

# Sustainability Report 2023

Boule Diagnostics AB (publ)



# Sustainability report

**Sustainable industry, innovations and infrastructure**  
Boule delivers blood diagnostics solutions used for both health checks and disease diagnosis. From a societal perspective, blood cell counting is a very cost-effective analysis and provides timely information about patients' health and diseases for immediate action.

Boule's instruments and reagents are offered in near-patient diagnostics worldwide. Our robust and high-quality blood analysis instruments help healthcare providers around the world give patients safe and accurate diagnostics, whether they live in cities or rural areas.

## Objective

Boule stands for responsible business in all areas in which the company has a significant impact. Sustainability is directly linked to Boule's ambition and business operations. With the priorities and goals defined to create value for our customers, we also create value for our employees, owners and society at large. Boule's product solutions and services help our customers contribute to communities becoming more sustainable. Boule's activities directly contribute to objectives three and nine of the UN Framework for the 2030 Agenda.



### Good health and well-being

Boule delivers solutions for blood diagnostics that are used in medical examinations and the diagnosis of diseases. From a societal perspective, blood cell counting is a very cost-effective analysis and provides timely information about patients' health and diseases



### Sustainable industry, innovation and infrastructure

Boule's instruments and reagents are offered in near-patient diagnostics worldwide. Our robust and high-quality blood analysis instruments help healthcare providers around the world give patients safe and accurate diagnostics, whether they live in cities or rural areas.

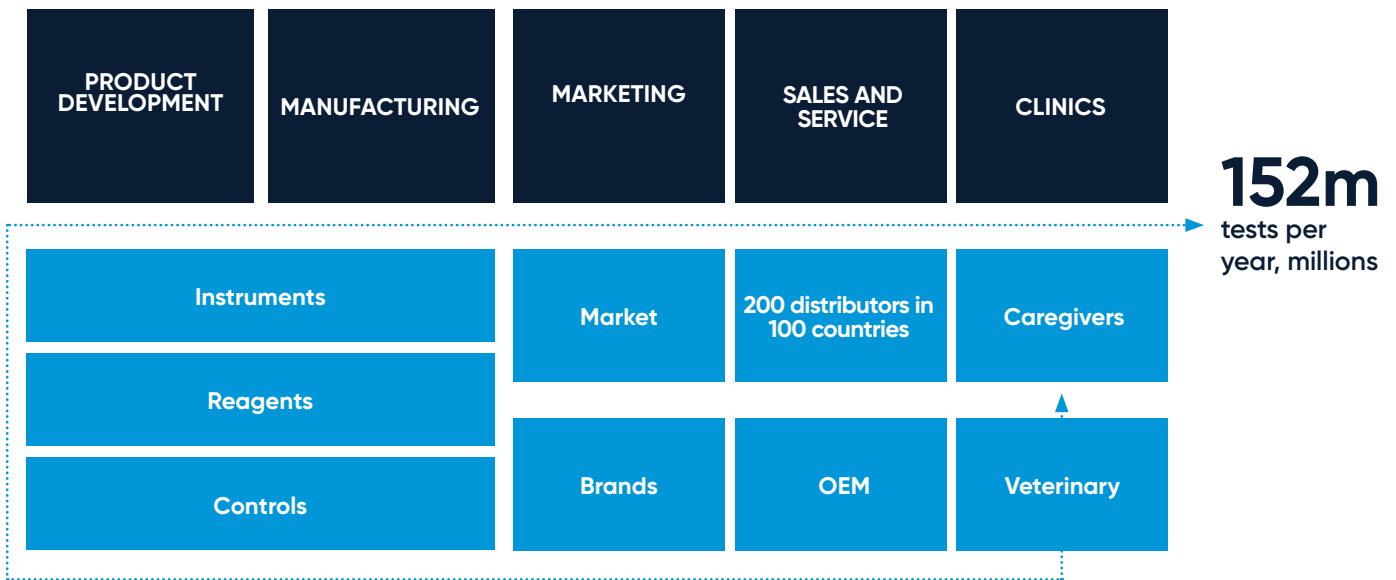




# Mapping Boule's impact on sustainability

Boule sources input goods in Europe, Asia and the U.S. and conducts manufacturing in four factories in the U.S., Sweden and Russia, and markets instruments and consumables globally via a network of distributors.

Boule's value chain provides us with analysis data for sustainability and risk analysis



We have evaluated Boule's impact on society and the environment by identifying different stakeholder groups and potential sustainability risks in the value chain. In the ongoing business dialogue with our stakeholders, we discuss and manage business ethics, social and environmental risks and opportunities.

