

# 2018

## Sustainability Report

QUANT™



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“ WE CONTINUOUSLY  
MEASURE SAFETY  
ASPECTS AT OUR  
CUSTOMER SITES ”



**JOHAN ERIKSSON**  
CEO & PRESIDENT  
QUANT AB (PUBL)

## CEO's Letter

**At Quant sustainability is fundamental to our service offerings and our corporate culture. We believe that sustainability is not done to improve the public corporate image. Instead it is something we perform in all our customers' contracts every day, improving safety, quality and our customers' bottom line.**

Safety always comes first to us. Safety, together with people empowerment, make up the core foundation of our business strategy. We continuously measure safety aspects at our customer sites, improve and refine safety protocols, and train our people to be safety leaders. At an annual ceremony we hand out safety awards to highlight outstanding work and we share knowledge throughout our organization. Our digital tools help our people and our customers visualize safety hazards to make sure that safety work never becomes a mundane task. In this report we share stories from some of the long-term relationships we have with our customers and the impact those relationships have had on their safety culture and production efficiency.

When a company invests in fixed assets in their production facility they invest in efficiency. At the same time that investment is a strain on our environment. Quant maintains those fixed assets, making sure they stay efficient and can operate flawlessly for many years. We do that by taking good

care of our people, have the highest standard for safety, and following our world class procedures. This means that our customers do not need to reinvest in fixed assets, they can use their existing equipment for a long time.

Quant operates at our customers' sites, in the middle of their operations, and is given the responsibility to ensure that the operational maintenance is carried out to its full potential. We operate with the highest quality and integrity standards. Our suppliers and subcontractors are held to the highest environmental standards. The product or service that is being sold to us must be of high quality and the impact of those goods or services on the environment must also be minimal. We increase the energy efficiency of the plant, simply by doing better maintenance as well as designing and implementing energy efficiency projects. We operate in waste management, making sure that our customers' waste is kept to a minimum and recycled efficiently.

We take care of our people. For maintenance professionals, Quant is the place to be as maintenance is our core business. We use a systematic approach designed to foster a culture of integrity, relying on leadership and business accountability, and strong processes. We believe that Quant should be a good corporate citizen and all employees have access to our integrity program which centers around our code of conduct and emphasizes, for instance, our anti-bribery and whistleblowing policies. The code of conduct defines how we conduct ourselves and our core ethical principles. It is fundamental to Quant. We offer Quant Academy, our internal knowledge platform. Quant Academy makes sure that all people within the organization have the right training to create sustainable value for our customers. We also take care of our communities, as you will read in this report.

We are passionate, professional and proud. That is what we take with us every day in all jobs. We are realizing the full potential of maintenance, which means that we are minimizing our customers' footprints on the environment while operating efficiently at the highest safety standards.

# Introduction to Quant

At Quant we deliver world-class industrial maintenance services to our customers, safely and professionally. We believe our customers deserve excellence in service delivery, cost efficiency, plant performance and innovative solutions.

With advanced capabilities, digital tools, people empowerment and collaboration, we help our customers to realize the full potential of industrial maintenance.

We believe the key to our success is motivated, trained, and empowered people. We believe that every day is an opportunity to improve.

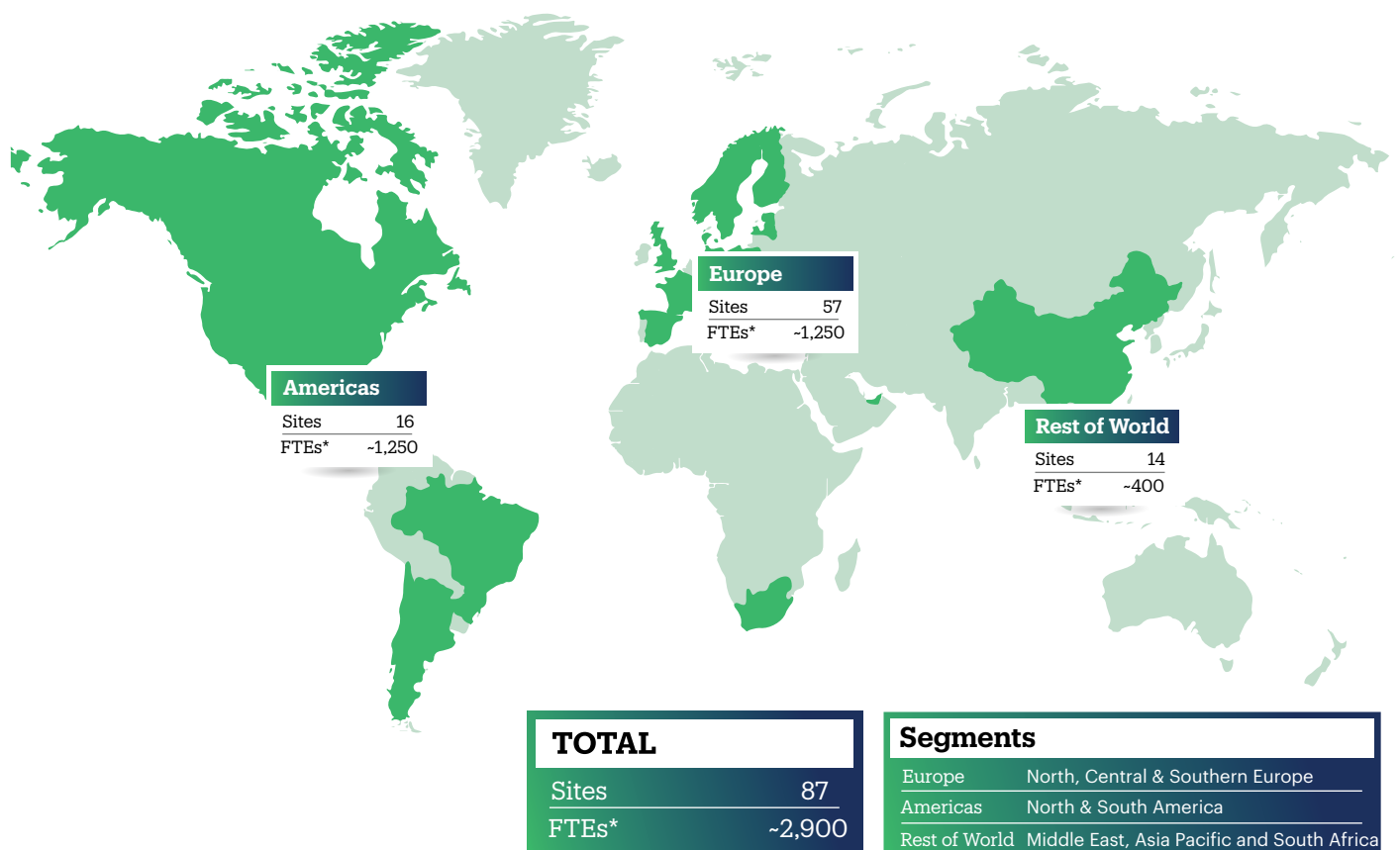
## We realize the full potential of maintenance

