



ADVANIA GROUP

Sustainability Report 2022



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| Introduction



This is Advania Group

Advania AB (Advania Group) is a leading Northern European IT Services company with headquarters in Stockholm, Sweden. Advania’s majority owner is Goldman Sachs through several funds controlled by or affiliated with them. Other owners in Advania are IK Partners, VIA Equity, and ECI Partners together with individual employees within the company’s management.

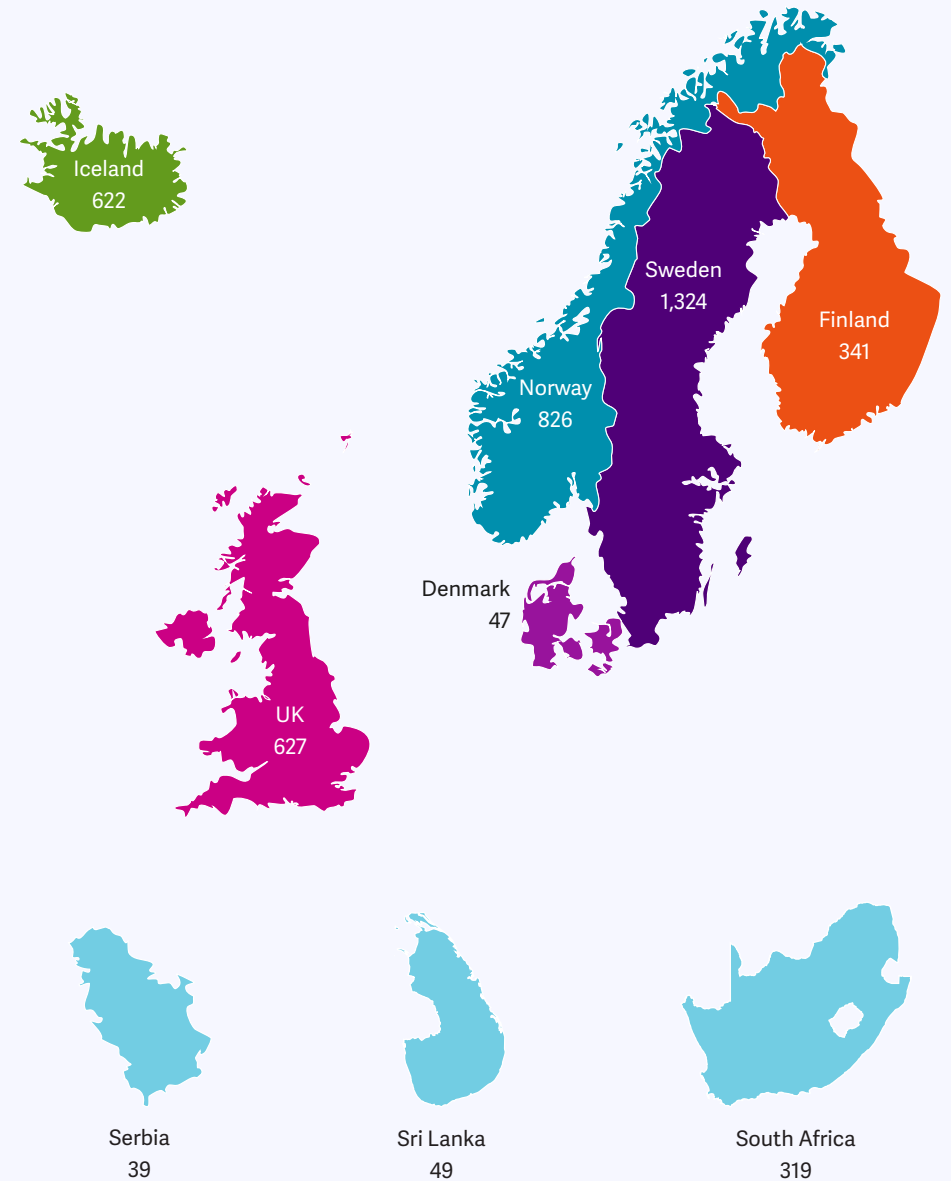
We serve thousands of corporate clients in the public and private sectors and provide a wide range of IT services, platforms, cloud solutions, and support to multinational enterprises, governments, and small, medium, and large businesses. Our mission is to help our clients simplify their IT infrastructure, enhance functionality and be cost-efficient.

We are Advania

Advania continues to grow at an impressive pace both organically and through acquisition. As of 31 December 2022 we employed 4,212 highly skilled individuals who all share a passion for tech and creating value for our customers, enabling them to grow their business in sustainable ways. During 2022, the company more than doubled in size through organic growth, by integrating

the companies acquired in 2021, and through new acquisitions.

During 2022, Advania operated in all Nordic countries – Sweden, Iceland, Finland, Norway, and Denmark – as well as in the UK. In addition to these operations, we also have offshoring companies in South Africa, Sri Lanka, and Serbia.



Number of employees as of 31 December 2022

Advania's business offerings



Managed services

Advania offers a variety of managed services through which clients can professionally outsource specific IT operations. This means that Advania assumes ongoing responsibility for operating, administering, monitoring, and managing selected IT systems, services, and functions. In each case, Advania adjusts the service level agreement to the customer's specific needs.



IT infrastructure and integration

Advania offers solutions for IT infrastructure, integration projects, consultancy, and product support. We offer data centre solutions, IT platform projects, virtualisation solutions, solutions focused on identity and access, as well as integration and software development. Highly experienced IT architects and consultants make Advania one of the northern European region's most experienced providers of IT infrastructure and integration services.



Professional services

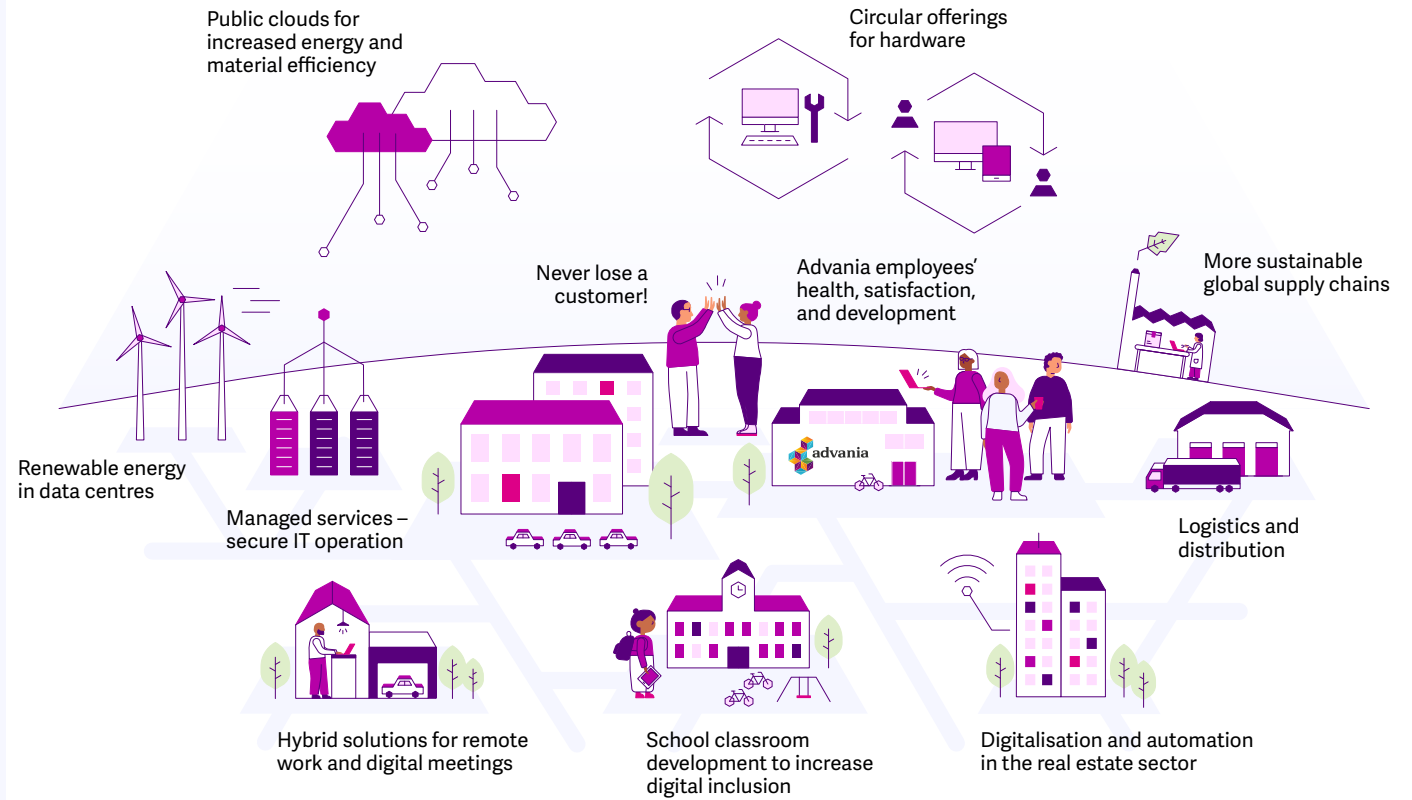
Advania provides a broad array of consulting services, software development, e-business services, and infrastructure solutions for private and public bodies, and local and international customers. In the most demanding cases, Advania Professional Services delivers the results needed for a successful IT operation.



Creating value in our society

Advania and the tech industry have an important role to play in creating and developing a more sustainable society. We have a responsibility to reduce the negative impact our products and services cause on people and the planet and shift our business models to more circular offerings.

These illustrations show a few examples of how Advania creates value in society:



Highlights 2022

Continuing our ambitious growth strategy

During 2022, Advania Group has continued its growth journey and more than doubled in size. The new acquisitions give us a broader scope to attend to our clients' needs. With added size also come added responsibilities to maintain and cultivate our sustainability awareness and requirements for our suppliers, customers, and employees.

ISO certification

Advania now has ISO-certified management systems in five of its six countries of operation, a distinct improvement from two of five countries in 2021. We view these certifications as a quality stamp confirming that our systematic work is generating consistent and reliable improvements.

New Group CEO appointed

Hege Støre, Advania Group's first female CEO, was appointed in November 2022.

Tailor-made executive training

Advania Group's CEO Hege Støre and Advania Sweden's CEO Tomas Wanselius participated in an executive programme in resilience thinking hosted by the Stockholm Resilience Centre at Stockholm University¹. Hege and Tomas gained strategic insights from world-leading scientists, thought leaders, and innovators that prepared them to navigate Advania's role and transformation on the way to a sustainable, resilient future.



¹ Read more about the programme: <https://executive.stockholmresilience.org>, retrieved 19 April 2023

Our acquisitions during the year



Painkiller is a Norwegian-based, fast-growing, and independent IT security consulting and software company that was founded in 2019. Painkiller will strengthen Advania's security offering. The acquisition was announced at the end of 2021 and was finalised in 2022. Included in this report under Advania Norway from 31 January.

January 2022



Azzure IT is a leading UK provider of Microsoft Dynamics 365 Business Central, with a strong customer base and highly experienced management team in a fast-growing market. The transaction enables Advania to significantly increase its Microsoft Dynamics capabilities with a more agile and deeper offering to customers. Azzure IT is excluded from this year's sustainability report and will be included under Content+Cloud in the report for 2023.



Front End Services was acquired from 3StepIT and included a transfer of highly specialised employees and a state-of-the-art logistics centre. This allows Advania to customise IT equipment before shipping it to the end customer, including installation and personalisation services. The acquisition will further strengthen Advania's offering with cost-efficient and seamless solutions to the market and bring customers the highest level of quality hardware solutions. Included in this report under Advania Sweden from 31 July.

December 2022



eXspend is a strategic advisory, consulting, and software company, focused on cloud and digitalisation in the mid-market in Norway. The transaction allows Advania to scale its professional services capabilities in Norway and continue to build a highly efficient offering within consulting, managed services, products, and software. Included in this report under Advania Norway from 31 March.



