

# ESG – ENVIRONMENTAL, SOCIAL & GOVERNANCE

DIEBOLD NIXDORF AB (Sweden)

**Registration Number: 556567-7787**

## Document Overview

### Introduction

This document provides guidance and generic information regarding Diebold Nixdorf AB (Sweden) ESG - (Environmental, Social and Governance).

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# ABOUT DIEBOLD NIXDORF AB SWEDEN – OUR ESG PROGRAM

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Diebold Nixdorf AB  
Corporate ID No. 556567-7787

## Directors' Report

### Information about the operations

Diebold Nixdorf AB is a part of the Diebold Nixdorf Group, which is one of the world's leading suppliers of IT solutions to banks and retailers, aiming to optimize customer business processes, which significantly reduces complexity and costs and improves service to the end customer. The Group's approximately 21,000 employees are globally designed and deliver practical and very Secure on-line solutions that bridge the physical and digital worlds of transactions. The DN Group's customers include almost all the world's 100 largest financial institutions and a majority of the 25 largest global retailers.

The banking segment's offerings include hardware, software, IT services and consulting services. ATMs, ATMs cash recovery systems, automated safes and transaction terminals are important parts of the hardware portfolio. Specially developed software banks can handle processes in all distribution channels more efficiently, propose new services and at the same time increase the availability and reliability of services provided to end customers. Through the Retail segment, Diebold Nixdorf also supplies hardware, software, IT services and consulting services. Important parts are programmable ePOS systems, self-checkout systems, electronic shelf marking and other related products. The software portfolio enables complete control over all processes and systems in the industry. For both retail banks and retailers, our IT services ensure maximum availability for installed IT systems.

### Nordic perspective

Diebold Nixdorf AB is part of the Nordic market where we develop our market positions with above all advanced solutions and services by utilizing synergies between the existing business units and the expertise in different countries. In the Nordic countries, the financial markets are very mature, cashless and internet-driven, and new advanced technologies and solutions are often more applicable. The global focus on accelerating growth and improving margins for software and professional services will affect the Nordic market in the coming years.

Diebold Nixdorf AB's registered office is Solna.

## DIEBOLD NIXDORF AB SWEDEN – ESG CULTURE

Diebold Nixdorf AB (Sweden) continued to enhance the company’s local ESG program throughout Sweden in 2023, engaging with our employees, partners and customers worldwide across each of our ESG components while continuing to invigorate our business in Sweden and our culture through responsible, sustainable practices.

Diebold Nixdorf AB (Sweden) worked to reduce our use of energy and other resources throughout our operations in Sweden. We are committed to protecting the environment, caring for our people and the community in Sweden in which we live and work, and continually enhancing our governance to ensure best practices in all we do as an organization.

Our Diebold Nixdorf AB (Sweden) ESG – “[Planet, People and Performance](#)” programs are devoted to caring for our most treasured assets, including our environment, the community and our employees in Sweden where we operate.

### Diebold Nixdorf AB Sweden Stakeholders:

	<b>Employees</b>	We are committed to our employees. Diebold Nixdorf supports a diverse, inclusive workplace where each employee is able to thrive and succeed. Our employee resource groups foster engagement in new ways that benefit employees and serve as a resource for members and employees are encouraged to increase their skills and knowledge through training and education. DN focuses on the safety and health of its employees by having programs and benefits which support employees and their families.
	<b>Customers</b>	We support our customers by incorporating sustainability and accessibility into our products and by focusing on our programs which protect the environment, support our people and promote good governance. Diebold Nixdorf’s commitments, in turn, assist our customers with their environmental stewardship and their commitment to the tenets of their ESG programs.
	<b>Investors</b>	Diebold Nixdorf is committed to operating our business in a way that minimizes environmental impacts, reduces energy consumption from sources which cause carbon emissions and embraces sustainability practices. Diebold Nixdorf’s sustainability efforts contribute significantly to the environmental “triple bottom line” concept: planet, people and performance. As we’re reducing, reusing, recycling and reclaiming, we’re also reducing costs while becoming leaner and more agile.
	<b>Suppliers</b>	Our suppliers are a critical resource which helps us meet our sustainability objectives. We expect our providers to fully embrace environmental and social responsibility, operate in an ethical manner, respect human rights, and comply with all applicable laws and regulations. Enhanced engagement with our suppliers enables us to ensure that our raw materials are responsibly sourced. In turn, we are willing to work with suppliers to help them meet their own sustainability goals.
	<b>Communities</b>	It has always been our practice to act responsibly — and with consistency. Diebold Nixdorf will continue to support local organizations and causes through our charitable arm, the Diebold Nixdorf Foundation. Our volunteer projects across the world are dedicated to helping communities where they need it most. We respect our environment, make the best use of resources, repurpose materials when possible, and support our local communities. Our actions now, affect future generations.

