

SAMSUNG ELECTRONICS NORDIC AB

# Sustainability report



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# Introduction

## Introduction

As a leading global company, Samsung Electronics Co. Ltd, South Korea (“Samsung”) has consistently provided transparent communication regarding its sustainability-related achievements and challenges in annual global sustainability reports since 2008. Additionally, Samsung Electronics Nordics AB (“Samsung Nordic”) has produced a Nordic version of the report every year since 2017. The Nordic report for 2023 is derived from the global 2023 report, and incorporates updated information specific to the Nordic affiliate.

While Samsung’s sustainability efforts are global, we also maintain a local approach. Therefore, in this report, we will discuss and highlight initiatives at global and Nordic levels.

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This sustainability report presents data for Samsung Nordic from 1 January to 31 December 2023 and refers to Sweden, Norway, Finland, and Denmark, unless otherwise stated.

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

The report is reviewed by a third party in accordance with FAR’s recommendation RevR 12 The auditor’s opinion on the statutory sustainability report.

## INTRODUCTION

## A message from our CEO



At a time when global issues such as climate change and resource overexploitation affect us all, Samsung needs to adopt a proactive stance. Not only does this involve meeting current sustainability standards, it is about us being leaders and innovators in the field. We strive to develop technology with sustainability aspects and features in mind, reduce our environmental impact throughout the product life cycle, and simultaneously promote social responsibility.

In our commitment to sustainability, we are implementing initiatives across various fronts. One such focus area is the expansion of renewable energy usage to reduce our environmental impact. Simultaneously, we are investing in research and development to pioneer energy-efficient products, aligning with our dedication to innovation.

We are also committed to maintaining a responsible business and supply chain. As a crucial measure in this regard, Samsung has globally been conducting a Human Rights Due Diligence process. This involves proactive efforts to identify and address human rights risks across our own operations and supply chain. In this year's report, we examine our most salient human rights risks and outline the corresponding actions we have taken to mitigate them.

At Samsung Nordic, we are working closely with our European office and headquarters in South Korea to ensure that we are prepared for upcoming legislation on sustainability reporting, including the EU Corporate Sustainability Reporting Directive (CSRD). Samsung Nordic has published annual sustainability reports since 2017. Drawing from our experience in this field, we can provide valuable insights and recommendations to our European colleagues who are new to navigating sustainability reporting legislation.

As a part of our innovative culture, Samsung Nordic is also engaged in a project to establish a "smart district" in Brobyholm, Sweden, with the goal of offering residents services and functionalities necessary for a more energy-efficient and comfortable life.

In light of all the ongoing initiatives at Samsung, this year's sustainability report also takes a closer look at the role sustainability plays in our customer relationships and how this can be developed further. We believe in our talented employees. They are crucial in helping us understand our customers' perspectives on sustainability and play a key role in providing our customers with a better understanding of our efforts toward sustainable development.

**Eugene Chung**  
President and CEO, Samsung Electronics Nordics AB

## If not us, then who?

When consumers are asked if they care about buying environmentally and ethically sustainable products, the answer is yes. YouGov's 2023 [Global Tech Whitepaper\\*](#) examines the future priorities of consumers when purchasing electronic products. The report analyzes various factors expected to be crucial for consumers making electronic purchases. We see that sustainability is becoming an increasingly important priority, moving from tenth position in previous purchases to fifth position in terms of future purchase priorities. This is something that IT-Branchen (The Danish ICT Industry Association) also recognizes. IT-Branchen works, among other things, to promote sustainable development as digitization and new technology play a key role in addressing climate challenges. The work is anchored in the IT-Branchen's Policy Board for Green Transition, where Samsung Nordic is a contributing member. "Analyses show that the vast majority (up to 80%) of private Danish consumers are willing to pay more for sustainable IT products", says Troels Johansen, senior political advisor at IT-Branchen.

This demonstrates that consumers are increasingly receptive to sustainability when considering new electronics purchases and may be more attracted to the changes that companies are making to become more sustainable. But, when we observe Samsung Nordic's business-to-consumer (B2C) interactions, there appears to be a gap. Sustainability is not seamlessly integrated into conversations when our products are presented in B2C settings. This raises the question:

Why is sustainability important to consumers, but our salespeople are seldom asked about it?

In interviews with our Samsung Nordic B2C sales representatives, various reasons have been discussed. Some think it is because sustainability is a complex and difficult topic to talk about and therefore hesitate to ask about it, while other customers rely on Samsung's compliance with sustainability regulations.

In business-to-business (B2B) dialogues, inquiries regarding sustainable products are more prevalent, especially in tenders and public tenders in particular. Samsung Nordic B2B sales representatives report that many of our corporate customers maintain high environmental standards and expectations. This is also something that IT-Branchen sees in their 2023 IT Barometer, which investigates the current business climate in the Danish IT sector. The IT Barometer includes responses from 209 respondents among IT-Branchen's member companies in Denmark.

**"Our members respond that approximately one third of public and business customers make green demands when purchasing IT solutions"** - Troels Johansen, IT Branchen

There is a notable competitive advantage in articulating sustainability aspects related to our products and adopting a proactive stance in these conversations

rather than a reactive one. Our sales representatives tell us that it is clearly important to engage in discussions about sustainability. They also emphasize the importance of deepening their knowledge of sustainability concerning our products, enabling them to communicate Samsung's contributions to the issue with transparent and substantiated data.

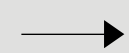
So, how can Samsung actively encourage dialogues about sustainability and bridge the gap in our customer interactions? We believe in simplifying and clarifying discussions about the challenges and our efforts in this area. With clear models and explanatory content, we hope that this report will serve as a tool, providing our employees with insights and knowledge about Samsung's sustainability initiatives, empowering them to become ambassadors for change, and take a step closer towards bridging the gap.

For if not us, as a leading actor in the electronics industry, who will then raise these issues?

\*The insights in YouGov's 2023 Global Tech Whitepaper are drawn from a global customer survey, (conducted between the 7th and 29th of September 2022), uncovering safety and sustainability in consumer electronics past and future purchasing behavior and explores consumer attitudes to issues such as green technology. The survey includes responses from more than 19,000 respondents across 18 global markets. Find more information about the report's methodology in YouGov's 2023 [Global Tech Whitepaper](#) (page 52).







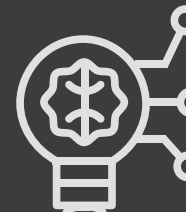



Read the full report here:

Danish 2023 IT Barometer



# Our products

# Samsung company overview

<p>Device eXperience division</p> <hr/> <p><b>DX</b></p> 	<p>Sales, Global</p> <hr/> <p><b>€127,742.79</b> million</p>	<p>Operating Profit, Global</p> <hr/> <p><b>€8,922.27</b> million</p>	<p>Major Business Units</p> <hr/> <ul style="list-style-type: none"> <li> Mobile eXperience</li> <li> Visual Display</li> <li> Digital Appliances</li> <li> Networks</li> <li> Health &amp; Medical Equipment</li> </ul>
<p>Device Solution division</p> <hr/> <p><b>DS</b></p> 	<p>Sales, Global</p> <hr/> <p><b>€68,981.71</b> million</p>	<p>Operating Profit, Global</p> <hr/> <p><b>€16,671.06</b> million</p>	<p>Major Business Units</p> <hr/> <ul style="list-style-type: none"> <li> Memory</li> <li> Foundry</li> <li> System LSI</li> </ul>

\*The Sales and operating profits above are based on 2022 figures, excluding the performance of Harman and SDC (Samsung Display Company)



## Unveiling the product life cycle

### Samsung's approach to more sustainable manufacturing

We are aware that the tech industry, similar to many other industries, face certain global challenges. At Samsung, we believe it is important to highlight and foster a better understanding of the risks in supply chains and manufacturing processes. It is only then that we can better understand what needs improvement.

### General risks and challenges associated with tech products

Some of the challenges we see in our industry include unregulated mining practices, especially in developing countries, where essential minerals and metals such as rare earth elements, cobalt, and lithium are extracted for tech product production. This can lead to ecological harm, human rights violations, particularly child labor and exploit local communities. We also know that materials are finite resources, and that resource scarcity is set to become a more significant concern in the future. Electronic products utilize materials like plastics, chemicals, and rare earth metals, each presenting a unique set of challenges. We also need to be aware that the manufacturing of electronic products, particularly in countries with low labor costs, also presents significant challenges in terms of labor conditions.

Last but not least, we see that the production of electronic products involves energy-intensive processes and the generation of potential toxic wastewater and other waste streams that may pose hazards. Furthermore, electronic products were previously designed with built-in obsolescence, making repairs or upgrades challenging. However, due to new business practices and legislation, this is no longer the case.

We know it may seem alarming, but by bringing these risks to light, we have also been able to develop innovative solutions to prevent and mitigate these challenges. In model 1 (Smartphones and Tablets), model 2 (Displays and TVs), and model 3 (Home Appliances), we outline Samsung's actions and explain how some of our solutions can contribute to advancing our manufacturing processes to become more sustainable.

To gauge our products' impact, we have evaluated carbon emissions across their life cycle, from production to disposal. Many of these models received an UL ECOLOGO certification – a life cycle based environmental verification for reduced environmental and health impact. The certification signifies rigorous scientific testing and thorough auditing, demonstrating compliance with strict third-party environmental standards.



# Smartphones & tablets

## Material topics for a circular production:

- Supply Chain
- Labor practices
- Raw material extraction
- Chemicals
- Materials
- Manufacturing
- Water efficiency
- Transport

## Circular product design

### SAMSUNG GALAXY BOOK3



The Galaxy Book3 is produced using a minimum of 20.1%\* recycled plastics and is equipped with a new UL Greenguard-certified OLED, along with 100% paper packaging. The percentage of recycled plastics used in production varies by model from 20.1% to 54%. These recycled plastics are sourced from reclaimed marine waste and water bottles.

\* Of the total weight of plastics used in the product.

### SAMSUNG GALAXY S23



We have processes in place to ensure that sustainability aspects are taken into consideration for the entire product life cycle of Galaxy S23 Series — from sourcing and production to distribution, product use, disposal, and recycling.

Galaxy S23 Ultra has also earned UL's ECOLOGO certification and Carbon Trust's Carbon Footprint certification.

## Material topics for a circular usage:

- Energy efficiency
- Consumer behaviour
- Repairability
- Recycling
- Packaging

# Smartphones & tablets

## SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, among others, and perform annual comprehensive evaluations of our suppliers. Additionally, we are a member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains.

## LABOR PRACTICES

We conduct human rights due diligence via different avenues including but not limited to internal assessments and audits, third-party audits, (semi-) human rights impact assessments and other types of assessments to proactively assess the direct and indirect impact of our business operations on human rights.

## RAW MATERIAL EXTRACTION

We strive to reduce possible negative effects of mineral mining. We only use minerals sourced from smelters certified by globally third-party accreditation entities, such as Responsible Minerals Assurance Process (RMAP). We also block materials that are not sourced in compliance with our responsible mineral policy.

## CHEMICALS

Understanding the impact chemicals have and how chemicals can be replaced by preferable alternatives is a continuous process at Samsung. Our supply chain review and management systems are designed to help our suppliers actively engage in responsible substance management practices. All our product and parts suppliers are subject to our internal EcoPartner Certification evaluations.

## MATERIALS

In 2022, we established the Circular Economy Lab, which focuses on material circularity, and conducts research into recycling processes and the use of recycled materials to enhance resource circularity. For example, the Samsung Galaxy S23 series features increased recycled components\* compared to the previous Samsung Galaxy S22 model. Our goal is 50% recycled resin in plastic parts by 2030 and 100% by 2050 in our products.

## MANUFACTURING

We invest heavily in enhancing manufacturing, especially in semiconductor lines. Since January 2019, our Air Science Research Center has developed advanced filters and technologies for detecting, analyzing, and removing particulate matter. We have also joined RE100, a global initiative committed to achieving 100% renewable energy for our manufacturing sites.

## WATER EFFICIENCY

Our DX division aims to achieve 100% water resource restoration by 2030, returning the same amount of water consumed by division subsidiaries to local communities. Water, vital for various manufacturing processes, is a key focus for us, and we aim to reduce the impact of over 20 global manufacturing sites on water resources. This effort is geared towards promoting the well-being of local communities.

## TRANSPORT

Several of our Nordic logistics partners aim for carbon reduction, optimizing transport routes, improving loading efficiency, and reinforcing management to ensure greater logistics efficiency. In 2024, we will launch a local distribution initiative in the Nordics, with the aim of moving from fossil transports to electric trucks.

\*80% recycled PET in the back glass film, 22% recycled glass in front and back glass, and 20% recycled plastics in the S-Pen inner cover from ocean-bound plastic.

## Circular Product Design

We are committed to developing our business models into becoming more circular, enhancing resource circularity across our product life cycle, from raw material sourcing to recycling. Initiatives include recycling discarded fishing nets and using diverse recycled materials like aluminum and glass. We also constantly improve product performance to prolong the lifespan of our products.

Read more about our work to eliminate conflict minerals

2023 Responsible Minerals Report



# Smartphones & tablets

## **ENERGY EFFICIENCY**

We try to reduce energy consumption in our manufacturing process and increase the efficiency of our products. As an example, our laptops now feature electricity loss-reducing circuits in the OLED panel, and chargers have optimized energy consumption by eliminating standby power. The Exynos mobile processor has an integrated form of various features that reduces space and costs while enhancing energy efficiency.