Data Center Group Oy (Valtti): The merger means a wider selection of services for customers and growing expertise in IT and digital services. Together, the companies are building a more customer-oriented future and growth for the Finnish market. Included in this report under Advania Finland from 31 May.



CLOUDIO A/S is a specialist in IT infrastructure focusing on backup and storage solutions for the mid to enterprise market in Denmark with cross-border expansion capabilities. The transaction allows Advania to scale through new services in Denmark and continue to build a highly efficient offering within consulting, managed services, product, and software sales in the Swedish market. Included in this report under Advania Denmark from November 30.

Country highlights

Continued investment in sustainability resources and skills

- 🇸🇪 Advania Sweden adding a Sustainability Controller and Business Developer Sustainability to the team.
- 🇳🇴 Advania Norway establishing the role of Sustainability Manager.
- 🇳🇱 Content+Cloud adding a Sustainability Lead.
- 🇮🇸 Advania Iceland introducing the role of Director of Sustainability to better support the increased focus on the topic.

Commitment to climate science

- 🇳🇮 Advania Iceland committed to setting a science-based target.
- 🇸🇪 Advania Sweden started its validation process for an application to the Science Based Target initiative.

Operating responsibly

- 🇳🇴 Advania Norway became a member of Ethical Trade Norway, a strategic step to cooperate with peers in the Norwegian market to comply with the Transparency Act.
- 🇳🇴 The introduction of the Norwegian Transparency Act: this is the first legislation in the area of human rights due diligence which places Norway ahead of the EU in legislating in this area.



CEO Statement

Another amazing year has come to an end, and we continue to deliver double-digit organic growth of 14% in 2022. After only a few months in my new role as group CEO, I am impressed that our culture of customer intimacy and empowering employees to make decisions really shows in our daily operations, and that we are able to transfer this culture to our new acquisitions and growing workforce.

Hege Støre, Group CEO

At Advania we have so many fantastically skilled people, customers, and solutions, so our focus going forward will be to increase our visibility and take a prominent position to establish Advania even more and become stronger in the market.

We continuously establish new centres of excellence groups, where we collaborate across countries to ensure that the entire Advania group's collective knowledge and solutions can benefit all our customers. These initiatives further strengthen our culture within the company and increase value for employees, customers and partners alike.

After the extraordinary growth attained both organically and through acquisitions in recent years, it feels rewarding to see that we manage to maintain a satisfactorily low turnover of both customers and employees.

During 2022, we positioned Advania as a strategic partner to our major vendors in Northern Europe by addressing the collective strength of group companies as 'One Advania'.

Our commitment to sustainable business practices is of utmost importance and we continue to support the UN Global Compact and its ten principles in the areas of human rights, working conditions, environment, and business ethics. We also see the Sustainable Development Goals as an important guidance for our priorities in social responsibility.

We have a great responsibility to make digitalisation more sustainable, both in our own operations but especially linked to our products and services. As much as 90% of our climate impact comes from the IT hardware we sell, and at group level this involves



more than 600,000 units of hardware. In this area we are now making major investments to grow and become the market leader in circular solutions for hardware. While reducing our own negative impact, many studies indicate that the tech sector also have the potential to help our customers become significantly more climate-smart and reduce their GHG emissions by up to 25% by digitalising their operations.

'Humanity is now the prime driver of change on the planet. Prosperity in the Anthropocene requires a deep shift towards sustainability, and this is where science can show what is necessary, what is achievable, and what is desirable.'

– Johan Rockström, Director Potsdam Institute for Climate Impact Research and Professor, Stockholm Resilience Centre, Stockholm University

During 2022, I participated in an educational programme hosted by Stockholm Resilience Centre, a tailor-made training programme to allow business leaders a deep dive into the megatrends shaping our planet and global economy. It was a fantastic learning experience that raised my skills during the year and opened my eyes to how we can develop our business and lead the way to a sustainable, resilient future. Overall, I learned that ESG (environmental, social,

and governance) is so much more than just reporting and analysis, and that many companies in the business world have come much further in their journey than I knew before participating in the programme. It was a humbling and inspiring experience and has opened my eyes to the great possibilities we have to influence our development and identify opportunities from the latest science on global change and planetary boundaries.

Major take-aways from 2022

- The macroeconomy with extreme energy prices, high inflation, and a stronger US dollar results in margin pressure affecting EBITA (earnings before interest, taxes, and amortisation).
- Sales cycles continue to be longer, and the cadence of deals is slower, but there are windows of opportunity.
- Supply chain constraints have eased somewhat since the start of 2022.
- Despite the challenges listed above, we as a team and organisation have met them with creativity and innovative thinking and are proud to say we are very satisfied with our results for 2022.

Looking ahead

We are very well equipped for the future and are growing strongly in our existing customer base with a net retention rate of over 110%. We have acquired exciting companies, and completed major integrations of these in Norway, Sweden, and Finland. During 2022, we invested more than 15,000 hours in integration projects to create efficient organisations and a common corporate culture and DNA.

Advania's DNA is unique, with delegation of decision-making to the countries and empowering front-line employees at its core. Advania is where the customer the customer wants to be a customer, the partner wants to be a partner and an investor wants to invest. And where talent wants to come and work.

Sustainability is key at Advania and in 2024, Advania will open the leading logistics and recycling centre for IT equipment in Europe, a strategic initiative to achieve our sustainability goals and create a more circular management of IT hardware.

We continue to focus on Employee and Customer Satisfaction, measuring not only employee satisfaction, but also their expectations, in order to retain and engage our talents. We are the tech company with people at heart.

With our knowledge about the turbulent and difficult-to-navigate world we find ourselves in, we are humble yet optimistic that we are very well positioned to tackle these challenges. I am really looking forward to continuing our successful journey together with all the fantastic colleagues, and I'm convinced that we will see continued positive development and growth for Advania in 2023.

About Stockholm Resilience Centre

Stockholm Resilience Centre (SRC) is an international research centre in resilience and sustainability science, founded in 2007. It is a joint initiative between Stockholm University and the Beijer Institute of Ecological Economics at the Royal Swedish Academy of Sciences. The mission of the centre is to advance research for governance and management of social-ecological systems to secure ecosystem services for human well-being and resilience for long-term sustainability.

The executive programme in resilience thinking is tailor-made for business leaders to take a deep dive into the megatrends shaping our planet and global economy. The programme clarifies what these interconnected changes mean for companies, and highlights business opportunities that also bring social and environmental benefits.

Trends

Digital technology in general and software technology in particular continue to be a main driver of economic growth and thus digital innovation and transformation remain at the top of business agendas and drive the demand for IT products and services. The recent UN IPCC synthesis report finds that only deep, rapid, and sustained reductions in greenhouse gas emissions will lead to a discernible slowdown in global warming¹. Strong sustainability and ESG performance and reporting is therefore increasingly being recognised as good business practice rather than a distraction from pure business. War in Ukraine and the energy crisis are causing rising inflation and an increased cost of living. This chapter highlights the key challenges and opportunities linked to these trends.

War, inflation, and rising cost of living shake the world

The economic sustainability of many industries in Europe is being challenged by the war in Ukraine and the energy crisis. The resulting inflation has led to rising costs of doing business and an increased cost of living for our employees.

Enterprise IT budgets continue to grow

Research from Gartner group² shows that 89% of boards agree digital is an implicit part of their growth strategy. Two-thirds of CFOs plan to increase corporate IT budgets in 2023, with 29% planning an increase of 10% or more. Significant portions of these budgets

are expected to be allocated to efforts supporting automation, continuous improvements in business operations, and agility, thereby offsetting and mitigating the effects of increasing costs, but also as a means of leveraging new opportunities.

The Gartner article also identifies higher interest rates, talent scarcity, and lagging digital transformation as major challenges going into 2023.

IT as risk and ITaaS as risk mitigation

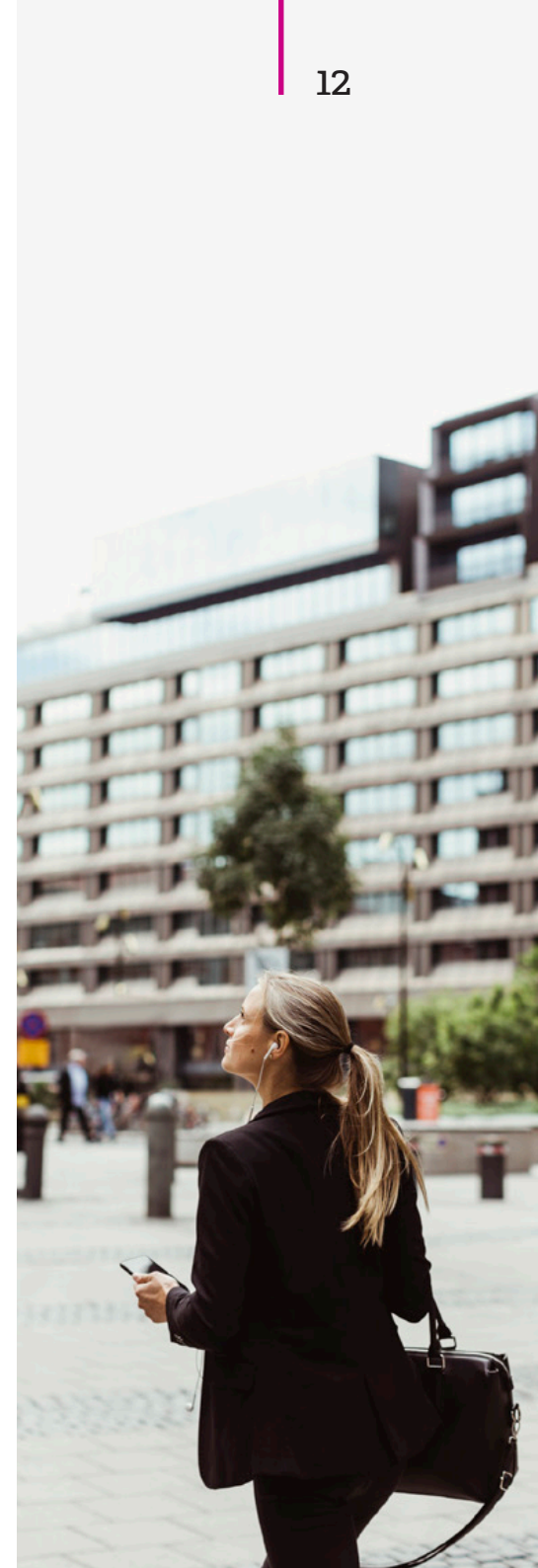
Digital transformation means placing IT at the centre of business operations and enabling all aspects of the business to be monitored and controlled by

software. Such transformations are in large part defined by software for enabling the virtualisation and automation of workplaces and IT infrastructures. The upsides of this transformation manifest themselves in increased productivity, servitisation³, and operational agility. Downsides include operational and business dependency on IT, and large amounts of data accumulating as the degree of digital transformation increases.

Faced with the growing complexity of IT environments as they undergo modernisation and digital transformation, enterprises are increasingly looking to engage with managed IT service providers to help mitigate the associated risks.

Data becomes capital – and valuable to criminals


Data is becoming a kind of capital on par with human and financial capital in creating new digital products and services and improving operational efficiency. For many companies their data is their single biggest asset today – and cyber-criminals recognise this.



¹ https://report.ipcc.ch/ar6syr/pdf/IPCC_AR6_SYR_SPM.pdf, retrieved 19 April 2023

² <https://www.gartner.com/en/articles/how-executives-can-drive-business-resilience-growth-and-profits-in-2023>, retrieved 24 March 2023

³ The term 'servitisation' refers to the process of a company shifting its business model to offering outcomes as a service rather than a one-off sale.



Protecting data and ensuring rapid recovery of data in the event of loss has become a top priority and will continue to be so – particularly to the extent such data also includes personal data posed by the GDPR.

Businesses will continue to look for backup-as-a-service (BaaS) and disaster recovery-as-a-service (DRaaS) and other managed risk offerings as effective means of handling and reducing the risks associated with data loss, while also looking for cyber services and end-user training to act as the first layer of defence.