### About Quant

Nordic Capital acquired ABB Full Service from the ABB Group at the end of 2014 and created a strong independent industrial maintenance service provider named Quant.

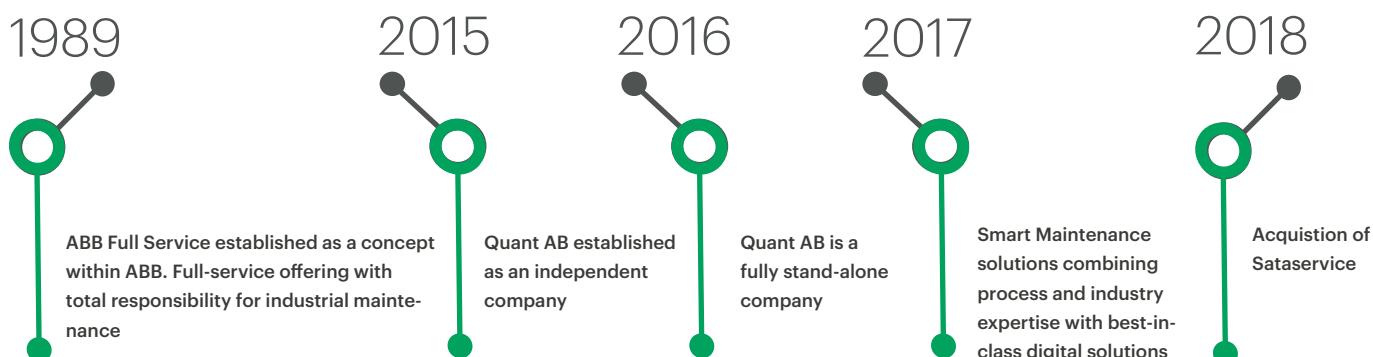
For 30 years, Quant has been a market leader in this industry, maintaining and improving safety, production, and equipment performance, in a variety of sites around the world.

Quant is headquartered in Stockholm, Sweden, and continues to be the leader in the provision of professional industrial maintenance services with a global presence in 30 countries.