## **CONSUMER BEHAVIOR**

Engaging customers is vital to shape the life cycle of our products. An example of this is offering a wide range of support options for Samsung Galaxy Smartphone users to extend device lifespan, such as security and OS upgrades, brand authorized workshops, and service centers to repair and refurbish their devices.

## **REPAIRABILITY**

Prioritizing repairability in product development, we offer four OS upgrades and five years of security updates for all Samsung Galaxy models launched since 2019. As a result, we anticipate users will enjoy their Samsung Galaxy mobile devices more securely for a longer period of time. Product life cycles can be extended without compromising performance by promptly diagnosing and correcting each product's cause of malfunction. As of 2022, we operate a total of 13,687 service centers in 216 countries.

## **PACKAGING**

We are actively reducing packaging to decrease weight and increase the use of recycled materials. As examples, the packaging for Galaxy S23, Galaxy Tab S9, Galaxy Z Flip5, and Galaxy Book3 comprises 100% recycled paper, while film screen protectors are made from 100% recycled PET bottles. In our Mobile division, we aim for plastic-free product packaging by 2025.

## **RECYCLING**

We operate various smartphone recycling programs. We aim to have e-waste collection systems in more than 180 countries by 2030, (such systems are currently available in more than 50 countries). In the Nordics, we partner with Producer Responsibility Organizations (PRO) that oversee the collection, recycling, and disposal of electronic waste. PROs manage shipping, third-party certification, and compliance, providing us with product collection volume data.

# Displays & TV

## Material topics for a circular production:

- Supply Chain
- Labor practices
- Raw material extraction
- Chemicals
- Materials
- Manufacturing
- Water efficiency
- Transport



### THE QHC, QMC, QBC SIGNAGE SERIES

Using recycled material in our products is important to us. For instance, the QHC, QMC and QBC Signage series incorporate 10% recycled resin in the rear covers and are approximately 40% slimmer than their predecessors, measuring at 28.5 mm.

## Circular product design

## Material topics for a circular usage:

- Energy efficiency
- Consumer behaviour
- Repairability
- Recycling
- Packaging



### NEO QLED 8K TV

The brightness is automatically adjusted to ambient using the light sensor\*. Energy saving mode automatically activates when no motion is detected.

\*This feature is available on several display models.

# Displays & TV

## SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, among others, and perform annual comprehensive evaluations of our suppliers. We are a member of Responsible Business Alliance (RBA), the World's largest industry coalition dedicated to corporate social responsibility in global supply chains.

## LABOR PRACTICES

We conduct human rights due diligence via different avenues including but not limited to internal assessments and audits, third-party audits, (semi-) human rights impact assessments and other types of assessments to proactively assess the direct and indirect impact of our business operations on human rights.

## RAW MATERIAL EXTRACTION

Samsung collaborates with sub-suppliers on activities such as mineral sourcing and smelters. We support them to reduce greenhouse gas emissions, and promote renewable energy by providing training and information-sharing forums. All our smelters are Responsible Minerals Assurance Process (RMAP) certified, ensuring responsible mineral sourcing in line with human rights, environmental standards, and social responsibilities.

## CHEMICALS

Understanding the impact and how different chemicals can be replaced by preferable alternatives is a continuous process at Samsung. Our supply chain review and management systems are designed to help our suppliers actively engage in responsible substance management practices. All our product and parts suppliers are subject to our internal EcoPartner Certification evaluations.

## MATERIALS

We are working to improve our use and circularity of materials. Since 2022, our Circular Economy Lab has focused on researching material recycling processes and tech. Our goal is to use recycled resin in 50% of plastic parts by 2030 and all plastic parts by 2050.

## MANUFACTURING

Samsung is adopting new practices in mold manufacturing focused on recycling, weight reduction, and efficient processing. Advanced injection molding for large-sized products, like TV parts, reduced the 12-plate mold to 6 plates, cutting weight by over 18%. We are also a member of RE100, a global initiative of more than 400 companies committed to 100% renewable electricity.

## WATER EFFICIENCY

In our production, we strive for zero water intake and increased water reuse at manufacturing sites. Despite a projected doubling of daily water intake by 2030 due to semiconductor line expansion, our goal is to maintain 2021 water intake levels. This involves expanding water reuse across 20+ global manufacturing sites to reduce the impact on water resources and enhance the well-being of local communities.

## TRANSPORT

The number of shipping containers required for logistics after production of the QHC, QMC and QBC Signage series can be reduced by more than 20% compared to the previous model, thanks to the slimmer design.\*

\*Based on the number of boxed devices per-40ft container. Based on annual sales volume of indoor Smart Signage in 2022.

## Circular Product Design

We recognize the imperative to transition towards more circular business models. Our environmental commitment involves a comprehensive enterprise-wide initiative to augment resource circularity across the entire product life cycle, from raw material sourcing to recycling and disposal. A number of our displays have achieved eco-labels and certifications such as TCO, Carbon Trust, EPEAT, and Energy Star.

Read more about our work to eliminate conflict minerals

2023 Responsible Minerals Report



# Displays & TV

## ENERGY EFFICIENCY

We strive to reduce energy consumption in our manufacturing processes and increase the efficiency of our products. Our newer Smart LED Signage models consume up to 50% less energy compared to previous models.\*

## CONSUMER BEHAVIOR

We need to engage with our customers to have an impact on the end of our product's life span. Many of our monitors have the feature Eco-saving plus for lower energy-consumption. For instance, ViewFinity S9 and Ultra WQHD Monitor have eco-saving plus, that saves up to 10% more energy.

## REPAIRABILITY

Repairability is one of our main priorities in product development. Our enhanced repairability service enables single-piece repair instead of replacing entire modules.

## PACKAGING

We are focused on reducing packaging, cutting weight, and emissions in transport while boosting recycled materials. Currently, our packaging includes over 50% recycled plastics, 100% FSC certified and recycled paper. We are steadily transitioning from plastic tape to paper and glue, already implemented for display packages under 55 inches. Additionally, recycled EPS cushions are now used in packaging for all monitor and signage models released in 2023.

## RECYCLING

We are actively enhancing recycling efforts, such as eliminating metal staples from most display packaging for better recyclability. In South Korea, e-waste plastics are repurposed for new products. We aim to have e-waste collection systems in 180+ countries by 2030 (currently in 50+ countries).

\*IWA, IAB, IWB, IWC AND IVC have 50% lower energy consumption compared to IAC, IFA, IFR, IEA

# Home appliances

## Material topics for a circular production:

- Supply Chain
- Labor practices
- Raw material extraction
- Chemicals
- Materials
- Manufacturing
- Water efficiency
- Transport

## Circular product design

### SAMSUNG LESS MICROFIBER FILTER



We have developed a specialized filter to washing machines that reduces the release of microplastics by up to 54%, particles that are highly damaging to the world's oceans and our health, together with renowned active wear brand Patagonia. The external microfiber filter can be applied to existing washing machines.

## Material topics for a circular usage:

- Energy efficiency
- Consumer behaviour
- Repairability
- Recycling
- Packaging

### THE MODULAR BESPOKE REFRIDGERATOR



The modular Bespoke Refrigerator line enables users to refresh their fridge exterior by changing the customizable door panels, without having to replace the entire unit.



# Home appliances

## SUPPLY CHAIN

We pre-select suppliers based on sustainability criteria, among others, and perform annual comprehensive evaluations of our suppliers. Our standard supplier contract mandates compliance with internationally accepted labor and human rights standards (e.g., prohibition on forced labor, child labor, discrimination based on ethnicity and gender).

## LABOR PRACTICES

We conduct human rights due diligence via different avenues including but not limited to internal assessments and audits, third-party audits, (semi-) human rights impact assessments and other types of assessments to proactively assess the direct and indirect impact of our business operations on human rights.

## RAW MATERIAL EXTRACTION

Samsung collaborates with sub-suppliers on activities such as mineral sourcing and smelters. We support them to reduce greenhouse gas emissions, and promote renewable energy by providing training and information-sharing forums. All our smelters are Responsible Minerals Assurance Process (RMAP) certified, ensuring responsible mineral sourcing in line with human rights, environmental standards, and social responsibilities.

## CHEMICALS

Continuously assessing chemical impact and exploring better alternatives is integral at Samsung. Our supply chain systems facilitate supplier engagement in responsible substance management. All product and parts suppliers undergo Samsung's 'EcoPartner' evaluation, ensuring compliance with standards for environmental substance control and a robust environmental management system.

## MATERIALS

Finding better alternatives, such as recycled materials instead of new materials, or reducing materials in our processes, is very important to us to reduce our environmental impact. For example, the Clean Station grille filter in our Bespoke Jet A vacuum cleaner is made of at least 30% Post Consumer Recycled material (PCM) and at least 10% recycled polyamide (PA) material from marine waste\*.

## MANUFACTURING

We have introduced a more advanced injection molding process for large-sized home appliances, thereby improving raw material use and energy efficiency. We also developed a cube mold for the door gasket of our front-load washers. Whereas the manufacturing process previously required eight 650-ton injection molding machines, it now requires only one 1,700-ton injection molding machine, creating an effect equivalent to reducing up to 785 tonnes CO2e per year.

## WATER EFFICIENCY

Increasing water reuse for enhanced efficiency is a primary focus. In 2022, we concluded a memorandum of understanding (MOU) with Korea Rural Community Corporation to address chronic water shortages in rural communities affected by the climate crisis. Our goal is to reduce the impact of over 20 global manufacturing sites on water resources, promoting the well-being of local communities.

## TRANSPORT

Several of our logistics partners in the Nordics have set goals for carbon reduction. Our partners work continuously with measures to optimize transport routes, improve loading efficiency, and improve transport management to ensure greater logistics efficiency. In 2024, we will launch a local distribution initiative in the Nordics, with the aim of moving from fossil transports to electric trucks.

\*Measured based on weight. For the content of recycled materials, those materials obtained Environmental Claims Validations from UL (Underwriters Laboratories) (UL certification number: 293089-4210).

## Circular Product Design

Creating products that last long is important in our strive to become more circular. As an initiative to prolong the lifespan of our products, we have developed a Modular Design principle for resource efficiency in our Bespoke refrigerator.

Read more about our work to eliminate conflict minerals

2023 Responsible Minerals Report



# Home appliances

## ENERGY EFFICIENCY

In 2022, we successfully reduced greenhouse gas (GHG) emissions by 10.16 million tonnes through various projects in Scopes 1 and 2, reflecting a 59% increase in reduction compared to 2021. Our objectives include achieving a minimum 30% reduction in the energy consumption of selected refrigerators and washing machines and transitioning to 100% renewable energy usage across all sites by 2030. Find more details about the Scopes on page 28.

## CONSUMER BEHAVIOR

To influence the life cycle of our products, engaging with customers is crucial. For instance, our SmartThings app, featuring AI Energy Mode, empowers users to monitor and enhance household energy efficiency. Easily manage and reduce energy consumption of washers by up to 60%, air conditioners by up to 20%, and dryers by up to 35%\*.

## REPAIRABILITY

Accurate diagnosis and repair of defects are vital for extending a product's lifespan, preserving performance, and improving resource efficiency. Our global service channels, tailored to local needs, enhance accessibility. Notably, we provide a 20-year warranty for digital inverter motors and compressors in European refrigerators and washers, prioritizing repairability and long-term product durability.

## PACKAGING

We are transitioning from plastic and vinyl materials to paper and recycled alternatives in our product packaging. We are also actively reducing the volume and weight of our packaging to mitigate greenhouse gas emissions during transportation and shipping processes.

## RECYCLING

We are actively developing chemical alternatives, designing easily recyclable products, and addressing e-waste globally. With e-waste collections in 50+ countries (aiming for 180+ by 2030), we have collected 5.7 million tonnes of e-waste since 2009. In 2022, we collected 600,502 tonnes and we aim to recycle 100% of e-waste generated from our factories by 2025.