No let-up in the shortage of chipsets until 2024

The pandemic caused massive disruptions in IT supply chains and logistics and a 13% increase in global demand for PCs as many of us were forced to work from home. Due to production issues and high demand from cryptocurrency mining around 2021, semiconductors have been largely unavailable for the manufacturing of a broad range of IT products.

Based on industry research and information from technology partners, we expect no let-up in the shortage of chipsets until 2024.

Higher energy prices – and higher demand

The price of natural gas reached record highs in 2022, and as a result so did the prices for electricity in some markets. Higher energy prices have contributed to high inflation, forcing some factories to reduce their output, or even shut down, and have slowed economic growth to the point that some countries are heading towards severe recession.

Digitalisation is developing at an exponential rate, with internet traffic tripling during the past five years. Around 90% of the data in the world today were created only in the last two years. The ICT sector's increased use of energy also follows this trend – it currently accounts for approximately 7% of global electricity consumption, and this is forecast to rise to 13% by 2030⁴.

By 2030, data centres are projected to account for 3.2% of the electricity demand within the EU, an 18.5% jump from 2018.

Coming legal requirements

In January 2023, the EU Corporate Sustainability Reporting Directive, CSRD, entered into force and the first companies will have to apply the new rules for the first time in the financial year 2024,

for reports published in 2025. One of the goals of this directive is to raise the quality of sustainability reporting to the same level as financial reporting⁵. The CSRD modernises and strengthens the rules about the social and environmental information that companies must report, and its objective is to ensure that investors and other stakeholders have access to the information they need to assess investment risks arising from climate change and other sustainability issues, as well as to increase transparency about the impact of companies on people and the environment. CSRD also makes it mandatory for companies to audit their reported sustainability information.

In combination with the CSRD directives new European Sustainability Reporting Standards (ESRS) will also be introduced. These standards will be decided in June 2024, and one objective is to further harmonise the information that is provided, in order to increase transparency. The new directives will most probably have a great impact not only on reporting, but also on general sustainability work within the affected companies.

The Corporate Sustainability Due Diligence Directive, CSDDD, is a legal proposal that was presented in February 2022, and currently waits for approval

⁴ <https://www.politico.eu/article/data-center-energy-water-intensive-tech>, retrieved 24 March 2023

⁵ https://finance.ec.europa.eu/capital-markets-union-and-financial-markets/company-reporting-and-auditing/company-reporting/corporate-sustainability-reporting_en, retrieved 24 March 2023

by the European Parliament and the Council. Once adopted, member states will have two years to transpose the directive into national law. CSDDD aims to create an EU-wide framework that imposes an obligation on companies to exercise 'due diligence' in their operations as well as throughout the value chain; all with the aim of counteracting negative impact on human rights, climate, and the environment. The company's management is made responsible for ensuring that the company fulfils its due diligence obligations in line with international frameworks.

Demand for highly skilled IT personnel continues to rise

Businesses and the IT sector alike lack people with the skills needed to address both digital challenges and opportunities. This skill shortage extends beyond IT specialists and is broadly affecting business digitalisation and digital capability development.

Inflationary pressures have worsened talent retention, have complicated strategies for financial enticement to attract new talent, and are putting increased pressure on IT staff. 46% of HR leaders anticipate employee turnover to remain high in 2023 among in-demand IT staff and roles⁶.

⁶ <https://www.gartner.com/en/articles/3-unique-talent-dilemmas-hr-leaders-face-and-what-to-do-about-them>, retrieved 24 March 2023

Sustainability trends

The IT service industry understands that sustainability has a competitive advantage and enables us to transform quickly. The following prominent sustainability trends have been identified and can be viewed as both a risk and an opportunity:

Sustainability trends within digitalisation

- Positive environmental and/or social impact of digital solutions on society or vulnerable groups
- Transparency: publicly available information about sustainability governance and performance, as well as supply chain management
- Data and privacy protection: increased protection of personal data
- Cybersecurity: strengthening our ability to prevent and manage security breaches
- Diversity and equity: activities for a more diverse workforce
- Circular economy: improving circular flows by prolonging the lifespan of products with repair, takeback, and reselling of used products, or shifting business models to IT as a service.



Strategy

How we create value

Our business is making life easier for our clients and helping them to create value. We believe that IT is a people business, where value is created by people for people, and where long-term relationships between customers and providers, mutual trust, and common goals are critical success factors. The foundation of Advania’s strategy is customer intimacy, which we achieve by:

- Creating value through partnerships
- Providing standardised deliveries that are tailored to fit each customer’s need
- Making decisions based on the goal of never losing a customer
- Encouraging employees to further develop their market-leading competence and confidence to make decisions close to the customer

Our way of helping clients to create value involves identifying opportunities for the smart and strategic use of IT, finding the right solution, and adapting it to each client’s individual needs.

Our sustainability strategy

Digitalisation and the IT sector can support sustainable development and help tackle some of the greatest challenges of our time. Advania wants to contribute as much as we can, where we can. To this end, we have identified 9 of the 17 Sustainable Development Goals (SDGs) as being particularly relevant to our business. These SDGs form the foundation of our sustainability strategy.

We updated our sustainability strategy during the year, strengthening both our own operations and those of our clients. The updated strategy is based on a new materiality analysis for the group and encompasses the most significant social, environmental, and economic aspects across our value chain.

Advania’s focus areas are:

- Our company
- Our value chain
- Our offerings
- Our society

Further information on the materiality analysis and the sustainability policy can be found on page 54, ‘Materiality assessment’.

Common approach – local adaptation

Advania has defined a new common sustainability strategy for the entire group during 2022. The new strategy includes guidance on how to prioritise the focus areas and material aspects. Since Advania’s companies in each country vary in business operations and size, each country sets its own ambition level. All countries work towards common group goals, with the option to add locally selected goals.

Our sustainability policy

Partnership								
OUR COMPANY	OUR VALUE CHAIN	OUR OFFERINGS	OUR SOCIETY					
Attractive workplace	Responsible supply chain management	Personal integrity and information security	Act as a positive force in the society					
Diverse, equal and inclusive workplace	Responsible e-waste management	Circular economy						
Ethical and transparent company		Digitalisation and Innovation for a sustainable society						
Climate smart operation								
								

| Our Company





Attractive workplace

We believe that IT is a people business, where value is created by people for people. We work actively to create an attractive workplace and recruit, retain, and develop employees with the right skills. Our goal is to enable everyone to participate in working life on equal terms.

We strive to keep staff turnover low as we continue to grow and are pleased to have welcomed around 300 net new employees to the group during the year. The employee turnover at a country level varied between 9 and 18 percent.

During the year, we were able to gradually establish a new normal, finding a balance between working at the office and from home. To a large extent we were able to welcome employees back to our offices, depending on everyone's preference and needs.

GROUP GOALS

Employee commitment: >4.2 out of 5

Employee engagement: >4.2 out of 5

Approach and goals

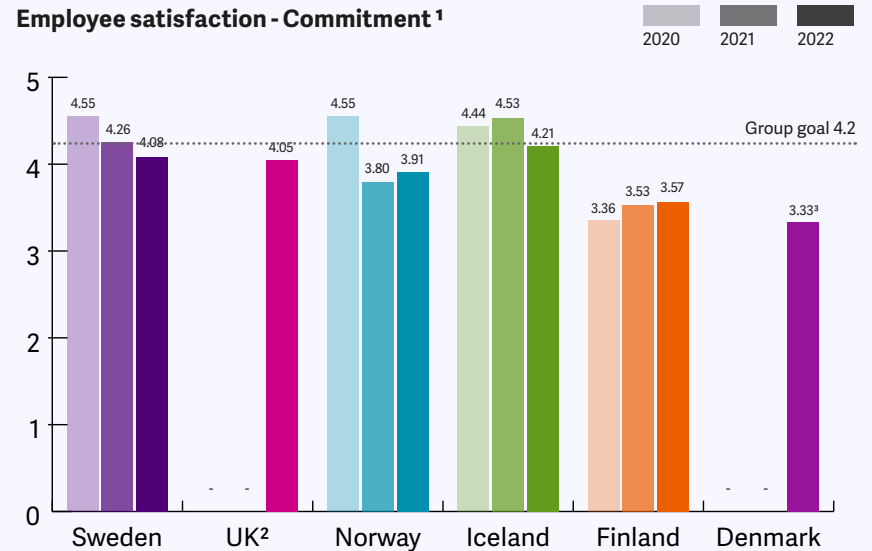
Our common goals of long-term customer-provider relationships and mutual trust would not be possible without a sound, inclusive, and deeply rooted corporate culture, which we strive to nurture and develop together every day. We realise that only our employees can tell us what the culture is really like in everyday life, and therefore we keep a finger on the company's pulse

by encouraging regular informal chats between supervisors and employees and conducting a large annual Gallup employee engagement survey.

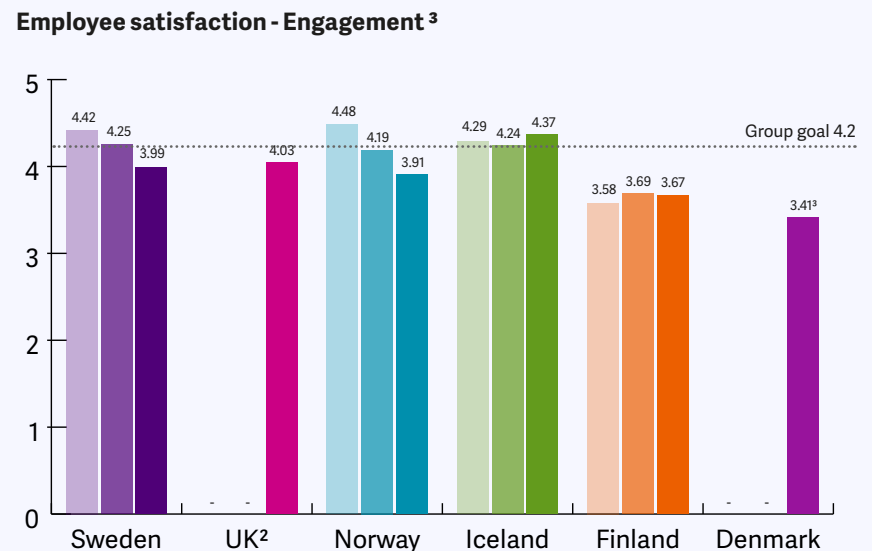
Employee satisfaction

Each year, Gallup performs an employee survey to track Advania's employee job satisfaction and productivity. Employees respond by giving scores on a scale of

Employee satisfaction - Commitment ¹



Employee satisfaction - Engagement ³



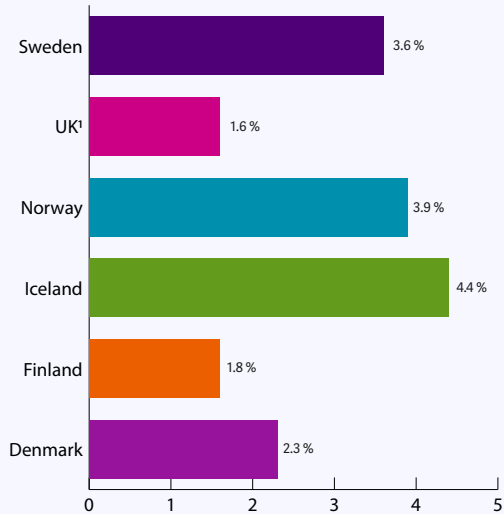
¹ Employees respond with scores on a scale of 1-5, in the areas of 'Commitment' and 'Engagement'.

All results above 4.2 are considered to indicate a healthy workplace.

² Including Content+Cloud in UK and South Africa, excluding Azure.

³ The result for Advania Denmark in 2022 does not include Cloudio.

