

Corporate Social Responsibility (CSR) Report for 2020

Statutory statement

The CSR report is included in this Carl Ras A/S management report in accordance with Sections 99a and 99b of the Danish Financial Statements Act. The report covers the 2020 calendar year.

The Carl Ras Group has established targets and CSR policies regarding corporate social responsibility.

As Carl Ras A/S is the primary company in the Group, the report, as well as these targets and policies, will primarily be aimed at this company.

The aim of the report is to provide a relevant and accurate assessment of Carl Ras' risks of adverse impacts on the environment and climate, labour conditions, diversity, human rights and anti-corruption, as well as our efforts to minimise these risks. The policies for each of these areas are available at www.carl-ras.dk/csr. The website also explains in greater detail how our work with CSR is intended to inspire and guide the industry towards sustainable social development.

Carl Ras' approach to CSR


The reason for Carl Ras' existence is to help our customers achieve the best outcomes for their projects. We do this by efficiently providing our customers with exactly what they need.

The sustainable agenda that currently defines the construction industry involves customers' projects and needs being under continuous development. Carl Ras launched a green customer concept in 2020 in order to help our customers participate in sustainable development and to be on the cutting edge when it comes to meeting their future needs. *"Carl Ras makes sustainable building easier"* focuses on certifications and product data, easy access to the right products for the job, knowledge of new requirements and techniques, and the possibility of using circular economy solutions.

We are aware that, where this is concerned, we are operating in a slowly maturing market. This means that the market had a narrow range and low demand in the financial year. Despite this, we have chosen to make an effort and place more focus on greener alternatives and initiatives in order to strengthen supplier development and customer demand.

Our approach to corporate social responsibility involves making efforts to be an active participant in the field of sustainable development. We can make the biggest difference by influencing the industry's development as well as the upstream and downstream links in our value chain. This is what guides our efforts and acts as the driver for our involvement in organisations such as DI Byg, which is a network with a focus on sustainability and collaboration across the industry.

Carl Ras' primary risks and contributions to the Sustainable Development Goals

Risk	Sustainable Development Goals	Risk minimisation
As a trading company, the most significant risk that Carl Ras bears, both commercially and socially, is in the interface between suppliers and customers. The risk consists of not being able to meet customers' product needs in terms of quality, design, and safety, while at the same time providing a guarantee that products have been properly produced and that accurate product information is available to customers. For this reason, it's crucial for Carl Ras to work with suppliers we trust so we can deliver the quality that Carl Ras guarantees and maintain good relationships with our customers.	The UN has set goals for 2030 to address the economic, social, and environmental challenges the world is facing. Sustainable Development Goal 12 addresses the need to reduce the consumption of natural resources and to protect the environment during production and disposal phases. 	With our shared responsibility for production and consumption behaviour, Carl Ras has an opportunity to influence the value chain with a positive effect on society. Carl Ras works towards this goal by creating transparency, circular economy solutions, and knowledge sharing about sustainable changes for our key stakeholders: suppliers, customers, and employees. Carl Ras contributes to targets 12.2 12.4 12.5 12.6 12.8

Identifying one Sustainable Development Goal as a strategic target has had a positive effect for Carl Ras. However, we also contribute to other UN Sustainable Development Goals through our sustainable business operations. The actions taken in the following sections are attached to a Sustainable Development Goal Indicator,¹ where possible.

Carl Ras' business model and focus

The Carl Ras Group sells professional tools, machinery, fittings, fasteners, and chemical products, as well as work clothes and items for mobile office trailers, to the construction industry wholesale. We sell more than 40,000 different products to craftsmen, contractors, institutions, and the industry in general. These products are continuously adjusted to meet our customers' needs. We service our customers through Carl Ras' 18 wholesale centres and 3Aktives' two wholesale centres in Denmark, as well as two websites and by consultants who travel throughout the country.

Carl Ras was founded in 1932. The Group is owned by a Danish family and is run by the third generation. Carl Ras' vision is to develop the industry. To succeed in this endeavour, Carl Ras needs to continue developing as a company. To this end, Carl Ras is structured around the development of people, relationships, and processes. This development is based on a sustainable paradigm that aims to balance economic, environmental, and social considerations.