\*Test models: washer (WF25B9600\*), air conditioner (AF25BX934WAR), and dryer (DV20B9760ME)

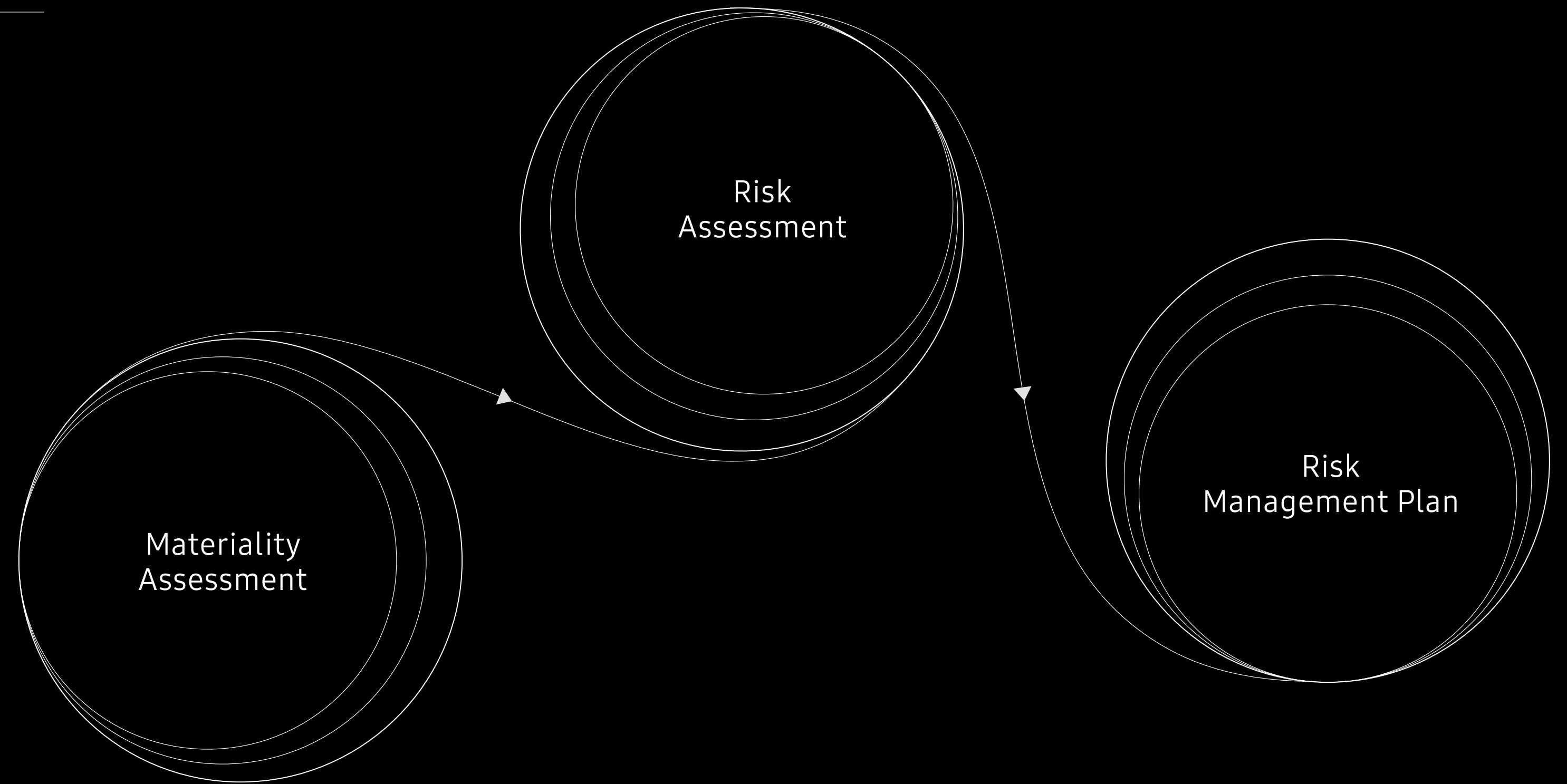
# Sustainability strategy

# Identification of strategy elements

## SUSTAINABILITY STRATEGY

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Our global Sustainability Strategy defines our work, aims, and actions on sustainability. To determine the components of our strategy, we begin with materiality and risk assessments. The materiality assessment identifies key issues related to our business. Once established, it serves as the foundation for proactively addressing current economic, social, and environmental risks. The final step involves creating a risk management plan. These three actions form the foundation upon which our sustainability strategy is based.



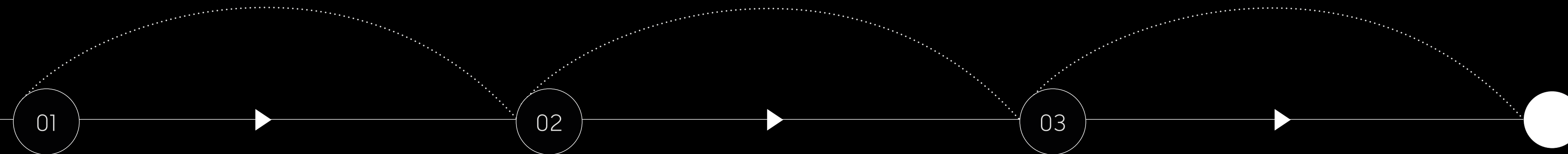
Sustainability strategy model

## Materiality assessment

Double materiality is a concept identified in the EU’s Corporate Sustainability Reporting Directive (CSRD). Various sustainability-related global standards, including the Global Reporting Initiative (GRI), have reinforced their reporting requirements based on this concept.

### The process

The double materiality assessment consists of three stages including surveys of internal and external stakeholders, to identify material issues based on their social and environmental as well as financial impacts. **In this model, we provide a more detailed explanation of the process.**



### Pooling material issues

Creating a comprehensive list of material issues including those already identified in the previous sustainability report and new global issues.

Identifying 21 issues based on global sustainability standards (GRI, UN SDGs, TCFD, SASB), domestic indicators (K-ESG, KCGS), and analysis of the latest industry trends.

### Assessing social and environmental impact

Assessing the positive and negative impacts of the assessed company on the environment and society in the short term and mid-to-long term and related sustainability issues.

Assessing the social and environmental impact of individual material issues through the quantification of the sustainability issues covered by the media recently, competitors’ material issues, analysis of various international ESG standards, and surveys of internal and external stakeholders.

### Assessing financial impact

Assessing the financial impact of sustainability issues on the assessed company’s economic value creation.

Assessing the financial impact based on the findings from the analysis of ESG information by key financial institutions and rating agencies, shareholders’ and investors’ interests, and internal cost and profit analysis.


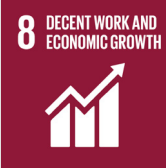

### The result

The issues of materiality identified through Samsung global’s 2023 double materiality assessment were:

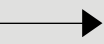
- Climate action and energy management
- Sustainable supply chain
- Talent development and quality of life
- Human rights management
- Circular economy
- Water resource management
- Diversity and inclusion

# Materiality assessment

In this model, we provide more detailed information on each identified material issue.

Area	Issue	Social and environmental impact	Financial impact	UN Sustainable Development Goals	Response	Activities	Sections for reference
Social	Human rights management	●	●		We ensure that current and potential employees at all our business sites are guaranteed equal opportunities and freedom of association. We do not discriminate against employees or applicants based on their gender, race, ethnicity, nationality, religion, age, marital status, sexual orientation, gender identity and manifestation, social status, disability, pregnancy, military service status, genetic information, political inclination, etc.	<ul style="list-style-type: none"> <li>Expanding employment opportunities for persons with disabilities</li> <li>Operating an in-house advisory group of people with disabilities for accessibility improvement</li> <li>Launching of Operating Hopes and Stars Forest, a subsidiary-type workplace for employees with disabilities</li> <li>Supporting Employee Resource Group (ERG) activities</li> </ul>	Diversity, Equality, and Inclusion
	Sustainable supply chain	●	●		We strive to help our suppliers to improve their performance in human rights, environment, and health and safety as well as their business competitiveness, to make our supply chain responsible and environmentally aware.	<ul style="list-style-type: none"> <li>ESG diagnosis and consulting for suppliers</li> <li>Working environment and climate change management for suppliers</li> <li>Establishment and operation of a grievance handling system for suppliers</li> <li>Partner collaboration activities such as Partner collaboration academy and funding support</li> </ul>	Sustainability in Supply Chain
	Talent development and quality of life	●	●		We strive to create an environment where our employees can work without worrying about health and safety. We also focus on minimizing the impact of harmful chemical substances on the environment and our employees' health.	<ul style="list-style-type: none"> <li>Regular physical examinations for employees</li> <li>Access to a Range of Capacity-Building Programs, Opportunities to Switch Jobs Internally</li> <li>The UniverSE</li> <li>SCI (Samsung Culture Index)</li> </ul>	Human Rights, Human Resource Management

● High Impact    ● Medium Impact    ● Low Impact

Find out more about how our materiality assessment is conducted  
[2023 Global Sustainability Report p.114](#) 

# Materiality assessment

In this model, we provide more detailed information on each identified material issue.

Area	Issue	Social and environmental impact	Financial impact	UN Sustainable Development Goals	Response	Activities	Sections for reference
Environmental	Climate action and energy management	●	●		We identify and prioritize climate change issues based on their business impact and probability of occurrence, analyze risks and opportunities, and establish response measures accordingly. We strive to reduce our footprint by investing in GHG emissions reduction equipment and optimizing how our equipment operates.	<ul style="list-style-type: none"> <li>Reducing energy consumption in manufacturing processes</li> <li>Expanding use of renewable energy</li> <li>Identifying and implementing projects of GHG emissions reduction</li> <li>Monitoring and managing suppliers' GHG emissions</li> <li>Capturing carbon and reducing particulate matter</li> </ul>	Climate Action, Clean Tech Ecosystem
	Circular Economy	●	●		We reuse and recycle resources to ensure resource circularity and a minimized environmental impact. We strive to expand the use of recycled materials, improve product durability, reduce packaging sizes, minimize the sourcing mining of new resources, and extend product life cycles.	<ul style="list-style-type: none"> <li>Applying recycled and recyclable materials in products</li> <li>Researching on technologies contributing to a circular economy</li> <li>Expanding e-waste collection system</li> <li>Engaging in responsible minerals sourcing</li> </ul>	Circular Economy, Sustainability in Supply Chain
	Water resource management	●	●		We ensure water resource efficiency by reducing water use and reusing and recycling water. Our in-house standards for wastewater treatment are more stringent than the legal requirements of individual countries. We strive to minimize our impact on water resources.	<ul style="list-style-type: none"> <li>Monitoring and improving aquatic ecosystems</li> <li>Attaining Alliance for Water Stewardship (AWS) Platinum Certification</li> </ul>	Sustainability in Operations

● High Impact    ● Medium Impact    ● Low Impact

Find out more about how our materiality assessment is conducted

2023 Global Sustainability Report p.114 [→](#)

# Samsung Nordic's risk management

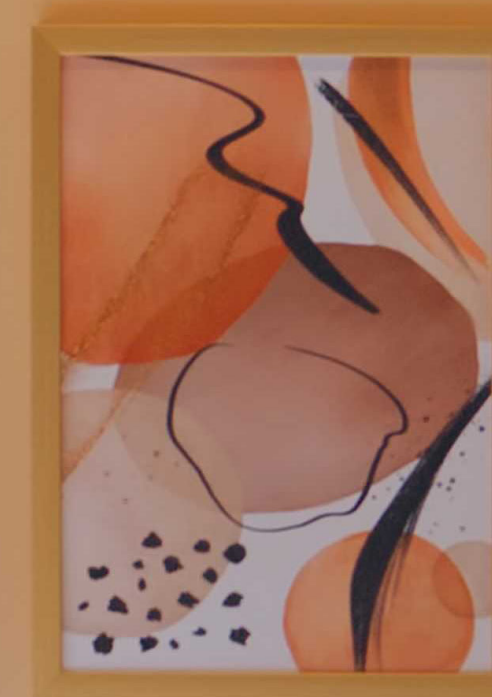
## SUSTAINABILITY STRATEGY

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Samsung Nordic follows global risk management and corporate guidelines outlined in the Global Policy and Procedure Manual (GPPM). The Internal Audit and Risk team at Samsung Nordic manages key risk areas designated by Samsung's headquarters. Globally, non-financial risks such as corruption, the handling of conflict minerals, unusual global weather, or natural disasters are recognized as factors that can impact business operations. Key risk areas in the Nordics include process compliance and business ethics, encompassing issues such as external funding, verbal agreements, and misuse/manipulation of company budget and assets.

To better understand our current and potential future business climate in the Nordic market, we conducted a Nordic sustainability risk analysis in 2019 with a third party. Employees from various positions and departments participated in a risk screening workshop. However, the risk analysis has been adjusted and updated in 2023, as certain risks were identified in projects that have now been finalized.

**In the model on the following page, we explain the risks we have identified and what we do to mitigate them.**





# Risk management

Area	Risk	Effect	Action
Governance	Resource scarcity in supply chain and related increases in costs for raw material.	This may lead to higher prices and reduced sales. Over the long term, it could also compel Samsung and its suppliers to explore alternative materials, potentially impacting lead times for product deliveries.	We partner globally with suppliers and factories to address resource scarcity and rising raw material costs. Simultaneously, we invest in innovative technologies and research for exploring alternative materials.
Environmental	Failure to meet new environmental regulations or labeling requirements related to products.	This may place increased demands on Samsung in terms of both time and financial resources to comply with new regulations and labeling requirements. Any delays in meeting these regulations could result in fines or other penalties.	We collaborate with industry organizations and colleagues at both global and local levels to ensure compliance with emerging environmental regulations and product labeling requirements. Additionally, we actively contribute to position papers and advocacy efforts, with regular legislation monitoring as a key element of our proactive approach.
Social	Discrimination or harassment incidents in the workplace.	Such incidents may violate fundamental human rights, as well as harm the culture and atmosphere in the workplace. This, in turn, poses potential social and financial consequences for Samsung, including risks to brand reputation.	We conduct internal training sessions at Samsung Nordic and have established comprehensive guidelines and policies that all employees must adhere to, ensuring the prevention of discrimination or harassment incidents in the workplace. We have for instance Whistleblowing policies on country level (Sweden, Finland, Denmark, Norway), and a Grievance policy and Equality & diversity policy on Nordic level.
Social	Failure to attract or retain talents and key competencies.	This may result in significant drops in performance and hinder business growth. The social and financial success of the company hinges on our ability to attract and retain the right talents and competencies.	We have numerous talent initiatives and comprehensive learning and development curriculums in place to nurture and develop all talents. Additionally, we consistently enhance our employer brand through social media initiatives to further improve talent attraction.
Social	Violations of human rights in the supply chain.	If such incidents occur, they can primarily lead to significant harm to our stakeholders in the supply chain. This is particularly evident in the case of violations of human rights, including working conditions, child labor, forced labor, or health and safety issues. Secondly, this could also potentially result in criminal charges, fines, and damage to Samsung's reputation.	We regularly audit our factories and maintain close communication with suppliers to prevent human rights violations in the supply chain. Our Supplier Code of Conduct and guidelines serve as our compass in this effort, supplemented by training for our suppliers. Furthermore, all our suppliers of tantalum, tin, tungsten, and gold are Responsible Minerals Assurance Process (RMAP) certified.