Total sick leave %



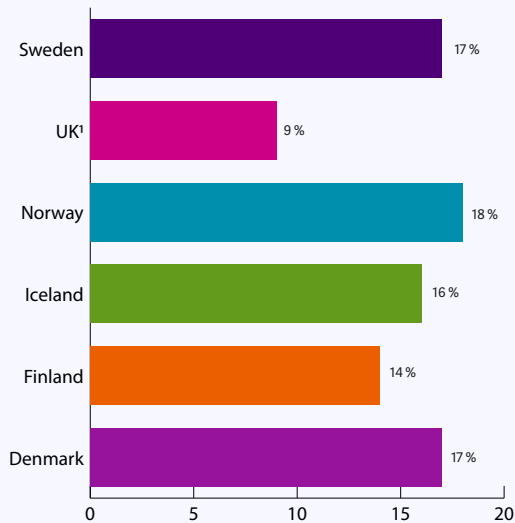
1 to 5 in the areas of commitment and engagement. All results above 4.2 are considered to signify a healthy workplace. We use the responses to create a healthier and more attractive workplace with productive and satisfied employees.

Employee commitment indicates how satisfied our staff are with their employment, that the company signals that their work is important, and that they are proud to work for Advania. Engagement, on the other hand, indicates employees' energy, passion, and affiliation with Advania.

Healthy workplace

All employees are covered by systematic activities related to occupational health and safety. Examples of health and safety topics followed up are sickness absence, reported accidents, and discrimination. Advania is striving to provide a stable and safe work environment, free from discrimination and based on everyone's equal value. We use a systematic and risk-based method for detecting and preventing ill health and potential work-related accidents. Several of the companies in the group collaborate with external health care providers and offer all employees both preventive advice regarding workplace ergonomics and medical care in case of work-related ill health.

Total employee turnover %



The ultimate responsibility for our work environment and human resource management lies with the local CEO and is actively handled by each country's HR managers. Our ambition is to train all managers in detecting, and proactively responding to, work-related risks and the larger companies in the group have established formal processes for this.

When making changes, no matter if they are major organisational updates or infrastructural changes to our offices, we always involve our employees to secure efficient and healthy work conditions for everyone.

Competence development

As with all other aspects of HR, competence development is managed by each country of operation. We provide our employees with access to a variety of training, ranging from technical to more business- and process-oriented aspects, such as inclusive communication, sustainable leadership, and effective project management. Much of this training is conducted internally, while some is carried out in cooperation with external organisations.

One of the fundamentals of our employees' motivation, development, and work-life balance is our evaluation model that sets sensible targets on an individual

level together with supervisors and teams, as well as frequent follow-up discussions and adjustments. Based on these, we also conduct salary reviews and set new targets for continuous and healthy progress.

Activities and progress

During 2022, we were able to slowly but steadily find our way back into normal day-to-day life after the pandemic. In all our countries of operation, employees were able to go back to the office. Still, we realise that we all find ourselves in a new normal, and that the hybrid way of working established during the pandemic is here to stay. At the same time, we recognise the importance of being able to meet in real life and be innovative and creative together. We also found that the onboarding of new employees is something best done in person. Nonetheless, we have a new grip on hybrid communication and teambuilding, which is something we're not going to let go of. Instead, we will bring this with us and develop it further in the future.

¹ Including Content+Cloud in UK and South Africa but excluding Azzure.

Advania Sweden 🇸🇪

For the first time, the Gallup survey went out to all of Advania Sweden, consisting of around 1,400 employees, including new colleagues from Visolit and iBiz. The result is lower than in the past, which can be attributed both to the pandemic and a general uncertainty common for company integrations as large as this. Sweden will use the results as a new baseline to start from when it comes to employee satisfaction and they are looking at how to create a new strong common corporate culture together.

The employee turnover rate was different in the three individual companies and therefore not comparable to previous years.

Sick leave at Advania Sweden during 2022 was 3.6%, which is slightly higher than in previous years and followed the normal seasonal sick rate even though the country was still in the final phase of the pandemic. Work-related sick leave was very low and Advania Sweden continued to focus on employee health, working with both physical and mental health-promoting initiatives and deciding to increase the annual wellness allowance for every employee.

During the year, Advania Sweden worked hard towards an ISO 45001:2018 certification for their health and safety

management system. The goal for 2022 was to obtain the certificate during the year but the external revision was eventually postponed until February 2023 in order to perform the external revisions of all management system on the same occasion. They were able to achieve the ISO 45001:2018 certificate in March 2023. During the development of the management system, the local trade union was actively involved and continues to be an important stakeholder in the processes covered by the management system, which among others relate to the identification and management of risks linked to ill health. During the year, a training program for managers in health and safety was developed and tested and starting in 2023 this training will be implemented for all managers.

Advania Sweden's popular trainee programme continued to grow both in number of applicants and positions. In 2022, the programme resulted in welcoming 13 new trainees; 7 women and 6 men.

Content+Cloud 🇳🇱

Content+Cloud (C+C) is a group of different businesses at different stages of integration, a lot of them recently acquired, so this was expected to be reflected in the employee surveys. However, the results were a positive surprise and make a great foundation for

the further integration of the acquired companies and creating a common culture.

C+C also encourages employees to feed back on their employee experience through an engagement platform called Officevibe, with the common goal that everyone has a voice and is treated fairly and equally. This gives the leaders direct and immediate access to employee sentiment and comments, while protecting anonymity, allowing the leaders to stay closer to the needs of their teams.

C+C has seen sick leave reduce since the change to a hybrid work style as a result of the pandemic. While C+C encourages staff to truly step away from work when they're sick, they've observed that employees are more likely to continue to work when they are not required to commute into the office.

C+C UK also uses a formalised management system which holds a certification for ISO 45001:2018, demonstrating compliance with occupational health and safety law.

Advania Norway 🇳🇴

Advania Norway saw a significant reduction in employee turnover for the last 12 months, dropping from 20.1% in January 2022 to 14.6% in December 2022. During the year they started a leadership



training programme which will continue into 2023. Its aim is to create more commitment, development focus, and better organisational results, as well as cultivate a culture of learning as a means of personal development both during and after the programme. Furthermore, it will improve cohesion and cooperation across geographical and organisational differences for all managers.

As employees started to return to the offices during 2022, sick leave percentages increased a bit. There are ongoing activities in place focusing on reducing sick leave. Managers are also frequently checking in with employees on sick leave and facilitate a faster return to work. In cooperation with NAV (the Norwegian Labour and Welfare Administration), Advania Norway takes part in IA (Inkluderende arbeidsliv, which means inclusive workplace), a programme for preventing sickness absence and dropout.

Advania Norway continues its holistic approach to all employees' physical and mental health, offering and promoting social events, sports activities, and special health insurance benefits that cover extended psychological, mental, and physical treatment.

Advania Iceland 🇮🇸

Advania Iceland reached its goal to keep employee satisfaction above 4.2, with commitment being measured at 4.37 and engagement at 4.21. During 2022, they continued monitoring employee satisfaction and following up especially with groups that showed room for improvement.

During the year, preparations were made for Advania Iceland's leadership programme, giving all managers the opportunity to participate in a mini-MBA programme at Reykjavik University. The programme includes courses on leadership, HR management, finance, diversity, equity, inclusion, and more. The goal is to empower Advania Iceland's management team and create a shared learning experience to help managers rely on each other. The programme will be held for two semesters during 2023.

An emphasis was put on employee mental health during 2022, providing employees with tools to improve their mental health by introducing Lifekeys and Flow as a part of employee benefits:

- With Lifekeys, employees can explore the status of their mental health using self-administered questionnaires. They are also able to schedule appointments with a psychologist free of charge.

- Flow is a meditation app which employees can use to lead them through meditation exercises.

Advania Iceland also set up a virtual reality meditation room at the head office in Reykjavik.

Advania Finland 🇫🇮

For Advania Finland, integration with Valtti, a Finnish full-service IT provider, was the big milestone during 2022. As with all acquisitions, changes like this can impact employee satisfaction as systems have to be merged and roles need to be redefined. Even so, the numbers from Advania Finland's first ever Gallup survey together with Valtti were quite satisfactory and show that employees are optimistic about the integration process.

At the start of the integration, Advania Finland launched a Culture Due Diligence project to gain a better understanding of the current situation and the needs for development, as well as how to implement matters which are meaningful to employees in everyday work.

At the start of the project, a survey was sent out to all employees and several interviews were conducted to get insight on employee wellbeing, which Advania Finland views as a key driver of culture. Based on these insights, a management

workshop was held in the autumn to define leadership principles and common values. The project will continue in 2023 with value workshops led by employees who have volunteered to act as value ambassadors.

Advania Denmark 🇩🇰

Advania Denmark conducted the Gallup survey for the first time in 2022 and worked on the results together with an external partner to create an action plan for 2023. Some of the actions they agreed on were training for different manager levels and establishing confidential talks between employee and manager, which will be carried out once every quarter, providing the space and opportunity for conversations on a more personal level.





Diversity, gender balance, and inclusion

Advania continues its efforts to establish and promote diverse teams in terms of gender and cultural backgrounds. The tech industry faces challenges from gender imbalance and lack of diversity and Advania is determined to turn this around and unleash the creative and productive potential of diverse teams in all areas.

GROUP GOALS

At least 30% women in the local C-level management team.

Approach and goals

As with all other aspects of HR, diversity, gender balance, and inclusion are managed by each country of operation. The group's common goal is to increase the proportion of women at the highest level of management in the local companies, i.e. at C-level management. All metrics on gender balance and age-related diversity are available on pages [84-85](#).

Salary and compensation review

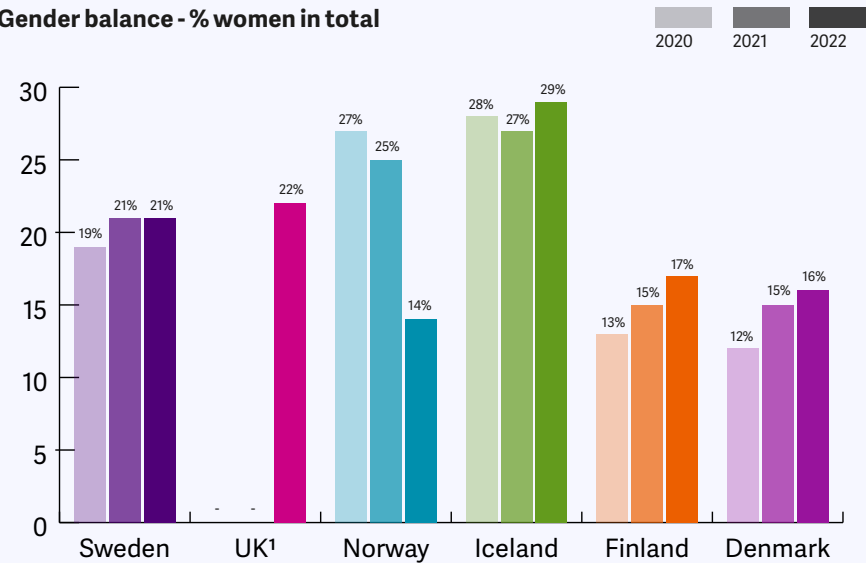
Advania annually carries out a salary and compensation analysis, which is mandatory in several Nordic countries and acts as an important indicator in Advania's efforts to reach gender balance.

Also, this year's salary and compensation surveys showed some differences in compensation and benefits; however, the analysis is that the differences are due to the skewed distribution of women and men in different roles and seniority. Additional metrics are available on page [85](#).

