

Waste management guideline for service operations

Purpose and scope

Hiab promotes circular economy principles and resource efficiency across its operations and recognises the environmental challenges related to resource depletion and waste generation. The purpose of this Waste management guideline is to minimise the negative environmental and health impacts of waste and pollution, and to ensure resource efficiency in Hiab's service operations, including:

- Repair and maintenance
- Refurbishment and remanufacturing
- Spare part distribution through service activities
- Installation services

This guideline supports Hiab's policy commitments on sustainability, ISO 14001 environmental management practices and applicable EU Taxonomy requirements for service and remanufacturing activities.

Roles and responsibilities

Compliance with waste management requirements is overseen by the relevant country or operations management.

Site management is responsible for implementing waste management practices in line with internal guidance and local legal requirements. Site management must ensure that employees have access to clear instructions and the necessary equipment (e.g. containers, labels, spill trays) to handle waste safely during work.

Employees are responsible for following this guideline in their daily work and handling waste in accordance with site instructions and legal requirements.

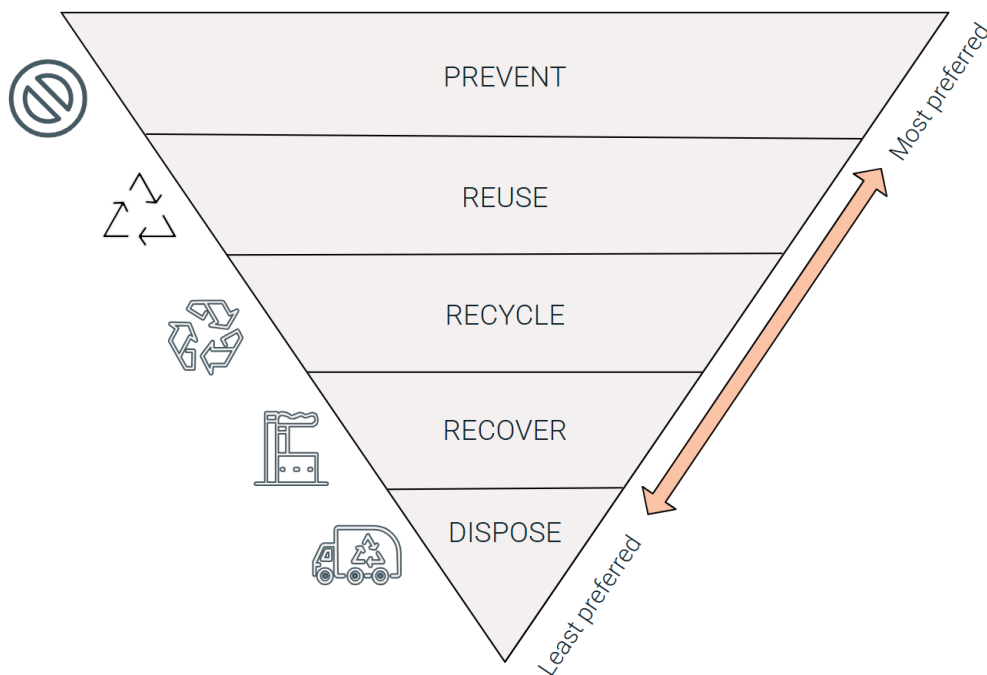
Waste management principles

Hiab seeks to minimise waste generation and ensure the responsible treatment and disposal of waste in line with the waste hierarchy (Picture 1) established in the EU Waste Framework Directive (2008/98/EC). Sites are expected to continuously improve their performance in waste management. This includes increasing recycling rates and reducing landfill disposal where feasible.

Sites should prioritise waste prevention, reduction, reuse and recycling over energy recovery and final disposal. Preference is given to materials that are recycled or otherwise better for the

environment, and material flows are continuously re-evaluated to support the transition away from virgin resource extraction and towards the circular use of resources.

Waste must always be handled in accordance with applicable legal requirements and permits. Waste may only be handled and disposed of by licensed waste contractors.



Picture 1. Waste hierarchy

Operational application

Waste generated at Hiab's sites with service operations, such as customer service centres, warehouses and workshops, must be handled in line with the waste management principles. Waste must be appropriately sorted, safely stored and handed over only to authorised waste contractors. Required waste transfer documentation must be kept as proof of proper handling.

When performing service operations in mobile service operations or at customer premises, waste must be handled in line with the waste management principles, taking into account location-specific conditions. If the customer provides waste sorting and treatment facilities, Hiab personnel must follow the customer's instructions and ensure waste is properly sorted.

If adequate sorting or treatment options are not available, responsibility for waste management must be clearly agreed with the customer. Waste must not be left on site without confirmation of how it will be handled.

Hazardous waste handling and storage

Hazardous waste poses higher risks to health and the environment and therefore requires specific control measures.

Examples of hazardous waste generated in Hiab's service activities include oils, lubricants, paints, batteries, accumulators as well as waste electrical and electronic equipment (WEEE).

Hazardous waste must be:

- Stored in suitable containers that are clearly labelled with information on contents and applicable hazard symbols (e.g. CLP/GHS pictograms)
- Kept separate from non-hazardous waste and from other incompatible hazardous waste streams
- Protected against leakage, including the use of secondary containment for liquids (i.e. spill trays)
- Handled in accordance with the instructions provided in relevant Safety Data Sheets (SDS).

Version history

Date	Owner	Approver	Version
April 2026	Sustainability function	VP Sustainability	1.0