We have made a promise to our customers, to our employees, and to society. This promise determines what we do and serves as the guiding principle in our efforts to contribute to the Sustainable Development Goals and to live up to our CSR policies.

	Why this promise	What we do	Our explanation
Our Customer Promise: At Carl Ras, you won't be taken for granted	Customers are the reason we exist and we never take them for granted. Without customers, Carl Ras wouldn't exist. We are constantly striving to build and maintain close relationships with our customers so we can help to find solutions that meet all of their needs, both known and unknown.	Our many efforts include making it easier for our customers to build sustainably through transparency, knowledge, and circular economy solutions.	Using our policies for the environment and climate, human rights, and anti-corruption, we create results that can be seen in the " <i>Carl Ras makes sustainable building easier</i> " column.
Our promise to employees: Job satisfaction is our most important tool	Our employees are the key to creating close relationships with our partners and within the industry as a whole. We have no hope of making a difference without these relationships. We believe that happy employees make for happy customers. If we want to be able to keep our promise to our customers, it is crucial for our employees to thrive.	Our most important task is to lay the groundwork for a workplace where employees thrive and are given opportunities to develop and take responsibility for their work, their relationships, and the outside world.	With our policies on labour rights, diversity and sexual harassment as the foundation, we aim for the results that can be found on the " <i>Job satisfaction is our most important tool</i> " pages.
Our promise to society: Carl Ras aims for the best results	Being a responsible company, we take responsibility for the negative effects we have on the outside world, whilst our driving force is to create results that make a difference.	We prioritise our efforts according to where we can make the biggest difference and where it results in profitable sustainability.	With our environmental and climate policy as the basis, we aim to achieve the results that can be seen on the " <i>Carl Ras aims for the best results</i> " pages.

¹ The indicators are labelled SDG X.X, with reference to which target the effort affects.

Carl Ras makes sustainable building easier

	Sourcing a green product range	Promotional campaigns
<i>Our contribution</i>	SDG 12: Responsible consumption and production	
<i>The challenge for society</i>	Construction has significant negative effects on the environment and climate, which creates a greater need for sustainable construction products.	Consumption patterns are characterised by habits and norms; this acts as a barrier to sustainable development.
<i>The challenge for us</i>	The challenge we face is that there is a limited offering of greener alternatives within the categories we sell.	With a new sales parameter for construction industry products, we are operating in an underdeveloped market with a narrow product range and low demand.
<i>Our policy</i>	Environmental and climate policy	Environmental and climate policy
<i>Our priority</i>	We prioritise our customers' current and future needs while providing inspiration for new products with a green profile to promote sustainable consumption and production patterns. We prioritise the environmental certification of our chemical products.	We prioritise making it easier for customers to choose products with a green profile and products that can be included in certified construction.
<i>Our procedure</i>	We continuously source new products and add to our range to meet our customers' needs in the transition to greater sustainability in the industry. This includes a range of environmental certifications and a range that uses circular processes.	Our marketing department is responsible for making changes that guide customers' purchasing parameters in a greener direction. We measure the turnover of environmentally certified products so we can move them up the value chain.
<i>Our development</i>	In 2020, we developed our sourcing parameters for choosing product packaging for our own brand based on environmental considerations rather than price. We choose the packaging with the lowest environmental impact and we encourage manufacturers to develop green alternatives if they don't have any.	We ran promotional campaigns in our shops in 2020, marking products with an environmental profile. We expanded the search and filtering functions on our website to make it easier to find products that qualify for the Nordic Swan Ecolabel system and DGNB-certified construction.
<i>Our results</i>	SDG 12.2/ Proportion ² of eco-labelled products in our range:	SDG 12.2/ The proportion of sales of eco-labelled products increased by 20% in 2020. We attribute this to the promotional campaigns described above as well as the fact that the market shows an increased readiness to choose products based on environmental parameters. Turnover of eco-labelled products in relation to total turnover:
	4.74%	4.6% 5.52%
	2020	2019 2020
<i>Our expectations</i>	We expect that the volume of products with an eco-label or circular concept will increase, partly because of our sourcing procedures and partly because of our producers' increased focus on developing greener alternatives.	We expect an increased turnover of eco-labelled products related to movements throughout the value chain.

