk assessments of the environment, health and safety, increased use of protective equipment, and increased access to training. Read more about this project in chapter 5.

#### Goal 12

We seek to minimize our environmental impact by reusing and recycling resources. To this end, we strive to increase our use of recycled materials, improve product durability, reduce the number and volume of packaging items, decrease the mining of new resources, and extend our product life-cycles.

#### Goal 13

We identify and prioritize climate change issues based on the degree of their impacts on our operations and the probability of their occurrence. These factors are considered when we analyze risk and opportunity factors to establish response measures. We also invest in the installation and optimization of greenhouse gas (GHG) emissions reduction equipment. In the Nordics we contribute to this goal for instance by mitigating our GHG emissions from our business sites by using fossil free and renewable energy at our offices and offering electric vehicles to employees that apply for company leasing cars. We are also recycling our waste at all our offices, read more on page 12.

#### Goal 17

We share our advanced technologies to contribute to the resolution of a diverse range of social issues (education, healthcare, employment, and environment). We also operate programs that have been optimized for different local communities in cooperation with stakeholders. In 2022 we joined the United Nations Global Compact, in 2023 we aim to engage in our local UN Global Compact Nordic/Swedish network as well. We also engage in several business and industry networks where sustainability is a major topic and attended several events in the Nordics during 2022 where we shared our knowledge about technologies and sustainability.

Find out more about our work with the UN Sustainable Development Goals in our latest Global Sustainability Report.
Risk management

We live in a time of growing global business uncertainty. Climate change, supply chain disruption and other global challenges are affecting our long-term ambitions and ability to conduct business. To identify and proactively address current economic, social, and environmental risks, Samsung takes a proactive and pre-emptive approach to managing risk at global level. We have established risk response policies and processes, report identified factors to top management, and review financial and non-financial risks through various committees and councils in our respective business divisions.

Samsung Electronics Nordic is embedded in the global risk management and its corporate guidelines through its Global Policy & Procedure Manual (GPPM). Key risk areas defined by Samsung Electronics’ Korean headquarters, are managed by the Internal Audit & Risk team in Samsung Electronics Nordic. On a global level, non-financial risks such as corruption, management of conflict minerals, abnormal global weather, or natural disasters, are identified as impacting business operations.

To better understand our current and possible future business climate in the Nordic market, we conducted a Nordic sustainability risk analysis in 2019 together with a third-party. Employees from a variety of positions and departments took part in a risk screening workshop. The results of the analysis were compiled in a summary of identified risks in six different areas. We present a selection of these to the right:

Based on the outcomes of the risk analyses, we work to establish policies and processes to manage the identified risks. For example, all of our suppliers of tantalum, tin, tungsten and gold are RMAP-certified (Responsible Minerals Assurance Process).

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<th>Area</th>
<th>Risk</th>
<th>Description</th>
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<tr>
<td>Environmental</td>
<td>Resource scarcity in supply chain and related increases in costs for raw material</td>
<td>May generate higher prices and lower sales, and in the long run force Samsung Electronics and suppliers to consider new materials, which may affect lead times in deliveries of products.</td>
</tr>
<tr>
<td>Environmental</td>
<td>New environmental regulations or labelling requirements related to products</td>
<td>May put greater demands on Samsung Electronics in terms of time and financial resources to meet the new regulations and labelling requirements. Any delays in meeting new regulations could imply fines or other penalties.</td>
</tr>
<tr>
<td>Social</td>
<td>Discrimination or harassment incidents in the workplace</td>
<td>May violate the basic human right of equal treatment/opportunities as well as cause harm to the culture and atmosphere in the workplace, leading to significant social and financial consequences for Samsung Electronics.</td>
</tr>
<tr>
<td>Social</td>
<td>Failure to attract or retain talents and key competencies</td>
<td>May lead to significant drops in performance and business growth. The social and financial success of the company is dependent on us having the right talents and competencies.</td>
</tr>
<tr>
<td>Human rights</td>
<td>Violations of human rights in the supply chain</td>
<td>May have significant social and financial consequences for Samsung Electronics as human rights breaches regarding for example working conditions, child labor, forced labor or health and safety issues in the supply chain might lead to criminal charges, fines or severe damage to the brand reputation.</td>
</tr>
<tr>
<td>Other</td>
<td>Increase in customer expectations and requirements on sustainability</td>
<td>May lead to customers losing interest or trust in Samsung Electronics as well as damage to the brand reputation, ultimately leading to reduced sales.</td>
</tr>
<tr>
<td>Corporate citizenship</td>
<td>Negative impacts related to customer use of product</td>
<td>May damage the reputation of Samsung Electronics, as increased or unrestricted screen time or inadquate use of available child protection settings may affect the user negatively.</td>
</tr>
<tr>
<td>Compliance</td>
<td>Risks connected to corruption, unethical behavior, cyber security, and privacy (in procurement, marketing, and sales)</td>
<td>May have significant social and financial consequences for Samsung Electronics as compliance breaches such as corruption, unethical behavior, cyber security, and privacy might lead to criminal charges, fines or severe damage to the brand reputation.</td>
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03. Environment
Environment

Electronics has helped to shape modern societies in the most profound way. However, there is little doubt that our industry has a number of challenges related to the environment and climate. The production of electronic components often involves highly energy- and water-intensive processes. Several materials are produced through mining processes that damage surrounding ecosystems and pollute the air and water. And as electronic waste contains plastics, chemicals, and other toxic materials, it can contaminate soil and water if not managed properly. From the sourcing of our materials to the user phase of the finished products, we can and need to improve in every step of the value chain.