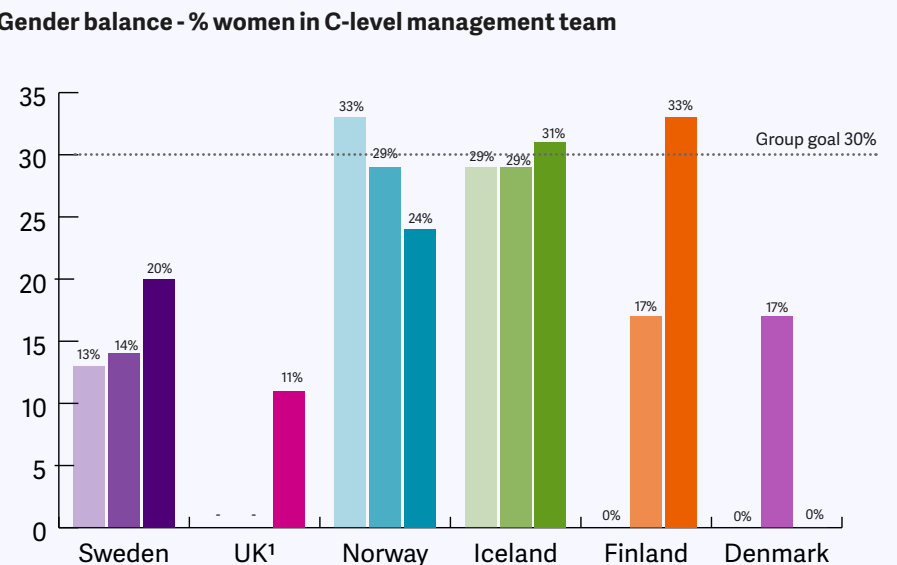
Incidents and non-compliance

During the year, there were 8 reported cases of discrimination in the group. All cases have been handled in accordance with company procedures and, when relevant, corrective actions have been implemented, e.g. disciplinary action or remediation.

Gender balance - % women in total

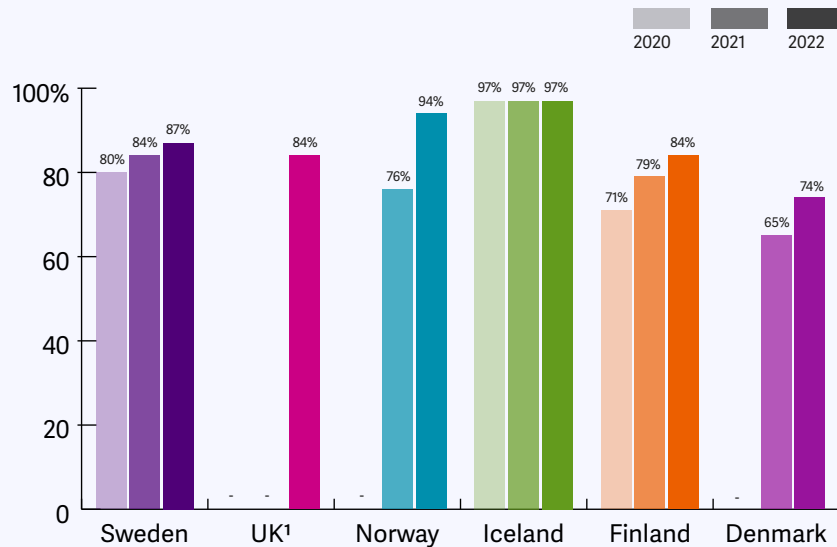


Gender balance - % women in C-level management team



¹ Including Content+Cloud in UK and South Africa but excluding Azure.

Gender balance - % average salary women to average salary men - total



¹ Including Content+Cloud in UK and South Africa but excluding Azzure.

Activities and progress

Advania Group has seen a slow but steady increase in the number of women at C level, the highest level of executive management in the country, and in total, although there remains a significant imbalance in roles in the company, with a lower proportion of women in operational roles. This is also part of the explanation for the apparent differences in wage levels.

Advania Sweden 🇸🇪

Doubling in size during 2022, Advania Sweden's main challenge was integrating the absorbed companies which came with a significantly more imbalanced gender distribution. With a continued focus on organic growth and firm strategy for attracting more women into their workforce, Advania Sweden was able to turn the situation around and managed to reach last year's number of 21% female employees by the end of the year. Advania Sweden's C-level management now has two female members out of ten in total, increasing the percentage to 20%. This is an important milestone on the way to reaching the Group's goal of at least 30% women in all C-level positions by 2025.

Advania Sweden continues its work according to the Diversity and Equal Treatment Plan, which includes

measures to promote diversity and to prevent discrimination. In addition to the group's goal, Advania Sweden works towards several diversity and gender balance goals, among them monitoring and improving the gender balance in operational (sales and consultants) and management roles. In 2022, the share of women in operational roles was 16.5% and in management roles 28%. For all diversity related goals and the outcome, see pages [64-67](#).

They also continued their big push to train all new managers in inclusive leadership and communication. The aim is for all new managers to undergo the training no later than 12 months after taking up their appointment; during the year, 82 managers started their journey towards more inclusive leadership and communication. A special focus has been put on targeting all the managers in the newly acquired companies, as well as new managers who started during the year.

The internal network AdWoMan is another of Advania Sweden's initiatives to attract more and retain existing female employees. The network is open to both male and female employees, hosting hybrid networking events and lectures on inclusion, equity, and diversity in the workplace.

Content+Cloud

Content+Cloud is focusing at a departmental level on their gender data, and data insight sessions are carried out with management to help understand the current state versus the company's plans, gain the management's commitment, and agree localised steps to move towards these goals. The target for C+C is to have 25% women in total, and during 2022 that number was 22.9%.

The UK requires companies with 250 or more employees to report their gender pay gap data. Content+Cloud welcomes the opportunity to publish their gender pay statistics as it allows them to share their story, focus on where they can improve, and to make public their commitments to ensure future pay parity.

As part of the action plan within regulatory gender pay gap reporting, C+C launched a new non-binary-inclusive menopause policy and related initiatives educating management to support employees through this period of life. They also launched an early careers talent programme as an opportunity to take positive recruitment action and continue to grow female representation.

C+C programmes and initiatives

Enabling women: during 2022, C+C enabled seventeen female employees to participate in the Microsoft-sponsored

[Women Rising programme](#), a holistic personal and professional development course. A further twenty female employees will get access to Women Rising's supportive community and expert coaching during 2023.

C+C introduced a pay benchmarking parity tool linked to their salary model, to increase fair and gender-neutral distribution and further close the gender pay gap.

Advania Norway

Advania Norway initiated an important project on diversity and inclusion for C-suite managers to increase the number of women, led by the local sustainability manager. During Q4 2022, they interviewed 27 employees about diversity, inclusion, and company culture. The results will be used to drive further local projects in Advania Norway the next year.

Advania Iceland

Advania Iceland continued its work on diversity, equity, and inclusion with an emphasis on increasing the ratio of women working for the company and retaining them. During 2022, they also focused on increasing the share of women in the IT industry in Iceland.

Two major initiatives during 2022 were:

1. Expanding the mentorship programme to include all employees regardless of gender, enabling everyone to build a mentoring relationship with other people within Advania.
2. Cooperating with Vertonet, an association for women in tech, setting in motion an industry-wide project to increase the proportion of women working in tech.

Female turnover (voluntary and involuntary) was lower than male for the first time in the company's history, meaning Advania Iceland was not losing female employees faster than male. The average gender ratio for the year 2022 was 29% women and 71% men. The goal is to reach a gender ratio of 30% women during the year 2023.

Advania Iceland has also maintained its [equal pay certification](#) with results from the pay regression analysis landing at 0.2% in favour of men, and the review process resulting in no comments and no deviations. The goal is to keep that difference within 2%.

Advania Finland

The inclusion and diversity training was postponed from the original plan for 2022 due to the acquisition of Valtti and the work required to integrate the

company. The planned training will be held in 2023 with its main focus being on diversity in recruitment.

In Advania Finland, gender equality in the C-level management team increased and is now over 30%.

Advania Denmark

Advania Denmark has no female managers and needs to increase the number of female employees at all levels in the company. In 2023, a renewed commitment has been made to increase the focus on gender balance in recruitment.



CASE

Advania Iceland takes the lead for more women in IT

Women make up only about a quarter of IT-related workers in Iceland, according to a survey on the status of women in information technology in Iceland¹. A similar or lower percentage is seen among graduates of technology-related studies at Icelandic universities. In this case study, **Thora Rut Jonsdottir**, Sustainability Director at Advania Iceland, describes what measures they are taking to tackle this issue.

Having implemented multiple projects and activities with the goal of increasing the share of women employed at Advania, we saw that we were not addressing the root cause of the problem. Most IT companies in Iceland were doing something about increasing the share of women internally among their employees, hiring more women, and sometimes headhunting from the other IT companies. We saw that this wouldn't be a solution to the actual problem, which is that there aren't enough women choosing to enter the IT workforce.

In an effort to influence this, Advania decided to host an event with Vertonet, an association for women in IT. We invited over 80 people from 58 different IT companies, the schools that offer IT-related

education, and the Minister of Higher Education, Science, and Innovation. The meeting resulted in an industry-wide project called Átaksverkefni Vertonet, that will run for six months initially with the option to be extended.

Who stands behind this initiative?

In the end, a group of 26 companies, schools, and associations signed a declaration of intent to fund the efforts of the project. A project manager was hired and a steering group consisting of seven representatives from different companies was formed. The group behind this initiative is a mix of large IT companies, large companies with IT departments, and smaller IT companies, as well as higher education providers such as the University of Iceland, University

of Reykjavik, NTV, and Promennt. One industry association also signed the memorandum, pledging to participate in and support the project.

What is the timeline and main goal for the project?

The aim of the project is to understand how we can increase the share of women in IT in general, and what efforts are needed from companies, from the school system, and from the ministry and government.

A lot of different projects have been initiated with this goal in mind and the first priority is to map them out and find ways to connect them to amplify their impact. It was apparent in the meeting in July 2022 that there was a

shared understanding of what needed to change but perhaps no formal effort being put in to address the issue. Discussing the educational system, the IT skills of teachers, the lack of IT role models for young girls, and the persistent stereotypes in IT, participants formed a joint ambition to define action points instead of only discussing the problem and then going on with day-to-day operations.

The project is funded for six months initially, with the option to be extended.

What activities were done in 2022?

The project was formally handed over to Vertonet from Advania after the meeting in July. They then finalised the necessary steps to start the project and secured financing for six months. A project



¹ <https://www.ruv.is/frettir/innlent/2022-06-30-ein-kona-a-moti-thremur-korum-i-upplysingataekn>, retrieved 17 April 2023

manager was hired at the end of the year and started in January 2023. The steering group was formed, and Advania is part of it.

What do you plan for 2023?

The project manager has set up a meeting plan for the steering group and scheduled interviews with different people in the IT industry. The steering group had their first meeting in early 2023 and the project will continue until the summer of 2023. The next step is to create an action plan based on the information gathered and present it to the relevant parties, seek agreement, and initiate the process of increasing the share of women who choose IT.

What are your expectations of the project in the long term?

We want to increase the number of women entering the IT industry by making them aware of all the possibilities to

do so. We want to reach and influence both those starting out, who are still part of the traditional education system, and those who are already part of the job market and show them ways to switch to IT.

What would you say are the most important lessons learned so far in the project?

That it is possible to think bigger and work together towards a common goal. The problems companies are facing in sustainability in general are of a magnitude that makes it difficult for them to try to solve the problems on their own. A joint effort can be difficult to navigate but should still be a viable option if everyone involved is engaged and brings a positive and problem-solving mindset into the work. This project will hopefully set the precedent for other projects with the goal of solving a common problem.





Business ethics and transparency

Approach and goals

Advania's sustainability and long-term success starts with conducting business in a fair and ethical way. We follow the principles established in the UN Global Compact, spanning human rights, labour, environment, and anti-corruption. Our zero-tolerance policy towards unethical behaviour is firmly established in the Group Codes of Conduct for employees as well as for suppliers.

We continuously work to minimise the risks of improper or illegal business conduct internally or in relation to external partners. Both our sector and our current countries of operation are classified as low risk, however, no country or company is immune to non-compliance.

Corruption and other unethical business practises threaten the strategic, political, and economic interests of all countries and undermine public trust in government and the financial system. Corruption is prevalent in many of the largest IT-device manufacturing

countries which leads to negative impact on the environment, communities and people in the IT value chain. Corruption is also widespread in the context of conflict minerals, which are minerals needed to obtain metals used in electronic equipment. Falsifications of certificates, lack of effective governance, and armed groups aiming to control the minerals are some of the ways in which corruption may deprive citizens of their basic rights and freedoms, undermine contributions to social welfare systems, restrict access to business and livelihood, as well as enable human rights abuses.

