

Date when last updated: 24-07-2023

Portal question	Question SIS/TS 2:2021	Answers and any references	No change since last self-declaration, including traceability to edition.
PORTAL QUESTION A	Possible summary of portal question A		
Describe the organization's fundamental conditions, business model and work on due diligence, and which part of the organization is covered by the self-declaration	Question 1: Which parts of the organization, organizational units or groups of people are covered by the self-declaration, and why have any delimitations been made?	The self-declaration covers Wall to Wall Group, 559209-9823. We are starting with the parent company, and so this is a delimitation.	
	Question 2: What areas of activity (processes) does the organization have and what is its size, number of employees and geographical location?	We offer market-leading solutions that actively support property owners in their efforts to transition to sustainable properties. Wall to Wall Group, through our companies, conducts activities within pipe flushing, relining and geothermal engineering in all the Nordic countries, has its head office in Ovesholm, and has approx. 20 employees (2023). The Group's sales were [SEK] 755 million in 2022.	
4.2 The preconditions and strategy of the organization regarding social responsibility	Question 3: What other certifications or tools/guidelines for sustainable development does the organization use?	Wall to Wall Group has collective agreements. Wall to Wall Group's company Repipe Sverige AB is a member of BRIF [Industry Association for Relining in Properties].	
	Question 4: Describe the value chain with supply chain, including geographical distribution and number of levels, customer groups and sub-contractors.	The value chain comprises three elements: Marketing/sales, Production and Value delivery. Wall to Wall Group, through the group companies, conducts activities in all the Nordic countries. Wall to Wall Group's organization comprises a CEO, a management team and support functions. Customer groups comprise mainly property owners, management companies and tenant-owner associations.	
	Question 5: Describe how the organization ensures its work complies with the seven principles under SS-EN ISO 26000:2021, for example, the procedures and work steps for which the principles are important. Comment on all principles and state which have been identified as important. The principles are accountability, transparency, ethical behaviour, respect for stakeholder interests, respect for the rule of law, respect for international norms of behaviour, and respect for human rights.	<p>Working on the basis of the seven principles below is in Wall to Wall Group's DNA, and is an important factor in Wall to Wall Group's continued success. Not taking responsibility for decisions and actions, not being transparent and receptive to stakeholders, and not being morally correct and respecting human rights would be a major business risk for Wall to Wall Group. Such an approach would also directly conflict with Wall to Wall Group's strategies.</p> <p>Accountability: Wall to Wall Group takes responsibility for actions and decisions, and influences stakeholders in making sustainable choices. Through marketing and sales, Wall to Wall Group educates customers, enabling them to make smart choices. Wall to Wall Group has communication channels to be able to receive feedback from stakeholders, as well as provide it, for example, through meetings, surveys, industry associations and employers' organizations. Compliance with laws and regulations is essential, and Wall to Wall Group enjoys excellent cooperation with various trade unions. Environmental responsibility is an element in Wall to Wall Group's business concept.</p> <p>Transparency: Wall to Wall Group, which is a listed company, is open and honest about its activities, objectives, performance and decisions to the extent this is possible, given the stakeholder group. Reports and information are shared on the website and intranet, for example, and in press releases, interim reports and during meetings.</p> <p>Ethical behaviour: Wall to Wall Group acts in a moral and fair manner towards all its stakeholders. Wall to Wall Group encourages a culture where integrity and ethics are highly valued, and ethical behaviour is an element in Wall to Wall Group's code of conduct.</p> <p>Respect for stakeholder interests: in order to understand stakeholder needs and expectations, Wall to Wall Group has conducted a stakeholder analysis. When making decisions, Wall to Wall Group considers the results of the stakeholder analysis.