² The proportion of products in our range within the seven most common items recommended for Nordic Swan and DGNB-certified construction.

Carl Ras makes sustainable building easier

	Product data	Supplier management
<i>Our contribution</i>	SDG 12: Responsible consumption and production	
<i>The challenge for society</i>	Products that lack sufficient data are difficult to circulate.	Sustainable development in society can only take place if companies take social responsibility.
<i>The challenge for us</i>	Suppliers need to get accustomed to stricter data, documentation and labelling requirements. It can be challenging to set up processes that ensure the availability of this data.	Another challenge is determining whether our suppliers are living up to Carl Ras' Code of Conduct. Yet another challenge is the fact that our industry does not have a culture of entering into trade agreements with "private label" producers, which makes the basis for supplier management in this group of producers difficult.
<i>Our policy</i>	Environmental and climate policy	Environmental and climate policy Human rights policy / Anti-corruption policy
<i>Our priority</i>	We prioritise providing our customers with what they need to complete their projects, including sufficient documentation about products that will be used in certified construction projects.	We prioritise our suppliers respecting Carl Ras' Code of Conduct and working to minimise any negative effects in relation to its content.
<i>Our procedure</i>	Our procedure for collecting product data is manual because our experience with currently available data systems shows that they do not provide a better solution.	We have added sustainability and the Code of Conduct as fixed points in our annual supplier interviews. We have no control over whether or not our suppliers operate in accordance with Carl Ras' Code of Conduct. But we have close relationships with our primary suppliers, which are based on collaboration and good business ethics. Our ambition is to pay an annual visit to the primary manufacturers of "private label" products to inspect their production facilities. It has not been possible to do so during the Covid pandemic.
<i>Our development</i>	We expanded our data collection from suppliers in 2020 in order to create greater transparency for the products and make it easier for customers to document their purchases for certified construction. This work also involved collecting product labels.	We developed and implemented a new Code of Conduct in 2020. It complies with international standards and applicable legislation and it takes human rights, anti-corruption, and the environment into consideration.
<i>Our results</i>	SDG 12.2/ Our result is more data on the product pages on the website.	SDG 12.6/ All trade agreements that were renegotiated in 2020 included the new Code of Conduct.
<i>Our expectations</i>	We continue to develop data collection processes and expect our increased focus on this to strengthen our suppliers' understanding of how important data and certifications are.	At the end of 2021, the new Code of Conduct will be fully implemented and will be included in all trade agreements. We expect to continue with a sharper focus on our upstream value chain, including which processes are needed to ensure that our suppliers live up to our Code of Conduct.