Samsung is aware of its responsibilities to reduce its environmental footprint. We are committed to developing products that consume less energy, manufacturing them with less harmful processes, and continuing to work to achieve greater shares of renewability and circularity across our entire value chain.
Our new global environmental strategy

To underline our commitment and strengthen our efforts further, Samsung Electronics launched a new global environmental strategy in 2022. The heart of the new strategy is our commitment to achieve net zero carbon emissions (Scope 1 & Scope 2) for all operations in the Device eXperience (DX) Division by 2030, and across all global operations, including the Device Solutions (DS) Division, by 2050. We will also set mid-to-long-term reduction targets for value chain emissions (Scope 3). In addition, we are increasing our focus on new approaches to reduce emissions in areas such as supply chains, logistics and resource circularity, as well as supporting suppliers in setting their emissions targets and reduction efforts. This commitment builds on our existing climate efforts and expands the scope of our programs and investments significantly.

We plan to achieve this by increasing the share of renewable energy, as well as investing in and researching new technologies to develop energy-efficient products, increase water reuse and develop carbon capture technology. By 2030, we will invest more than EUR 5 billion (KRW 7 trillion), (this figure excludes costs related to the expansion of renewable energy use), in environmental initiatives, including conserving water, increasing electronic waste collection, and reducing pollutants. Furthermore, we will make significant investments in new technologies to reduce emissions from process gases as well as to reduce power consumption in consumer products. We also plan to explore carbon capture and utilization technologies and tackle harmful airborne particulate matter.

In addition, we acknowledge the need to transform into more circular business models. To that end, our environmental commitment also encompasses an enterprise-wide effort to enhance resource circularity throughout the entire product lifecycle, from raw material sourcing to recycling and disposal. We have joined RE100, a global initiative dedicated to pursuing 100 percent renewable energy. As part of this commitment, we plan to match electric power needs of all international markets where it operates, outside of South Korea, with renewable energy within five years.

At Samsung Nordic, we aim to localize and implement the global strategy in 2023. As a sales and marketing company, our primary opportunity to ensure that the strategy generates a positive impact is by working downstream in our value chain. We need to engage with our customers to have an impact on the end of our products’ life span. To that end, we plan to update our Nordic materiality analysis to ensure that our Nordic version of the environmental strategy is adapted and implemented properly.
Our new global environmental strategy:

**Targets and commitments until 2050**

<table>
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<tr>
<th>2025</th>
<th>2030</th>
<th>2040</th>
<th>2050</th>
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<tbody>
<tr>
<td>Net zero carbon emissions (Scope 1 &amp; Scope 2) for all operations in the Device eXperience (DX) Division.</td>
<td>Minerals extracted from all collected waste batteries can be reused.</td>
<td>Net zero in the DS Division (Scope 1 &amp; Scope 2).</td>
<td>The DS Division aims to apply new technologies that remove air and water pollutants emitted during the semiconductor manufacturing process.</td>
</tr>
<tr>
<td>Lowering power consumption levels by an average of 30 percent in major models of seven consumer electronics products, smartphones, refrigerators, washing machines, air conditioners, TVs, monitors, and PCs, compared to products with the same specifications in 2019.</td>
<td>50 percent of plastic used in our products incorporate recycled resin.</td>
<td>Match electric power needs with renewable energy for all operations globally.</td>
<td>Collect 25 million tons of electronic waste (cumulative from 2009).</td>
</tr>
<tr>
<td>50 percent of plastic used in our products incorporate recycled resin.</td>
<td>Expand the scope of its electronic waste collection system from approximately 50 countries to about 180 countries.</td>
<td>100 percent of plastic used in its products incorporate recycled resin.</td>
<td><em>The DS Division encompasses the company’s consumer electronics businesses, including Mobile eXperience, Visual Display, Digital Appliances, Networks and Health &amp; Medical Equipment, while the DS Division includes the Memory, Systems LSI, and Foundry businesses.</em></td>
</tr>
<tr>
<td>In semiconductor production: keeping actual water withdrawals to 2021 levels even if the need is doubled.</td>
<td>For DX Division restore the same amount of water as it consumes.</td>
<td>Develop clean air technologies, including new filtration systems, to reduce particulate matter and plans to expand usage to local communities.</td>
<td></td>
</tr>
<tr>
<td>For DX Division restore the same amount of water as it consumes.</td>
<td>Apply its own carbon capture technologies to semiconductor production and later on to other parts of the company as well as suppliers.</td>
<td>Develop clean air technologies, including new filtration systems, to reduce particulate matter and plans to expand usage to local communities.</td>
<td></td>
</tr>
<tr>
<td>Invest more than EUR 5 billion in environmental initiatives.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* "Zero Waste to Landfill" validation from UL at our manufacturing sites. (Our semiconductor business sites succeeded in accomplishing Zero Waste to Landfill for the first time in the industry in 2021).
* Reduce the annual power consumption of memory products used in data centers and mobile devices.
* Use recycled material in all new mobile products and no use of single use plastics in our mobile packaging.

