

Sustainable Life Away from Home



Sustainability trends affecting business



Holistic Sustainability increasingly important

Many companies still focus mainly on the environmental aspects of Sustainability, like energy, waste and climate footprint. But social sustainability, including staff well-being, is increasing in importance.



Ambitions in Sustainability raised across the board

Global agreements, regulations, and demands from consumers and investors push businesses to develop Sustainability strategies and goals.



Circularity the new ideal

New business models enable a transition from a linear to a circular economy, where renewable materials are circulated as long as possible by turning waste into resources.



Sustainability drives business

Businesses are starting to see Sustainability as a way to add value, rather than a cost to meet regulations and minimize risk. As a consequence, they integrate Sustainability into the core of their operations.



Digitalization push transparency

New generations of consumers and employees expect Sustainable business practices and transparency. This is made possible as digitalization enables access to information on business Sustainability performance.



A shared agenda for Sustainability

Adopted in 2015 by all UN member states, the 2030 Agenda and its 17 Sustainable Development Goals (SDGs) gives all countries, businesses and people in society a common vision for Sustainability, with specific targets to work towards.



What customers look for in Sustainability

Customers have a variety of needs connected to Sustainability. It could be efficiency gains and reduced costs, e.g. using less energy and water, avoiding harmful chemicals or recycling. They are also focusing on gaining points towards Sustainability certifications. Sustainability is also a way to engage employees and attract talent, as new generations value Sustainability highly when it comes to employers. Finally, many customers need proof points to meet regulatory, procurement and reporting demands.



HoReCa priorities

- Guest experience and brand image
- Food safety and hygiene
- Waste, especially food waste and packaging
- Attracting and retaining staff despite challenging working conditions



Healthcare priorities

- Safe environment for employees and patients
- Reducing healthcare-associated infections (HAIs)
- Waste, with disposable items used for hygiene purposes
- Compliance with regulations and health, safety and Sustainability requirements in public procurement



Industry priorities

- Productivity and quality
- Preventing accidents and reducing sick leave
- Reduced use of solvents and chemicals
- Environmental footprint of manufacturing



Commercial and public buildings priorities

- Differentiation through “green building” status
- Operational efficiency, e.g. reduced consumption of energy, water, and materials
- Waste management, especially for public venues
- Improving hygiene practices in office buildings to reduce sick leave

Sustainable Life Away from Home – Key messages

Demands for Sustainability are increasing and people, companies and organizations (including customers) want to be able to make a Sustainable choice. In their home and in the workplace. Sustainable choices that benefit your business with products and services that reduce waste, increase recyclability, raise hygiene standards and help you to reach Sustainability targets and show your Sustainability image.

Tork is a global leader in Professional Hygiene and their mission is to make life away from home as Sustainable as possible. Tork products and services can help you improve your business Sustainability performance by improving well-being for staff and visitors, and minimizing waste and carbon emissions by offering products and solutions that fit into a circular society and enable resource efficient consumption.

Tork Sustainability Focus Areas



Well-being

Raising hygiene standards for all and improving well-being in the workplace

More from less

Building value using less by enabling behaviors that support Sustainable consumption

Circularity

Designing products and services that fit into a circular society

Tork products that excel in Sustainability



Tork Easy Handling™

- First ergonomic packaging system, improving work environment for cleaners
- Makes opening, transportation and disposal easier



Tork PeakServe®

- Zero waste from stub rolls
- Fit 2x¹ as many towels per truck and cut transport footprint



Closed Loop Recycling

- Uses customers' recycled office paper to make new Tork tissue products
- Helps achieve customers' zero waste to landfill goals



Tork exelCLEAN®

- Saves up to 41%² use of solvents



Tork Xpressnap Fit®

- Cuts unused napkins thrown away by more than 50%³
- Refill your dispensers half as often



Tork EasyCube®

- 24%⁴ fewer cleaning rounds with improved quality
- 20%⁵ time saved

Source: 1) Compared to Tork Universal refills and folded towel dispenser 552020 2) Based on a comparison between Tork exelCLEAN® and the use of rags and cloths 3) 1-ply napkin in Tabletop dispenser compared to Tallfold (Tork Dispenser 1TBS and Tork refill:D3052B) 4) The weighted average of results achieved by two Tork EasyCube customers, measured during 158 days, before and after the implementation of Tork EasyCube™ 5) Based on the documented results achieved by three Tork EasyCube customers, measured before and after the implementation of Tork EasyCube™

How you can turn Sustainability challenges into an opportunity

For customers to be more open to hearing about which Tork solutions will work for them, they need to know that their Sustainability concerns are heard and understood. The below questions are designed to uncover what the customer truly need.