Carl Ras makes sustainable building easier

	Circular economy solutions	Collaboration
<i>Our contribution</i>	SDG 12: Responsible consumption and production	
<i>The challenge for society</i>	Energy and resource consumption for the production of goods and the disposal thereof.	Developing our society requires collaboration across institutions, industries, and value chains.
<i>The challenge for us</i>	Circulating products in our range is challenging because the processes in the value chain do not support this. We are working towards finding partners with whom we can further develop this area.	We are part of an old industry that is controlled by norms, habitual thinking, and professional pride, which is a barrier to collaborating on development and change.
<i>Our policy</i>	Environmental and climate policy	Environmental and climate policy
<i>Our priority</i>	We prioritise preserving the value of our products for as long as possible.	Collaboration is one of Carl Ras' strongest values. We believe that strong collaboration with our stakeholders helps us to make a difference and generate value for the industry.
<i>Our procedure</i>	We take care of the logistics involved in delivering our customers' used tools and our suppliers' surplus goods to socioeconomic projects that help people and society to develop.	We show curiosity and responsiveness when approached with ideas that require collaboration for developing the industry.
<i>Our development</i>	Carl Ras' tool collection became a permanent initiative in all our shops in 2020. A process was set up for the logistics and for customers in the local areas to motivate others to develop a circular mindset.	In 2020, we started collaborating with Havnens Hænder, which supplies sustainable and bio-based building materials, in order to help spread awareness of these materials in the industry.
	We started collaborating with Repair Cafe Danmark, which works to make a circular mindset more widespread throughout society.	We also addressed enquiries from customers who wanted to collaborate on unique solutions that would ultimately improve the climate.
<i>Our results</i>	<p>SDG 12.5/ In 2020, we distributed tools to our regular customers so they could continue to develop their projects.</p> <p>In collaboration with Engineers Without Borders, we sent a large shipment of tools to a business school for young people with physical disabilities in Sierra Leone, Africa.</p>	<p>SDG 12.2/ In 2020, we entered into a partnership with the organisation Vild med Vilje, which works to promote biodiversity in Denmark. We entered into the partnership to set up a pilot project in which we transform the area around one of our shops with wild plants.</p> <p>The objective of the project is to inspire the industry to incorporate biodiversity into construction projects and to incorporate wild plants into commercial sites for the benefit of animals and people.</p>
<i>Our expectations</i>	Our tool collection programme faced challenges in 2020 because of the sales channels being shut down due to the Covid 19 situation. This has created a bottleneck in terms of circulating the tools further along, which we expect will continue into 2022.	We expect that our collaboration with Havnens Hænder will have a positive effect on the development of sustainability in the Danish construction industry.

Carl Ras makes sustainable building easier

	Knowledge for employees	Knowledge for customers
<i>Our contribution</i>	SDG 12: Responsible consumption and production	
<i>The challenge for society</i>	Sustainable social development is dependent on the skills development of the workforce.	The construction industry has a significant negative impact on the environment and climate, which creates a need for knowledge in order to change patterns.
<i>The challenge for us</i>	Training employees on an issue for which the Group does not encounter significant demand from customers is challenging in terms of both priority and interest.	Moving into an area outside of our usual business model is also challenging.
<i>Our policy</i>	Environmental and climate policy	Environmental and climate policy
<i>Our priority</i>	We prioritise training and educational activities in order to develop our workforce. We inform and involve our employees in the transition to greater sustainability.	We prioritise inspiring our employees to take responsibility in the purchasing, use, and disposal phases, partly so they are active participants in society's transition to greater sustainability and partly to help our customers take part in that transition.
<i>Our procedure</i>	All new employees are introduced to the Group's focus on CSR, and managers are responsible for maintaining the focus on CSR within the teams. We have a procedure for how to train the various employee groups and what they need to know as a minimum. We have CSR ambassadors whose purpose is to spread knowledge about our CSR initiatives within the Group.	Every year we undertake initiatives to support our priorities.
<i>Our development</i>	The Covid situation in 2020 prevented us from carrying out all the activities we had planned for employee training. Activities have been postponed until 2021.	We hired a Communications Manager in 2020 whose job is to increase awareness about accountability within the construction industry and to make our efforts to develop the industry known.
<i>Our results</i>	SDG 12.8/ In 2020, our employees received training in Carl Ras' customer concept: <i>Carl Ras makes sustainable building easier</i> .	SDG 12.8/ We increased our levels of knowledge sharing through our communication channels in 2020.
<i>Our expectations</i>	We expect that sales staff will continue to acquire the required knowledge about the development of the industry so they are able to guide and develop our customers.	We expect to continue to share knowledge about developments in the industry.