## Governance of sustainability work

As a medical products company, Boule is governed to a high degree by laws and regulations concerning standards, safety and product quality. Blood diagnostic equipment is subject to detailed regulations worldwide. Boule's ambition, values and code of conduct guide employees in the social and environmental responsibility the company seeks to ensure. We manage Boule on the basis of our quality management system, and all manufacturing and selling companies within the Group are certified in accordance with ISO 13485.

In addition to the regulations that Boule follows, the company is governed by our policies and guidelines.

Boule also shares the values set out in the 10 principles of the UN Global Compact Initiative on the protection of human rights, decent work conditions, environment responsibility and sound business ethics.

- Code of conduct
- Environmental policy
- Quality policy
- Diversity and equality policy

## Stakeholder dialogue

At Boule, we value our patients, users, distributors, employees, suppliers and owners as our main stakeholders. By maintaining an open and continuous dialog with them, we gather essential insights for business, product and sustainability improvements. We conduct surveys with distributors, employees and benchmark markets to better understand their perspectives and collect feedback.

### Patients

There is concern and a risk that inadequate analytical results may cause significant harm to the patient. With the analysis from one of the 150+ million tests performed based on a Boule instrument, the patient can always feel confident that the clinical outcome is correct.

### Users and doctors

Boule's solutions are important and essential for the diagnosis, planning and monitoring of patients in health centers, laboratories and hospitals. Users place demands in terms of product safety and accurate clinical results.

### Distributors

Boule reaches customers in over 100 countries through a distributor network of 200 locally based distributors that market, sell and service Boule's products. In addition to the product safety requirement, it is important for distributors to help build an infrastructure that gives patients safe and accurate diagnostics.



### Employees

Boule strives to be an attractive employer and promote an environment where employees can thrive.

With a vision of zero work-related accidents and illnesses, we put the health and safety of our employees first.

We are dedicated to ensuring fair treatment and equal opportunities for all employees, regardless of gender, age, ethnicity, nationality, religion, sexual orientation, disability, experience or family situation. Fair remuneration and equal opportunities are fundamental principles at Boule, integrated into our values of inclusion and diversity.

Transparency and accountability are central to our approach, ensuring that every voice is heard and every concern is taken seriously.

### Suppliers

Boules' suppliers, mainly located in Europe, Asia and the US, act as key allies in delivering first-class solutions. They attach great importance to Boules' commitment to maintaining the highest business ethics, protecting human rights and actively reducing environmental risks.

### Shareholders

Shareholders expect us to create a long-term stable return. By ensuring that we have satisfied users, distributors and employees, we ensure that we also create shareholder value.

## Four focus areas

Based on expectations and requirements from the company's stakeholders, Boule has established a materiality analysis that has identified opportunities and challenges. Sustainability aspects have been divided into four focus areas that form the basis of our sustainability work: value creation, environment, work environment and ethics and governance.



### Value creation

Boule's ability to produce reliable and high quality solutions for blood diagnostics is of significant importance to our customers' operations and of critical importance to patients. Boule also creates added value by increasing knowledge disseminated through the Boule Academy.



### Environment

Boule has relatively energy-efficient production, and the greatest environmental impact arises from transportation along the value chain – mainly transportation of goods to the company's global distributors.



### Work environment

Boule is committed to providing a safe and inclusive workplace. We believe in creating an environment where each individual has the opportunity to flourish and make meaningful contributions to Boule's ongoing development and growth. By promoting a culture of ownership, respect and collaboration, we empower our employees to reach their full potential and drive our collective success.



### Ethics & governance

Boule works with a diverse network of suppliers and distributors, which requires robust processes and adherence to a clear code of conduct. We prioritize ethical sustainability in all aspects of our business activities and maintain a zero-tolerance policy against bribery, corruption and discrimination.