Find out more about risk management on a global level

2023 Global Sustainability Report p.81-86 

## Risk management

Area	Risk	Effect	Action
Governance	Failure to meet increased customer expectations and requirements on sustainability.	May lead to customers losing interest or trust in Samsung if expectations and requirements are not met. This may lead to damage to the brand reputation, ultimately leading to reduced sales.	We have enhanced Nordic sustainability communication for sales teams with dedicated assets. Thorough legal reviews ensure credibility, and regular benchmarking keeps us current with industry trends, meeting rising sustainability expectations and exploring innovative approaches.
Governance	Corruption, unethical behavior, cyber security, and privacy in procurement, marketing, and sales.	Compliance breaches, including corruption, unethical behavior, cyber security, and privacy, may have significant social and financial consequences for Samsung. Such violations might lead to criminal charges, fines, or severe damage to the brand reputation.	To mitigate the risk of corruption or unethical behavior, we conduct mandatory training in compliance and ethics. Additionally, we have several policies addressing anti-corruption, fair competition, business conduct, and privacy.
Environmental	Inadequate management of climate change within the supply chain.	Risks identified for the short term include an increase in investment amount due to rising carbon credit prices and high-efficiency technology development. Additionally, there is a risk associated with investment in extreme weather response and a potential increase in restoration expenses.	To mitigate the risks of climate change throughout our supply chain, we continuously collect information on our suppliers' emissions and their use of renewable energy. We actively engage in greenhouse gas (GHG) emissions reduction campaigns targeting our suppliers and regularly organize seminars. Additionally, we place a strong emphasis on providing training to enhance their capacity for GHG management.
Environmental	Time consuming processes within the group to obtain sustainability information requested in procurement and customer requests.	May result in lost business and reduced long-term opportunities.	To mitigate potential business loss from slow sustainability information processes, we collaborate globally with colleagues and maintain close communication with European counterparts and our South Korean headquarters regarding customer requests.

Find out more about risk management on a global level

2023 Global Sustainability Report p.81-86



# Our sustainability strategy for the Nordic markets

## SUSTAINABILITY STRATEGY

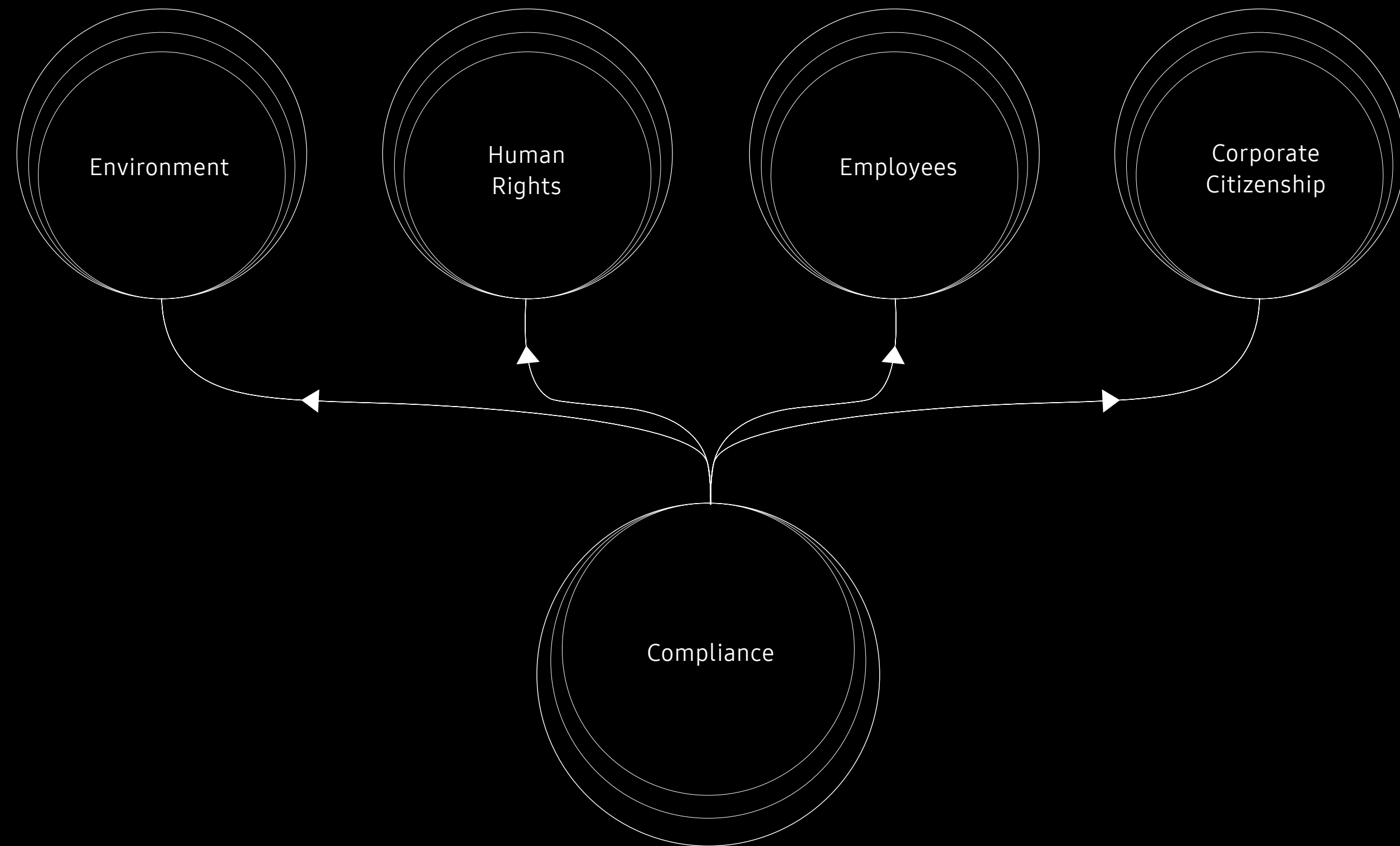
The Sustainability strategy is set on a global level and adapted and adjusted for each specific market. Based on our Nordic organization and approach, we have structured sustainability in four areas:

- Environment
- Employees
- Human Rights
- 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 2024 and beyond.

### Guiding European colleagues through sustainability legislation

In alignment with our commitment to sustainability, we collaborate closely with our European office and headquarters in South Korea to proactively address upcoming legislation on sustainability reporting, including the EU Corporate Sustainability Reporting Directive (CSRD). Samsung Nordic has a history of publishing annual sustainability reports since 2017. Leveraging our extensive experience, we stand ready to offer valuable insights and recommendations to our European colleagues as they navigate the nuances of sustainability reporting legislation.



# Environment

ENVIRONMENT

## Our global targets and commitments to 2050

We are dedicated to developing products that consume less energy, are manufactured using less harmful processes, and are part of our ongoing efforts to increase the shares of renewability and circularity across our entire supply chain. To underline our commitment and strengthen our efforts further, Samsung launched a new global environmental strategy in 2022.

**In the model on the following page, we go through our goals and what we have achieved so far.**

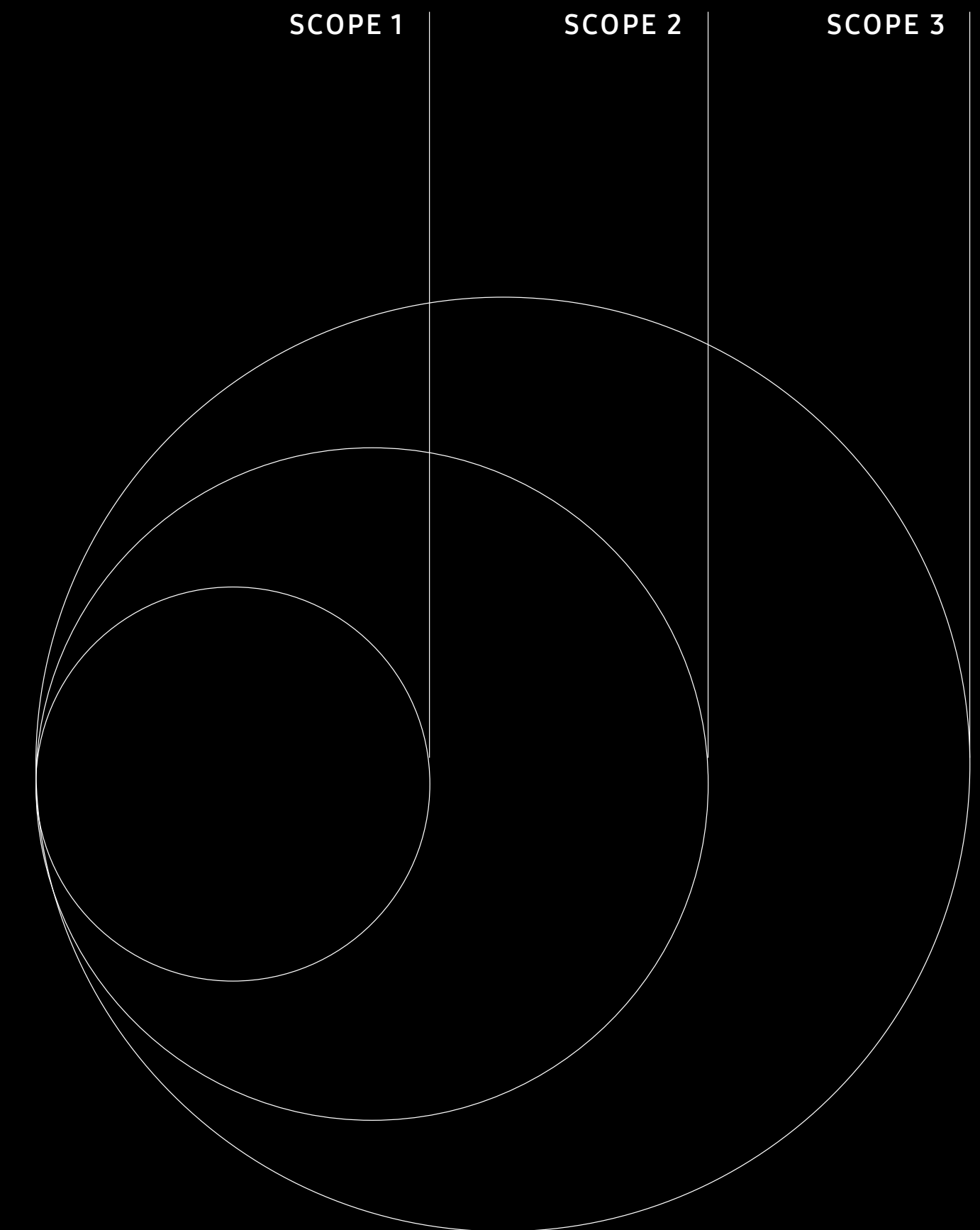
### What is Scope 1, 2 & 3?

In this report, we refer to Greenhouse Gas (GHG) Protocol Scope 1, 2, and 3 that classify GHG emissions associated with an organization's activities and help organizations understand and manage their carbon footprint.

**Scope 1** includes direct emissions from sources that are owned or controlled by the reporting entity. This includes emissions from the combustion of fossil fuels in on-site facilities and vehicles, as well as emissions from certain industrial processes and fugitive emissions and occur within its operational boundaries.

**Scope 2** includes indirect emissions from energy consumption generated by purchased electricity, steam, heating, and cooling consumed by the reporting entity.

**Scope 3** are indirect value chain emissions and include all other emissions that occur in the value chain of the reporting entity, including both upstream and downstream activities. Examples are extraction and production of purchased materials, transportation of goods and services, use of sold products and disposal of waste.