Diebold Nixdorf AB (Sweden) approaches its ESG initiatives through focusing on three key areas:



### Planet

Planet (Environmental) topics such as climate change, sustainable products, sustainable field operations, materials used, waste produced and resource management.



### People

People (Social) topics include diversity, equity and inclusion, global citizenship, financial inclusion, human rights, health and safety, and human capital management.



### Performance

Performance (Governance) topics include best practices in corporate governance, our code of business ethics, enterprise risk management, cybersecurity and data privacy.

## Planet (Environment KPIs)

- *Carbon Footprint* - We are continually making targeted improvements in building efficiency, personal practices and responsibilities, and reducing the total square footage of our facilities and offices.
- *Green Products and Solutions* – We are committed to responsibly using resources and acknowledges the opportunities of life-cycle management as highly beneficial for business, environment, and society. We focus on reducing our carbon footprint, promoting recycling and using environmentally sustainable materials. We are applying these principles in the design and production of our product lines such as DN Series™ EASY and BEETLE POS.
- *Sustainable Supply Chain* - We require our suppliers to adhere to our Supplier Code of Conduct. This ensures our suppliers adhere to high ethical standards, support our sustainable business practices, and respect human rights.

**People (Social KPIs)** - We take our role as a global citizen seriously; focused on four key components:

- Diversity, Equity and Inclusion
- Human Rights
- Labor, Health and Safety
- Giving Back to the Community

Our employees are our greatest asset, and their expertise and passion for applying Diebold Nixdorf AB (Sweden) Sustainability Principles help us address challenges and are critical to achieving our sustainability goals. We have long cultivated a culture that strongly encourages employees to get involved in their communities, and our employees have volunteered countless hours globally over the past decade. Diebold Nixdorf AB (Sweden) encourages its employees in Sweden to perform volunteer activities in their communities by providing paid time to its employees to volunteer up to sixteen (16) hours per year.

We are committed to ensuring our employees have a safe workplace with a goal of zero injury, incident and health impact. Therefore, proactive management of issues relating to environmental, health and safety factors is a core component of our company strategy in Sweden. We are also aware of our place in the Sweden community and have an increased awareness on responsible resource consumption, which has a positive impact on waste generation and potential climate and environmental impacts and is a core component of our sustainability strategy.

**Performance (Governance KPIs)** – We ensure that necessary requirements are met to conduct business globally and that processes are in place to track and measure results of our key programs. Our Global Sustainability Council and EHS Committee reviews issues, strategy, and performance related to climate related risks and opportunities based on the impact they may present to Diebold Nixdorf operations and supply chain.

- **Collaboration with Suppliers:** We ensure that our culture and our values are not only followed within Diebold Nixdorf AB (Sweden), but they also extend into the companies we conduct business with. We believe our suppliers in Sweden should follow similar values and also operate in a way that values the planet and the people that live on it.
- **Stakeholder Engagement:** We engage throughout the year with our stakeholders in Sweden to hear and understand different perspectives on our progress regarding the company's strategic initiatives and developments in ESG. We take these conversations and our stakeholders' commitment to ESG matters into account when designing our performance, talent retention and compensation plans for our employees in Sweden.
- **Audit and Risk Oversight:** We actively engage in reviewing risk management, including potential substantive impacts to the business, to establish an appropriate risk tolerance.