Step 1

Begin by collecting information about the customer's existing situation.

- What business is the customer in, and what does that mean for their Sustainability focus?
- Does the customer have a Sustainability strategy or specific Sustainability targets?

Step 2

Probe for problems, dissatisfactions, or difficulties and encourage the customer to state any needs

- What does the customer say when they get questions from customers or employees about Sustainability?
- How does the customer manage their waste and recycling?
- What are the things the customer's employees complain the most about?
- Do the customer have a problem with staff sick leave due to colds and flu?

Step 3

Discuss the effects or consequences of the problem before discussing the solutions

- Do the customers use a lot of napkins, so that they have more waste to handle?
- If the customer's employees find the work heavy and stressful, does that mean they see a lot of sick leave, or have difficulties retaining staff?
- Does staff absenteeism affect the customer's productivity?

Step 4

Offer Tork solutions and describe the benefits of that solution

- We can offer a solution to reduce the consumption of napkins, that will reduce the customers amount of waste.
- We have a service that can help the customer become more environmentally friendly that can enhance the customer's reputation as a green company.
- Tork products come in packaging that is easier to carry and open, which improve the well-being of the customer's staff.

How Tork products can earn LEED credits for our customers

What is LEED?

LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world. Available for various building, community and home project types, LEED provides a framework to create healthy, highly efficient and cost-saving green buildings.

Developed by the U.S. Green Building Council, a LEED certification is globally recognized and denotes proficiency in Sustainable design, construction, operations and maintenance.

How does LEED credits work?

LEED operates with a credit system, where different aspects related to design, construction, operation and maintenance of a building will earn the building credits. As these credits are added up, a building can be awarded with LEED certification at a standard, silver, gold or platinum level.

Tork products and services and LEED credits

Many Tork products and services can help your customers earn LEED credits for their buildings. For example, by switching to third-party certified tissues you can earn up to 2 LEED credits, for Green Cleaning and Environmentally Preferable Purchasing. A building can also earn up to 5 credits under the requirements for Innovation, by for example implementing Tork EasyCube® or installing Tork PeakServe®.

Sales argumentation

Most of your customers believe that earning LEED credits take large investments, but Tork can help them earn LEED credits for small improvements without large additional costs.

Imagine a customer who is currently within the LEED Silver category with 58 LEED credits. Switching to Tork third-party certified tissues and hand towels, can earn them up to 2 credits that will see them certified by LEED Gold instead.

Level of certification	Certified	Silver	Gold	Platinum
Points	40-49	50-59	60-79	80-110

Ecolabels and certifications



The mark of responsible forestry

FSC®

FSC (Forest Stewardship Council) is a third-party independent certification for responsibly sourced wood and wood fiber materials such as pulp. FSC bears the highest recognition among forest certification and works actively to protect animal habitat, indigenous peoples' rights, worker's rights, and areas of significant environmental or cultural importance. Its standard is internationally recognized

as a benchmark for responsible forestry. With its certification scheme, its chain of custody standard and its outreach to consumers with its labels, FSC contributes to mitigating climate change by promoting responsible forest management. FSC is the only forest certification that lives up to Essity's strict fiber sourcing policy where fresh fibers are only sourced from controlled, sustainably managed forests.

For more information, visit: www.fsc.org

“100% of the of the fresh wood-based raw material we source and use must come from suppliers that are certified according to FSC® standards”



Certified Compostable

Many of our products are certified by the Biodegradable Products Institute. All of our Universal and Advanced Tork napkins, including custom print, are certified as compostable in municipal or industrial aerobic facilities.

To learn more, visit: www.BPIworld.org



Green Seal™

Green Seal establishes environmental, health, and social requirements for products such as bathroom tissue, paper towels and napkins for both institutional and retail markets. Its life-cycle approach is used to ensure that all significant environmental impacts are considered, from raw materials extraction through manufacturing to use and disposal.