</p> <p>Respect for the rule of law: compliance with laws and regulations is essential for Wall to Wall Group. Wall to Wall Group provides employee training to ensure compliance with laws and agreements. Wall to Wall Group has approved internal control frameworks for listed companies, including control testing and procedures to ensure payment of VAT, social security contributions, taxes, etc. Wall to Wall Group has a finance manual that describes the process for the company's financial planning, control, reporting and legal compliance. See Wall to Wall Group's finance manual</p> <p>Respect for international norms of behaviour: it goes without saying too that Wall to Wall Group ensures compliance with laws and regulations in other countries where Wall to Wall Group operates. See Wall to Wall Group's finance manual</p> <p>Respect for human rights: Wall to Wall Group has collective agreements. Wall to Wall Group works to ensure equality and believes in differences, although inappropriate behaviour is not tolerated. Wall to Wall Group therefore intends to draw up a new policy for this area in 2024.</p> <p>Wall to Wall Group's management team has identified accountability, transparency, ethical behaviour and respect for human rights as being particularly important.</p>	
	Question 6: Which stakeholders for social, economic and environmental sustainability has the organization identified?	Employees, owners, property managers, sub-contractors, investors, banks, customers, boards, property owners, trade unions, industry associations, auditors, suppliers, competitors, prescribers, public customers, tenant-owner associations, the media, environment/legislation, employers' organizations, neighbours, public authorities, educational institutions, private individuals, potential employees	
	Question 7: How does the organization identify and assess which stakeholders are prioritized and which are relevant? (See SS-EN ISO 26000:2021, 5.3.2.)	The management team has conducted a stakeholder analysis on the basis of stakeholder influence and interest in Wall to Wall Group. The stakeholders with a high degree of influence and interest in Wall to Wall Group are prioritized.	
	Question 8: Which stakeholders are prioritized?	Employees, investors, property managers, prescribers, environment/legislation	
	Question 9: How are those groups of stakeholders that might find it difficult to make themselves heard and might therefore need to be given special consideration taken into account?	Wall to Wall Group encourages active dialogue with all stakeholder groups and adapts its dialogue according to the needs identified in the stakeholder analysis (e.g. ESI, CSI, industry association, employers' organization)	

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	<p>Question 10: Describe the organization's analysis of what social responsibility means to it in terms of relevance, significance and influence. (See SS-EN ISO 26000:2021, 7.3, 7.7 and 7.8.)</p>	<p>The management team's analysis is that it is important for Wall to Wall Group to take overall responsibility for its impact on society, the environment and people. For Wall to Wall Group, this means activities that create positive and sustainable effects in the long term. Wall to Wall Group endeavours to balance financial success with environmental, social and economic considerations in order to have a positive and sustainable impact on society and our planet. Sustainability is embedded in Wall to Wall Group's DNA and contributes to building trust among stakeholders.</p> <p>Wall to Wall Group has conducted an analysis of stakeholders and activities, and has reviewed how Wall to Wall Group affects society, and how society affects Wall to Wall Group. This is to ensure that Wall to Wall Group works with relevant issues. To ensure that Wall to Wall Group does not work with more targets than the organization can handle, account has been taken of the target's significance for stakeholders and sustainable development. Wall to Wall Group is a major player in the industry, with considerable influence. For that reason, Wall to Wall Group's transparency as regards stakeholders will be important moving forward.</p> <p>The management team has developed Wall to Wall Group's value chain, in which positive and negative effects on the SDGs have been identified. The value chain is used to conduct a stakeholder analysis and a materiality analysis. Goals and targets for sustainability work have been produced based on these and are regularly reviewed. The sustainability targets have been allocated to various management team functions. The sustainability targets are linked to Wall to Wall Group's overall strategies and operational targets.</p>	
	<p>Question 11: Describe which issues (see annex B), on the basis of the core subjects of organizational governance, human rights, labour practices, the environment, fair operating practices, consumer issues, community involvement and development, are deemed to be important for the organization and have thus been prioritized, and why. (See SS-EN ISO 26000:2021, clause 6 and 7.3.)</p>	<p>Organizational governance: Prioritized based on the fact that organizational governance is the system that provides the basis for making and implementing decisions.</p> <p>Human rights: All the issues are important and should be pursued. For Wall to Wall Group, issue 1: Due diligence, 5: Discrimination and vulnerable groups, 7: Economic, social and cultural rights, and 8: Fundamental principles and rights at work are prioritized areas. This is because these areas are most closely associated with Wall to Wall Group's core business. These areas also correspond closely to some of the SDGs that Wall to Wall Group has identified as being particularly important (3, 4, 5, 8, 16).