# Our global targets and commitments to 2050

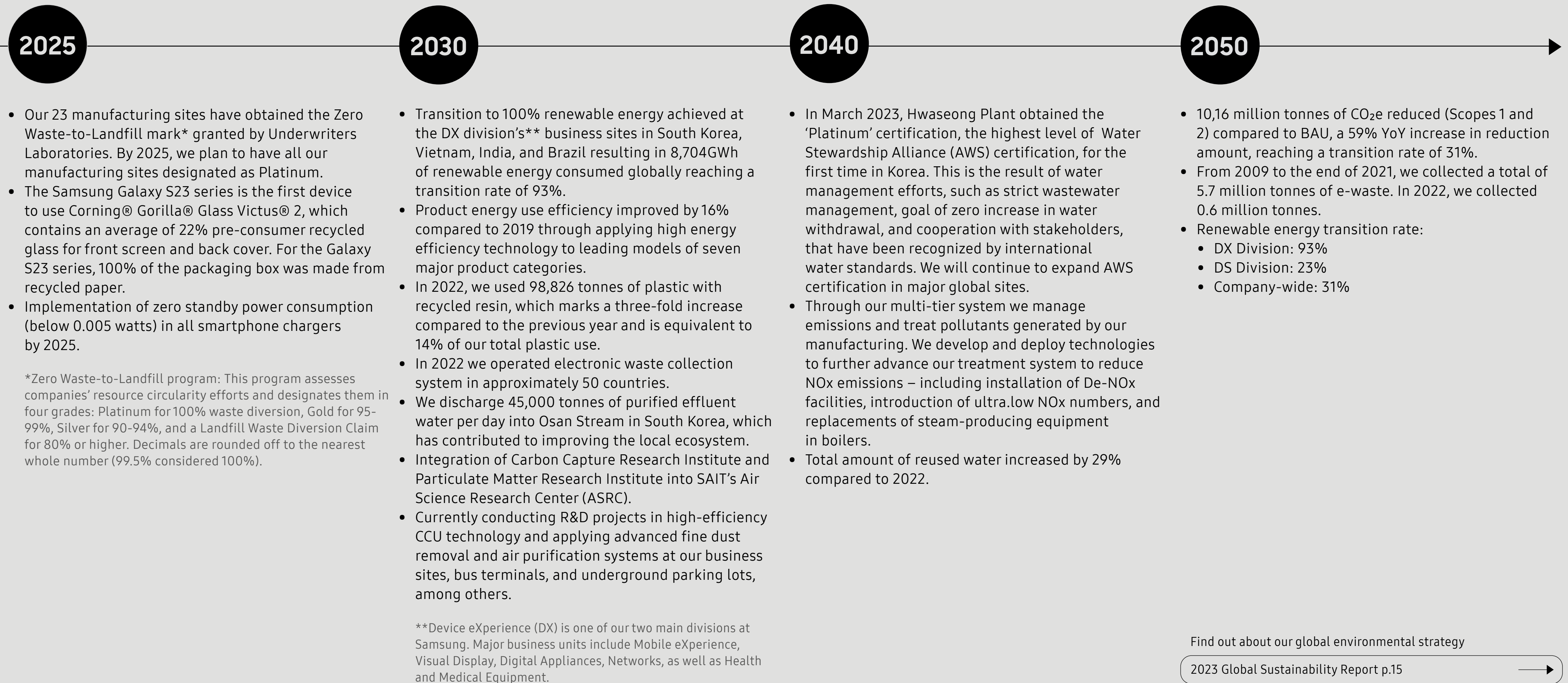


\*Device eXperience (DX) is one of our two main divisions at Samsung. Major business units include Mobile eXperience, Visual Display, Digital Appliances, Networks, as well as Health and Medical Equipment.

Find out about our global environmental strategy

2023 Global Sustainability Report p.15

## Status in 2023



## Purifying water to help save the otters

### ENVIRONMENT

**Biodiversity is an increasingly urgent issue on the global agenda and therefore also at Samsung. Integrating biodiversity considerations into business practices is not just an ethical choice but a strategic one, offering benefits in reputation, risk management, regulatory compliance, and innovation, while contributing to a more sustainable and resilient business model.**

To protect biodiversity, we regularly monitor and identify our impact on nearby wildlife inhabiting the region and take steps to ensure wildlife conservation. We also monitor freshwater ecosystems, terrestrial ecosystems, ecotoxicity, and wildlife habitats pursuant. These actions are in accordance with the Guidelines on the Examination of Current Status and Health Assessment of Aquatic Ecosystems\*. Our commitment extends to performing a range of ecosystem improvement activities based on the findings.

One such initiative is our work with the Osan Stream in South Korea, where we discharge 45,000 tonnes of purified effluent water per day, which has contributed

to improving the local ecosystem. As evidence of these improvements, it is now inhabited by Eurasian otters (endangered species level I and a natural monument).

In 2022, we performed an extensive examination of the habitat distribution of otters near Osan stream and Woncheon-ri stream and discovered the habitats of other wild animals including leopard cat (endangered species level II), raccoon dog, and water deer. In addition to water quality and ecosystem monitoring, we conducted campaigns to release endemic fish species, eliminate invasive species in the local ecosystems, and remove water pollutants.

\*National Institute of Environmental Research Notification 2019-52 (enacted on December 1, 2019).

SAMSUNG





# What are we doing in Samsung Nordic?

## Educating Nordic employees on Samsung's sustainability work

At Samsung Nordic, we continue to contribute to the targets in the global strategy that was published in 2022. To achieve this, we have established the Samsung Nordic Sustainability Communications Task Force, dedicated to educating and informing all Nordic employees about Samsung's sustainability work. The Task Force equips them with tools to, for instance, effectively communicate sustainability information in meetings with clients, partners, and stakeholders. The material outlines Samsung Nordic's efforts to meet global strategy goals locally and globally.

The sustainability marketing support that the Task Force has supported during the year have been successful. Our improved position in the Sustainable Brand Index\* 2023 ranking confirms this. Samsung Nordic has improved our position in the ranking with 82 positions from 2022 (place 193) to 2023 (place 111). We have also moved from place 5 (2022) in the Home Appliances and Electronics category to place 2 (2023).

### 2022

- #1 Electrolux
- #2 Miele
- #3 Bosch
- #4 Apple
- #5 Samsung

### 2023

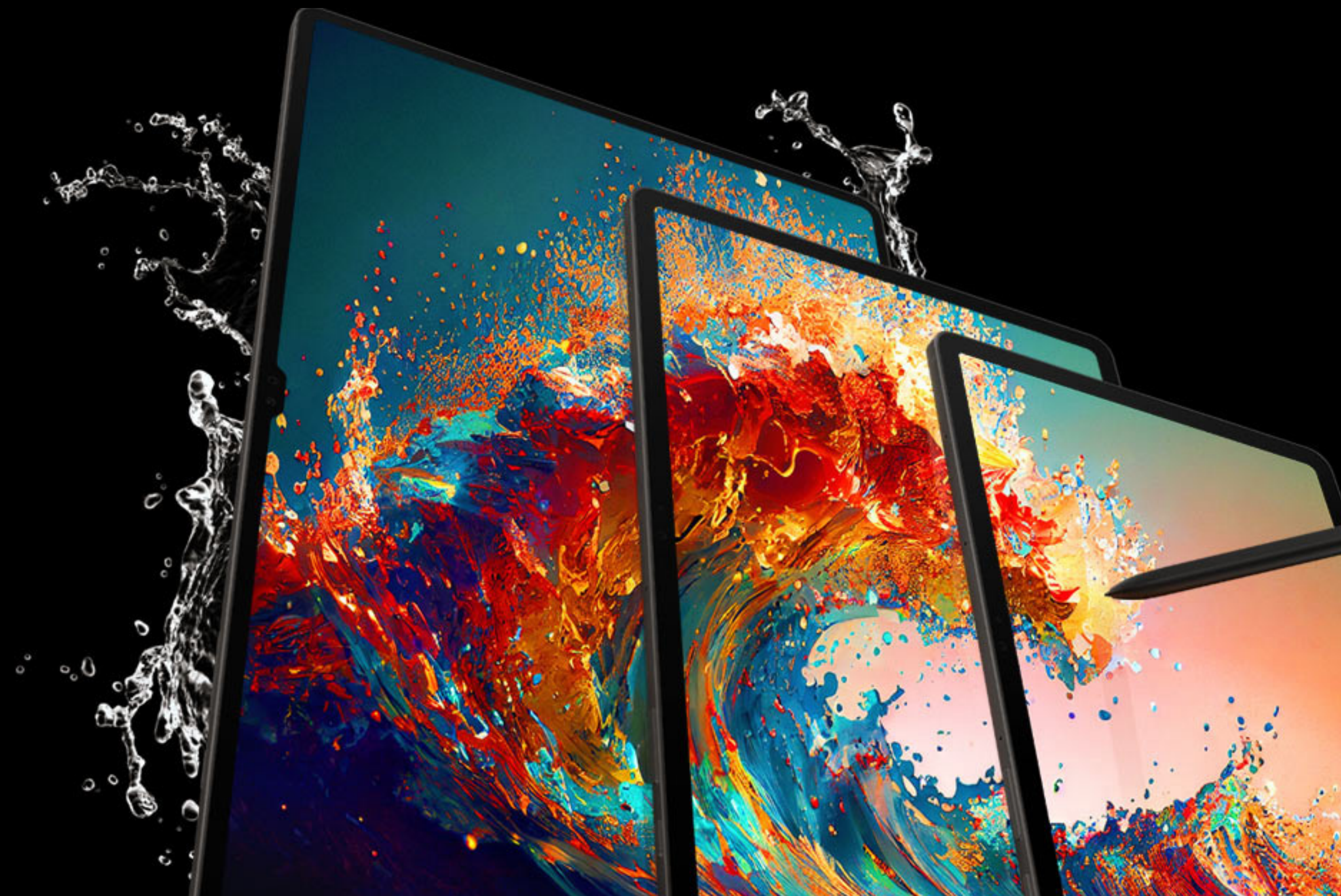
- #1 Electrolux
- #2 Samsung
- #3 Apple
- #4 Bosch
- #5 Miele

Ranking in Sustainable Brand Index for the home appliances and electronics category

## Promoting reuse in our Nordic operations

As a sales and marketing company, our primary opportunity to ensure the strategy's positive impact is by working downstream in our value chain. Engaging with customers is key for influencing the end of our products' lifespan. This year, we have enhanced our dialogue with trade associations and stakeholders involved in material recycling and circularity. An example of our continuous efforts is seen in our internal purchase and recycling processes, where returned mobile phones are graded (A-D). All B-rated phones are now assigned to our employees in the Nordics, promoting reuse instead of purchasing new phones.

\*Sustainable Brand Index is Europe's largest brand study on sustainability, measuring brand perception across industries and countries. The official reports of Sustainable Brand Index show how brands are perceived in terms of sustainability by their important stakeholders. Sustainable Brand Index is an independent study founded in 2011 consisting of some 1,700 brands, 36 industries, and 80,000 consumer interviews across Europe (the Nordics, the Netherlands and the Baltics).



## EU regulations update

Other important events for Samsung Nordic are new legislation and regulations related to sustainability. These regulations will have a major impact on how we report and conduct our business.

### EU Ecodesign for Sustainable Products Regulation

The objective of this regulation is to enhance the circularity, energy performance, and other environmental sustainability aspects of EU products. The proposed measures are an extension of the existing [Ecodesign Directive](#). The framework will establish comprehensive requirements, encompassing various aspects, such as:

- Product durability, reusability, upgradability, and reparability
- Presence of substances that inhibit circularity
- Energy and resource efficiency
- Recycled content
- Remanufacturing and recycling
- Carbon and environmental footprints
- Information requirements, including a Digital Product Passport\*

Samsung Nordic’s sustainability and public affairs team and Legal team monitor EU legislation continuously and Samsung’s subsidiaries work together to identify compliance processes to ensure legislation is implemented effectively in the countries Samsung operates. We work with several industry organizations regarding new legislation such as Proposal for Ecodesign for Sustainable Products Regulation (ESPR) and on batteries. It is not entirely clear yet how the ESPR will affect Samsung, the final text has yet to be published.

### EU Corporate Sustainability Reporting Directive (CSRD)

The aim with CSRD is to guide and align corporations on how to measure and follow up their sustainability efforts. As the Nordic office has been reporting our sustainability efforts since 2017, we anticipate that this will further enhance and support our commitment to continuous improvement in our monitoring processes, rather than the contrary.

### EU Battery and Waste Battery Regulation

In 2023, the EU adopted a new regulation addressing batteries and waste batteries to strengthen sustainability standards, covering the entire life cycle of batteries. The regulation outlines end-of-life requirements, including collection targets, obligations, material recovery targets, and extended producer responsibility. At Samsung, on both Nordic and global level, we are evaluating these requirements and developing compliance strategies.

### EU Packaging and Packaging Waste Directive

The Packaging and Packaging Waste Directive (PPWD) aims to harmonize national measures for the management of packaging to prevent or minimize environmental impact. At Samsung, we are proactively reducing packaging by decreasing weight and increasing the use of recycled materials. For example, our paper packaging is made from 100% FSC-certified and recycled paper. We are also progressively shifting from plastic

tape to paper and glue. However, we are also closely monitoring the upcoming updates of the directive in order to understand if we will need to update our packaging even further than what is already planned for the years ahead.

\*The new “Digital Product Passport” will provide information about products’ environmental sustainability. This information will be easily accessible by scanning a data carrier and it will include attributes such as the durability and reparability, the recycled content or the availability of spare parts of a product.



## Samsung helps build energy efficient homes

### ENVIRONMENT

**Buildings and construction consume over 30 percent of the world's energy and generate approximately 40 percent of global carbon dioxide emissions\*. By developing innovative technology for energy management, consumption reduction, and carbon dioxide emission reduction, Samsung can contribute to influencing these figures.**

Samsung takes part in a strategic partnership for urban infrastructure with ABB, solar technology company SMA, Cleanwatts OBOS, housing developer, and real estate company S. Property. We will supply our appliances to residents, and provide our unique solution, SmartThings Energy, for users to control their energy use in a consolidated way. The ambition is to build smart and energy-efficient residences for the future in the community of Brobyholm, Sweden.

By connecting the Samsung SmartThings application with ABB-free@home® solution, and integrating them with Brobyholm's own property management system, residents will be able to save both energy and money. With Samsung SmartThings app, users can efficiently monitor and manage everything from solar energy production to the energy consumption of home appliances or electric vehicle (EV) chargers. With AI Energy Mode, SmartThings makes it easy to save energy by reducing the energy consumption of users' home appliances and predicting their monthly energy usage.