## Key areas

- |  |   |   |   |
|--|---|---|---|
| <ul style="list-style-type: none"> <li>• Product safety</li> <li>• Social efficiency</li> <li>• Secure diagnostic results</li> <li>• Correct analysis results</li> <li>• Availability</li> </ul> | <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Chemicals</li> <li>• Electronic waste</li> <li>• Electricity consumption</li> <li>• Waste and recycling</li> </ul> | <ul style="list-style-type: none"> <li>• Value-driven culture</li> <li>• Employee satisfaction</li> <li>• Health and safety</li> <li>• Diversity and equal opportunities</li> </ul> | <ul style="list-style-type: none"> <li>• Corruption and bribery</li> <li>• Knowledge disseminators</li> <li>• Compliance and regulatory requirements</li> </ul> |
|--|---|---|---|

## Key indicators

- |   |  |   |   |
|---|--|---|---|
| <ul style="list-style-type: none"> <li>• Number of tests</li> <li>• Installed base</li> <li>• Number of supplier audits</li> <li>• Customer satisfaction, distributors</li> </ul> | <ul style="list-style-type: none"> <li>• Share of renewable energy</li> <li>• Scheduled inward shipments, %</li> <li>• CO<sub>2</sub> emissions</li> </ul> | <ul style="list-style-type: none"> <li>• Employee satisfaction index</li> <li>• Incidents with absence</li> <li>• Staff turnover</li> </ul> | <ul style="list-style-type: none"> <li>• Signed code of conduct, distributors</li> <li>• Signed code of conduct, suppliers</li> </ul> |
|---|--|---|---|

# Value creation

Boule's ability to produce reliable and high-quality blood diagnostic instruments is of great importance to customers' operations and crucial to patients, which is why product quality and safety permeate Boule's sustainability work.

Incorrect or inadequate diagnoses can cause significant harm to patients, lead to financial losses for the hospital or healthcare provider and, by extension, threaten Boule's business operations. For this very reason, product safety is one of the utmost priorities for Boule. As a serious market player, Boule takes responsibility throughout the entire process to create a sustainable supply chain.

## Product development

It is very important to obtain reliable results and a high level of operating safety, and to maintain high quality in the user chain. Boule's quality concept is based on quality and knowledge permeating the entire value chain, all the way to the end customer. Internal quality assurance processes are designed to assure high quality throughout the usable life of every instrument, from production and installation of the products to service and training in their use. This is called the Total Quality Concept and it has the ultimate aim of being able to offer instruments and consumables of the highest quality that provide patients with readily accessible, more effective and safer point-of-care treatment.

## Closed systems for safer blood analysis

An important feature to ensure the quality of measurement results from Boule's products is that the consumables are locked to Boule's instruments. The ability to analyze blood from closed test tubes minimizes the risk of exposure of laboratory staff to potential blood contamination. These are important safety aspects for both patients and healthcare professionals.

## Suppliers

Sustainability work takes place throughout the product supply chain, and Boule's suppliers play a crucial role in providing high-quality systems. The components for Boule's production are manufactured by leading suppliers worldwide, and Boule has a direct impact on the choice of, e.g., materials, raw materials and packaging. Choosing suppliers is therefore done with great care, following a supplier evaluation. Boule only picks those suppliers that offer the best and most cost effective products and that guarantee the highest possible quality. All Boule's suppliers of production materials have quality management systems in place. Suppliers with documented environmental management systems and environmental targets are prioritized. Approved suppliers are regularly monitored. This is done to ensure that suppliers have lived up to their commitments and can continue to be considered an approved supplier.

## Distributors

Boule imposes exacting demands on its distributors when it comes to product knowledge. To ensure a high level of knowledge, Boule organizes regular product training courses for all distributors. This training mixes theory with practice and covers areas such as basic hematology and the technical maintenance and servicing of instruments. Boule commissions an annual survey of distributors, where any shortcomings in hematology systems, support and service are identified and can then be rectified.



### Activities completed during the year

- ▶ Conducted on-site audits of the three main suppliers
- ▶ Introduced new IT tools and procedures for dealing with service requests

### 2024 priorities

- ▶ Implementation of a portal for monitoring compliance and sustainability in the supply chain

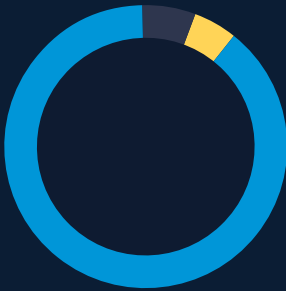
### Audit of critical suppliers

Target	Result
11	7

### Distributor satisfaction index

Target	Result
8.0	8.7

Share of estimated CO<sub>2</sub>e Sweden, 2023



■ 91% Transportation  
 ■ 6% Travel  
 ■ 3% Electricity

Estimated CO<sub>2</sub>e\* Sweden:

904

ton

CO<sub>2</sub>e travel:

0.3

tons per employee

*\*Estimated emissions in the areas of electricity, travel and inbound and outbound deliveries where Boule is responsible for transportation*

# Environment

Boule works systematically to minimize environmental risks linked to the transportation of products, which is Boule’s biggest source of greenhouse gas emissions. Boule also works proactively on other environmental aspects such as choice of recyclable products in packaging.