## DN SWEDEN DATA COLLECTION

Diebold Nixdorf AB (Sweden) has made efforts to structure our operations and products to conserve resources. The use of new, energy-saving technologies in our production facilities and our products delivers both economic and environmental benefits for our customers in Sweden. In 2023, Diebold Nixdorf AB (Sweden) continued efforts to capture a higher percentage of energy and utility data from our operations where available. We utilize a leading cloud-based data management software platform that allows us to measure and manage energy and sustainability initiatives across Diebold Nixdorf's operations.

The software platform provides the foundation for Diebold Nixdorf's GHG Inventory Management System. This tool supports our approach for data integrity and includes validation tests that identify inaccurate or incomplete data.

Our Global Sustainability Policy outlines our approach to prevent and minimize environmental harm. In analyzing our environmental footprint, our most meaningful opportunity for impact is in resource reduction of electricity, gas, water, waste and reducing greenhouse gases (GHGs). We integrate energy and resource efficiency practices into our Sweden operations and lower the total cost of ownership for our products by including energy reduction technologies.

Diebold Nixdorf AB (Sweden) works to reduce environmental impacts across our operations and supply chain in Sweden and through the goods and services we provide to our customers.

Diebold Nixdorf AB (Sweden): Solna, Sweden:

<b>Electricity Consumption for 2023</b>	<b>kWh</b>
Solna, Sweden	24,787

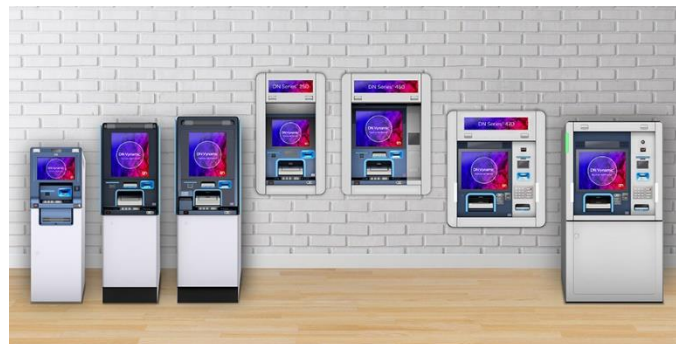
<b>Carbon Emissions for 2023</b>	<b>Metric tons CO<sub>2</sub>e</b>
Solna, Sweden	10.71

Source: Utility Provider (Vattenfall AB)

## DN SWEDEN BANKING

DN Series® ATMs sold in Sweden are designed to reduce the systems' environmental impact, both during its manufacturing phase and throughout its useful life. In the past 10 years, electricity consumption in individual systems has been reduced by two-thirds, while the performance of these same systems has multiplied. This has been achieved by using advanced and energy-efficient technologies, such as energy-efficient processors.

The DN Series® 200 model is made of recycled and recyclable materials and is 25% lighter than most traditional ATMs. This reduces CO2 emissions, both in the manufacturing processing and transportation of components and terminals. The DN Series® 200 ATM uses state-of-the-art LED technology in all its lighting systems and highly efficient electrical systems, which enables savings of 25% in electricity consumption compared to traditional ATMs, a figure that rises to 50% if it is equipped with energy-saving mode.



In 2021, 2022 and 2023, Diebold Nixdorf's Sustainability, Research & Development, Systems, and Procurement departments initiated a long-term project to perform product life cycle assessments, which will help us build sustainability into our products and systems during the early development stage. This collaboration led to the launch pad for the Green ATM.

The Green ATM concept refers to implementing power management software that schedules idle periods to reduce energy consumption. ATMs can be remotely set to sleep mode when not in use and reactivated as soon as they are accessible to customers again. We intend to provide the Green ATM service offering to our clients in regional markets to broaden the environmental benefit and financial savings for our customers.

The Diebold Nixdorf AllConnect Data Engine (ACDE) processes data into actionable insights in real-time and is compatible with all deployed Diebold Nixdorf ATMs. Diebold Nixdorf started the connected devices journey nearly 10 years ago, gathering IoT sensor data from live ATMs and analyzing it to track and continuously improve the performance of existing devices. DN Series® is optimized for use with ACDE, featuring 150 sensors and 100 data points. We expect to benefit from more environmentally friendly, efficient and cost-effective operations as the number of connected devices increases and we focus on incident resolution or proactive maintenance.