Job satisfaction is our most important

<i>Our focus</i>	Mental work environment				
<i>Our contribution</i>	SDG 8: Decent work and economic growth				
<i>Society's challenge</i>	Expenditure on treating illness and stress-related issues.				
<i>The challenge for us</i>	The Covid situation in 2020 was a challenge in relation to the mental work environment. Employees displayed insecurity, anxiety, frustration, and uncertainty about the future. Several of our employees who worked from home for long periods of time were also suffering from loneliness and showed signs of stress.				
<i>Our policy</i>	Labour rights policy.				
<i>Our priority</i>	At Carl Ras, we constantly focus on creating a good work environment where everyone can thrive.				
	We prioritise creating an organisational culture of openness, security and helpfulness. We keep the preservation of our culture in mind as the company grows and the number of employees increases.				
<i>Our procedure</i>	<p>We measure employee well-being every eight weeks.</p> <p>In addition, we conduct an annual survey together with Danmarks Bedste Arbejdsplads (Denmark's Best Workplace) to get an indication of employee well-being.</p> <p>We use the survey results constructively and take action where the results show that there is a need for improvement or where dissatisfaction is apparent.</p> <p>Our managers are in close contact with their teams. We also have a mentoring arrangement where managers can confide in someone outside their team.</p>				
<i>Our development</i>	<p>We saw a high level of sick leave at the beginning of the Covid pandemic, as mild symptoms caused employees to stay home. This fear subsided as we did not experience any infections. At the same time, the Group experienced strong economic growth, and all employees approached their tasks with a high degree of commitment.</p> <p>During the autumn of 2020, we started seeing signs of frustration amongst employees who primarily worked from home. It was difficult for them to strike a good work/family balance when working from home and homeschooling.</p> <p>Since we want to gain insight into the challenges employees face when working from home and find out whether this affects their well-being, we decided to add this point to our ongoing well-being surveys starting in January 2021. The results will put us in a better position to act on the challenges that working from home can create.</p>				
<i>Our results</i>	SDG 8.8/ Ranking in Denmark's Best Medium-sized Workplace:				
	12	7	6	10	6
	2014	2016	2018	2019	
		2020	2018	2019	
<i>Our expectations</i>	We expect that all of the time spent working from home in 2020 will have consequences for our future work structure and we will work in an organised fashion to achieve the best results for both Carl Ras and for our employees.				

Job satisfaction is our most important

Our focus	Physical work environment	Inclusion								
Our contribution	SDG 8: Decent work and economic growth									
The challenge for society	Expenditure on treatment of injuries, illness and wear and tear.	A labour market that lacks flexibility and inclusiveness increases the risk of unemployment and excludes more citizens from societal development.								
The challenge for us	Risk of injury at warehouses where there is heavy lifting and accidents. Risk of injury from repetitive and sedentary work.	The Group faces the challenge of finding employees with the right skills.								
Our policy	Labour rights policy	Diversity policy								
Our priority	Respect for labour rights is a fundamental part of our responsibility as a company and is essential for the sustainable operation of our business. We prioritise a safe and healthy work environment and we focus on exercise and a healthy lifestyle to prevent injuries, illness, and stress.	We want the composition of our employees to reflect that of society. We prioritise inclusiveness and the development of people. We believe that this results in a dynamic workplace where each of us interacts better with the differences we have.								
Our procedure	Carl Ras' work environment organisation works in a structured manner to minimise work-related injuries. The organisation consists of a representative sample of employees. They prepare work environment assessments, which are followed up by action plans designed to continuously improve our processes and continue to develop a culture aimed at avoiding accidents. Our employees are obligated to identify and reduce the risk of work-related accidents on an ongoing basis and all work-related injuries are reviewed to establish procedures to avoid repeated events.	We are aware of changes in the labour market and adapt to meet the needs of our employees. We make an extra effort to retain employees with special needs. We prioritise the creation of job shadowing, and helping to develop skills for the industry.								
Our development	In 2020, we had two work-related injuries with subsequent absences of no more than two days, as well as nine injuries without subsequent absences. The Work Environment Authority visited at the end of the year and had no comments on this. We have a stable level of sick leave and keep an eye out for patterns that could indicate stress or dissatisfaction. Some of the sick leave in 2020 was due to "close contact" with Covid-19.	We maintained our already established initiatives in 2020.								
Our result	SDG 8.8/ Sick leave: <table><tr><td>2.9%</td><td>3.2%</td><td>3.9%</td><td>3.9%</td></tr><tr><td>2017</td><td>2018</td><td>2019</td><td>2020</td></tr></table>	2.9%	3.2%	3.9%	3.9%	2017	2018	2019	2020	SDG 8.5 + 8.6/ The proportion of trainees and apprentices, and the proportion of the workforce in a supported function, is declining as the number of employees in the Group increases.
2.9%	3.2%	3.9%	3.9%							
2017	2018	2019	2020							
Our expectations	We expect that levels of sick leave will be stable.	We expect that training positions and positions with support will be stable.								