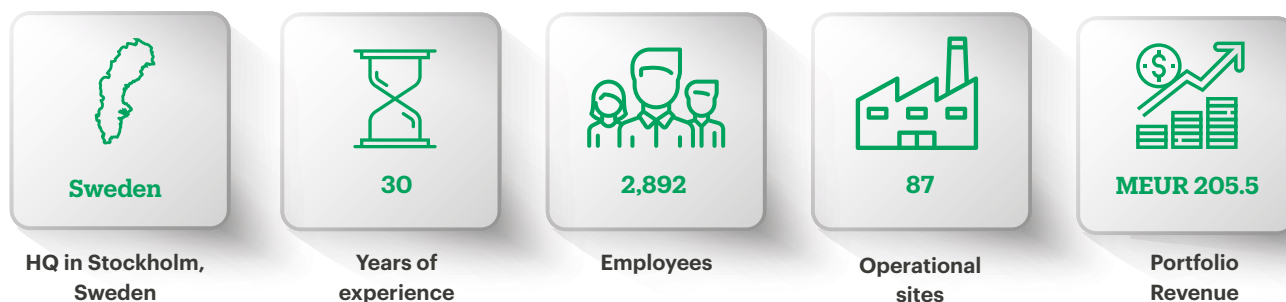


\*Full time employees

## Quant's timeline

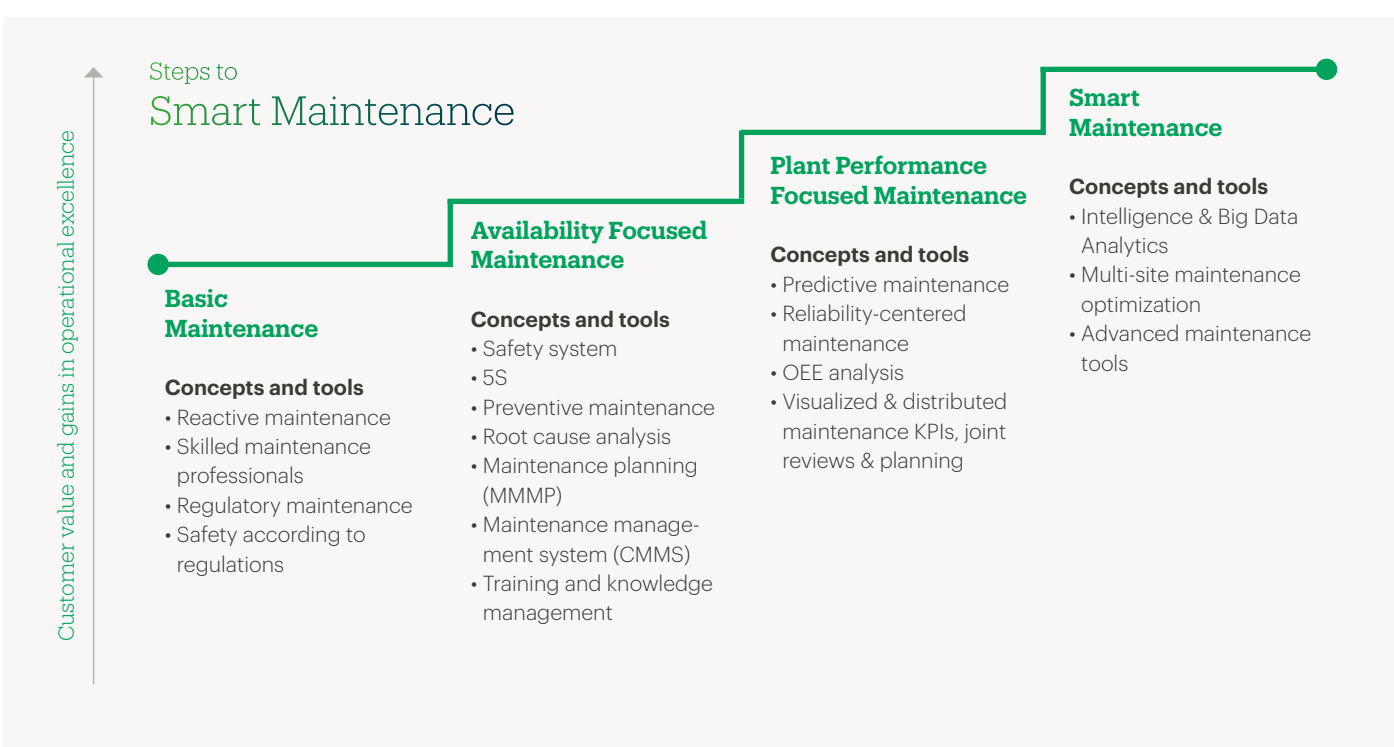


## Quant today



## Quant – Best in class industrial maintenance provider

Quant is the number one partner in supporting the customer journey towards Smart Maintenance. Smart Maintenance is achieved by a systematic maintenance approach with integrated digital tools to drive technical availability, productivity and safety. The success is a result of strong collaboration between Quant and its customers.





# Our view on Sustainability



How a company operates in relation to ethical, social, environmental and economic aspects is a very important matter. At Quant sustainability is considered in all that we do: how we design our services, how we engage suppliers, how we assess risks and opportunities and how we interact in the communities where we operate.

In Quant we have defined a process which corresponds to some of the key areas of our sustainability approach: Occupational Health and Safety, Environment, Integrity and Business Ethics, and Quality. Our process is aligned with UN Sustainable Development Goals and the UN Principles.

**The Sustainable Development Goals (SDGs)** are a collection of seventeen global goals set by the United Nations General Assembly.

They are considered the blueprint to achieve a better and more sustainable future for the world's inhabitants.

The SDGs are meant to address the global challenges that are putting our world at risk. These challenges are related to poverty, hunger, gender equality, good health and well-being, reduced inequalities, decent work, economic growth and responsible production, and consumption.

## SUSTAINABLE DEVELOPMENT GOALS



# Strategy to Create Value and Sustainability



**We are Passionate** We are excited about the potential of maintenance and work hard to realize it. All employees within Quant are passionate about the maintenance business. When Quant talks about maintenance, we have a broader view than just the factory, machine or tool. We are passionate about maintaining and improving the society and environment in the areas where our customers are present.



**We are Professional** We know what we need to achieve, and we have the capabilities and attitude to deliver our services safely and efficiently. A professional attitude is crucial for a successful delivery in all service businesses. At Quant, our people are trained in business ethics and to act according to our Code of Conduct. The Code of Conduct ensures that regardless of organizational level or geography, we at Quant share the same values.



**We are Proud** We value the satisfaction that comes from acting with integrity and achieving our goals. Integrity is one of the most important characteristics for Quant people. For us, integrity means that all our people have the confidence to make the right decisions at the customer site. It also means that all Quant people can speak up when something is wrong or incorrectly handled. This applies to maintenance issues, how we treat our fellow human beings and how we operate our business.