## DN SWEDEN RETAIL

Diebold Nixdorf offers a broad portfolio of solutions in Sweden designed to automate, digitize and transform the way people shop. Leveraging a broad portfolio of solutions, Diebold Nixdorf gives customers the flexibility to purchase the combination of services, software and products that drive the most value to their business.

Our Retail DN Series® family includes modular and integrated “all-in-one” point of sale (POS) and self-service terminals. Our products integrate sustainable features solutions such as significantly reduced power consumption and carbon dioxide (CO<sub>2</sub>) emissions compared to previous product generations.

Diebold Nixdorf’s Vynamic® Retail software suite provides a comprehensive, modular and open solution ranging from the in-store check-out to solutions across multiple channels that improve end-to-end store processes and facilitate continuous consumer engagements.

Services represents the largest operational component of our company and includes product-related implementation and managed services, maintenance and availability services to continuously optimize the performance and total cost of ownership. Product-related Services manages incidents through onsite visits or remote service capabilities.



## DN SWEDEN CODE OF BUSINESS ETHICS

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Making good and ethical decisions is the foundation of how we do business. At Diebold Nixdorf AB (Sweden), we make sure to conduct our business and serve our customers as efficiently, creatively and professionally as possible, according to the highest standards of ethics and transparency. The COBE requires compliance with all applicable laws. In addition, we expect our suppliers, distributors, customers and other business partners to act ethically and in a manner consistent with our COBE.

### Ethics and Integrity

All our directors and employees are required to comply with certain policies and protocols concerning business ethics and conduct as provided in our COBE, which ties our core values to the ethical principles that guide our business decisions. The COBE also provides clear information on the resources available for directors and employees to ask questions and report unethical behavior.

Diebold Nixdorf's focus areas within the COBE are more than words on a page. They are the foundation on which we continuously build our company's reputation for being ethical, trusted and accountable — both to ourselves and our customers. They provide a framework that enables operational excellence, encourages global consistency, empowers a keen focus on customers, protects our people and data, and helps our company maintain a healthy, safe environment where our employees can do their best work. The areas of focus are:

1. **Diebold Nixdorf Business Partners:** We value collaboration and engage in proper transactions with business partners around the world.
2. **Anti-Corruption:** We do not permit or tolerate any improper payments of any kind. Diebold Nixdorf AB Sweden Anti-Corruption Policy can be found here: [Anti-Corruption Policy \(GPP10-02 GL/en\) \(dieboldnixdorf.com\)](#). The Anti-Corruption Policy is to ensure that Diebold Nixdorf's business is free from bribery and corruption and to ensure compliance with anti-bribery laws. We have zero tolerance to bribery and corruption. We act with integrity in all our business dealings and we expect third parties acting on our behalf to do the same. We have systems in place to prevent, detect and respond to bribery and corruption risks.
3. **Global Trade, Import and Export:** We diligently follow international trade laws.
4. **Financial Data:** We carefully prepare our business and financial results.
5. **Data Privacy:** We safeguard personal information.
6. **Information and Cybersecurity:** We protect our confidential information, electronic devices and systems.
7. **Confidentiality:** We protect confidential organization information.
8. **Work Environment:** We maintain a respectful work environment. We value diversity. We are committed to equal employment in hiring, equal pay for equal work, and equal advancement opportunity without regard to sex, race, color, religion, national origin, disability, sexual orientation, gender identity, veteran status and any other classification protected by applicable law. We expect our business partners and suppliers to demonstrate this same commitment.
9. **Human Rights:** We recognize everyone's dignity and equality wherever they are in the world and actively work to ensure our supply chain is free from any forms of modern slavery. Diebold Nixdorf AB Sweden Human Rights Policy can be found here: [Global Policies & Procedures Policy Document Template \(dieboldnixdorf.com\)](#). The Policy provides a framework for the identification and assessment of human rights risks, the mitigation and management of risks, and the reporting and remediation of grievances if they occur in operations and throughout its supply chain.

