

Ingves & Svanbäck
Sustainability report 2022



Our strategy and target

Our strategy is "Safe and Sustainable travel" and the target is that whatever we do within Ingsva should be safe and sustainable.



What does safe and sustainable travel mean to us? This is a concept consisting of many different areas that we spread throughout the whole company. Looking at what safe and sustainable travel means from the customer perspective, several factors contribute to this travel: our care for the environment, our care for the employees and our care for the vehicles.

We are investigating in the environmental impact of our vehicles, the emissions of our vehicle fleet and what we want to promise for the future. We are looking at the maintenance, cleaning and service, fuel, electricity and heating of properties and how we dispose of our waste.

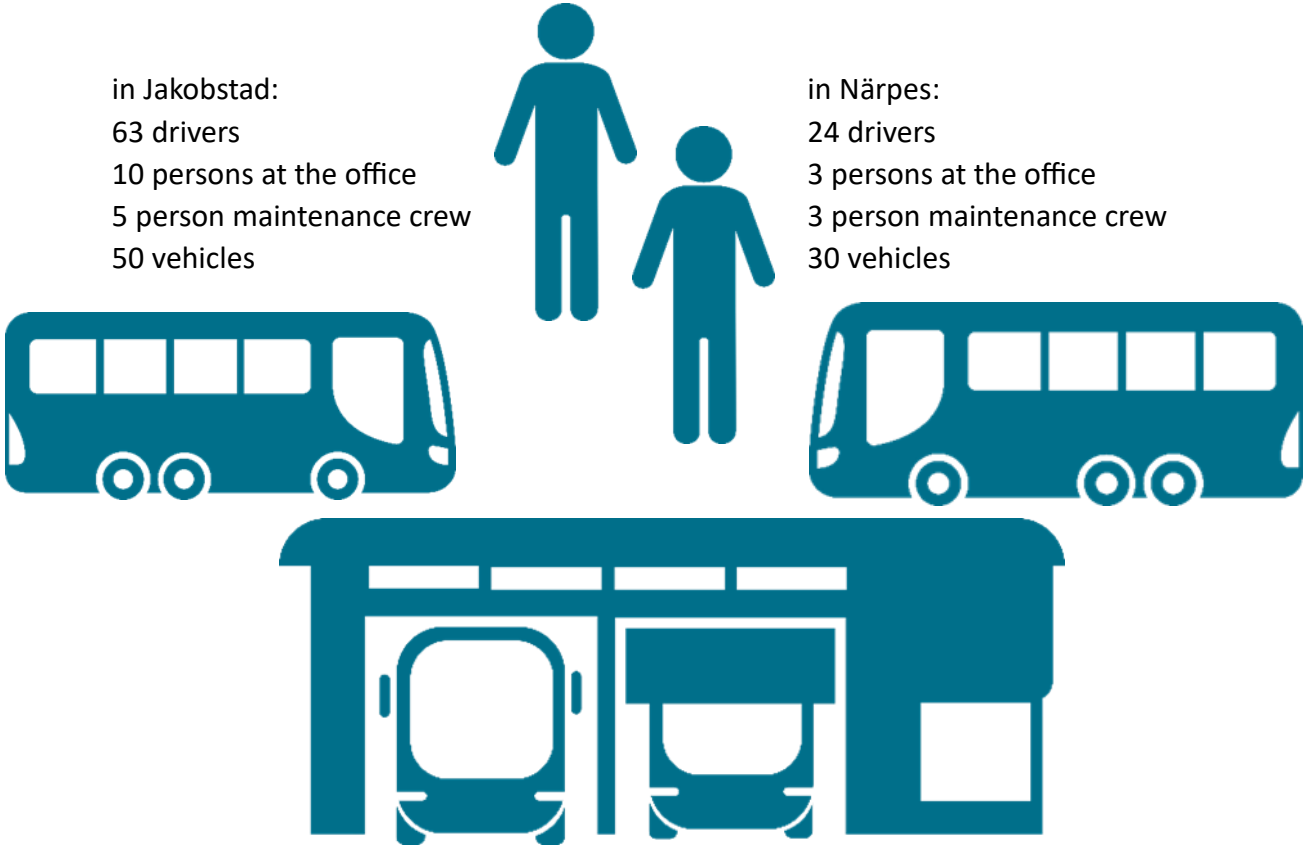
Regarding the employees, we are investigating the work climate, for instance the stress related sickness absence, well-being, the employees' possibilities to develop, equality and ethical diversity. We assess safety, security, and risk management together with our workplace healthcare. A satisfied driver that feels good is a part of the safe and secure, but also the sustainable travel.

All these factors put together contribute to the customer experience and our target is that everything we do shall contribute to the safe and sustainable travel for our customer, whether the travel they make with us is long or short.

The company

The company was founded 2014 when Ingves Bussar and Svanbäcks bussar merged. Ingsva is active from Kokkola in the North to Kristinestad in the South. Although the company has grown, it is a family business at heart. Under normal circumstances we annually conduct over 300 trips within the Nordic countries and Europe. Our offices are in Jakobstad and Närpes.

Employees and vehicles distribute as follows:



We also have a bus depot in Korsholm with 7 drivers and 5 vehicles.