</p> <p>Labour practices: In order to ensure that all employees are happy, thriving and work in a safe, secure workplace, the management team has prioritized all the issues within this core subject. Wall to Wall Group has made great progress in a number of areas, many of which are considered essential. One of Wall to Wall Group's objectives is to be the industry's most attractive workplace. A whistleblower function, with associated policy and procedure, will be in place by autumn 2023.</p> <p>The environment: All the issues are important and should be pursued. For Wall to Wall Group, issue 1: Prevention of pollution, 2: Sustainable resource use, and 3: Climate change mitigation and adaptation are prioritized areas. These areas are most closely associated with our core business and correspond closely to some of the SDGs that Wall to Wall Group has identified as being particularly important within the environment field (6, 7, 11, 13).</p> <p>Fair operating practices: Here the management team has judged issue 1: Anti-corruption, 3: Fair competition, and 4: Promoting social responsibility in the value chain to be most important for Wall to Wall Group, given the industry we operate in. These issues are also in line with some of the SDGs selected by Wall to Wall Group (4, 6, 16).</p> <p>Consumer issues: Here the management team has judged issue 1: Fair marketing, factual and unbiased information and fair contractual practices, 3: Sustainable consumption, and 7: Education and awareness to be prioritized issues within this core subject. This is because they are in line with Wall to Wall Group's prioritized principle on transparency, are closely associated with our core business, and correspond closely with some of the SDGs selected (6, 7, 9, 11, 13).</p> <p>Community involvement and development: All the issues are important and should be pursued. For Wall to Wall Group, issue 3: Employment creation and skills development, 5: Wealth and income creation, and 7: Social investment are prioritized areas. These are in line with our core business, prioritized principles and some of the SDGs selected (3, 4, 5, 8, 9, 11, 16).</p>	
	<p>Question 12: In what way have risks, opportunities and consequences for the organization been considered in order to establish how the relevant responsibilities and goals should be prioritized, with the aim of ensuring sustainable involvement in the long term? (See SS-EN ISO 26000:2021, 7.3.)</p>	<p>The management team has organized several workshops to review the Wall to Wall Group brand and Wall to Wall Group's sustainability strategy. Evaluation of risks, opportunities and consequences has been an important aspect in this. See SWOT analysis, for example. Proactive risk management work is integrated into strategic planning, as well as operative processes and procedures. For major projects, a project plan and risk analysis are produced.</p>	
<p>PORTAL QUESTION B Describe how the management relates to sustainable development</p> <p>4.3 Leadership</p>	<p>Possible summary of portal question B</p> <p>Question 13: Describe the organization's position on the SDGs in strategic governing documents, including visions, business and operational concepts, strategies, goals and values, with the aim of maximizing the organization's contribution to sustainable development and the SDGs.</p> <p>Question 14: Which policy/policies for social, economic and environmental sustainability does the organization work according to?</p> <p>Question 15: How has the management allocated responsibility for sustainability within the management team?</p>	<p>Wall to Wall Group has a clear link to the SDGs in our business concept, vision, mission and values. Wall to Wall Group's strategies include actions and aims to integrate sustainability aspects throughout the business. Wall to Wall Group intends to produce an informational video about Spolargruppen during spring 2024. This film will feature sustainability work and be mandatory viewing for all employees.</p> <p>Work environment policy, drug policy, code of conduct</p> <p>Wall to Wall Group is in the process of employing a sustainability officer, and the role will be incorporated into the management team. Until then, sustainability work is divided among the management team. See value chain. Responsibility for sustainability work is integrated into day-to-day operations.</p>	

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	Question 16: Which roles/individuals in the organization have particular responsibility for sustainability work, and how has this been communicated?	A sustainability officer is responsible for promoting, developing and reviewing Wall to Wall Group's sustainability work. The rest of the management team, business area managers, operations managers and employees are key contributors to these efforts. Communication will be through the intranet and physical meetings within the organization once sustainability work has been prepared and decisions need to be made.	