In Advania's operations, the main risk of unethical business practises concerns the risk of inappropriate business relationships with suppliers and customer, for example through improper gifts or representation. In addition, as a growing company, there are challenges related to onboarding many new employees; a critical part in ensuring the same high standard for ethical business practises



throughout the whole group. To assess the effectiveness of our work, Advania evaluates and develops policies and processes on an on-going basis. This also helps us ensure that we remain proactive in our approach, that all employees feel comfortable in their everyday decision making, and that we continue to meet the expectations of our stakeholders. Read more about our sustainability-related risks and risk management on page [60](#).

The Head of Group Compliance is responsible for developing Advania's compliance programme within Business Ethics, including the policies and governance needed to address all relevant risks and ensure compliance with laws and regulations. The operational responsibility for Advania's compliance programme lies with the CEO of each Advania country. During the year, we have established a group of local compliance officers in each country which is tasked with implementing policies and frameworks locally in the country.

Advania Group has common policies and processes for its internal Code of Conduct; its Supplier Code of Conduct; policies for anti-bribery, anti-corruption,

and anti-money laundering; sanctions and trade control; antitrust and competition; and GDPR. Read more about GDPR and Advania's approach to personal data protection on page [41](#).

All employees receive communication about and are regularly trained in the Code of Conduct and the policies for anti-bribery, anti-corruption, and anti-money laundering. Selected groups of employees are also trained in the policies for sanctions and trade controls and antitrust and competition law. Read more about the outcome of the trainings on pages [87-88](#).

All new suppliers are informed about the Supplier Code of Conduct that clearly states the expectations Advania has on ethical behaviour and compliance with anti-corruption laws.

No members of the group board are currently trained in anti-corruption.

Centralised whistleblowing service

Employees are obliged to report actual or suspected misconduct to their immediate manager, their local compliance officer or the Head of Group Compliance and Corporate Responsibility.

A centralised whistleblowing service is available via Advania Group's website. In case of a serious breach involving someone in a senior position, employees can use the external whistleblowing service. No proof or evidence is required but all reports must be made in good faith. In the whistleblower policy, Advania clearly states that employees who report through the channel are protected from retaliation. The reporting channel is managed by a third party, fully anonymous and GDPR-compliant.

Activities and progress

During 2022, Advania focused on onboarding and uplifting all acquisitions made during the last few years, including training of all new employees and introducing due diligence procedures for customers and business partners.

Incidents and non-compliance

During the year, one incident related to corruption was reported, which has been handled according to current procedures.





Climate-smart operations

Reducing GHG emissions and adapting to a changing climate is a key topic for everyone, in all sectors. Companies are changing their business models, both to manage risks and to be able to take advantage of opportunities arising from the climate crisis and a variety of other sustainability issues. Digitalisation plays a key role in the transformation of virtually every sector and business, especially reducing CO₂e emissions.

GROUP GOALS

- 100% renewable electricity in data centres.
- All companies in the group will implement targets and programmes to reduce GHG emissions in scope 1 to 3.

Approach and goals

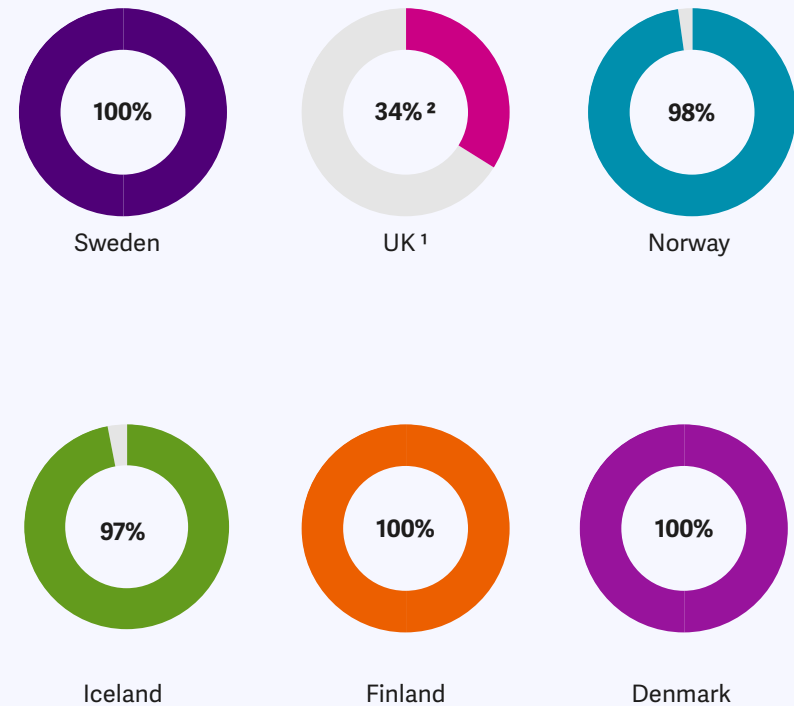
Governance

GHG emissions are identified as a material environmental aspect both directly in Advania Group's operations and indirectly throughout the entire lifecycle of sold IT hardware and services. All countries set their local targets for reducing their climate impact and manage the work locally.

Starting in 2023, a new group-wide ambition is that all companies implement targets and programmes to reduce GHG emissions in accordance with GHG Protocol scope 1 to 3.

Activities and progress

Share of renewable electricity consumption in data center operation



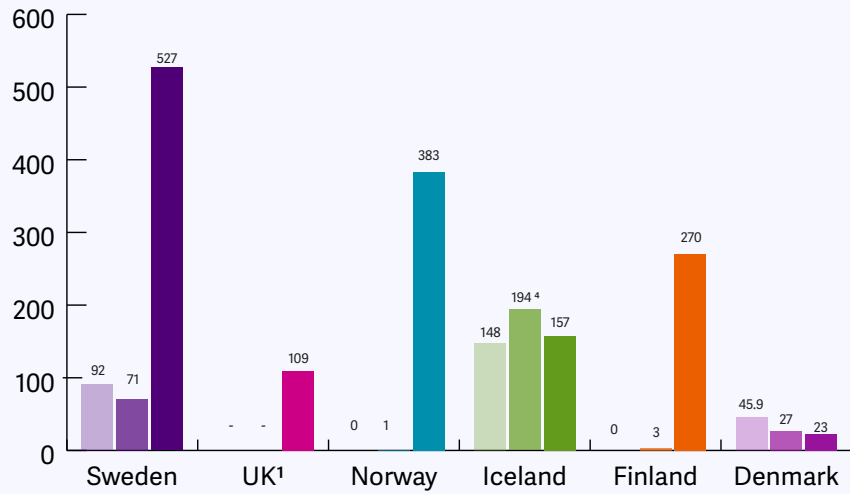
¹ Including Content+Cloud in UK and South Africa but excluding Azzure.

² For the remaining data centres, no information was available at the time of issue and the renewable energy was assumed to be 0%.

Group carbon footprint

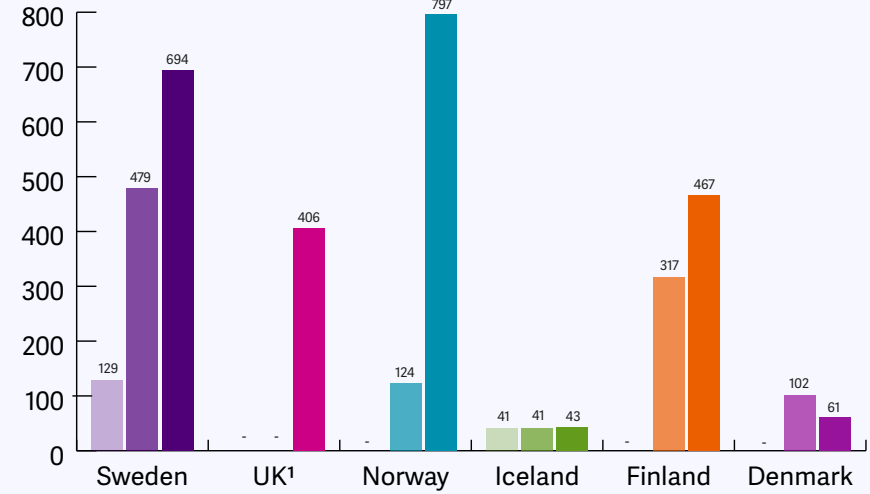
GHG scope 1

tonne CO₂e



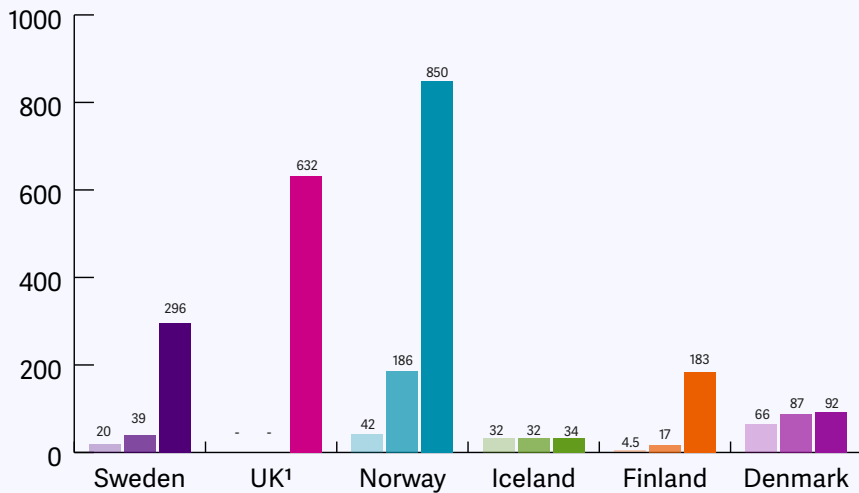
GHG scope 2 Location based

tonne CO₂e



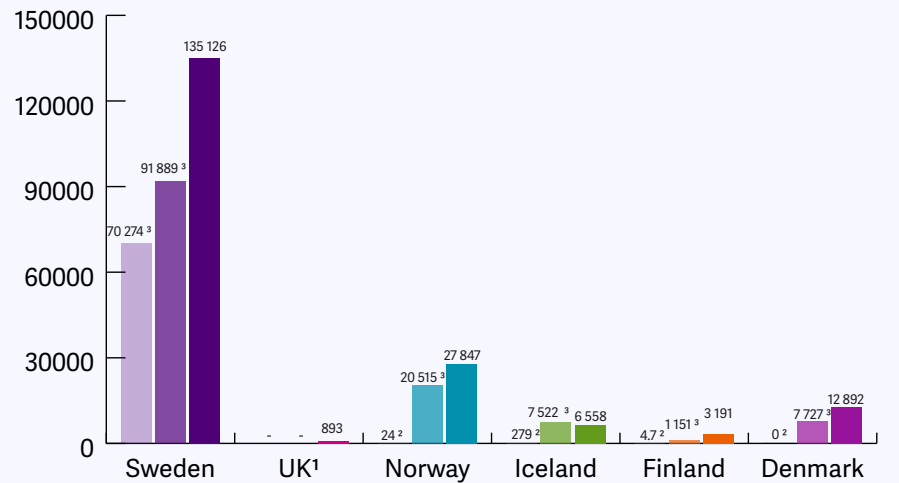
GHG scope 2 Market based

tonne CO₂e



GHG scope 3⁴

tonne CO₂e



¹ Including Content+Cloud in UK and South Africa but excluding Azzure.

² In 2020, hardware purchase was not included in scope 3, so the result is not comparable to 2021 or 2022.

³ Recalculated in 2022.

⁴ Included in scope 3 are business travel, fuel and energy-related activities and purchased goods and services. For more information on emission and energy calculations see "Climate Audit for Advania Group 2022".

Advania Sweden 🇸🇪

Advania Sweden’s GHG emissions reduction programme is managed according to the ISO14001:2015 certified environmental management system. Lining up with their updated climate strategy from 2021, the process of getting their new climate targets approved by SBTi continued. The approval process took longer than expected due to a high workload at SBTi, but in May 2023 the goals were finally approved.

Advania Sweden’s science-based targets*:

1. Reduce the absolute GHG emissions in scope 1 and 2 (market based) by at least 50% by 2030 compared to the base year 2019.
2. Reduce the GHG emissions in scope 3 (including purchased products, fuel- and energy-related activities and business travelling) by at least 70% per SEK in value added by 2030 compared to the base year 2019.