Job satisfaction is our most important

<i>Our focus</i>	Diversity	Discrimination
<i>Our contribution</i>	SDG 5: Gender equality	
<i>The challenge for society</i>	Unequal gender distribution in business is a disadvantage to the over-represented group.	Sexual discrimination of women in the workplace.
<i>The challenge for us</i>	<p>Recruiting women into the workforce in a traditionally male-dominated industry is a challenge for the Group. We see a low proportion of female applicants for our positions, despite our focus on appealing to both genders through Carl Ras' employee branding.</p> <p>The low proportion of female employees is a barrier to increasing the proportion of female managers, as Carl Ras' culture is based on internal promotion if we already have the right skills within the company.</p>	<p>In a company where there is a marked predominance of male employees, there is a risk of female employees feeling discriminated against. The majority of managers in the Group are also men, which also creates an unequal balance of power.</p>
<i>Our policy</i>	Diversity policy	Labour rights policy
<i>Our priority</i>	<p>We see diversity as a strength. A diverse workplace is more efficient, more attractive, and more innovative.</p> <p>Our diversity policy applies to the board of directors, as well as other levels of management.</p>	The company considers any form of sexual harassment unacceptable.
<i>Our procedure</i>	<p>We focus on the individual's skills and potential, regardless of gender, and any management potential in employees is identified by our evaluation system.</p> <p>We support the development of women with leadership potential, with an eye towards utilising this.</p>	We have procedures in place to ensure that everyone in the Group is aware of the Group's position on sexual discrimination and knows what actions to take if you are subjected to it or you witness an incident.
<i>Our development</i>	<p>The proportion of female employees in the Group is increasing. Our goal is for the proportion of women at all management levels in the Group to reflect the gender distribution in the company as a whole.</p> <p>The indicator below reflects a declining proportion of female managers. This does not mean that there are fewer female managers in the Group, but rather that we have more management positions because of organisational changes.</p>	Following the MeToo movement, the Group became aware of a couple of cases of sexually offensive behaviour in 2020. In response, we focused on Carl Ras' culture in relation to inappropriate behaviour, including the fact that we must show respect for each other regardless of gender and not cause any of our colleagues to feel uncomfortable. Our focus on this issue resulted in written procedures to prevent sexual harassment.
<i>Our results</i>	SDG 5.5/ Proportion of women on the board:	<p>The result of the Group's focus on discrimination is that we now have an open dialogue about the risk and employees are in no doubt as to what is tolerated. The specific cases that emerged along the way were handled in accordance with applicable labour laws.</p> <p>The survey from Denmark's Best Workplace shows that our female employees do not feel discriminated against based on their gender.</p>
	16.7% 25% 16.7% 16.7%	
	SDG 5.5/ Proportion of women in management:	
	7.7% 7% 8% 5.5%	
	Proportion of women amongst all employees:	
	15.6% 16.7% 17.1% 18.4%	
	<i>2017</i> <i>2018</i> <i>2019</i> <i>2020</i>	
<i>Our expectations</i>	We expect that the Carl Ras Group will continue with one female board member and two female managers.	<p>We expect ongoing dialogue on these matters within the Group so that potential cases are brought forward quickly and they can be dealt with.</p> <p>We expect to work using procedures for a whistle-blower system.</p>