For 30 years, Quant has been the leading maintenance partner for companies in a large variety of sectors. Maintenance in its core is all about improving production efficiency by maintaining and improving fixed assets, processes and tools. Good maintenance increases the value and expected lifetime of production equipment. An efficient maintenance strategy and execution improves our customers' productivity due to less downtime.

Quant's business strategy enables the Group's vision to become the global leader in realizing the full potential of maintenance. The business strategy is built on Quant's three core values.





## Quant's Group Strategy

The foundation of Quant's business strategy is our values. We also build the strategy on safety, operational excellence and people empowerment. Safety and people empowerment highlight that maintenance is a people business. These components of the strategy are essential when creating an efficient and sustainable business.



## Key Focus Areas of our Strategy



### Drive Profitable Growth

In the industrial maintenance service business, the key to be successful is to build long-term partnerships and to be a trusted service provider. At Quant, we build that trust based on our knowledge and expertise in maintenance. We also ensure that we always lead by example in key areas. Profitable growth is built on the mutual benefit generated when Quant supports customers on their journey towards Smart Maintenance.



### Capture Digital Potential

By leveraging the digital potential Quant can create an even more attractive service offering. We believe that digital innovation drives availability, efficiency and supports decreasing the environmental impact. By increasing the proportion of preventive and predictive maintenance compared to reactive maintenance, we can help our customers increase their production efficiency and drive their plants in a more systematic and sustainable way.



### Create the Place to Be

The maintenance service business is a people business. The services provided by Quant rely on the knowledge and competence of the people within the organization. Besides delivering an outstanding maintenance service to our customers, we also want our people to develop, learn and get the opportunity to fulfil their career goals. One initiative in this area is Quant Academy, our internal knowledge platform. Quant Academy enables all people within the organization to have the right training to create sustainable value for our customers.



### Build Scalable Structure

Building scalable structure and leveraging the global service network is a success factor for Quant. The goal is that our people feel supported from our broad global knowledge in every situation during their workday. To reach this goal we facilitate global knowledge sharing and leverage standard operating procedures.



**“For us sustainability and safety need to be in place to build a best-in-class maintenance organization”**

## Johan Hårsta

Chief Operations Officer (COO)  
Head of Group Safety

“Safety and sustainability are key areas for Quant’s maintenance operation. Based on that foundation we work hard to add value to our customers, both intangible such as “human equity”, and tangible such as plant performance.”

“What Quant offers to all customers, in any country and any market, is more than hands-on technical maintenance services. It is management, planning, engineering, reliability, root cause analysis, 5S, and much more, and values such as optimized cost and increased overall equipment effectiveness (OEE). But first of all comes safety – our own and the customer’s.”

“For us sustainability and safety need to be in place to build a best-in-class maintenance organization. For Quant it is a key priority that our employees, customers and subcontractors are safe and healthy at the workplace. When starting at a site we always perform a safety audit and secure that the necessary processes are in place.”

“For Quant operations and safety are strongly interlinked and that makes my role easier. The safety aspect is always present in the development of our operational processes so having both perspectives is crucial.”

“Our priorities going forward are to improve how we measure our sustainability and safety performance, so as to get a better overview of the values that we create. Naturally, we will keep and strengthen our focus on safety and sustainability in our daily operations.”



# Sustainable Quant

Sustainability is an essential part of Quant's service offering. This means that sustainability is considered in processes, methods and policies. It is the way to conduct business.

Our approach combines years of experience, skills and knowledge of our employees with proven maintenance processes and digital tools for our customers' benefit. Each plant and factory is unique, but with a consistent implementation of maintenance processes, methods and tools, it is possible to continuously improve operational, safety, environmental and financial performance.

We have close partnerships with our customers, some spanning over 20 years. These partnerships enable us to work closely together and to make long-term plans for plant improvement and sustainable solutions. This includes building a safety culture for the site for all stakeholders and improving production efficiency through preventive maintenance and systematic elimination of breakdowns.

## People are at the core of our business

Our business relies on our professional employees. We actively work to maintain and develop our employees' skills and know-how. Our learning platform Quant Academy offers a range of training sessions and programs for the employees, while graduates and trainees bring us fresh thoughts and knowledge from their schools and universities. In each of our countries we have built relationships with local educators to ensure compliance to local requirements and to update our staff with the latest industry standards.

We maintain a flat organizational structure and encourage dialogue and participation of employees in improvement of our processes and systems. This ensures that we find sustainable solutions for our customers' plants.

## Quant Academy – to learn and share knowledge

The purpose of Quant Academy is to educate our people and provide competence development programs. People development is a commitment to our employees as well as to our customers, and one of the key initiatives in our strategy. The Academy was launched in late 2017 to deliver on this commitment. Quant Academy will help us to make Quant "the place to be".

Quant Academy serves as a framework for our people to connect to learn and share knowledge and best practices. There are global training courses and programs available to all employees as well as localized content. The ultimate goal is to empower all our passionate and proud maintenance professionals to deliver superior customer service.