---

* The DX Division encompasses the company’s consumer electronics businesses, including Mobile eXperience, Visual Display, Digital Appliances, Networks and Health & Medical Equipment, while the DS Division includes the Memory, Systems LSI, and Foundry businesses.
Our environmental work is defined through our global environmental policy. The policy outlines our commitment to measure the main environmental impacts of our organization, identify improvement areas and regularly review progress. We are in constant dialogue with our key stakeholders through regular meetings and are members of various trade associations in each of the Nordic countries. Samsung Electronics Nordic’s main environmental impact is determined through analysis of our workplaces and our products.

Find out more about our environmental impact, our efforts, and outcomes in our latest global sustainability report.

Global Sustainability Report
Environmental impact:

Our operations

Samsung Electronics Nordic has four offices, (in Denmark, Finland, Norway and Sweden). We have identified energy consumption, emissions, and waste as our main environmental impact areas. In addition to Samsung Electronics’ global calculation of environmental data, Samsung Electronics Nordic conducts a separate annual assessment together with a third-party. The 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 carry out activities to improve our environmental performance. Environmental KPIs are presented in the following table.

Greenhouse gas emissions (GHG) are calculated based on the Greenhouse Gas Protocol, an international standard which divides the emissions into direct (Scope 1) and indirect (Scope 2 and 3) emissions. Emissions in Scope 1 and 2 represent emissions from sources that are owned or controlled by Samsung Electronics Nordic, whereas emissions in Scope 3 are a consequence of our business but occur from sources not owned or controlled by us. Subsequently, emissions represented in scope 1, 2 and 3 for Samsung Electronics Nordic is different from our global parent Samsung Electronics. Our GHG emissions are calculated based on automatically updated emission factors, using local emission factors when available. 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), office supplies (coffee, fruit, and paper), and waste.

Emissions
Total emissions in t CO2e

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Emissions (t CO2e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>52,306</td>
</tr>
<tr>
<td>2021</td>
<td>47,784</td>
</tr>
<tr>
<td>2022</td>
<td>48,329</td>
</tr>
</tbody>
</table>

Our total emissions increased slightly in 2022. This was mainly due to an increase of both staff and consultants, returning to the office after the covid-19 pandemic, as well as an increase in business travel after travel restrictions during the pandemic were eased.

Carbon Efficiency
Total emissions in relation to revenue (kgCO2e/KEUR)

<table>
<thead>
<tr>
<th>Year</th>
<th>Carbon Efficiency (kgCO2e/KEUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>27.75</td>
</tr>
<tr>
<td>2021</td>
<td>22.80</td>
</tr>
<tr>
<td>2022</td>
<td>24.38</td>
</tr>
</tbody>
</table>

However, we saw a decrease of emissions per unit of economic output (carbon efficiency) due to increased overall revenue.

Electricity
Electricity consumption in the workplace in MWh

<table>
<thead>
<tr>
<th>Year</th>
<th>Electricity Consumption (MWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1,293</td>
</tr>
<tr>
<td>2021</td>
<td>1,029</td>
</tr>
<tr>
<td>2022</td>
<td>2,279</td>
</tr>
</tbody>
</table>

Property electricity is included in the 2022 figures. By 2022, 100% of the energy used in Samsung Electronics Nordic offices came from renewable sources, an increase from 85% in 2021.

Waste
Waste generation in metric ton % recycled waste

<table>
<thead>
<tr>
<th>Year</th>
<th>Waste Generation (metric ton)</th>
<th>% Recycled Waste</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>12</td>
<td>76%</td>
</tr>
<tr>
<td>2021</td>
<td>12</td>
<td>84%</td>
</tr>
<tr>
<td>2022</td>
<td>15</td>
<td>70%</td>
</tr>
</tbody>
</table>
Environmental impact:

Our operations

In 2022, 100% of the energy used in our Nordic offices came from renewable sources. However, emissions from waste and energy consumption in our offices increased, due to an increase in numbers of staff and consultants, and staff returning to the office after the covid-19 pandemic. Similarly, emissions from business travel increased in 2022 after travel restrictions were lifted. It is worth noting that emissions from production and packaging were not included in the Nordic analysis. Consequently, 96% of our total emissions were generated from transportation and distribution in Scope 3.

<table>
<thead>
<tr>
<th>KPIs</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total GHG emissions in t CO2e</td>
<td>52,305</td>
<td>47,784</td>
<td>48,329</td>
</tr>
<tr>
<td>Scope 1 GHG emissions in t CO2e</td>
<td>475</td>
<td>408</td>
<td>438</td>
</tr>
<tr>
<td>Scope 2 GHG emissions in t CO2e</td>
<td>163</td>
<td>69</td>
<td>100</td>
</tr>
<tr>
<td>Scope 3 GHG emissions in t CO2e</td>
<td>51,668</td>
<td>47,307</td>
<td>47,791</td>
</tr>
</tbody>
</table>
Environmental impact:

Our products

On a global level, we focus on developing highly resource-efficient products and reducing their environmental impact, including emissions generated in the product use phase. This includes waste recycling in the production phase, firmware upgrade services to extend product life and recycling programs across the globe. We inform consumers about the energy efficiency characteristics of our products according to legal requirements under the EU Energy Label. We also continue to carry out a life cycle impact analysis (LCA) on selected products to develop products with more limited environmental impact.