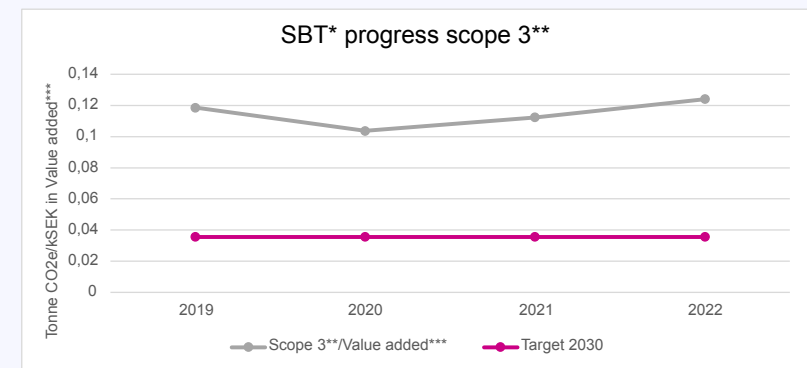
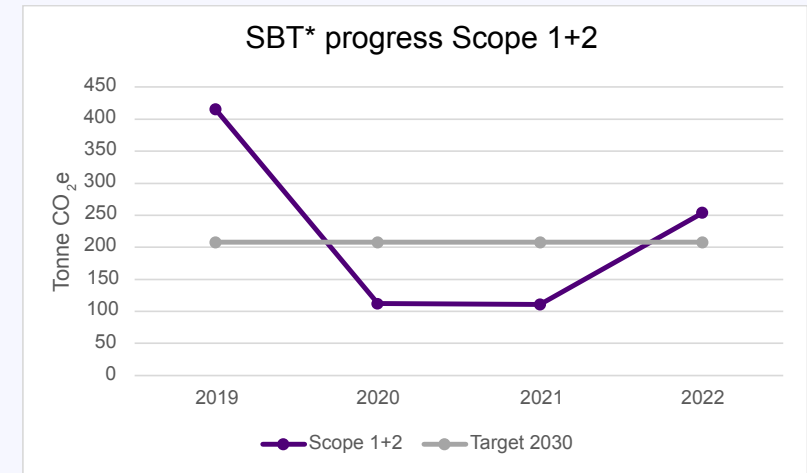
The outcome up until and including 2022 is a sharp reduction in scope 1 and 2 during the pandemic years 2020 and 2021 as most employees worked from home, resulting in lower energy consumption at the offices and greatly reduced travelling with company cars. In 2022, there was however a rapid increase in GHG emissions as more employees returned to the offices.

Although business travel, one of the categories in scope 3, declined sharply in 2020 and 2021, the absolute majority of scope 3 emissions are the purchase of IT hardware for resale and the numbers for this business continued to increase during the pandemic years. Even if the value added (EBITDA + Personnel cost) also increased due to the organic growth of the business and the organisation, the emissions in scope 3 increased even more in 2022. To turn the development around and start lowering the emissions in scope 3, the implementation of the company’s climate strategy and transition of the business towards circular and low-carbon offerings is of outmost importance.

Other achievements during 2022 included a symbolically important decision to only allow electric or hybrid new company cars, starting from January 2023. The shift to low-emitting vehicles has been a long-term commitment since 2017 and the company car fleet now consists of 81% hybrid/electric cars. This is a satisfactory result considering that the number of company cars increased due to the integration of newly acquired businesses with a high proportion of fossil-fuelled cars.

Even with a number of new data centres from the new acquisitions, Advania Sweden succeeded in reaching the goal

SBT progress Advania Sweden



*This first approved science-based target for Advania Sweden does not include the acquisitions of Visolit, iBiz, or Hi5. During 2023, a recalculation will be done to include the entire business in Advania Sweden AB.

** Scope 3 includes: purchased goods and services, fuel- and energy-related activities, business travel

*** Value added = EBITDA + Personnel cost

of using 100% renewable electricity in the centres, which is very satisfactory.

Advania Sweden also continued its commitment towards the [Exponential Roadmap Initiative](#), an international network of companies acting as innovators, disruptors, and transformers to accelerate exponential climate actions, with the mission to halve emissions in the full value chain before 2030. By partnering with the Exponential Roadmap Initiative, Advania Sweden also became an accredited partner of the United Nations' Race to Zero Campaign, the largest-ever alliance that takes rigorous and immediate action to halve global emissions by 2030 and create a healthier and more equitable world in time for net zero emissions.

Content+Cloud 🇳🇴

C+C has committed to achieve net zero by 2030, adopting Carbon Reduction Plan targets and implemented initiatives such as:

- Reduced air and inter-office travel, by building more governance into the justification and approval process
- Encouraged landlords to supply zero-emission electricity
- Launched a new electric car scheme in the UK which has seen a significant uptake across the businesses; due to this being a salary-sacrifice scheme, it has also positively impacted

employee financial health and overall satisfaction

- Enhanced the cycle-to-work scheme to include funding for e-bikes
- Increased staff initiatives related to sustainable activities by introducing charity and community days such as beach clean-ups
- Educated the employees through the introduction of an online sustainability learning pathway, launched on Earth Day 2022

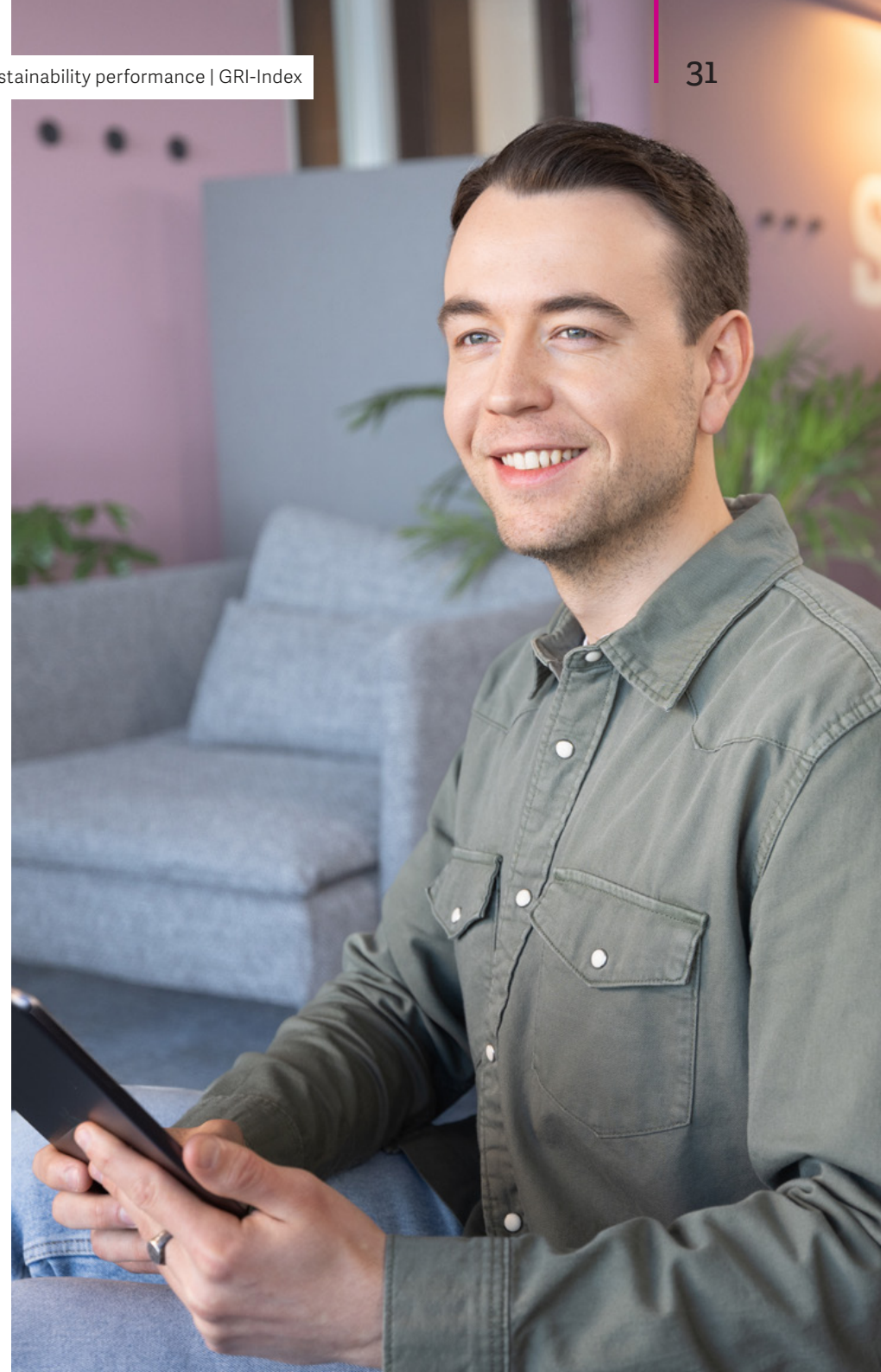
In addition, the Mirus business that C+C acquired in 2021 has maintained the ISO14001:2015 certification for its environmental management system since 2015 and continues to support its agenda by initiatives such as planting over 1,000 trees in partnership with Ecologi.

Advania Norway 🇳🇴

Advania Norway's management system for environment is certified according to ISO 14001:2015. They work closely with data centre suppliers and hardware vendors to optimise power consumption and to reduce the waste from their data centres.

Power consumption

Since Advania Norway does not own any data centres, they are working together with data centre suppliers to reduce the power consumption in smart and



efficient ways. By replacing old storage models, they were able to achieve a reduction even though the number of virtual servers increased. A project was carried out in 2022 to adjust the temperature in server rooms from 20 to about 24 degrees centigrade, where possible, reducing the power needed for cooling.

Advania Iceland 🇮🇸

Advania Iceland focused during the year on preparing to set science-based targets, which required calculating the total emissions in scope 3. The results showed that 98% of Advania Iceland’s total emissions come from scope 3 categories: purchased goods and services make up 85% of total emissions. Of these, 96% come from purchased computers and other electronics. The process required a deep dive into each emission category and building in-house knowledge and understanding of where the company’s largest impact lies. The results were used to develop targets aligned with the SBTi criteria and a climate strategy to reduce emissions accordingly. Advania Iceland did not reach their goal of getting their SBTi approved during 2022, so they continue working towards that goal in 2023. The results between 2021 and 2022

show a decrease in scope 1 emissions which is based on Advania Iceland’s focus to switch the company car fleet to electric or hybrid cars. There was a slight increase in scope 2 from energy consumption in offices which is because employees were returning to the office after the pandemic.

Advania Finland 🇫🇮

Valtti’s environmental management system has been certified according to ISO 14001:2015 for the scope of data centre and consulting services, and during 2023 the focus will be on expanding the scope and the certification for the management system to cover the whole company.