QUANT ACADEMY

### The Academy offering consists of 4 learning paths

- Induction program
- Sales program
- Operations program (incl. Integrity and Safety Training)
- Local operations program

# Digital product suite



## quantEffect™

Online OEE measurement system



## quantIntel™

Big data analytics for total plant



## quantMobile™

Enabling service technicians to access and deliver information from mobile or tablet



## quantNumbers™

Value reporting tool with seamless ERP integration (customer reports)



## quantPredict™

Cloud based condition monitoring & predictive maintenance



## quantShield™, IA

Mobile safety management system



## quantWorx™

Mobile service order, request and reporting EAM/CMMS

## Reliability as a site core process contributes to sustainability

Understanding how the plant operates is key to a reliability maintenance approach. To increase the reliability of the plant's operations, we review everything from maintenance history to current maintenance operations. Based on the review a maintenance plan is developed to support the customer journey towards improved technical availability, productivity and energy efficiency.

A structured reliability maintenance approach helps our customers extend the lifetime of their plants and equipment. The planned maintenance contributes to cost and resource efficiency by implementing efficient ways of managing daily maintenance tasks, optimizing inventory management and support in planning operations for longer uptime. The reliability maintenance approach contributes with a holistic view of the factory, enabling earlier observations of leaks and optimized lubrication routines that result in reduced environmental impact.

## Plant performance improvement through digitalization

Quant's maintenance solutions improves plant performance of existing production facilities, resulting in higher quality output and increased cost efficiency in the produced output. We strive to improve our customers Overall Operational Efficiency (OEE) and Technical Availability for its production equipment.

This is achieved by systematically focusing on reliability and continuous improvement of the production process, which reduces downtime, increases average production rates and improves yield and output quality. This is supported by Quant's digital product suite with a broad variety of tools that support the maintenance professionals in their daily work. Our digital offering is based on existing technologies within the industrial maintenance sector which we bring to our customers' use.

Optimizing productivity is a cornerstone in our Plant Performance Improvement process, where we combine leading practices with state-of-the-art digital tools such as quantEffect to support continuous improvements. The resulting efficiency directly impacts customers' OEE and Technical Availability, financial metrics such as Unit cost and EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization) as well as balance sheet metrics such as Return on Capital Employed (ROCE) and Return on Net Assets (RONA).

## Quality operations through standardized approach

Several of Quant's subsidiaries hold ISO certifications. The entire Quant group follows policies such as our Code of Conduct, Occupational Health and Safety policy, Environmental policy and Quality policy. In addition to these we maintain process descriptions and use methods of internal audit as one of our ways to ensure we have an efficient and sustainable business. Besides providing inputs for improvement at sites, the internal audit and assessment process contributes to the overall development of our operational model, organization and strategy.



# Celebrated 20 years of Partnership



Learning from history and planning for the future, but acting today. These are words that can describe a long Estonian collaboration between Kunda Nordic Cement and Quant. In early October, Kunda Nordic Cement and Quant celebrated a successful 20-year collaboration.

“We have a partnership that has worked very well during both good and tough times,” says Meelis Einstein, who is the Managing Director of Kunda Nordic Cement in Estonia.

Kunda Nordic Cement is located in Kunda, which is a small town (about 3,100 residents) 100 kilometres east of Estonia’s capital, Tallinn. KNC is part of one of the world’s largest manufacturers of building materials, Heidelberg Cement Group, which has 59,000 employees at 3,000 locations in 60 countries.

In Kunda, the production of cement and limestone has been an important activity since the end of the 19th century.

Meelis Einstein has worked for KNC since 1983. He started as the foreman for the mechanical department and over the years held a number of different positions in the company. In the past 10 years, he has held ultimate responsibility in his role as the Managing Director of the entire business.

“Much has changed over the years, but I’m still here, he smiles.”

## Valuable flexibility

20 years ago, the decision was made to hire a third-party supplier for the internal maintenance of production equipment.

KNC signed a partnership agreement with ABB Kunda Service AB, a contract that Quant has been responsible for since 2014.

“For us, it was a successful choice. The partnership agreement provides us with valuable flexibility. Because the cement industry is cyclical, it means that our need for maintenance resources varies. During the winter months, it’s quieter. Then we take the opportunity to do maintenance on the production equipment so that it works optimally during the summer season when it’s full speed.”

“We have a good, flexible collaboration with Quant. When there is a need for more resources, it’s easy to increase capacity and vice versa.”

## Strong ties

Rain Pärn, who is responsible for Quant’s operations at KNC, appreciates the collaboration with KNC.

“We have strong ties with KNC, not least considering that many of our 60 employees were previously employed by KNC. In the economic crisis ten years ago, it was natural for us to help each other out.

## 500,000 tonnes

In 2017, Kunda Nordic Cement produced more than 500,000 tonnes of cement and gravel. Production requires heavy industrial

equipment such as conveyers, crushers, mills, mixers, pumps, kilns etc, as well as many electrical machines. In total, there are about 2,000 different kinds of machines. Quant is responsible for all maintenance activities in production.

KNC and Quant can look back on a 20-year history of a flexible collaboration. This trust has resulted in the agreement being extended for another five years.

## Future challenges

But what challenges does the future hold?

“There are always opportunities to develop the maintenance operations,” says Rain Pärn. It’s also something we’re striving for. But there always has to be a dialogue with the customer about what the best solution is for both parties.

“A key issue for us is also our workers and their continuous development” continues Rain. “Especially because the production equipment is becoming increasingly technically sophisticated.