All Samsung factories have management systems certified under the environment, energy, health and safety standards ISO 14001, ISO 50001 and ISO 45001 (previously OHSAS 18001). Our Standards for Control of Substances guidelines help us to comply with global environmental regulations regarding substance use, such as REACH and RoHS, to prevent adverse effects on human health and the environment. In addition, we have an internal design process in place to include environmental criteria in our product development. A number of our products are certified according to third-party eco labels around the globe.

Find out more about our corporate sustainable product innovation efforts in our latest global sustainability report.

Global Sustainability Report

2022 Samsung Electronics Nordic AB Sustainability Report
Environmental impact:

Circularity

The concept of circular economy aims at reducing the amount of natural resources used in products through efficiency in the manufacturing process, repair, reuse and recycling. To continue our efforts to making better products with fewer resources and convert e-waste into usable resources, we have established five circular economy principles. The principles serves as a guide that helps us improve our work within circularity.

In addition to our five circular economy principles, we have set mid- to long-term goals for circular economy. Through our new global environmental strategy, we have added goals for recycled plastic and e-waste collection, expanding our scope of electronic waste collection system from approximately 50 countries to about 180 countries by 2030. Through this, we plan to collect a cumulative 10 million tons of electronic waste between 2009 and 2030, and a cumulative 25 million tons by 2050.

Our global circular economy goals

<table>
<thead>
<tr>
<th>100 %</th>
<th>500,000 tn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic-free packaging by 2025</td>
<td>Use of recycled plastic by 2030*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7,500,000 tn</th>
<th>180 countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of e-waste take-back by 2030*</td>
<td>Number of countries with e-waste collection system in 2030</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>50 % by 2030 —— 100 % by 2050</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic used in products that incorporate recycled resin in 2030</td>
</tr>
</tbody>
</table>

*Accumulated amount since 2009
We incorporate more sustainable materials from product design phase and increase durability to allow longer use of products.

We establish a systematic recycling framework that allows collecting and reusing products at end-of-life.

Our Circular Economy Principles

We minimize use of water during production and minimize waste by reusing scrap materials.

We try to help consumers use products longer by providing professional repair services.

We use less resources during distribution by raising the logistics efficiency through minimizing the size of packaging.
### Amount Of Recycled Plastic Used¹)

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount used in the calendar year</th>
<th>Cumulative amount used</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>3.1</td>
<td>24.5</td>
</tr>
<tr>
<td>2020</td>
<td>3.1</td>
<td>27.6</td>
</tr>
<tr>
<td>2021</td>
<td>3.3</td>
<td>31.0</td>
</tr>
</tbody>
</table>

¹) Cumulative from 2009 based on the total weight of plastic containing recycled materials.

### Amount Of Collected E-waste

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount used in the calendar year</th>
<th>Cumulative amount used</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>49</td>
<td>403</td>
</tr>
<tr>
<td>2020</td>
<td>51</td>
<td>454</td>
</tr>
<tr>
<td>2021</td>
<td>53</td>
<td>507</td>
</tr>
</tbody>
</table>

Cumulative from 2009.
Effective use of resources

With these goals, we strive to create a closed-loop system for materials to reduce environmental impact throughout the whole product life cycle and increase resource efficiency.

We aim to integrate circular economy aspects into our products through a number of strategic activities globally and in the Nordics:

Renewable or recycled materials
• We are expanding the application of recycled plastic across a range of product categories including refrigerator, washer, air conditioner, vacuum cleaner, TV, monitor, smartphone, and PC. In 2021 alone, we used 33,319 tons of recycled plastic from discarded electronic goods, fishing nets, and plastic bottles, reaching a cumulative sum of 310,000 tons from 2009.

Packaging
• We are replacing plastic and vinyl materials with paper and recycled materials to reduce the environmental impact of our product packaging. We are also reducing the volume and weight of packaging to mitigate GHG emissions in the transportation and shipping process. We use FSC-certified paper.

Product examples
• The paper used in the packaging for Galaxy S22, Galaxy Tab S8, and other flagship models is 100% recycled, while film screen protectors are made with 100% recycled PET bottles.
• We are replacing the plastic materials used for DLC bands and APS covers with paper to achieve plastic-free packaging by 2025.

Modular design
• The modular design of our customizable BESPOKE refrigerator line-up enables users to update the design of their product by simply replacing the door panels. The BESPOKE Cube Air Purifier is stackable as a modular unit. If greater capacity is required, additional units can be purchased and stacked on the existing unit, thereby saving resources and space.
• We are working to increase our “modular design index” by reducing the number of module variants needed to produce our products. By doing so, we can optimize our production and use of resources while still offering our customers different model choices.