\*Source: [UN Environment Programme 2022](#)



# Environmental impact of our Nordic operations

## ENVIRONMENT

Samsung Nordic’s main environmental impact is determined through the analysis of our products and workplaces (in Denmark, Finland, Norway, and Sweden). We have identified energy consumption, emissions, and waste as our primary environmental impact areas.

In addition to the global environmental data analysis conducted by Samsung, we in the Nordic office undertake a dedicated annual assessment in collaboration with a third-party partner. 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.

As previously mentioned, we refer to the Greenhouse Gas (GHG) Protocol Scope 1, 2, and 3, which is a carbon classification for an organization’s activities to manage its emissions. The emissions in Scope 1, 2, and 3 for Samsung Nordic differ from Samsung global as our Nordic office does not include the production of our products. Also, as mentioned before, Samsung’s production accounts for the majority of our emissions globally.

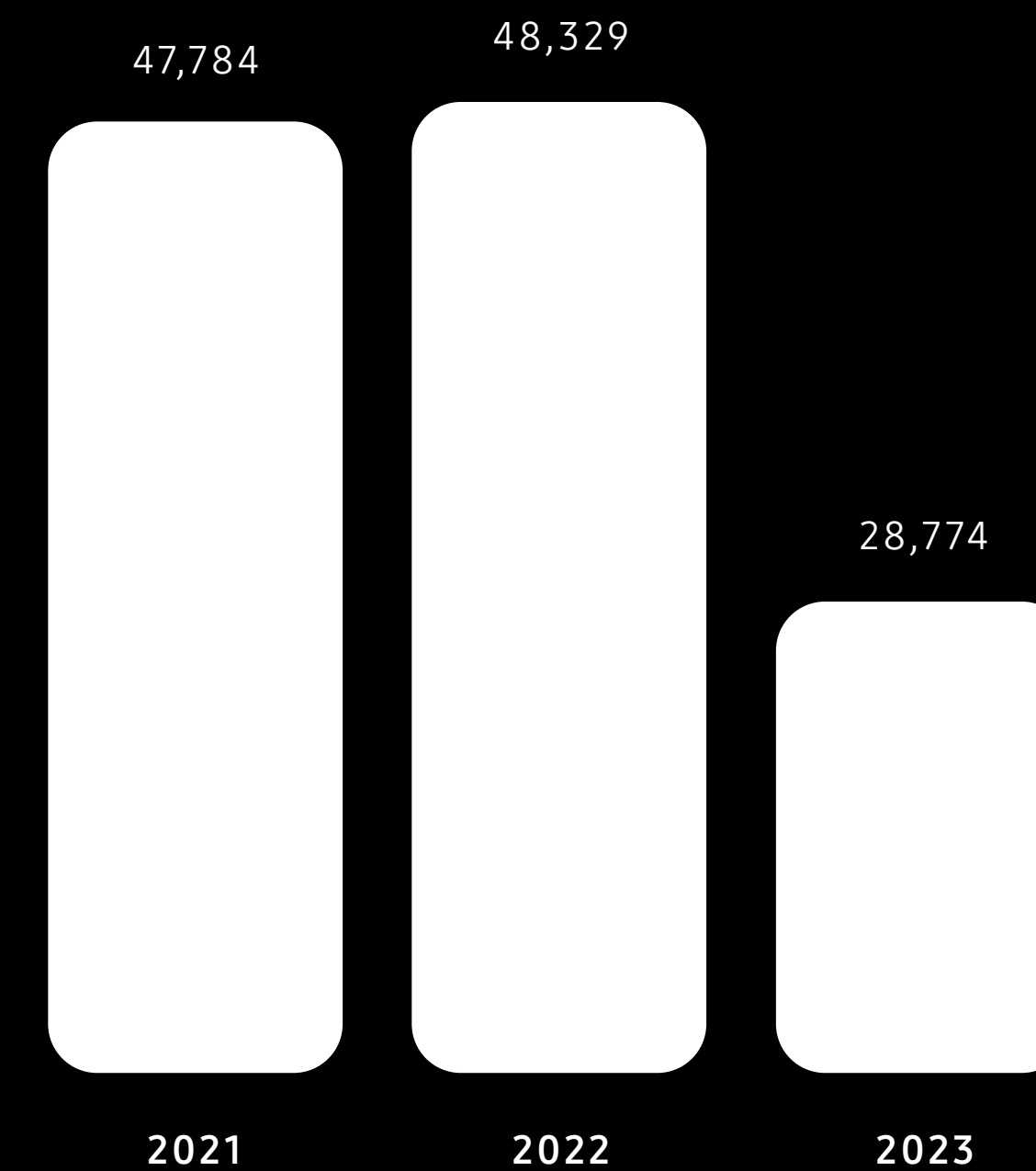
Samsung Nordic’s emissions:

- Scope 1 emissions include our business travel with leased cars
- Scope 2 emissions include district heating and electricity consumption at the office facilities
- Scope 3 emissions include business travel by plane, train, taxi, hotel stays, transportation, and distribution (sea-, road- and airfreight), office supplies (coffee, fruit, and paper), and waste.

In 2023, our total emissions decreased by 19.5%, primarily attributed to optimized logistics routes. However, emissions from business travel increased by 13%, largely driven by our expanded participation in physical fairs and events — a departure from the previous years of the pandemic.

The emissions factors for air travel changed significantly in 2023. Policymakers like BEIS (the Department for Business, Energy & Industrial Strategy in UK) changed the recommendation from 2.0 RFI (Recommended Fluoride Intake) to 1.7, based on new science. At the same time, emission factors have increased due to their basis on statistics from the years during the pandemic (with a lag of a couple of years), when airplane seat occupancy was lower.

Total GHG emissions in t CO2e:



## Environmental impact of our Nordic operations

KPIs	2021	2022	2023	
Electricity consumption in the workplace in MWh	1,029	2,279	2,518	Figures for 2023 result include property electricity for all offices. 2022 result included property electricity for Sweden and Finland office. 100% renewable energy at all offices, however the Norwegian office property electricity is not calculated as renewable energy because of missing information. The electricity consumption for the Danish office 2022 and 2023 is estimated based on actual consumption 2021. The actual consumption for 2023 is lower than the estimated, the numbers will be updated in future reports.
Total GHG emissions in t CO2e	47,784	48,329	28,774	Our total emissions has decreased by 19,5 %. Mainly due to improved logistics routes.
Scope 1 GHG emissions in t CO2e	408	438	784	Increased emissions for 2023 because of increased travel with cars. The transition to electric cars goes slower than the increase in travel with company cars in general.
Scope 2 GHG emissions in t CO2e	98	100	166	For 2023, charging of electric cars are included in the numbers and contribute significantly to the increased emissions. 2021 numbers were previously reported with location based method, now revised to market based method. All numbers are now reported with market based method.
Scope 3 GHG emissions in t CO2e	47,307	47,791	27,824	Our scope 3 emissions has decreased by 42% and contributes the most to our overall decrease in emissions. This is thanks to optimized logistics routes, but our decreased sales (-12% turnover) could also contribute to the result. The Nordic Scope 3 doesn't include emissions from production or any of Samsung global emissions.
Total emissions in relation to revenue (kgCO2e/KEUR)	22,80	24,38	16,40	The result corresponds to the result in turnover and emissions.
Waste generation in metric ton	12	15	13,8	Total waste has decreased by 9%.
% Material recycled waste	84%	70%	48%	The share of waste that has been or can be material recycled has decreased.



ENVIRONMENT

## Recycling and e-waste

Samsung is dedicated to advancing a circular economy by recognizing the inherent value in waste and developing recycling technologies. On a global level, our initiatives include various programs, such as the recycling of used smartphones. Our goal is to establish e-waste collection systems in over 180 countries by 2030. Currently, we are operational in more than 50 countries.

Another one of our global goals is to achieve zero waste to landfill from our manufacturing sites by 2025. Our Zero Waste-to-Landfill program evaluates companies' efforts in resource circularity and categorizes them into four grades:

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

By 2025, we aim to attain the highest Platinum designation for all of our manufacturing sites. In 2023, 23 of our 31 manufacturing sites have obtained the Zero Waste-to-Landfill mark granted by Underwriters Laboratories (UL).



# Producer responsibility and recycling in the Nordics

## ENVIRONMENT

As part of our producer responsibility initiatives, we are registered with each country's respective environmental protection agency. We are also registered with Producer Responsibility Organizations (PROs) in each Nordic country. These PROs are authorized by the EPA, ensuring their compliance with directives. They are responsible for the collection, recycling, and disposal of all electronic waste. As producers, we receive ongoing information about the volume of products collected throughout the year.

### Our Nordic PRO's:

- Sweden: [El-Kretsen](#)
- Denmark: [Elretur](#)
- Norway: [Norsirk](#)
- Finland: [Serty](#)

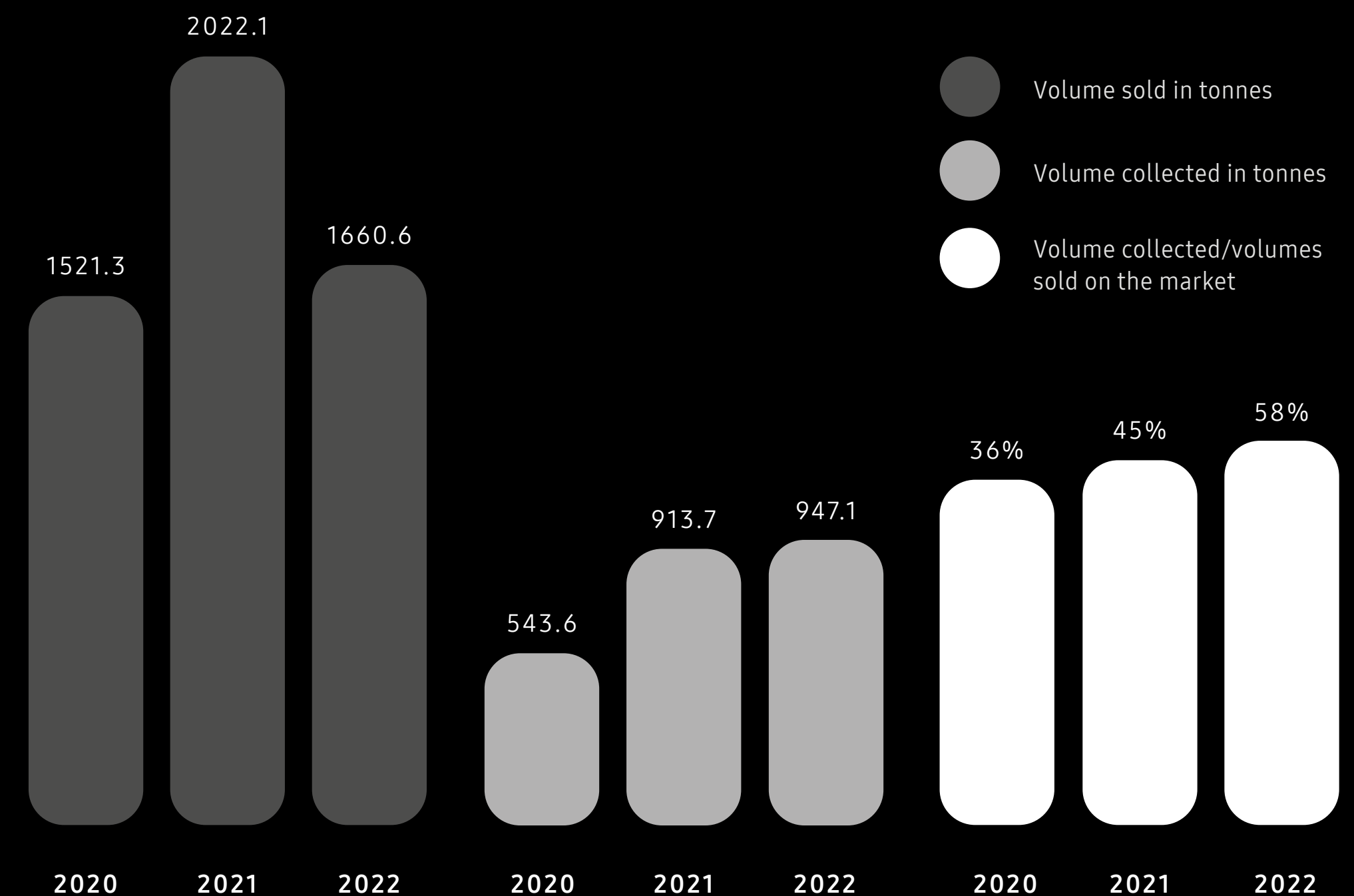


In Norway and Denmark we have been provided with specific data on the collection volume of our own products. We have then compared it with the amount of products sold in these markets to better understand how much of our products return through the recycling scheme.

We aim to provide similar data from Sweden and Finland as well, however our recycling partners in these countries cannot separate the numbers for Samsung from other brands at this time.

We constantly work on improving the data quality for waste electrical and electronic equipment-collections (WEEE). We will encourage our consumers to continue to report the data of our collected products, as well as look into the possibilities for our Nordic PROs to harmonize their data collection processes in order for the data to become more accurate and comparable.

## Denmark & Norway



\*These numbers do not include information on e-waste collection or products put on the market for some of our customers. Some of our customers report themselves.