For more information, visit: www.greenseal.org



ECOLOGO®

ECOLOGO certifies commercial and household toilet and facial tissue, napkins, and hand and kitchen towel products under UL 175 Sanitary Paper Standards for an overall reduced environmental impact. These standards address recycled content and chlorine free bleaching processes. Standard criteria also include “downstream” effects such as air emissions, solid waste reduction, and energy.

To learn more, visit: www.ul.com/el

Our plastic pledge

Today

90% of Tork packaging is made using renewable resources from either paper or cardboard that is recyclable. In some cases we use plastic packaging to protect our products.

Replacing plastic where possible

We continuously work on limiting the use of fossil based plastic, using less material or compacting products to reduce the total packaging volume. We test new materials to replace fossil based plastics where possible. For example, the Tork

European natural napkins range is packaged using renewable plastics made from sugar cane, with a lower climate impact than fossil plastic.

Optimizing plastic packaging

For products where we need to use our plastic packaging for protection, our ambition is to make 100% of this material recyclable. Our packaging will include a minimum of 30% recycled content by 2025.



Tork – a part of Essity

Tork is a part of the global hygiene and health company Essity, recognized as one of the world's most Sustainable companies. Sustainability is an integral part of Essity's business with the focus to contribute to well-being, responsible consumption and a circular society.

Partnerships:

The Ellen MacArthur Foundation and the CE100

The Ellen MacArthur Foundation and the CE100 The Ellen MacArthur Foundation was launched in 2010 to accelerate the transition to a circular economy. Essity is a selected member of the Ellen MacArthur Foundation's **Circular Economy 100 (CE100)** Network, which provides a pre-competitive space to learn, share knowledge, and build new collaborations. The CE100 network facilitates unique market making opportunities by convening big industry, emerging innovators, cities and governments, universities, and thought leaders. Essity is also a signatory to **A Line in the Sand: New Plastics Economy** initiative, where we commit to eliminate plastic waste at the source.



Science Based Targets

The Science Based Targets initiative champions Science Based Target setting as a powerful way of boosting companies' competitive advantage in the transition to the low-carbon economy. To have a target means to commit to reducing ones carbon emissions in alignment with the Paris Agreement. Essity had their targets approved in 2018. The set goals include absolute targets for energy, electricity, transports, raw materials, suppliers and waste.



Consumer Goods Forum

Essity participates in **The Consumer Goods Forum**, the only organization that brings consumer goods retailers and manufacturers together globally to drive positive change. We do so for the benefit of both people and the planet, ensuring better lives through better business.



UN Sustainable Development Goals and the UN Global Compact

Essity is committed to contributing to the UN Sustainable Development Goals and is a signatory to the UN Global Compact. UN Global Compact is a voluntary initiative based on CEO commitments to implement universal Sustainability principles and to take steps to support UN goals. Through our business operations and expertise, Essity focus mainly on goals 3, 5, 6, 12, 13 & 15 as they are the ones where we believe that we can truly make an impact. Read more about the SDGs at www.essity.com/sustainability/why-we-do-it/sdg/

SUSTAINABLE DEVELOPMENT GOALS



Recognitions:



EcoVadis provides CSR rating services for companies and the rating covers a broad range of non-financial management systems including Environmental, Labor & Human Rights, Ethics and Sustainable Procurement impacts. Each company is assessed on the material issues as they pertain to their company's size, location and industry. These evidence-based assessments are refined into easy to read scorecards, providing zero to one hundred (0-100) scores, and medals (bronze, silver, gold), when applicable. Essity scored 75 and received a gold medal for 2019.



The **MSCI ESG** Indexes are designed to support common approaches to Environmental, Social and Governance (ESG) investing, and help institutional investors more effectively benchmark to ESG investment performance. Essity earned the highest rating in 2018.



The **FTSE4Good Index** is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. Transparent management and clearly-defined ESG criteria are some key parameters.



CDP runs the global disclosure system that enables companies, cities, states and regions to measure and manage their environmental impacts. Essity received A- in CDP Forest rating 2018.

Sustainability Dictionary

Bio-based: Made from plant-based raw materials such as wood pulp, sugar cane, or wheat straw. Bio-based raw materials are more climate-smart, as they do not lead to increased carbon emissions.