“KNC is of course open to new ideas,” emphasises Meelis Einstein, “but we also have to keep an eye on the costs. I think we’ve succeeded well on this point. Maintenance costs per ton of Cement has been decreased in 2017 despite that production volumes has been increased. I’m looking forward to a collaboration where we both strive to develop maintenance and optimise costs.”



The gift made by Quant.







# Safety – our choice



At Quant we deliver our services responsibly and safely, while looking after our employees, customers, contractors, local communities and the environment. We work relentlessly to achieve a safety culture that goes beyond compliance to one in which people feel heard, involved and empowered.

Our goal is zero incidents in our operations. Employees and contractors, wherever they work, must meet our standards and safety requirements, including compliance with our Life Saving Rules. We strive to reduce risks and minimize the potential impacts of any incident. We work with our contractors to make sure they meet safety requirements and help them develop skills and experience to improve their safety performance. We investigate all incidents and learn from them.

**THE LIFE SAVING RULES** are our most important safety requirements. We truly believe that by following these rules, it is possible to save lives, and therefore it is mandatory for all Quant staff to know and follow these rules. We actively promote these rules and encourage everyone to take a moment to check all have been noted before starting maintenance work. The Life Saving Rules apply also to our Contractors, and our staff supports all our stakeholders to follow these rules.

The processes, policies, procedures and programs apply worldwide to promote safe and healthy working conditions, protect the environment, and support Quant's commitment to compliance with applicable laws and regulations.

Everyone who works for us, or with us, has an important role to play in making Quant and its operations a safer place. To support our sites and local operations we have a professional team of advisors in all regions. The safety achievements of teams and employees are recognized in the annual Safety Awards.

## Quant's safety knowledge adds value to our customers

Every day, in all the places that we operate in, we contribute in the development and application of safety tools. We innovate, we work together with customers and stakeholders to prevent all work related incidents and illnesses. In all locations Quant will contribute to:

- Establish a culture of risk prevention
- Educate and train people in OHS, and promote safety leadership
- Analyze and learn from incidents and accidents to prevent future occurrences
- Recognize good performance, and guide from deviations to safe behaviors and methods

Our approach is supported by our safety management system quantShield, which we are implementing at all our sites and operating locations. The system empowers the safety culture and delivers the latest information around safety hazards to employees. quantShield allows continual improvement of health, safety, environment and quality by providing organization-wide data for analysis and identification of improvement areas.



**quantShield™, IA**  
Mobile safety management system

### The tool

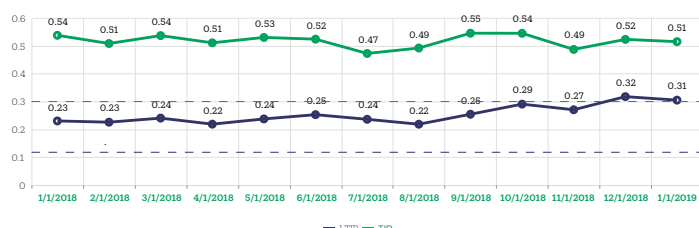
- Digital Safety Management
- Risk Assessment
- Checklists
- Observation/Incident reporting
- Workflow handling
- Performance Management

### Benefits

- Empowers the Safety Culture
- Instant access around safety hazards
- Continuous improvement and knowledge sharing

Quant Global Safety KPI's

LTIR&TIR (Rolling 12 Month)



By using the data from quantShield the number of safety incidents can be followed and analyzed. The most important KPI's used on global level are Lost Time Incident Rate (LTIR\*) and Total Incident Rate (TIR). The ratio corresponds to number of incidents per total working hours. Over the past twelve months, Quant has had a stable development and a lot of focus is being put on reducing the number of incidents.

\*Calculation: LTIR =

(Number of lost time incidents x 200,000)/Number of total hours worked.



**At Quant we believe that all incidents can be prevented. SAFETY IS IN OUR DNA.**



-  Always perform a **risk assessment** and ensure adequate safety measures are in place.
-  Always complete a **work permit** when required and ensure you have the tools and knowledge to do the work properly.
-  Always wear the appropriate **PPE**.  

-  Always **lockout-tagout** to isolate energized systems or machinery and render them inoperative.
-  Always perform **atmospheric testing** before entering confined or potentially dangerous spaces.
-  Always use **fall protection** when working at height and do not enter an area where objects can fall.
-  Always watch for **moving vehicles** and establish protection around your work area.

Safety starts with you. Failure to follow any of these **Life Saving Rules** will result in immediate suspension of all work activities.

Report all hazards or incidents immediately. Call your supervisor immediately if anyone needs medical attention. For High Risk situations please use additional/appropriate checklist. Check if there are any additional safety checklists to be observed.



For more information, visit [www.quantservice.com/safety](http://www.quantservice.com/safety)

**QUANT**

## Quant Awards to Empower our People

In an entrepreneurial company like Quant it is critical that we all, with safety in mind, pull together and work as a team, helping out wherever it may be needed regardless of titles, hierarchy or which part of the organization we belong to, all in the interest of us being more successful, be it in sales, customer service, or anything else. To encourage everyone, and to celebrate individuals that personify this attitude, we have the Quant Awards.

One of the categories of the Quant Awards is "Excellence in Safety". The winner of this Award in 2017 was our Rizhao team from China. They developed the safety culture over the years to a very good level, including the latest two years with zero recordable incidents covering also the site's annual major shutdown projects, for which hundreds of contractors are engaged as well.