Carl Ras aims for the best results

	Consumption and recycling	Waste as a resource						
Our contribution	SDG 12: Responsible consumption and production							
The challenge for society	Over-consumption of natural resources for production is devastating to a sustainable ecosystem.				Breaking down waste and resource losses are challenging for the environment.			
The challenge for us	Packaging is a major expense and resource item in the Group. The challenge lies in finding a sustainable balance for the use of packaging that protects the product while minimising resource consumption and the amount of time spent on handling and logistics. This also includes the challenge of increased e-commerce and the related need for fast deliveries, which are important for our customers to be able to complete their projects, but which also result in more packaging and shipping.				It is an economical and logistical challenge to have the same waste sorting options in both our small shops and our large ones.			
Our policy	Environmental and climate policy				Environmental and climate policy			
Our priority	We prioritise sustainable processes in relation to our packaging consumption, as this has a significant negative environmental impact.				We focus on the fact that waste is a resource that loses its value. We prioritise both minimising the amount of waste and increasing the recycling rate of our waste.			
Our procedure	We have CSR ambassadors widely distributed throughout the company so they are closer to the individual processes and better able to suggest changes in our consumption and behaviour that can make a difference.				Anyone who has contact with hazardous waste is trained in dealing with it, and ongoing training is provided. We provide information on correct waste management for employees.			
Our development	We switched our Carl Ras cardboard boxes to a more environmentally friendly model in 2020. The new boxes are unbleached and flexible in size, unlike the previous model, so there is less need to fill the empty air in the boxes with filler materials. We also simplified the number of sizes from seven to four, resulting in lower inventory levels and a better purchase price. We decided to have automatic bottoms on most of the boxes. This comes with a higher price tag, but the savings in tape on the bottom and labour outweighs the higher price.				The total amount of waste increased by 14% from 2019 to 2020, the reasons for which include a larger purchase volume with larger quantities of packaging materials (cardboard waste increased by 5%). We also set up a new storage system at the central warehouse in 2020, which entailed a major clean-up and a lot of waste (reuse of iron increased by 54%). Overall, the degree of reuse decreased, which is due to having cleared out chemical products that cannot be reused, past their expiry date (hazardous waste has increased by 400% from 2019 to 2020).			
Our results	SDG 12.2/ Packaging costs in relation to turnover				SDG 12.4 + 12.5/ The amount of paper waste decreased by 60% compared to 2019 after our efforts to circulate Carl Ras newspapers consistent with their consumption. Plastic waste decreased by 24% after our efforts to phase out plastic in our freight packaging. Total recycling rate:			
	0.247%	0.236%	0.235%	0.119%	70.6%	68.6%	66.2%	64.5%
	2017	2018	2019	2020	2017	2018	2019	2020
Our expectations	We expect to save 50,000 cardboard boxes in 2021, as we are creating new procedures for deliveries to customers and to our own shops.				We expect the amount of hazardous waste to decrease now that we have implemented procedures to reduce the amount of expired chemical products.			

Carl Ras aims for the best results

	Minimising CO2
<i>Our contribution</i>	SDG 9: Industry, innovation and infrastructure
<i>The challenge for society</i>	Burning fossil fuels emits CO2 into the environment.
<i>Our challenge</i>	Our operations, freight, and staff transport all have a negative environmental impact.
<i>Our policy</i>	Environmental and climate policy
<i>Our priority</i>	We are focused on minimising the Group's CO2 emissions.
<i>Our procedure</i>	When we make new investments, we assess alternatives that improve the environment and we balance our decisions based on profitability, environmental considerations, and labour. We find this most sustainable for the Group.
<i>Our development</i>	In 2020, we tested freight solutions that have a lower carbon footprint so we could implement a new solution in 2021.
<i>Our results</i>	<p>SDG 9.4/</p> <p>Because so many hours were spent working from home in 2020, employees drove significantly less. Company cars emitted 17% less CO2 than in 2019, and Carl Ras employee mileage was cut in half.</p> <p>On the other hand, 2020 meant more freight transport due to more orders and more e-commerce. The amount of energy used in facility operations is stable, but CO2 emissions from facility operations are down because of lower conversion figures from fewer CO2 emissions in the energy supply. Overall, the Group's CO2 emissions were lower in 2020 than in the previous year and have generally fallen since we began collecting data in 2018.</p>
<i>Our expectations</i>	Going forward, we expect resource-saving freight solutions and we are moving towards electric cars as solutions that meet our needs are developed.