## Transportation

An efficient and CO<sub>2</sub> –minimizing goods flow is one of the most important factors in reducing the company’s adverse environment impact. When procuring transportation services, Boule specifies environmental requirements for the freight companies it engages. All transportation companies have their own environmental policy and/ or recognized systems for systematic environment work. Planning and optimization of inward deliveries (scheduled shipments) to increase load capacity utilization per transport reduces CO<sub>2</sub> emissions and brings cost savings. Boule also reduces the number of inward shipments by using a bag-in-box solution for packaging that is more space efficient than hard plastic packaging.

## Chemicals and components

In order to ensure that no Boule product contains harmful, regulated or unnecessary chemicals, Boule complies with the rules and regulations that apply for the manufacture of electronics and the use of chemicals. Only components approved under the EU’s Registration, Evaluation, Authorisation and Restriction of Chemicals Regulation (REACH), Restriction of Hazardous Substances Directive (RoHS) and Waste from Electrical and Electronic Equipment Directive (WEEE) are used in product development and production.

## Environmental impact of real estate

The offices and instrument production facilities in Sweden are located in buildings with geoenergy installed, replacing district heating and cooling machines. The heaters are powered by eco-labelled electricity that is 100 percent produced from renewable energy sources.

## Travel

Boule encourages you to always choose environmentally friendly business travel and commuting.

- ▶ Continue to minimize printing and reduce waste
- ▶ Advocate for environmentally friendly vehicles
- ▶ Various measures to encourage employees to save electricity



## Activities completed during the year

- Improved chemical reporting and future adjustments to the EU candidate list
- Use third party supplier for effective reporting of climate emissions
- Started licensed manufacturing of reagents and signed an agreement to license manufacturing of instruments in India, which will reduce transportation costs
- Continued reduction of packaging and increased packing density in the transport of consumables from Sweden

## Priorities 2024

- ▶ Work actively to reduce air transport
- ▶ Continue streamlining and structuring of data collection to continuously measure the company’s emissions
- ▶ Analyze and prepare for the correct implementation of EU environmental legislation



# Work environment

At Boule, we believe that our employees are our most valuable asset. We prioritize a safe and positive working environment. Our goal is to provide a workplace where every employee can unlock their full potential and thrive.

### Value-driven culture

Boules' values and corporate culture serve as guiding principles for our employees, shaping their behavior, interactions with each other, and engagement with customers and other stakeholders. These values are the basis for a supportive working environment and are essential to achieving our goals and driving our initiatives forward.

### Employee satisfaction

Boules' success is largely due to its ability to develop and retain employees and to attract talented people in various fields.

In 2023, we implemented a new tool to measure employee satisfaction in an efficient and user-friendly way. The engagement survey has helped us gain great insights into employees' perspectives on our working environment and leadership. All feedback and results were analyzed, and workshops were conducted based on individual needs and areas for improvement in each team. The survey results show that 84 percent of employees consider their manager to be a good leader. The overall impression of Boule as an employer is 7.2 on a scale from 0 to 10.

The average number of employees during the year was 228. The average employee turnover rate was 11 percent in 2023.

### Health and safety

Boule maintains ambitious health and safety standards and strives to promote a culture of safety awareness, positive attitudes and continuous improvement. Achieving this goal requires the commitment of management and every employee and partner.

We prioritize proactive measures to prevent workplace injuries and conduct both scheduled and unannounced safety inspections to assess and improve our working environment. Given that the most significant health and safety risks are usually found in production and warehouses, we have an exceptionally strict focus on safety in these areas. Any incidents are immediately reported to our Health and Safety Committee for careful review and monitoring.

### Diversity and equal opportunities

Boules' workforce consists of individuals from many different nationalities and backgrounds, which not only enriches our organizational culture but also strengthens our collective capabilities. Therefore, Boule is committed to fostering an environment that makes optimal use of the diverse skills and talents of our employees.