PORTAL QUESTION C	Possible summary of portal question C		
Describe the organization's planning process, the SDGs and targets the organization has chosen, and how these choices have been made	Question 17: How is the sustainability perspective made visible in the organization's strategy?	Sustainability is included in the business concept, mission and vision. Business concept: We offer market-leading solutions that actively support property owners in their efforts to transition to sustainable properties. Vision: We want to be the industry's leading partner for property owners in the green property transition. Mission: We provide our group companies with the best possible conditions for creating a simpler and more sustainable future for our customers. One of Wall to Wall Group's strategies is to be a leading figure in the industry when it comes to sustainability.	
	Question 18: How and when are stakeholder expectations and concerns collected? (See SS-EN ISO 26000:2021, 5.3 and 7.5.4.)	Examples: regularly at meetings with customers. Through an annual customer satisfaction index survey. Through regular employee satisfaction index surveys. At staff meetings. During P&D discussions. During collaborative meetings. During audits. During meetings with industry associations/employers' organizations/trade unions. HR has a subscription with Simployer to ensure legal compliance.	
4.4 Planning	Question 19: How are risks and opportunities identified in the sustainability work addressed?	An evaluation is carried out by Wall to Wall Group's management team, following which action is taken and action plans are produced. Risk analyses for projects, safety inspections, incl. risk analysis. Strategic, operational, compliance and financial risks are assessed and documented in a risk map.	
	Question 20: Describe how the organization minimizes risks, focusing on the supply chain, for example in countries with a high risk of corruption or regarding human rights violations.	Wall to Wall Group regularly evaluates its cooperation with suppliers. Wall to Wall Group's suppliers are predominantly Nordic service providers.	
	Question 21: How does the organization ensure knowledge of and compliance with the applicable legislation, other requirements and international norms of behaviour in the countries covered by this self-declaration?	The sustainability officer has relevant knowledge and experience of this. External resources are employed, if needed. Active Nordic market. HR has a law update service.	
	Question 22: Which of the SDGs, both goals and targets, have been identified and selected? Also describe how this maximization analysis (see 3.1) has been performed.	Taking the value chain as its starting point, Wall to Wall Group's management team has reviewed all the goals and targets and looked at where Wall to Wall Group has both a positive and negative impact. The targets were plotted into the value chain based on impact. This work enabled management to choose the overall goals where Wall to Wall Group could make the greatest difference.	
	Question 23: Which action plans have been drafted on the basis of the goals and targets selected from the SDGs?	The action plan summarizes Wall to Wall Group's targets linked to the SDGs and has been broken down into activities over one to three years. This action plan is reviewed regularly throughout the year by the management team. Revised as required and adopted at an annual strategy meeting.	Must be answered annually
	Question 24: How have the goals and targets selected from the SDGs been integrated into the organization's other goals and operational activity plans?	These are integrated with ease into all operational activity plans because, for example, two elements of Wall to Wall Group's strategy involve being a leading figure in the industry when it comes to sustainability and being the industry's most attractive employer. Sustainability work focuses on the actions with the most positive effect, or that best mitigate the negative effects. The management team has used a structured process to define which SDGs Wall to Wall Group should work on. And devised actions related to Wall to Wall Group's activities. Various departments are responsible for the actions. During the year the management team reviews ongoing development for each target. If necessary, the action plan is revised at the strategy meeting. The results are also compared with previous years to be able to identify improvements.	
	Question 25: How is responsibility for the SDGs allocated within the organization? State the division of responsibilities on the basis of relevant functions and levels.	The CEO has ultimate responsibility for this work at Wall to Wall Group. A sustainability officer promotes, develops and reviews the overall work. Each function within the management team is responsible for the targets deemed to fall within its area. For example, Employees (3, 4, 5, 8, 16) falls to the HR function. Each and every employee at Wall to Wall Group is responsible for implementing and advancing sustainability work.	