Biodegradable: Capable of being broken down naturally by e.g. microorganisms in a way that is not harmful to the environment.

Carbon footprint: The total amount of greenhouse gases emitted directly and indirectly to support human activities. Carbon footprints can be calculated for e.g. nations and individuals, but also for a certain product or activity.

Carbon neutral: A product or operation that has a net zero carbon emission, meaning that you reduce the carbon emission in your production to a level that equals the amount of emissions that a product or operation captures, or buy enough carbon credits to make up for the difference. Common climate compensation activities include tree planting.

Circularity / Circular economy: A different approach to the product life-cycle, where the common linear way of following a product from raw material, to production, use and disposal is transformed to a circular process where products are designed to be reused, recycled and repurposed already at the product design stage.

Composting: The controlled decaying of biodegradable waste such as food leftovers or paper fiber into soil.

FSC: A third-party independent certification for responsibly sourced wood and wood fiber materials such as pulp. FSC works actively to protect biodiversity, animal habitats, indigenous peoples' rights, worker's rights, and forest areas of significant environmental or cultural importance.

Global Reporting Initiative (GRI): A multi-stakeholder process and independent institution whose mission is to develop and disseminate globally applicable Sustainability reporting guidelines. The GRI is the most common standard for sustainability reporting globally.

Global warming: The heating of Earth is caused by the significant increase in greenhouse gas emissions from human activities, mainly from the incineration of fossil fuels. This has a significant impact on our planet and the people that inhabit it. The effects include changing weather patterns, rising sea levels and melting polar ice caps, and more frequent extreme weather events.

Greenhouse gas emissions: Greenhouse gases are mainly carbon dioxide and ozone. These gases are, under normal circumstances, a vital part in making Earth livable. However, human activities, mainly our increased combustion of fossil fuels such as coal, oil, and natural gas, with additional contributions coming from deforestation, have dramatically increased the amount of greenhouse gases in the atmosphere, causing the Greenhouse Effect - leading to global warming.

ISO: An independent, non-governmental international organization with a membership of 162 national standards bodies. The most important sustainability standards are ISO 14001 for environmental management systems and the ISO 26000 guidance on social responsibility.

LEED: Leadership in Energy and Environmental Design is a set of rating systems for the design, construction, operation, and maintenance of green buildings, developed by the U.S. Green Building Council.

Life-cycle assessment (LCA): A method to systematically assess environmental impacts associated with all the stages of a product's life, from raw material extraction through materials processing, manufacture, distribution, use, repair and maintenance, and disposal or recycling.

Post-consumer fiber: Fiber from used paper products that have served their original purpose, such as old newspapers or paperboard boxes.

Pre-consumer fiber: Fiber from waste generated in manufacturing processes or similar, including e.g. trims or over-issues of publications, which has not been used by consumers.

Recovered fiber: Can be post-consumer or pre-consumer fiber, or a mixture of both. According to the EPA, paper can only be called "recycled" if it contains 100% post-consumer fiber, otherwise it should be labeled "recycled content" paper.

Recycling: The process of converting waste materials into new materials and objects. It's an alternative to "conventional" waste disposal that can save material and help lower greenhouse gas emissions. Recycling can prevent the waste of potentially useful materials and minimize the need to use virgin raw materials. It also leads to lower air pollution (from incineration), and water pollution (from landfilling).

Renewable: Any material or energy that can be replenished, for example wind or solar energy, or forests and plant-based materials. They are the opposite of finite resources such as oil, coal or gas.

Science Based Targets: Science Based Targets provide companies with a clearly defined pathway to future-proof growth by specifying how much and how quickly they need to reduce their greenhouse gas emissions to contribute their part in reaching the 2°-target set by the Paris Agreement. Essity had their Science Based Targets approved in 2018.

Sustainable Development Goals (SDGs): The SDGs (also called the 2030 Agenda for Sustainable Development) were adopted by the United Nations in 2015. There are 17 goals, each with a number of sub-targets. The goals and targets are aimed at stimulating action over the years until 2030 in areas of critical importance for humanity and the planet. Essity works towards 6 of the 17 SDGs.

Zero waste: The goal of developing products and services, managing their use and deployment, and creating recycling systems and markets in order to eliminate waste altogether. Many companies and communities (e.g. cities) announce zero waste targets.