*Excellence in Safety – winner Rizhao Team, China.*



# We generate safer and more efficient work sites

## 23 years without accidents at the Shell plant in Brazil

Quant's corporate safety target is Zero Accidents. The goal can be reached by continuously working with the development of safety processes and tools. A great example of the success achieved in the safety area is the partnership with Shell in Brazil. The strong commitment to safety from Quant and Shell has resulted in the outstanding record of 23 years without occupational accidents at the Shell Lubricant Plant located in Rio de Janeiro, Brazil.

Quant is supporting Shell with onsite maintenance for all the equipment in the lubricant plant. Quant's work scope includes developing a safer and more efficient operation. The maintenance approach used at Shell includes increased focus on preventive maintenance and leveraging digital tools. A good example of the development by Quant is the use of aerial inspections of the plant using drones. This method allows Quant to perform inspections with reduced risk of accidents and at a lower cost.

The successful collaboration with Shell is well described by Andre Santana, manager at Shell Brazil site:

"We have had a close teamwork with Quant in all these years; we really feel that safety is a key priority. Safety is clearly incorporated in Quant's company culture and this supports Shell employee safety awareness as well. For Shell it is important that all the work performed on site is carried out in a safe and efficient way, and this is achieved by a close collaboration between Quant and Shell. We are satisfied with the partnership with Quant that has helped us reach our safety and efficiency goals."

The result of 23 years without accidents is one of the main global achievements of Quant and is the result of dedicated safety work from Quant employees and a strong collaboration with Shell. The strong safety results combined with a solid maintenance performance builds the base of a strong future partnership between Quant and Shell.





# A strong partnership with Codelco Andina driving maintenance and safety development

Quant supports the copper giant Codelco Andina to reach the full potential of maintenance. A fundamental platform for reaching the full potential is a systematic maintenance approach with strong focus on safety. The partnership has resulted in 12 years without accidents or occupational injuries and a solid operational performance. The successful partnership with Codelco Andina builds on the consensus that success and safety go hand in hand.

On the Codelco Andina site, Quant has been providing services since 2006, supporting the customer in the maintenance of machines and equipment. The scope includes projects such as construction and power supply of electrical rooms and substations, among others.

The Codelco Andina mining manager, Roberto Pastén, said “for the Andina Division, the safety of people is fundamental, including, of course, our partners and suppliers. In this context, we appreciate the development initiatives that Quant is driving. These initiatives support the site’s overall safety goals.” Quant supports Codelco Andina with on-site maintenance according to the safe work policies in Codelco Andina’s operations. Quant is doing this by promoting safety in all work processes on site. Three different concepts are used to highlight the importance of safety:

- Safety Awareness Tool, which is updated on a monthly basis
- Distribution of the Quant Global Flash reports to all Quant employees
- quantShield – Digital tool for reporting safety observations in the field

The systematic approach to maintenance and safety is a good example of how Quant is supporting our customers in improving processes and implementing digital tools.



# Quant wins Safety Award in Mexico

Quant's site team working for ABB San Luis Potosi (SLP) Mexico was awarded with a safety award during the factory safety week. Quant was awarded due to our ability to support ABB in their transformation towards a safety culture across the factory. The transformation has resulted in improved health of the employees and increased focus on sustainability across the factory.

## Congratulations Mario Sanchez and team for being awarded with the safety award!

"My team and I are very proud to be awarded by our customer for our daily work and focus on safety. For Quant safety is in our culture and I believe that this is one benefit of having a maintenance partnership with us. Our safety culture spreads to our customer and we help them maintain that focus as it is part of our daily work. This award confirms that Quant is a trusted advisor to ABB SLP Mexico and we will keep working to maintain our good relationship and improving maintenance processes."

## How can the safety work be highlighted in a better way?

"The health and safety of the employees is a main priority for all companies. I believe that both Quant and our customer ABB is professional when it comes to health and safety. The safety week is a good example of that. Another example of good safety culture is that every meeting within Quant starts with a safety update and securing that the topic is always on the top of the agenda."

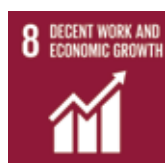
## What are your main priorities going forward?

"We will keep working with maintenance efficiency across the factory and ensure high availability, up-time and efficient maintenance spend. This will of course be done by always putting the safety and sustainability in the first place."

Mario Sanchez,  
Mexico.







# Integrity in Mind



For us being a professional service provider means being a responsible and trustworthy partner to our customers. To be successful in the service industry you need to behave in an ethical way, and to respect the needs of individuals, society, and the environment.

At Quant we are dependent on our people to take responsibility and always work with integrity. We see integrity as the foundation on which co-workers build relationships, trust, and effective interpersonal relationships with colleagues but also with suppliers, clients, stakeholders and the environment. Integrity is based on honesty and trust. It is doing the right thing always, even when no one is looking.

Quant uses a systematic approach designed to foster a culture of integrity, relying on leadership and business accountability, strong processes, and a zero-tolerance policy for violations. We have an integrity program which consists of:

- 1) Code of Conduct which states Quant's core ethical principles
- 2) Compliance Manuals: Anti-Bribery, Competition, Data Protection and Trade Sanctions
- 3) Whistleblowing Policy which describes the process for reporting serious misconduct at the company

Quant Academy provides training on business ethics and integrity.