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Extending product lifespan

Repairability
Repairability is one of our main priorities in product development. We design our products in a manner that allows users to easily disassemble and repair them to prolong their use and make it easy to recycle discarded parts. We continually research ways to develop products with enhanced repairability.

Software updates
In February 2022, we announced our plan to provide four generations of Android OS upgrades for Galaxy mobile devices. For example, the Galaxy S22 series powered by Android 12 and can receive up to four Android OS upgrades in total, starting with Android 13. Through this new standard, we aim to give users the security to enjoy their Galaxy mobile devices for an extended period of time.

Durability
To ensure the longevity and consistent performance of our products, we conduct various international standards tests, including durability, drop, water-resistance, and life span tests, as well as our own stress tests such as free drop tests for different angles and flooring materials and water-resistance tests under a range of conditions.

Repair services
The accurate diagnosis and prompt repair of any defects or malfunctions are essential to prolong a product’s life span, maintain its performance, and enhance resource circulation efficiency. We operate a comprehensive global service channel and region-specific service channels optimized for local needs to improve accessibility, while also ensuring consumer convenience by offering services powered by digital technologies.

Take-back and e-waste recycling
We operate a wide range of recycling programs in 56 countries, including in Korea. The Asan Recycling Center, Korea’s very first recycling center for electronic goods, has been in operation since 1998 and is connected to our logistics centers in various regions for e-waste collection. Our overseas subsidiaries take back and recycle discarded electronic goods in collaboration with local recycling organizations and service providers. Collected electronic goods are sorted, pre-processed, and pressed to be reused as materials for new product manufacturing. We also operate internal Requirements for Recycling Service Partners that specify EHS-related laws and regulations, supplier management, the prohibition of illegal waste export, etc.

We collected a total of 5.07 million tons of e-waste around the world between 2009 and 2021. In South Korea, the Asan Recycling Center recovered 32,731 tons of valuable resources such as copper, aluminum, iron, and plastic in 2021 alone. We used 5,587 tons of plastic materials recycled from discarded products in the manufacturing of new products, thereby minimizing plastic waste generation and the use of petrochemical materials in the production process.
04. Employees
Employees

A crucial challenge for any knowledge- and innovation-based company is the ability to find and attract the right talent. Our business success depends on the skills of our people. Therefore, we are committed to providing a stimulating working environment where the finest human talent wants to work, contribute, and thrive. We believe that the key to fostering a welcoming workplace is to treat everyone equally and with respect. This is becoming increasingly important, especially in the Nordics, as the younger generations of talents tend to value sustainability-related factors such as work-life balance, diversity, inclusion, and personal development opportunities when making career choices.

Employee development and well-being

To attract and retain the very best people, we work hard to provide a healthy and safe work environment with the best conditions for physical and mental well-being. We offer regular medical check-ups, sports subsidies, group training classes and access to gyms for our employees to enjoy and take pride in their work, and as a result be effective in their work. We offer work from home options and flexible working hours to accommodate everyone’s individual requests and needs.

To measure job satisfaction, the Samsung Culture Index (SCI) was introduced in 2013. In 2022, the result was 74 of 100, with a response rate of 85.9%. The result is similar as the result from the 2021 survey (2 points lower in the 2021 survey). In total, we have improved the result by 25 points since the first year the survey was conducted.

In order to stay competitive as a company, we need our employees to keep developing their skills. To that end, we encourage our employees to apply for our internal and external development activities. We offer on-the-job-learning, learning through others, and educational learning (classroom training, online courses, and global learning platforms). In addition, as we recognize that leadership is crucial for driving our company culture, we aim to provide all managers training to help them reach their full potential as leaders. Our local leadership program serves as a complement to our corporate headquarter leadership training programs and has been developed to meet individual needs. The training budget for the various training activities is set each year based on global guidelines and is managed by the HR department.

We use a global performance management system to measure our employees performance. This is a systematic and structured process based on certain objectives (company, department, and individual), aiming at further developing our employees and linking personal performance to our business targets. The process results are used as a basis for salary reviews, promotions, and training nominations.

Employee satisfaction survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Response rate (%)</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>98</td>
<td>69</td>
</tr>
<tr>
<td>2021</td>
<td>92.7</td>
<td>72</td>
</tr>
<tr>
<td>2022</td>
<td>85.9</td>
<td>74</td>
</tr>
</tbody>
</table>

Comment: The survey 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.
Diversity and equal opportunities

Creativity and innovation are driven by different perspectives coming together. We succeed not in spite of our differences, but because of them. Fostering a diverse culture makes us more creative, flexible, productive, and competitive. We strive to create an understanding environment where all individuals feel respected and supported to realize their maximum potential.

Our work is supported by the Samsung Electronics Nordic Diversity and Equality Policy, which is mandatory for all employees. The policy is aligned with Samsung Electronics Global Vision, aiming to promote the development of a high-performance culture and the ambition of becoming a top employer in the market. It is reviewed on an annual basis in order to reflect any significant changes in legislation, regulation, rules or industry guidance.