	Question 26: Describe any other goals and action plans on the basis of prioritized issues in SS-EN ISO 26000:2021 that are not covered by answers to questions 22 to 25, but which have been included in the answer to question 11.	None	
PORTAL QUESTION D	Possible summary of portal question D		
Describe the organization's support structures for sustainability work	Question 27: How is it ensured that necessary resources, including financial and HR, are available to perform the work?	Through our strategy and budget process. Yes, resources are available thanks to the newly created role of sustainability officer. Tebede's board has a very positive attitude to Wall to Wall Group becoming a leading figure in the industry when it comes to sustainability. Sustainability has a budget for 2023; sustainability will be included in the budget for 2024.	Must be answered annually
4.5 Support	Question 28: What competence development has been carried out over the past year in the area of sustainability?	In addition to ongoing competence development work in the form of cooperation with industry associations/employers' organizations/trade unions, competence development has been provided for the management team by an external partner.	Must be answered
	Question 29: What competence development is planned for the coming 24 months in the area of sustainability?	Introduction of a new sustainability officer and continued cooperation with an external party. Wall to Wall Group intends to continue providing all employees with sustainability training in 2024, focusing on the SDGs. Wall to Wall Group educates its customers about sustainability.	Must be answered annually
	Question 30: How transparent is the organization's sustainability work to stakeholders? Describe the method for stakeholder dialogue.	Wall to Wall Group has chosen transparency as a prioritized principle. Consequently, Wall to Wall Group will be as transparent as possible with stakeholders. See also answer to question 5. Wall to Wall Group engages in regular dialogue with internal and external stakeholders through meetings, training, its website, etc.	Must be answered annually
	Question 31: How is the organization's work regarding social responsibility and contributions to achieving the SDGs communicated? When is the communication method evaluated and when was it last modified?	Under development. Wall to Wall Group is in the final phase of a major brand project, which will launch shortly. The communication method is subject to regular evaluation by the CMO.	
	Question 32: If any area has been excluded from communication, for example due to consideration for the privacy needs of the organization or stakeholders, explain why.	None. No area is currently excluded.	Must be answered annually

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	Question 33: Describe organizational governance, including governance mechanisms for the work on social responsibility and the contribution to the SDGs.	Wall to Wall Group has stable values, policies and guidelines. Key employees at our companies develop targets for the work, evaluate risks and ensure training and awareness. Key employees reporting to the CEO and the sustainability officer work on the strategies and action plans produced. Wall to Wall Group contributes to the SDGs by ensuring thorough preparatory work on relevant goals.	
<p>PORTAL QUESTION E Describe the organization's activities during the period concerned to achieve social responsibility and its targets for sustainable development</p> <p>4.6 Activities</p>	<p>Possible summary of portal question E</p> <p>Question 34: Describe the organization's activities, completed and in progress, on the basis of the prioritized issues in SS-EN ISO 26000:2021 (see questions 10 to 12).</p> <p>Question 35: Describe any additional activities, completed or in progress, of the organization on the basis of the goals and targets selected from among the SDGs (see questions 22 and 23).</p> <p>Question 36: Which collaborations and partnerships does the organization have in the area of sustainability?</p> <p>Question 37: Describe the organization's preparedness for and actions in the event of an emergency and regarding crisis management in the area of sustainability.</p>	<p>At the end of 2022, an employee satisfaction index survey was launched. The process has been refined during 2023. Conducted four times per year. The results are reviewed through dialogue with the management team and workshops for the working groups.</p> <p>In spring 2023, a customer satisfaction index survey was launched, with the process being reviewed and refined on an ongoing basis.</p> <p>In 2023, a number of Wall to Wall Group's new companies have signed collective agreements. This is ongoing work.</p> <p>Wall to Wall Group is currently reviewing its code of conduct to ensure the relevant content going forward.</p> <p>The management team has decided to introduce the role of sustainability officer, and the recruitment process has been completed. Cooperation with an external party will continue until this individual is in place. This is to ensure competence and focus on the issues at hand.