\*Data from Denmark includes batteries  
\*Data from Norway does not include batteries

\*The numbers for 2023 could not be obtained before this report was published. We aim to include them in the next year's sustainability report

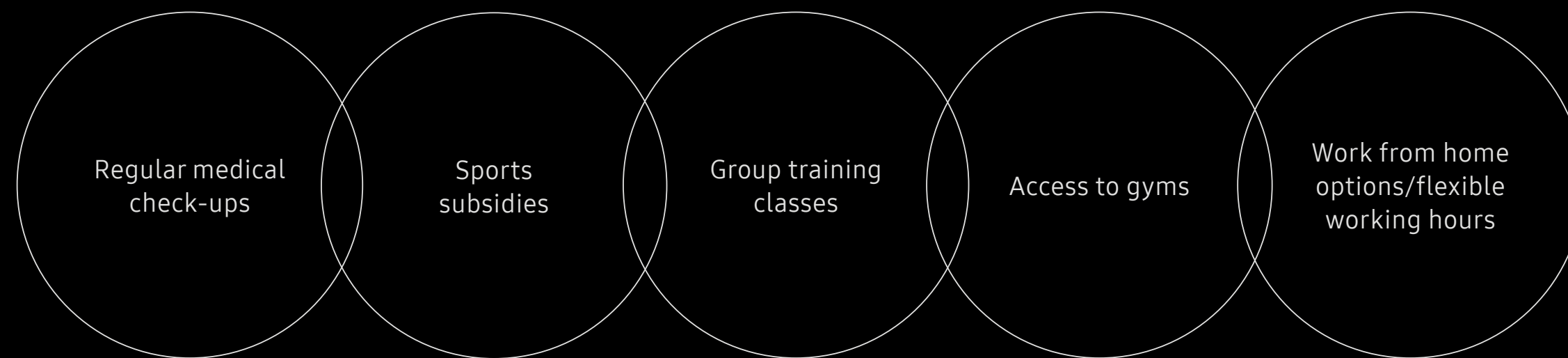
# Employees



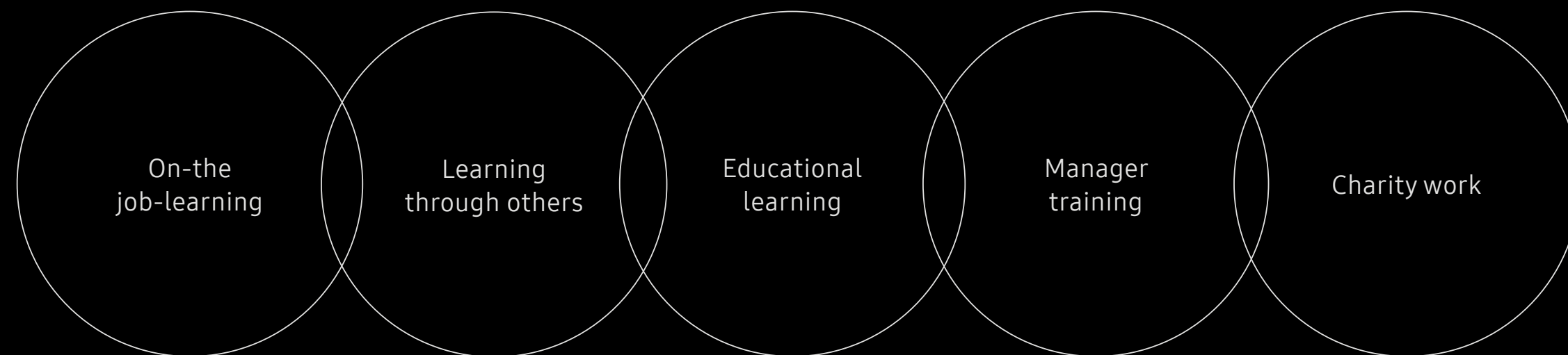
## Samsung is its people

One of our core values is people. Quite simply because 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 offer:

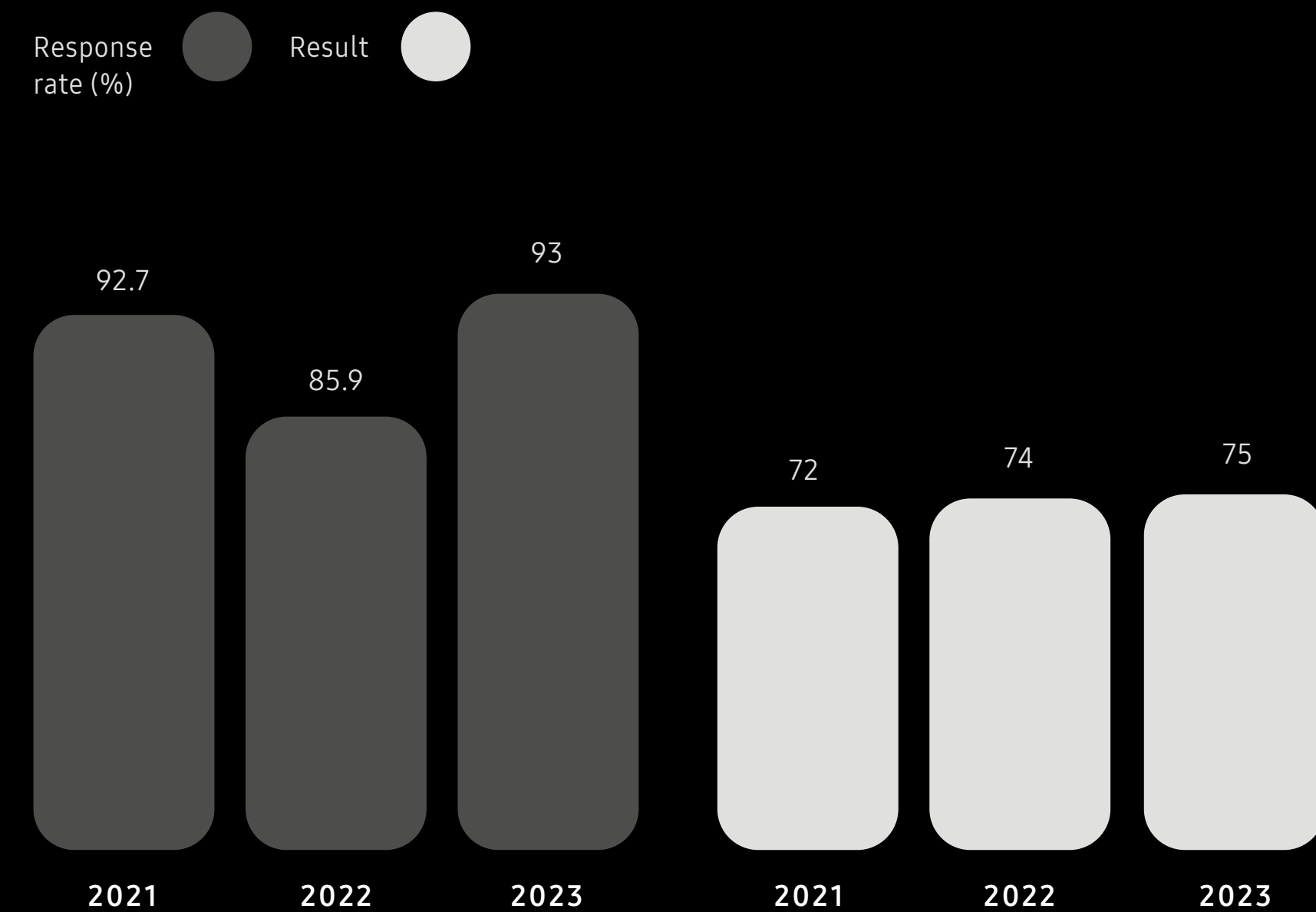


### We encourage:



## Job satisfaction index for Samsung Nordic

In 2023, our job satisfaction index measured a result of 75 of 100. With a response rate of 93%. The result is similar to the result from the 2022 survey. In total, we have improved the result by 23 points since the first year the survey was conducted (in 2013).



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

Find out more about our human resource management

2023 Global Sustainability Report p.54



# Empowering the next generation

## EMPLOYEES

### Empowering the next generation

In 2023, Samsung Nordic was ranked eighth out of 100 best employers in Sweden for Young Professionals by the Academic Works' annual survey – the Young Professional Attraction Index. This is proof of our commitment to nurturing and empowering the next generation of talents. We take pride in providing a dynamic, inclusive and growth oriented environment where young professionals can thrive.

As part of empowering the next generation, we have created the Samsung Nordic graduate program. Since 2012, our Graduate program has been a springboard for 50+ talents in the Nordic. Today, almost half of them still lead the way with us. The program is intended to fuel growth, providing a stellar foundation for careers. As a graduate at Samsung, you will benefit from mentorship, engage with compelling challenges, undergo comprehensive training, and, above all, have fun while doing it.

### Building a better workplace

Samsung Nordic Change Leaders is a group of colleagues from all over Samsung Nordic who come together to discuss various topics on how we can make the Nordic offices a better place to work. During 2023, discussions focused on enhancing the workplace at Samsung Nordic and analyzing SCI results. We also addressed key priorities for both employees and management in 2024.



## The importance of 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. Our work is supported by the Samsung Nordic Diversity and Equality Policy.

### About the policy:

- Promote the development of a high-performance culture
- Ambition of becoming a top employer in the market
- Reviewed on an annual basis in order to reflect any significant changes in legislation, regulation, rules, or industry guidance

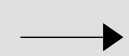
To support employees on what to do in the event of the policy being infringed, Samsung Nordic has a grievance function in place. In 2023, zero grievances regarding social substantial matters were reported to Samsung Nordic.

Regarding salaries, we do not discriminate in any way in salary negotiations, promotion, and disciplinary processes.

KPIs	2021	2022	2023	COMMENTS
Total number of employees	374	414	409	
Employees	289	313	308	
Consultants	85	101	101	
Staff	294	328	310	
Managers	70	74	86	
Directors	10	12	13	
Percentage of female employees	33%	37.37%	36%	
Percentage of female employees in staff	35%	40.43%	37%	
Percentage of female employees on management level	21%	27.63%	33%	
Percentage of female employees on Director level	20%	16.7%	15.4%	
Sickness absence	1.19%	1.79%	1%	Figures only include Sweden
Average training hours per employee	8	26	20	Regular employees only
Average training expenses per employee (EUR)	347,09	800,45	471,57	Regular employees only. The number decreased in 2020 and 2021 due to the covid-19 pandemic

Find out more about our work for diversity, equity, and inclusion

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# Human rights

## Global commitments to respect 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 2023, we worked with more than 2,100 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. To do our best, we have established a robust set of policies and guidelines.

### Our policies and guidelines:

[Samsung Electronics Global Human Rights Principles](#)

### What they stand for:

This policy summarizes Samsung’s commitment to international human rights standards and principles which applies to Samsung, its business partners and people being impacted by Samsung’s activities. It outlines Samsung’s salient human rights risks on a global level and how Samsung is planning to implement its global commitments.

[Global Code of Conduct](#)

The global code of conduct describes the standards of integrity Samsung Electronics expects from its subsidiaries and their employees worldwide, including but not limited to business ethics, human rights and environmental management.

[Business Conduct Guidelines](#)

Applies to all Samsung employees globally and includes sections on respect for human rights management.

[Supplier Code of Conduct](#)

When working with suppliers, we are dedicated to enforcing this code of conduct at their facilities. This includes compliance training, external expert evaluations, and audits as part of our supply chain due diligence (read more below).

[Supplier Code of Conduct Guideline](#)

When working with suppliers, we are dedicated to enforcing this code of conduct at their facilities. This includes compliance training, external expert evaluations, and audits as part of our supply chain due diligence (read more below).

[Anti-Discrimination and Harassment Policy](#)

Samsung respects the right of everyone to a world of work free from discrimination and harassment and is therefore committed to creating and maintaining a safe and healthy work environment in which people are treated with dignity, decency, and respect. All employees have to comply with this policy.

[EHS policy \(Environment, health, safety\)](#)

Samsung shall contribute to protecting the earth and improving people’s lives and be at the forefront of creating a sustainable society according to its business principle that prioritizes the environment, safety, and health.

[Child Labour Prohibition Policy](#)

[Migrant Worker Policy](#)

[The Guidelines for Apprenticeship Training](#)

These policies and guidelines are in place to promote the rights of vulnerable workers. They are implemented by awareness raising and training, through risk assessment tools, and by conducting regular on-site inspections and monitoring.

### Our policies and guidelines are based on:

### What they stand for:

Responsible Business Alliance (RBA) Code of Conduct

We are members of the RBA and have adopted their Code of Conduct, which is a set of standards on social, environmental, and ethical issues in supply chains.

UN Guiding Principles on Business and Human Rights (UNGPR)

The purpose of UNGPR includes companies enacting and enforcing laws that require businesses to respect human rights and providing guidance to companies on their responsibilities.

International Labour and Organization (ILO) Declaration on Fundamental Principles and Rights at Work

In alignment with the UNGPR, the provisions of the RBA are derived from key international human rights standards. These standards include ILO Declaration on Fundamental Principles and Rights at Work, UDHR, UNCRC and OECD guidelines for Multinational Enterprises.

UN Universal Declaration of Human Rights (UDHR)

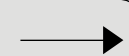
UN Convention on the Rights of the Child (UNCRC)

We seek to conform to the RBA Code of Conduct 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.

Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises

Find out more about our global policies and guidelines

Samsung global website



# Responsible supply chain

## HUMAN RIGHTS

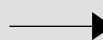
Samsung has implemented a human rights due diligence process throughout our entire supply chain. Aligned with the UNGP, we proactively identify, prevent, and mitigate both actual and potential adverse human rights risks across our business operations, supply chain, and business relationships.



## Samsung's actions on our salient human rights risks

What's the risk?	Who's in charge?	Who's actually or potentially affected?	What's the action to address the risk?
Working hours and adequate standard of living	<ul style="list-style-type: none"> <li>• People Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Internal monitoring and third-party audits</li> <li>• Industry network engagement</li> </ul> <p>Working hours:</p> <ul style="list-style-type: none"> <li>• Pre-building of new products prior to their official release</li> <li>• Regular review of working hours at our production sites and suppliers</li> <li>• Review of shift patterns, in compliance with our internal standards, at our production sites</li> </ul> <p>Standard of living:</p> <ul style="list-style-type: none"> <li>• Calculation of living wage based on Anker methodology with third-party experts</li> <li>• Gap analysis between wages paid at our production sites and living wages</li> </ul>
Forced labor and child labor	<ul style="list-style-type: none"> <li>• People Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Internal monitoring, including of government and NGO reports, and third-party audits</li> <li>• Industry network engagement</li> </ul> <p>Forced labor:</p> <ul style="list-style-type: none"> <li>• Development of tailored audit tool for our production sites employing foreign migrant workers</li> <li>• On-site audits of our production sites and dormitories</li> <li>• Face-to-face interviews with foreign migrant workers on their working and living conditions</li> </ul> <p>Child labor:</p> <ul style="list-style-type: none"> <li>• Employment management system</li> <li>• Age verification process</li> <li>• Capacity-building and training</li> </ul>
Freedom of association and collective bargaining	<ul style="list-style-type: none"> <li>• People Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and third-party audits</li> <li>• Reinforcement of relevant provisions in Code of Conduct</li> <li>• Labor and Human Rights Council overseen by the Board of Directors</li> <li>• Capacity-building and training</li> <li>• Dialogues and collaboration with employee representative bodies, including labor unions and Works Councils</li> </ul>
Occupational health and safety	<ul style="list-style-type: none"> <li>• Global EHS Center</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and third-party monitoring</li> <li>• Acquiring and retaining internationally recognized EHS certifications at all of our business sites</li> <li>• Establishing a monitoring system for all of our global production sites</li> <li>• Development and adoption of new protective gear</li> <li>• Safety capacity-building and training, building experts</li> </ul>

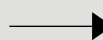
Find out more about our human rights efforts

2023 Global Sustainability Report p.40-42 

## Samsung's actions on our salient human rights risks

What's the risk?	Who's in charge?	Who's actually or potentially affected?	What's the action to address the risk?
Nondiscrimination, diversity and inclusion	<ul style="list-style-type: none"> <li>• People Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> <li>• End users/Consumers</li> <li>• Local communities/Society</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and third-party audits</li> <li>• Internal DEI network</li> <li>• Capacity-building and training</li> <li>• Annual Employee Surveys (Samsung Culture Index)</li> <li>• Industry network engagement</li> </ul>
Anti-harassment	<ul style="list-style-type: none"> <li>• People Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and third-party audits</li> <li>• Capacity-building and training</li> <li>• Annual Employee Surveys (Samsung Culture Index)</li> </ul>
Product responsibility including AI ethics	<ul style="list-style-type: none"> <li>• Corporate Sustainability Center</li> <li>• R&amp;D Teams at each Business Unit</li> <li>• Samsung Research</li> </ul>	<ul style="list-style-type: none"> <li>• End users/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• AI Ethics Principles of fairness, transparency, and accountability</li> <li>• Guidelines on AI Ethics</li> <li>• Provision of AI models and data card templates</li> <li>• Online training</li> </ul>
Digital responsibility including privacy and freedom of expression	<ul style="list-style-type: none"> <li>• Information Security Center</li> <li>• Global Privacy Office</li> <li>• Communications Team</li> <li>• Partner Collaboration Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> <li>• End users/Consumers</li> <li>• Local communities/Society</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of products and services in compliance with Samsung Privacy Protection Principles including transparency, security, and choice</li> <li>• Enabling freedom of expression in products and services</li> </ul>
Environmental responsibility	<ul style="list-style-type: none"> <li>• Global EHS Center</li> <li>• Partner Collaboration Center</li> <li>• Corporate Sustainability Center</li> </ul>	<ul style="list-style-type: none"> <li>• Our employees</li> <li>• Workers in the supply chain</li> <li>• End users/ Consumers</li> <li>• Local communities/Society</li> </ul>	<ul style="list-style-type: none"> <li>• Announcement of the New Environmental Strategy incorporating emissions reduction, new sustainability practices, and innovative technologies and products</li> <li>• Acquiring and retaining internationally recognized environment and energy certifications</li> </ul>
Supplier responsibility	<ul style="list-style-type: none"> <li>• Partner Collaboration Center</li> <li>• Purchase Teams</li> <li>• Global EHS Center</li> </ul>	<ul style="list-style-type: none"> <li>• Workers in the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible purchasing practice requirements in contracts and evaluations of suppliers</li> <li>• Self-assessments, internal and third-party monitoring</li> <li>• Regular verification of supplier data</li> <li>• Capacity-building and training</li> </ul>
Responsible minerals sourcing	<ul style="list-style-type: none"> <li>• Partner Collaboration Center</li> <li>• Purchase Teams</li> <li>• Corporate Sustainability Center</li> </ul>	<ul style="list-style-type: none"> <li>• Workers in the supply chain</li> <li>• Local communities/Society</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in grassroots projects</li> <li>• Capacity-building and training</li> <li>• Industry network engagement</li> </ul>

Find out more about our human rights efforts

2023 Global Sustainability Report p.40-42 



## Our responsible minerals management process

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

At Samsung, we have prohibited the use of illegally sourced minerals, and are actively working to ensure compliance. For instance, we continuously monitor our suppliers by expanding the scope of our monitoring efforts. We acknowledge the challenges inherent in

this task, but through various strategies and processes, we are working to ensure that our entire supply chain aligns with the OECD Due Diligence Guidance for conflict minerals.

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

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



Find out about our work to eliminate conflict minerals

2023 Responsible Minerals Report



## Building ethical business partnerships

### HUMAN RIGHTS

Since 2018, we have hosted an annual stakeholder forum in Vietnam with the aim of building a corporate culture that values human rights. The forum brings together a diverse range of stakeholders, including policymakers, non-governmental organizations (NGOs), Chief Sustainability Officers (CSOs), labor and human rights experts, academics, and businesses. The goal is to create synergy among these stakeholders and encourage collaboration in upholding and promoting human rights within our corporate environment.

The fifth forum took place in 2022 in conjunction with the Vietnam General Confederation of Labor (VGCL), the Vietnam Chamber of Commerce and Industry, and the Vietnamese Ministry of Trade and Industry. The theme of the forum was Moving Up the Global Value Chains in Vietnam: Multi-Stakeholder Partnership on Capacity Development and Due Diligence.

We presented our initiatives dedicated to fostering Vietnam's parts industry to more than 500 participants, including representatives from International Labour Organization (ILO), Responsible Business Alliance (RBA), more than 60 local and global NGOs, media organizations, and academia. We also emphasized our commitment to collaborating with suppliers and ensuring their adherence to global guidelines, including RBA and Joint Audit Cooperation (JAC), compliance with Vietnamese laws as well as the role of labor unions in reinforcing labor rights due diligence in Vietnam.

We plan to consistently and actively communicate our commitment to human rights, gender equality, and safe workplaces to our stakeholders, now and in the future.



## The Norwegian Transparency Act

Due to increased global demand for supply chain transparency, Norway recently strengthened legislation in this regard. On July 1st, 2022, the Norwegian Transparency Act (NTA) entered into force. The act mandates companies, falling under a defined threshold in Norway, to conduct due diligence assessments covering their own business and supply chain. Additionally, companies are required to publish an annual report of these due diligence assessments. They must also respond to any reasonable request for access to information on human and labor rights within their own business and supply chain. If you have any questions about this, please send an e-mail to: [nta@samsung.se](mailto:nta@samsung.se)

Samsung Nordic falls under the act, and in 2023 we published our first NTA report. It includes a detailed explanation of how Samsung Nordic operates our labor and human rights due diligence process.

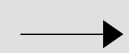
Under the act, anyone has the right to inquire about access to information on how a business in scope of the law addresses human and labor rights risks in its own business and business operations globally. This includes the general public including private individuals, businesses, and journalists.

We constantly strive to improve the availability of our supplier data and business operations. As a global leader in the manufacture of electronic products, Samsung is reliant on a network of 2,131 first-tier suppliers.

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

Find out more about our labor and human rights due diligence processes

[2023 Norwegian Transparency Act Report](#)



# Corporate citizenship



## Our responsibility to society

### 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 line with Samsung's global vision for corporate citizenship, Together for Tomorrow! Enabling People, we actively support local development and engage in strategic partnerships to drive positive impact in the Nordics. Our focus includes preparing young people for the global labor market through initiatives and interactive training in digital innovation, aiming to bridge the digital gap and promote diversity.

## Our Nordic corporate social responsibility initiatives

### CORPORATE CITIZENSHIP

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At Samsung Nordic, we are committed to our mission of Corporate Social Responsibility (CSR), known as Together for Tomorrow. The collective commitment to this initiative is evident in the inspiring actions of our colleagues, who, irrespective of their professional roles, generously volunteer their time, share their skills, and leverage their expertise to support various social causes.

#### **Run of Hope**

The Run of Hope is a significant effort to support the Swedish Childhood Cancer Fund (Barncancerfonden), which demonstrates how Samsung employees work together to make a positive impact. A dedicated and diverse team participated in the run to raise funds for pediatric cancer research. This initiative highlights the idea that each of us, no matter how big or small our contributions, has the power to make a meaningful difference.



## Samsung Solve for Tomorrow Nordics

Samsung Solve for Tomorrow is Samsung's flagship global program dedicated to supporting future generations through education. Launched in the Nordics in spring 2021, the program is designed as a unique learning experience, offering young people aged between 18 and 25 the opportunity to develop solutions to real-world problems through design thinking, technology, and innovation.

In collaboration with Samsung and our partner, Hyper Island, participants gain access to workshops,

inspirational lectures, and individual coaching. The objective is to empower participants in addressing challenging issues related to equality, the environment and climate, as well as digital well-being and health, using new and creative approaches.

By providing young people with the tools to effect real change, Solve for Tomorrow contributes to the development of more inclusive technologies aligned with the Global Goals and Agenda 2030.

## Turning Nordic youth concerns into action

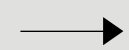
Since 2018, we have partnered with youth organization Fryshuset to prepare a new generation for a future dominated by technology and digitization. By equipping young people with tools, knowledge, and a Nordic platform for meeting and learning, we empower them to transform concerns into action and problems into innovative ideas for social development.

To amplify the issues raised by the participants, we have released the Solve for Tomorrow Report for two

consecutive years in collaboration with Fryshuset. The purpose of these reports is to provide a voice to young people in the Nordic countries, allowing them to articulate their perspectives on AI, technology, and innovation. Moreover, it offers them an opportunity to influence and explore the possibilities of technology in addressing various social issues.

Find out more about our corporate citizenship and what we do on a global level

2023 Global Sustainability Report p.87



# Governance



## Organizational ideals

### 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

### 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 our business principles and core values, which also form the basis of the Samsung Global Code of Conduct which guides all employees.

### Core values

#### People

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

#### Excellence

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

#### Change

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

#### Integrity

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

#### Co-prosperity

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

## Samsung in numbers

(2022) employees globally

**270,372**



(2022) 1st tier suppliers

**2131**



(2022) countries Samsung operates in

**74**



(2023) employees in the Nordics

**395**



(2022) production sites globally

**31**



(2022) invested in R&D yearly

**≈ €17,7 billion**



## 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 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 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 training in the Nordic countries. Samsung Nordic’s compliance team (part of the legal department) is responsible for updating and monitoring the various global and local policies and routines, 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 training on regulatory compliance. In 2023, 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, also more advanced competition law training, marketing law training as well as more advanced GDPR training for employees in specifically chosen areas.

Samsung 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 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 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 and Risk and Legal teams. Follow-up and action may be taken according to the severity of the concerned issues. In 2023, no compliance violations regarding corruption and bribery, customer privacy or environmental laws and regulations were reported.

KPIs	2021	2022	2023	COMMENTS
Number of employees who received compliance training (including anti-corruption and bribery)	333	483	389	
Number of new employees who received the Compliance, Integrity, and Ethics training	23	483	389	
% of employees who received personal data protection/GDPR training	89%	100%	100%	
Number of employees who received competition law training	23	132	112	All employees working with sales
Number of substantiated complaints regarding breaches of customer privacy and losses of customer data received from regulatory agencies	0	0	0	
Number of incidents of corruption and bribery	0	0	0	
Number of incidents for non-compliance with environmental laws and regulations	0	0	0	



## About this report

As a leading global company, Samsung takes social and environmental responsibility seriously. Samsung 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 2023. The next global sustainability report is expected to be published in summer 2024.

## About Samsung Nordic

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

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

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



Find out more about our global network (p.6) and corporate governance (p.94) in our 2023 Global Sustainability Report

2023 Global Sustainability Report



**SAMSUNG**