To support employees on what to do in the event of the policy being infringed, Samsung Electronics Nordics has a grievance function in place. We ensure trust between employer and employees, and management participation in order to solve grievances. We solve any individual grievance and take preventive actions to enhance job satisfaction. In 2022, no grievances were reported to Samsung Electronics Nordic.

<table>
<thead>
<tr>
<th>KPI</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees¹⁾</td>
<td>355</td>
<td>374</td>
<td>414</td>
</tr>
<tr>
<td>Employees</td>
<td>281</td>
<td>289</td>
<td>313</td>
</tr>
<tr>
<td>Consultants</td>
<td>74</td>
<td>85</td>
<td>101</td>
</tr>
<tr>
<td>Staff²⁾</td>
<td>291</td>
<td>304</td>
<td>328</td>
</tr>
<tr>
<td>Managers</td>
<td>63</td>
<td>70</td>
<td>74</td>
</tr>
<tr>
<td>Directors³⁾</td>
<td>10</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Percentage of female employees</td>
<td>33%</td>
<td>33%</td>
<td>37.37%</td>
</tr>
<tr>
<td>Percentage of female employees in staff</td>
<td>35%</td>
<td>35%</td>
<td>40.43%</td>
</tr>
<tr>
<td>Percentage of female employees on management level</td>
<td>21%</td>
<td>21%</td>
<td>27.63%</td>
</tr>
<tr>
<td>Percentage of female employees on Director level⁴⁾</td>
<td>20%</td>
<td>20%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Changes in %</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sickness absence⁵⁾</td>
<td>10.4%</td>
<td>11.3%</td>
<td>12.3%</td>
</tr>
<tr>
<td>Comparison of salary and compensation between women and men⁶⁾</td>
<td>1.30%</td>
<td>1.19%</td>
<td>1.79%</td>
</tr>
<tr>
<td>Average training hours per employee⁷⁾</td>
<td>9</td>
<td>8</td>
<td>26</td>
</tr>
<tr>
<td>Average training expenses per employee⁸⁾</td>
<td>3,926 SEK</td>
<td>4,137 SEK</td>
<td>8,852 SEK</td>
</tr>
</tbody>
</table>

1) The figure for 2021 is revised and corrected by one unit due to previous incorrect accounting.
2) Figures have been revised for 2020 and 2021 since we count staff and directors with another method from 2022.
3) In previous years, only the Vice President has been reported. From 2022, all Head of Directors are included and figures for 2021 and 2020 have been revised.
4) In previous years, only the Vice President has been reported. From 2022, all Head of Directors are included and figures for 2021 and 2020 have been revised.
5) Figures only include Sweden.
6) We do not discriminate in any way in salary negotiations, promotion and disciplinary processes.
7) Regular employees only
8) Regular employees only. The number decreased in 2020 and 2021 due to the covid-19 pandemic.
05. Human rights
Human rights

From the sourcing of materials and the manufacturing of components to the assembly of finished products, the electronics industry is intrinsically global. In 2021, we worked with more than 2,000 suppliers and partners across the world. However, a world of opportunities brings with it a world of responsibilities. Ensuring that human rights are respected and that all workers have decent working conditions across the globe is a challenge for Samsung and the entire electronics industry.

In comparison to the electronics industry at large, we own a relatively large share of our production facilities. This means that we have greater scope to control working conditions in our facilities. Several of our production units have collective bargaining agreements. We work continuously to reduce our number of suppliers to enable even greater control of our production standards.

We are aware of our fundamental responsibility and are committed to ensure the rights of the people working across our entire supply chain. This is not only a moral obligation. As our performance as a company depends on the performance of the people working for us, we are convinced that making them feel supported and secure is critical to our business success. To that end, we have established a robust set of policies and guidelines:

Our Business Conduct Guidelines apply to all Samsung employees globally and include sections on respect for human rights management, amongst other topics. The guidelines are regularly updated and implemented across our entire organization.

When working with suppliers, we are committed to implementing our Supplier Code of Conduct at suppliers’ facilities. We conduct a number of activities, such as compliance training for suppliers, as well as evaluations and audits of suppliers’ facilities by external experts as part of our due diligence in the supply chain, through third-party audits.

Furthermore, we have various policies in place to promote the rights of vulnerable workers, such as the Child Labour Prohibition Policy, Migrant Worker Policy, and the Guidelines for Apprenticeship Training. These policies are implemented by awareness raising and training, through risk assessment tools, and by conducting regular on-site inspections and monitoring. The policies are managed on a global level and described comprehensively in our latest Global Sustainability Report.

Our policies and guidelines are based on agreements and recommendations made by international organizations regarding human rights. We are members of the Responsible Business Alliance (RBA) and have adopted the RBA Code of Conduct, which is a set of standards on social, environmental, and ethical issues in supply chains. In alignment with the UN Guiding Principles for Business and Human Rights, the provisions of this Code are derived from key international human rights standards including the ILO Declaration on Fundamental Principles and Rights at Work and the UN Universal Declaration of Human Rights. We seek to conform to the Code and its implementation methods across the company and our suppliers. In addition to our global policies and guidelines, we adopt additional policies locally to comply with market-specific laws and regulations.