10. **Fair Competition:** We vigorously compete for all business.
11. **Conflicts of Interest:** We avoid conflicts of interest.
12. **Intellectual Property:** We protect our ideas.
13. **Diebold Nixdorf Property:** Our property is only used for Company purposes.
14. **Customer Interactions:** We treat customers fairly and with respect.
15. **Sustainability:** We are committed to sustainable development and protecting the environment. We conduct company operations in ways that protect the environment by reducing waste, preventing pollution, promoting recycling, and conserving resources. We are committed to compliance with all applicable environmental laws and we expect the same standards from our suppliers.
16. **Health and Safety:** We are committed to a safe working environment. We strive for a workplace where no accidents occur, and no employees are injured. We train our employees on safety related topics regularly and discuss safety measures at regular team meetings or during required Health and Safety Committee meeting.
17. **Non-Retaliation and Reporting:** We expect our employees and partners to report wrongdoing and never retaliate for good-faith reporting.
18. **Investigations:** We will fully investigate any suspected violations, and all employees are expected to cooperate and to provide complete and truthful information in connection with any investigation.

**EthicsPoint Hotline:** Sweden: 020-79-8729

Employees may report matters to Diebold Nixdorf's confidential Ethics Point hotline available at: 1-866-ETHICSP (1-866-384-4277) or [www.ethicspoint.com](http://www.ethicspoint.com)

## ADDITIONAL RESOURCES

You can learn more from Organization policies, which include, but are not limited to, the following:

- Anti-Corruption Policy
- Whistleblower Non-Retaliation Policy
- Anti-Corruption Corporate Development Policy
- Conflicts of Interest Policy
- Confidentiality & Disclosure Policy
- Fair Competition Policy
- Global Trade Compliance Policy
- Global Data Privacy Policy
- Global Environmental Health and Safety Policy
- Gifts, Entertainment & Travel Policy
- Global Human Rights Policy
- Information Security Policy
- Information Classification and Handling Policy
- Modern Slavery Policy
- Charitable Donations Policy
- Political Donations & Activities Policy
- Privacy Notice to Individuals
- Supplier Code of Conduct
- Third Party Policy
- Payee Policy
- Sales Partner Policy
- Trading Policy
- Global Sustainability Policy

## DN SWEDEN SUSTAINABILITY MANAGEMENT

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Our Code of Business Ethics (COBE), the Supplier Code of Conduct (SCOC), the Global Sustainability Policy, the Environmental, Health and Safety (EHS) Policy, the Global Human Rights Policy, the Responsible Chemical Management Policy, and the Waste Management Policy form the ESG program and applies to our business activities in Sweden.

Diebold Nixdorf has a Global Sustainability Council which comprises cross-functional leaders who function as Sustainability Liaisons across our organization. At the executive level, the Sustainability Council oversees our sustainability and ESG strategies, policies and programs. The Council also reports progress on KPIs and other developments directly to the ELT at these meetings.

With guidance and resources provided by leadership, our managers and supervisors are responsible for implementing our ESG procedures, providing training to employees on sustainability and ESG initiatives, soliciting feedback on our ESG program, and leading by example. Diebold Nixdorf's Global Environmental and Sustainability manager collaborates with Sustainability Liaisons in countries, such as Sweden, where Diebold Nixdorf's operations and employees reside.

### Sustainability Projects

As we focus on collecting environmental data throughout our organization, we are also committing and investing in our employees and their work environment. Diebold Nixdorf AB (Sweden) extended this commitment for sustainability at our Sweden location across four themes: Energy Efficiency, Water Management, Waste Management and Green Initiatives.

#### ***Diebold Nixdorf AB (Sweden)***

- Our location in Stockholm has implemented hybrid working, giving employees the choice to either work from home, the shared office space, or other remote locations. Hybrid work offers employees greater flexibility, allowing them to balance personal and professional responsibilities more effectively. It reduces commuting time and expenses, leading to improved work-life balance and reduced stress. Additionally, hybrid work can increase job satisfaction and productivity by providing a mix of in-office collaboration and remote work autonomy.