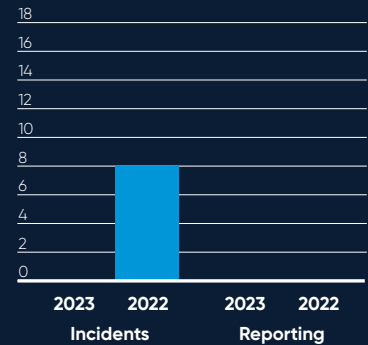
#### Activities completed during the year

- ▶ Implemented a digital tool for employee performance reviews and 360 Feedback
- ▶ Implemented digital tool for temperature and annual employee surveys
- ▶ Introduced a leadership program "Lead Together" for managers
- ▶ Created a rest and prayer room at headquarters
- ▶ Renovated premises to create areas for recreation, games, innovation and team-building

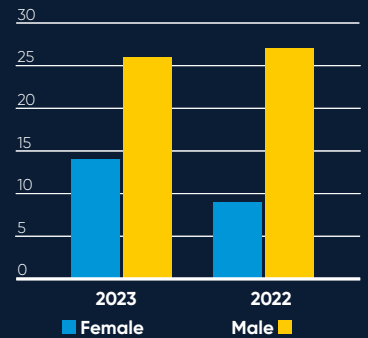
#### 2024 priorities

- ▶ Introduce leadership training for high-performing talent
- ▶ Introduce initiatives to increase the ownership culture throughout the organization
- ▶ Launch initiatives to increase employer branding both internally and externally

Incidents/Reporting



Number of women/men in management



Average number of women/men

100 (106)

128 (132)

Women in management

1 (3)

Employee satisfaction index

Target

7.2 on a scale of 0 to 10



### About the Sustainability Report

The Sustainability Report includes the parent company Boule Diagnostics AB and all entities included in Boule Diagnostics AB's consolidated financial statements for the same period, as specified in Note 14 of the consolidated financial statements. The Sustainability Report has been produced in accordance with the regulations in the Annual Accounts Act (Chapter 6, Section 10). A description of certain sustainability-related risks and their management can be found in the risk section on pages 40–44 of the Annual Report.

Signed code of conduct, distributors

Target	Result
100%	100%

All distributors have signed Boule's code of conduct which, among other things, makes it clear that all forms of bribery are unacceptable.

Signed code of conduct of critical suppliers

Target	Result
100%	100%

# Ethics and governance

Boule has set high standards on how we should act to be a good social player with a high level of business ethics.

### Code of conduct

The Boule code of conduct contains the company's binding guidelines and provides specific directions when new relationships are entered into with employees, suppliers, distributors, customers and other partners. The code of conduct contains the company's requirements and positions on anti-corruption, human rights, labor law and environmental considerations, in accordance with the ten principles of the UN Global Compact. The code of conduct provides support and guidance for employees in their daily work and imposes business ethics demands on suppliers and distributors.

All employees within the group receive training in the code of conduct and are informed of their personal responsibility to act in accordance with it. The manager of each function is responsible for ensuring compliance with the code in day-to-day business.

### Whistleblower function

Employees are encouraged and expected to report violations of Boule's code of conduct through the company's whistleblower function. Reporting is anonymous and is only treated to the degree reasonably required for investigation. Individuals reporting such incidents face no reprisals or other negative consequences. Boule's code of conduct includes directions on how employees should report suspected breaches within the organization. In 2023, there were no whistleblower reports concerning the Code of Conduct.

### Activities completed during the year

- ▶ All staff received training on the Code of Conduct
- ▶ Ensured that all critical suppliers signed the Code of Conduct

### 2024 priorities

- ▶ Launch renewed and digital Code of Conduct training
- ▶ Plan for the implementation of the new EU Corporate Sustainability Reporting Directive (CSRD)

**Innovative****Customer oriented****Courageous****Quality****Resultat orienterad****Teamwork**

Boule's values are a cornerstone of the company and help us sustain our strengths and focus. The values were developed together with the staff by identifying what uniquely characterizes Boule. Through our values, we have created common rules, which we all follow, understand and can relate to both internally and externally. Our values strengthen our purpose and mission statements and help us make the right decisions.

## Auditor's opinion on the statutory sustainability report

*To the Annual General Meeting of Boule Diagnostics AB (publ), corporate registration number 556535-0252*

### Engagement and responsibility

The Board of Directors is responsible for the 2023 Sustainability Report on pages 28–37 and for ensuring that it is prepared in accordance with the Annual Accounts Act.

### Focus and scope of the examination

Our examination was conducted in accordance with FAR's recommendation RevR 12 Auditor's opinion on the statutory sustainability report. This means that our examination of the sustainability report has a different focus and is substantially less in scope than an audit conducted in accordance with International

Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

### Opinions

A statutory sustainability report has been prepared.

Uppsala, April 15, 2024

Öhrlings PricewaterhouseCoopers AB

**Lars Kylberg**

*Authorized Public Accountant*

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