Samsung in the Nordics
As Samsung Electronics Nordic acts as a sales and marketing company for the Nordic market, we do not conduct any production or manufacturing operations. Thus, our greatest direct impact on human rights is related to our own staff. Read more about how we treat and engage with our employees in chapter 4.

For more information on our human rights efforts and disclosure of our performance, please refer to the global sustainability report 2022.

Global Sustainability Report

Relevant policies and guidelines
- Business Conduct Guidelines
- Supplier Code of Conduct
- Child Labour Prohibition Policy
- Guidelines on Prevention of Harassment
- EHS policy (Environment, health, safety)
- Migrant Worker Policy
- Guidelines for Apprenticeship Training

Our policies and guidelines are based on:
- Universal Declaration of Human Rights (UDHR)
- UN Guiding Principles on Business and Human Rights
- Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises
- UN Convention on the Rights of the Child
- International Labour and Organisation (ILO) Declaration on Fundamental Principles and Rights at Work
- Responsible Business Alliance (RBA) Code of Conduct
Case study 1

Human rights saliency analysis in Turkey

In 2021, we conducted a human rights saliency analysis at our newly established Turkey production site in 2021. Given Turkey’s human rights track record, our aim was to identify potential rights of future Samsung employees, supply chain workers, and surrounding communities prior to the opening of our new site. The analysis was conducted together with Enact and Twenty-fifth during April-July 2021.

The analysis identified potential salient risks within four areas:
1. Labor and human rights protection: Establishing human rights governance and the process to identify relevant risks, reinforcing grievance resolution and remediation systems, and offering labor and human rights training.
2. Occupational health and safety: Establishing relevant policies and conducting training for employees.
3. Stakeholder engagement: Ensuring regular communication with external organizations and groups.
4. Supply chain management: Helping reinforce the compliance of partner companies in our supply chains and conducting on-site audits.

We established action plans for the improvement areas detected in order of priority, defining 22 tasks. To date, 12 of the tasks are completed while 10 are still being carried out. We closely monitor the implementation status each quarter and carefully carry out the remedial action plans.
One of the major challenges for any electronics manufacturer is the sourcing of “conflict minerals” (i.e. raw materials and minerals deriving from areas or regions with political instability or ongoing conflicts). The conflict minerals tin, tantalum, tungsten (often referred to as the “3 T’s”) and gold are mined in central Africa, in particular eastern Democratic Republic of Congo, and are vital to many consumer electronic products, such as mobile phones and computers.

We take human rights and environmental issues related to mineral mining very seriously. As the sourcing of minerals is built around a diverse and complex network of suppliers, industry-wide cooperation and partnerships are crucial to solve these issues. To that end, we have joined a number of campaigns, such as the Responsible Minerals Initiative (RMI) and European Partnership for Responsible Minerals (EPRM) and communicate our work and endeavors through our Samsung Electronics’ Responsible Minerals Report.

The Responsible Minerals Initiative is a widely used resource for companies addressing responsible mineral sourcing issues in their supply chains. Through its Responsible Minerals Assurance Process, companies get access to an independent, third-party audit that determines which smelters and refiners can be verified as having systems in place to responsibly source minerals in line with current global standards.

European Partnership for Responsible Minerals (EPRM) is a multi-stakeholder initiative set up within the EU Regulation framework. EPRM focuses on supporting the industry to comply with the regulation, increasing supply and demand for responsibly mined minerals, including by financing land projects to improve mining conditions.

At Samsung, we make sure to use minerals sourced in strict compliance with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas. That is minerals mined through a process which respects human rights as well as the environment, lives up to societal responsibilities and denounces financing of conflicts in our production.

We analyze and evaluate all our suppliers that source tantalum, tin, tungsten, and gold, to ensure that they are acting in accordance with industry standards. We require all of our suppliers to be validated by the Responsible Minerals Assurance Process (RMAP) of the Responsible Minerals Initiative. As of December 2018, 100% of our suppliers operating in conflict regions were RMAP-certified.

The cornerstone of Samsung’s human rights and labor policies is our Global Code of Conduct and Supplier Code of Conduct, defining the standards of integrity that Samsung worksites and supply chain partners should meet respectively. Our global policies and guidance are supported by a range of local policies, where the risk of labor and human rights violations have been identified and which require specific mitigation measures. In addition, through our membership in the Responsible Business Alliance (RBA), we get access to various educational and evaluation tools to continuously support and improve the social, environmental, and ethical responsibility in our supply chain.

More detailed information regarding our efforts within the supply chain can be found in the global sustainability report for 2022.
Case study 2

Cobalt for Development

In 2019, we launched the pilot project Cobalt for Development together with partners, to tackle human rights and environmental issues from artisanal cobalt mining in the Democratic Republic of Congo (DRC). The program is a cross-industrial initiative started and financed together with partner companies, implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. The goal is to improve the living and working conditions of artisanal miners working in small-scale mining (ASM), their families, and the surrounding communities. In cooperation with local artisanal mining cooperatives, government authorities and civil society organizations, the project intends to establish legal, safety, and environmental measures that consequently improve the health and working conditions at artisanal mines as well as protect the environment.