</p> <p>Wall to Wall Group is constantly looking for ways in which our companies can reduce their climate impact, e.g. through choice of materials, methods, equipment, route planning. Wall to Wall Group's vehicle policy rewards choosing electric and plug-in hybrid vehicles.</p> <p>No additional activities</p> <p>Educational institutions, suppliers, industry associations</p> <p>Manager determines which actions need to be taken based on events. Manager can access crisis management through occupational health, or get support from HR. There is a procedure in place for dealing with victimization and sexual harassment. A whistleblower function will be introduced by autumn 2023. In the event of an emergency or crisis, the CEO will speak to the media. Wall to Wall Group's 'Procedure for crisis management, BPC and DRP' describes how crisis management works.</p>	<p>Must be answered annually</p> <p>Must be answered annually</p>
<p>PORTAL QUESTION F Describe the way the organization evaluates its sustainability work</p> <p>4.7 Performance evaluation</p>	<p>Possible summary of portal question F</p> <p>Question 38: Which benchmarks are used to indicate the status of sustainability work? How are the prioritized issues reviewed?</p> <p>Question 39: Has the organization chosen to use any of the indicators linked to the SDGs (and targets) selected? If so, which ones?</p> <p>Question 40: What were the results for the selected SDGs when last measured?</p> <p>Question 41: What did the latest review of the organization's other sustainability targets show? (See SS-EN ISO 26000:2021, 7.4.2.)</p> <p>Question 42: Has an internal audit been performed on your own organization and have any non-conformances been identified?</p> <p>Question 43: Has the organization conducted an onsite audit and/or audit of the stakeholders? Have any non-conformances been identified?</p> <p>Question 44: What sustainability targets have been set for the coming period (for example, 12-month period)?</p> <p>Question 45: Has the sustainability work been reprioritized and if so, in what manner?</p> <p>Question 46: What conclusions does the management draw regarding the results and the effectiveness and efficiency of the sustainability work?</p> <p>Question 47: Are there matters that by law fall under prescribed content for sustainability reporting that have not been addressed in this self-declaration? If yes, which, and how have these matters been handled?</p>	<p>Relevant activities have been developed and linked to each prioritized SDG. The action plan is reviewed on a regular basis (quarterly and annually) by the management team. Work to identify and implement relevant benchmarks for Wall to Wall Group has started. Will continue in autumn 2023/spring 2024 and be conducted by the management team with support from an external party and the new sustainability officer. Sickness absence is reviewed by a manager and the health and safety committee. Incidents and accidents are reviewed by a manager and the health and safety committee. (Serious incidents and accidents are also reviewed by the management team.)</p> <p>No, not at present.</p> <p>Can be reviewed from 2024</p> <p>Can be reviewed from 2024</p> <p>Internal controls are carried out by the Finance department on their processes.</p> <p>No</p> <p>Wall to Wall Group has identified overall sustainability targets for 2023 and 2024, focusing on SDGs 4, 6, 7 and 9. These have been broken down into activities that include improved processes and procedures for innovation, training, data collection, whistleblowing, code of conduct, emission data, diversity, energy use and employee turnover.</p> <p>New role of sustainability officer. To be taken up in January 2024. Overall strategies have seen increased focus on sustainability as a result of brand work in 2023.</p> <p>Sustainability work is an important element in Wall to Wall Group's continued success.</p> <p>No</p>	<p>Must be answered annually</p>
<p>PORTAL QUESTION G Describe the organization's continual improvement process for its sustainability work</p> <p>4.8 Improvements</p>	<p>Possible summary of portal question G</p> <p>Question 48: Which method has been used to identify, manage and review improvements?</p> <p>Question 49: Besides work on the sustainability targets, have there been any additional improvements?</p> <p>Question 50: How are complaints from stakeholders addressed and used in the continual improvement work?</p>	<p>Wall to Wall Group uses a variety of methods depending on the situation, for example, stakeholder dialogues, KPIs, PDCA (plan-do-check-act) and SWOT.</p> <p>Wall to Wall Group looks for daily improvements, whether large or small. In 2023, Wall to Wall Group acquired competence in the field of geothermal engineering.</p> <p>Addressed as a valuable opportunity for Wall to Wall Group to identify and rectify deficiencies. Wall to Wall Group has a general e-mail address that all stakeholders can contact.</p>	<p>Must be answered annually</p> <p>Must be answered annually</p>