## Code of Conduct

Our Code of Conduct defines how we act at Quant and describes our core ethical principles; it is a fundamental document in our Integrity program. We work hard to ensure all employees know the Code of Conduct, and live up to the letter and spirit of it.

We acknowledge that performance is measured not only by the results achieved, but also how these results were achieved.



## Terese Holmqvist

General Counsel and  
Chief Integrity Officer

### **How is integrity visible in the daily work at Quant?**

"The integrity work within Quant should act as a guide in all our work; it should help our employees in the daily work and secure that we make the right decisions. The Code of Conduct acts as a moral compass and makes sure that we take the right professional and ethical decisions. The high focus on Safety within Quant is also supported by our employees' integrity to speak their mind and challenge old truths," says Terese Holmqvist, Quant's Chief Integrity Officer since the company was established in 2015.

### **Why is integrity such an important topic for a company like Quant?**

"Our success as a service provider depends on our reputation on the market. That means that we always need to be acting professionally and ethically by showing integrity. Also, it is a question of being proud of Quant – to know that we at Quant do not take unethical short-cuts or make improper business proposals for a short-term gain – instead, we pride ourselves in long-term ethical behavior, being assured that it pays off both from a personal and a business perspective," says Terese, and continues "This includes the relationship with all our stakeholders such as owners, employees, customers and suppliers."

"In my role as Chief Integrity Officer I am responsible for addressing issues that relate to the Code of Conduct and our business ethics. This means that I receive all messages and reports sent to Quant's whistle blowing hotline (integrity@quantservice.com)," says Terese, and continues: "I am in charge of any investigation required and support the educational initiatives Quant has in ensuring that all employees are aware of the importance of integrity to us. This includes topics such as improper behavior by any employee, supplier, customer or consultant that is difficult to report to your HR or line manager, bribery, health and environmental issues, trade sanctions and competition law."

According to Terese promoting high business ethics and integrity is really core for a global company like Quant.

"We want to reach all employees with this message and encourage open dialogue regarding integrity. By using our e-learning platform, Quant Academy, all employees get the same training and the same message."

"At Quant we always strive to become even better. I am pleased about the open climate and the constructive discussions colleagues have to ensure that we are acting with integrity and improving even further," continues Terese.

"I am proud to see the commitment my colleagues have when it comes to safety and acting in an ethical way in all respects. Keep up the good work!" summarizes Terese.

## Contributing to a Sustainable Society



As a company with global presence, Quant has the ability to act as more than just an employer. This means that Quant has the opportunity to positively influence not only the standard of life of employees, but also the surrounding communities. With its advanced service business, Quant can also contribute to technological advances, lower environmental impact and a greater level of safety at various workplaces. Quant encourages all employees to participate in local activities and initiatives that are beneficial for the communities in which the Group operates.

Aligned with the strategic intent of creating value for all stakeholders, Quant understands the significant value that can be unlocked through diversity. Diversity goals are embedded in all human resource governance policies rolled out across the company and management is committed and equipped to achieve success. The focus on diversity includes gender equality in all countries where Quant operates.

### Quant supports the fight against HIV/AIDS in Africa

HIV/AIDS has a major impact on many people's lives in the southern regions of Africa. Quant South Africa has thus initiated extensive HIV/AIDS programs in South Africa, in partnership with Swedish Workplace HIV/AIDS Programme (SWHAP) and Reality Wellness group. The program aims to educate and counsel employees and their families and, in some cases, the community close to Quant's operations, about HIV/ AIDS.

### Supporting Education and Mentorship

Quant has several collaborations with schools and universities in the countries we operate. The main objectives with these collaborations are to support future employees, develop our offering based on academic research and to secure a sustainable society in the countries we operate.

Quant South Africa runs the educational program Pro-engineering that is offered to women. The program is aimed at supporting students who are competent in engineering and science. The Pro-engineering program provides full scholarships for tuition in engineering and science to students in the tertiary institutions across the country. Quant currently has beneficiaries in some of South Africa's strongest universities.

To complete the educational support loop, Quant also addresses the need that many university students have for advice and mentorship. The Mentorship program pairs by Quant carefully identified external mentors with each of the scholarship recipients. In this role, these members become personal mentors, offering students support with educational and other decisions or difficulties. As part of the Mentorship program, an annual Mentorship Appreciation Day is hosted to motivate students to work hard and to take advantage of the mentorship relationship.

## Smash. An academic collaboration around Smart Maintenance

Quant is part of an academic research project with several industry leaders within the Swedish production and industry sector. The project is a collaboration between the industry and the leading technology universities Chalmers and KTH. The major goal of the SMASH project is to enable digitalization of the Swedish manufacturing industry. Maintenance organizations are expected to have a key role in securing the robustness and efficiency required for full implementation of digital technologies in production. Therefore, the implementation of Smart Maintenance is important for manufacturing companies in order to fulfil their vision of failure-free

production. The main idea is to develop a Smart Maintenance Assessment (SMA) tool for benchmarking of maintenance organizations within and across companies.

Quant's role in the project is to participate in the industry reference group and test the assessment tool on the production sites. Quant representatives have a key role in generating and validating questions to the assessment tool. The result from the project will be used by Quant to improve internal processes and create an improved Smart Maintenance offering to our customers



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