What does "Safe and Sustainable travel" mean to us

We have mainly concentrated on five different areas where we have investigated how sustainable our business is. These are our interactions with the customer, our vehicles, our impact on the environment, our work climate and development/innovation. Within these areas we have investigated what our current state is, which our target is and which measures we take to reach our target. To get this up and running we have decided how we follow up the different measures.



Customer interaction

We daily transport about 5000 customers within the Ostrobothnia region, mainly school- and regular services. Our drivers are the ones in direct contact to the customer. We also reach our customers through our website, Facebook and Instagram.

Ingsvas target is to be contemporary and to not stagnate. We want to contribute to developing the infrastructure as far as possible, it is important to us to be accessible to the customer. Our goal is that more people will choose to not have a second car and instead become our customers. We want to make it easier to take the bus to work, so that more people can use the travel time as work time. If you do your job in front of the computer there is good possibility to start your workday in the bus. We are also moving away from physical travelcards and begin more and more to use the Matkahuolto Trips & Tickets app, an app which enables travel chains.

Our management has a list of improvement goals which is continuously added to and contemplated on so that the goals get finalized. The group also actively work to minimize complaints, every deviation and complaint is looked in to.

How we take care of people with special needs: care and safety

In Ingsva we have a long experience in offering safe transportation for people with special needs. We are used to giving service to, for instance people in wheelchairs, but also have a very broad experience of different needs: from stretchers in taxis, with the possibility to have extra oxygen, to special seatbelts and transportation of people with different diagnoses. Our timetables are adapted and extra flexible and can quickly be altered according to the customers' needs.

The fast alterations in the traffic flow are challenging and our skilled traffic control is used to quickly re-arranging the traffic when needed. Some customers need a bus with a low deck, others need a bus with a lift, so there are many parameters to be taken into consideration and a challenging task making a good traffic flow. Making series is hard because there are constant changes. Schedules can temporarily change or look different every second week which adds to the requirements on the planning tool. Some customers have individual timetables and their own needs on how the transport needs to function. Communication between traffic control, drivers, parents and school is of up most importance.



Vehicles

Today our vehicle fleet consists of almost only vehicles in the highest euro classes. All but one vehicle run on diesel, but this is not Ingsva in the future. More in a bit, but let's look at the present.

Euro class is used to put demand on a vehicle's emissions. They set the highest allowed emissions of different air pollutions for cars, trucks and buses. The classes are on a scale from 1-6, where 1 is worse (most pollutions) and 6 is best (least pollutions).

The absolute majority of Ingsvas buses are among the highest euro classes, class 5 and 6.

Here is a comparison in two years of how the buses divide into the different classes:

2020:

Euro class 6: 30+ vehicles

Euro class 5: 20+ vehicles

Euro class 4: 10- vehicles

Euro class 3: 10- vehicles

2022:

Euro class 6: 40+ vehicles

Euro class 5: 25+ vehicles

Euro class 4: 5- vehicles

Euro class 3: 5- vehicles

We have a bus that runs on electricity in Jakobstad. We conduct service traffic and the train bus traffic with this bus. This bus is still in a test face and during 2024 we are going to make decisions on whether we continue with more buses that run on electricity, in different sizes, to reach the areas climate goals.

ISO 14001 environment certificate

In December 2021 Ingsva got its environment certificate ISO 14001. We have created environmental groups in Närpes and Jakobstad which meet every quarter, these same groups are also in charge of the internal revisions. Our environmental goals are about the bus fleet consisting of only Euro class 6 vehicles or vehicles that run on renewable or fossil free fuels by 2025 and about the fleet only running on renewable or fossil free fuels by 2030. We also strive to not have abnormal emissions in nature caused by our vehicles, we try to avoid this by preventive means but also by our service managers following up our deviation list so we can keep up with the deviations.

We also have environmental goals for our properties and amongst other minimizing the electric- and water consumption are a part of these. Our maintenance crew keep a check on the chemicals by having a register of the chemicals in an app, we use collection vessels and have the chemicals in a cabinet so no chemicals will leak out.

The environmental groups set new environmental targets gradually to bring the job forward. Anchoring the environmental work with the employees is the big task, up until now we have mainly informed the employees about it via our information canals. To anchor this further we have planned a course in environmental safety, so everybody can be educated and have the possibility to get the green "environmental safety card". Accept this all our newly recruited employees will get and introduction in Ingsvas environment work and -goals. Our aim is to make the employees as involved that they will start to see the environmental goals and report environmental deviations, but it will take some time yet to get there.

Sustainability work 2023

Ingsvas documented sustainability work will continue its journey. The work to make Ingsva more sustainable is not going away, but the contrary. We have a lot of measures to incorporate 2023 and we have already started on some of them 2022.

Here are some things that will take place during 2023:

- The employee's well-being
- Physical travel cards will be phased out and become a part of the travel app
- Ingsva Go campaigns to get more Go commuters
- Requirment campaigns to give a more positive picture of the driving profession
- Safety- and riskassessments
- " Getting things in order" – campaign
- Courses in customer service, taking care of people with special needs and environmental safety
- Reducing the use of chemicals
- ISO 14001
- Ingsva continuing to develop as a part of Nordic Bus Group