Cobalt for Development continues to successfully implement activities to improve the livelihoods of the surrounding communities, having reached, as of 2022, 3,000 direct beneficiaries. Specific results include:

- 25% increase of school attendance in the project community of Kisote (from 70% to 95%) and the construction of a new school building
- 332 farmers improved their agricultural skills and productivity
- 544 community members increased their savings
- 89 businesses started by savings groups
- 1,359 parents were trained on children’s rights and positive parenting methods

In addition, the project has been working with cooperatives, artisanal miners, and the government authority, SAEMAPE, in creating interactive training materials and methods that underpin the project’s capacity development methodology. Three years on, Cobalt for Development will continue to expand its efforts to formalize ASM in the Democratic Republic of Congo.

Read more about Cobalt for Development in our global sustainability report.

Global Sustainability Report
Support through the Child Protection Program

In August 2021, a third-party audit of one of our first-tier suppliers located in East Asia revealed that the supplier had partnered with a subcontractor that hired a child worker. Pursuant to our principle of zero tolerance for child labor, we immediately had the supplier sever all business connections with the subcontractor and implemented the child protection program based on Samsung Supplier Code of Conduct. Furthermore, we took action to immediately remove the child from the business site, met with the child’s parents to pay all wages, and arranged to support the child to stay in school until reaching legal working age. The respective supplier was given the lowest rating for failure to properly manage its subcontractors and given a strict warning that its partnership with us would be terminated in the case of any recurrence of the use of child labor.
06. 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 call our social sustainability work "corporate citizenship" as we are a part of the societies where we operate and are committed to contribute to their development in a positive way. Corporate citizenship is good for communities, and good for us as a company. It enables us to build positive relationships and increase business opportunities in our respective markets. In addition, it strengthens our reputation among investors, consumers, and other stakeholders who are increasingly looking for socially and environmentally responsible companies.

Within Samsung's global vision for corporate citizenship, 'Together for Tomorrow! Enabling People', we focus on providing individuals and society with the necessary conditions to achieve their full potential. Together with partners, and in line with the SDGs, we support local development to create positive impact for individuals and society in the Nordics. In addition, we engage in strategic partnerships with civil society, academia, the business sector, and the public sector, to challenge existing ideas and methods for technological development in order to drive society forward.

We work to prepare young people for the future and the global labor market. Through various initiatives and interactive training in digital innovation, we want to bridge the digital gap and support equality, inclusion, and diversity in all its forms. Furthermore, we continue to improve our programs and encourage involvement and volunteering among our employees (volunteering programs for employees, mentorships programs, etc.). To learn more about our corporate citizenship work, please visit our website.

Find out more:
samsung.com/sustainability
Collaborations & partnerships

**Samsung Solve for Tomorrow Nordics**

Samsung Solve for Tomorrow is Samsung’s global flagship program that aims to support future generations through education. The program was launched in the Nordics in the spring of 2021 and is designed as a unique learning experience to give young people aged between 18 and 25 the opportunity to develop solutions to real-world problems through design-thinking, technology, and innovation. Together with Samsung and our partner Hyper Island, participants get access to workshops, inspirational lectures, and individual coaching. The aim is for participants to learn how to tackle difficult challenges in equality, the environment and climate, as well as digital well-being and health in new and creative ways. By providing young people with the tools to create change for real, Solve for Tomorrow supports the development of more inclusive technologies in line with the SDGs and Agenda 2030.

**Collaboration with Swedish youth organization Fryshuset Foundation**

Since 2018, we have collaborated with Fryshuset to prepare a new generation for a future of technology and digitalization. By providing young people with tools, knowledge and a Nordic platform for meeting and learning, we enable them to transform concerns into action, and problems into innovative ideas for social development. To highlight the issues raised by the participants, we released the Solve for Tomorrow Report 2022 together with the Fryshuset Foundation. The aim of the report is to give young people in the Nordic countries a voice and an opportunity to describe their concerns, opportunities to influence, motivation to get involved, the possibilities of technology and who they think is responsible for various social issues.

**Plan International**

In 2022, we continued our partnership with Plan International Finland. Together we conducted Equality Tech workshops, with the aim of promoting gender equality, equality, and inclusion in the development of new technology and innovations.
07. Compliance
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 many different markets means having to navigate a wide variety of laws and regulations. Apart from minimizing risk for fines or penalties, working with compliance can help companies avoid potential legal issues and maintain a positive reputation with customers, employees, and other stakeholders.

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

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

We regularly conduct trainings on regulatory compliance. In 2022, we offered introductory courses to legal and regulatory compliance for all employees (including anti-corruption and GDPR), insights on compliance including extra material for competition law and sustainability, as well as GDPR trainings for everyone employed after 1 July 2017, competition law as well as more advanced GDPR-trainings for employees in selected areas.

Samsung Electronics Nordic has zero tolerance of all forms of corruption or bribery. All business decisions must be only based on legitimate business processes and all employees must ensure that they comply with all applicable anti-corruption and anti-bribery laws. We have policies in place for anti-corruption, gifts, hospitality, samples, and donations.

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

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 action may be taken according to the severity of the concerned issues. In 2022, no compliance violations regarding corruption and bribery, customer privacy or environmental laws and regulations were reported.