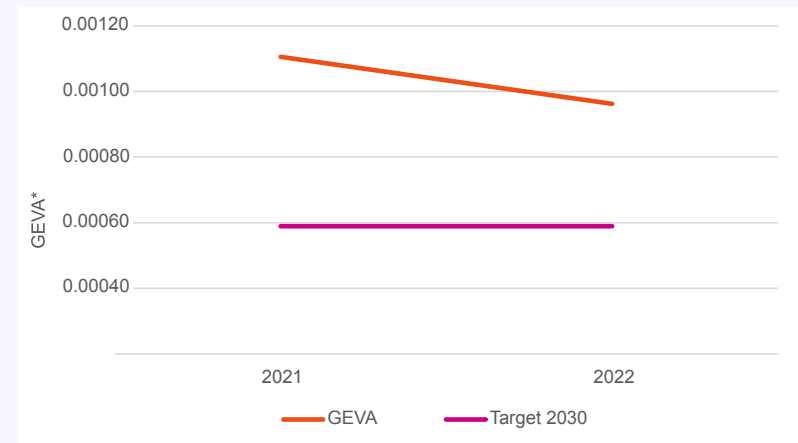
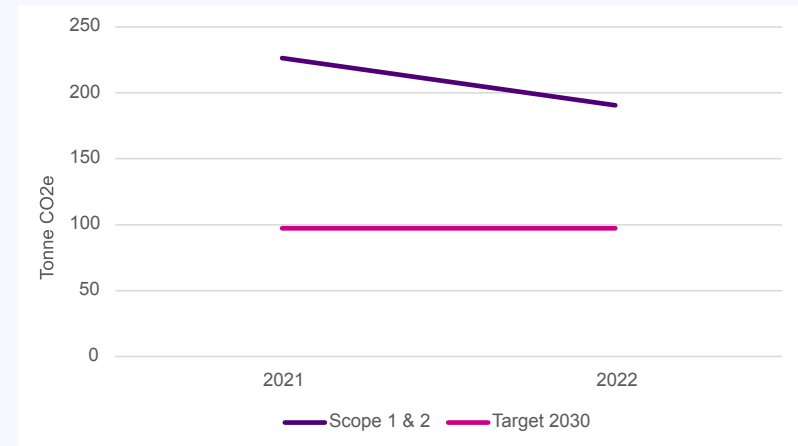
All data centres throughout the integrated company use renewable electricity.

With the acquisition of Valtti, Advania Finland had many offices in the metropolitan area and in the autumn a project was launched to assess needs and reduce the number of offices.

Advania Denmark 🇩🇰

All data centres, including data centres from the new acquisitions, run on 100 % renewable electricity.

SBT progress Advania Iceland



*GEVA = (Scope 3 kg CO2e/ISK in Value added).
Value added= EBITDA+ Personnel costs.

| Our Value Chain





Responsible supply chain management

The global IT and electronics value chain is complex and involves many tiers, actors, and components. As an IT company, our business operations impact people, communities, and the environment throughout each stage of our value chain; from the extraction of raw materials and manufacturing of components and products upstream, to consumer safety, energy consumption and emissions from data centres, and waste management downstream. New regulations and market expectations increasingly introduce more stringent requirements for companies to take responsibility for negative impacts associated with their business operations.

Through sustainable supply chain management, industry collaboration, and an increased focus on circular economy, Advania works to minimise the negative impact of our business on people and the environment and to contribute to positive change within the IT industry.

The IT and electronics supply chain is associated with substantial negative social and environmental impact. Advania is committed to respecting human rights, improving working conditions for supply chain workers, protecting the environment, and combating corruption throughout our supply chain. In our supply chain, relevant risks include the use of child and forced labour in the extraction of raw materials and manufacturing of hardware and its components, long working hours and low wages for factory workers, denial of rights such as freedom of association

and collective bargaining, and negative impact on the environment and people because of e-waste hotspots.

Improving value chain conditions requires all stakeholders in the IT industry to commit to systematic and long-term efforts. As Advania is a relatively small link in the chain, our approach is based on collaboration and aligning our efforts with established players. Through our membership in the Responsible Business Alliance, we participate in and promote industry-wide collaboration and transparency to combat key challenges throughout our supply chain.

Read more about Advania's risk assessment and management on page [60](#).

The Responsible Business Alliance

Advania is a regular member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. Over 200 RBA members share their knowledge and experience, and collaborate to create a more sustainable supply chain. With a common Code of Conduct, tools for risk assessment, and follow-up of suppliers, and by sharing information in a transparent way, the RBA has become one of the most important players in improving working conditions in the global manufacturing chain.

Purchasing and supply chain

Advania Group's most significant purchases are IT hardware, software and storage, transportation of goods, and other services, such as rental of office space and data centres. While we work with thousands of different suppliers throughout the group, just 24 major direct suppliers accounted for over 80% of Advania Group's product spend in 2022.

Our tier 1 suppliers are mainly located in Europe, Asia, and the US. Many of our suppliers do not have their own manufacturing operations, so they outsource production to subcontractors. It's in these early stages of the supply chain where the most salient human rights risks can be found. This is one of the reasons why our membership in the RBA is valuable to us, as we gain a fuller picture of our value chain, including manufacturing.

Approach and goals

GROUP GOALS

Assess all major direct and indirect suppliers' compliance with the RBA Code of Conduct.

Supplier Code of Conduct

The RBA Code of Conduct is a set of social, environmental, and ethical industry standards. It establishes standards to ensure that working conditions in the electronics industry, or industries in which electronics are a key component, and its supply chains are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.

A large part of the IT industry, including a majority of Advania's tier 1 suppliers and their sub-suppliers, have committed to the RBA Code. We expect all our suppliers of IT products to adopt both RBA's and Advania Group's Codes of Conduct. All indirect suppliers of other products and services are expected to adhere to Advania Group's Code of Conduct. If a supplier is prohibited from signing Advania's CoC, we assess the content of the supplier's own policies and, where possible, sign an agreement of mutual recognition with the supplier, where we both confirm that our individual Codes

of Conduct are corresponding in all material aspects.

Supplier assessment and risk management

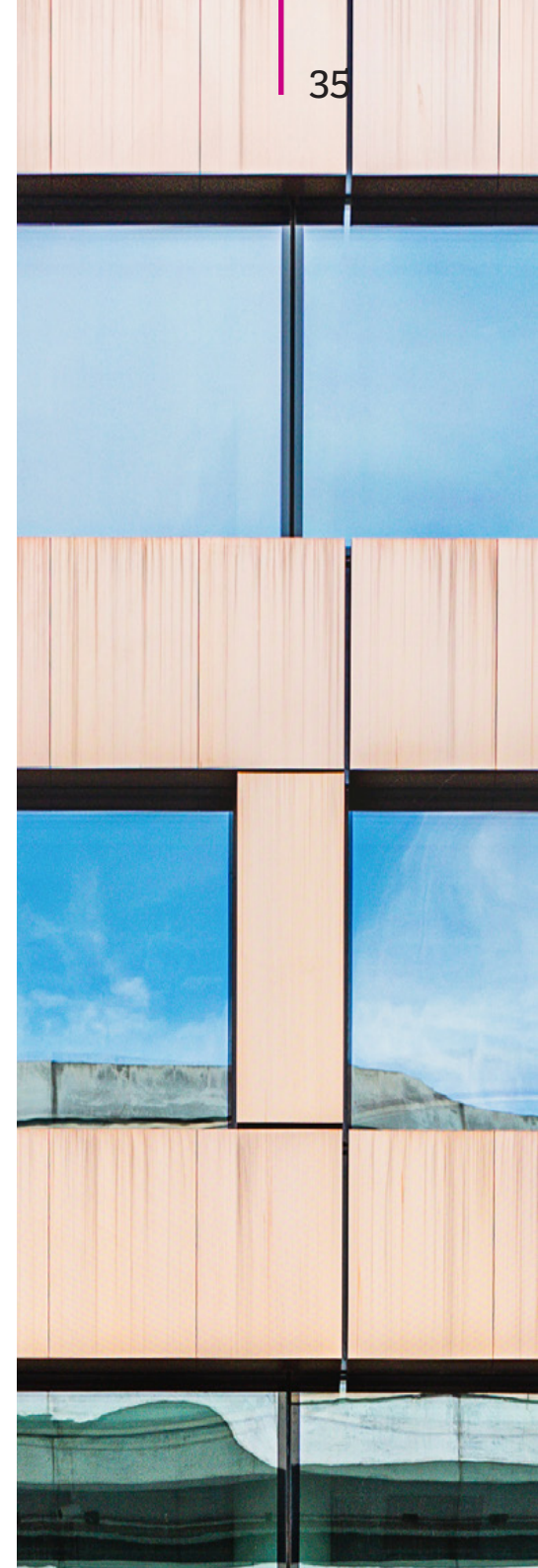
Advania carries out regular risk assessments of Advania Group's direct and indirect suppliers as part of our supplier monitoring programme. A working group with representatives from all Advania countries and headed by Advania Sweden, coordinates Advania Group's supplier assessments, dialogues, and follow-up. Advania Group's goal is to assess all our major suppliers. This process is part of RBA's membership requirements, and we report the outcome of the supplier assessments to the RBA on an annual basis.

Direct supplier assessment process

All suppliers that provide products or services that are included as part of Advania's offerings to customers are called direct suppliers. All major direct suppliers are subject to a supplier self-assessment questionnaire (SAQ). The SAQ covers all four sustainability

areas of human rights, labour rights, business ethics and the environment. Based on the results of the SAQ, high-risk suppliers undergo additional assessment and/or a third-party audit. Deviations in the SAQ and third-party audit are compiled and managed through improvement action plans, in dialogue with the supplier. Advania always follows up all deviations and action plans. If a supplier should fail to correct their non-compliances, we continue the dialogue and, if needed, escalate the issue to our executive team. In addition to this, we aim to conduct annual meetings with all our major suppliers to understand how they work with sustainability in the supply chain and to establish collaborations to drive positive change.

During 2023, Advania will begin to align our processes for supply chain management with the requirements on businesses stated in the UN Guiding Principles on Business and Human rights and the OECD guidelines for multinational enterprises. This will facilitate our work to identify our most salient human rights issues, follow up on identified risks and cooperate with and remediate workers.



Advania Group’s major direct suppliers*:

- Acer
- Adobe
- Alphabet (Google)
- Apple
- Arista
- ASUSTek
- Cisco
- Dell
- Genesys
- GN Audio
- HPE
- HP Inc.
- Hitachi
- Lenovo
- Logitech
- Microsoft
- Samsung Electronics
- TPV Tech
- Trellix
- Veritas Technology
- VMWare
- Zebra

*For 2022 the major direct and indirect suppliers excluded spend from the newly acquired companies in the group (Visolit, Valtti, C+C). An updated compilation of major suppliers will be made in early 2023 and will be used for the risk assessment during the year ahead.

Indirect supplier assessment process

In 2022, the RBA expanded their requirement to also include risk assessments of major indirect suppliers for the group. Indirect suppliers provide products and services to Advania as the end customer. The compiled list of major indirect suppliers to Advania Group in 2022 consisted of 167 organisations.

The assessment of indirect suppliers starts with an initial screening based on several risk parameters, such as industry, geographic location, and size. Only indirect suppliers identified as high risk in the initial risk screening will be included in the more comprehensive self-assessment in the RBA platform and in the subsequent steps as described in the process for direct suppliers.

Supplier assessment 2022

In 2022, Advania assessed 18 of 24 major suppliers (75%) through our supplier monitoring programme. Six suppliers did not respond to the SAQ and were reported as deviations to the local executive teams in the group for further action.

No direct or indirect suppliers were classified as high risk and no supplier contracts were terminated due to non-compliance.

Category	Number of major suppliers to be assessed	Response rate	Low risk	Medium risk	High risk
Major direct supplier*	24	75%	78%	22%	0
Major indirect supplier**	167	100%	65%	35%	0

*Major direct suppliers assessment based on the RBA corporate SAQ result. The risk levels are based on suppliers’ sustainability performance with regards to human rights, labour rights, business ethics and environment.

**Major indirect supplier assessment based on initial risk screening

Commitment to combat modern slavery

Advania Group prohibits all forms of modern slavery throughout every part of the organisation and supply chain. Our stance on modern slavery is communicated in our Codes of Conduct for employees and suppliers, as well as through our membership in the RBA and the RBA CoC. In 2022, Advania acquired Content+Cloud, a leading cloud, digital transformation, and managed service provider in the UK. As a company incorporated in the UK, Content+Cloud is subject to the UK Modern Slavery Act, a piece of legislature aimed at combating human rights abuses involved in modern slavery. In compliance with the law, Content+Cloud annually publishes

an Anti-Slavery and Human Trafficking Statement online, as well as implements necessary risk management mechanisms in everyday processes to combat the risk of modern slavery.

Responsible e-waste management

As part of updating the sustainability policy at the end of 2022, we introduced e-waste management as a new material aspect, which will be of higher priority from 2023. It is a known risk that IT products from the EU and other markets with strict producer responsibility and e-waste legislation are exported to countries where there is no legislation or infrastructure to recycle them in a socially and environmentally responsible way. There is a risk of, for example, child labour being used to dismantle

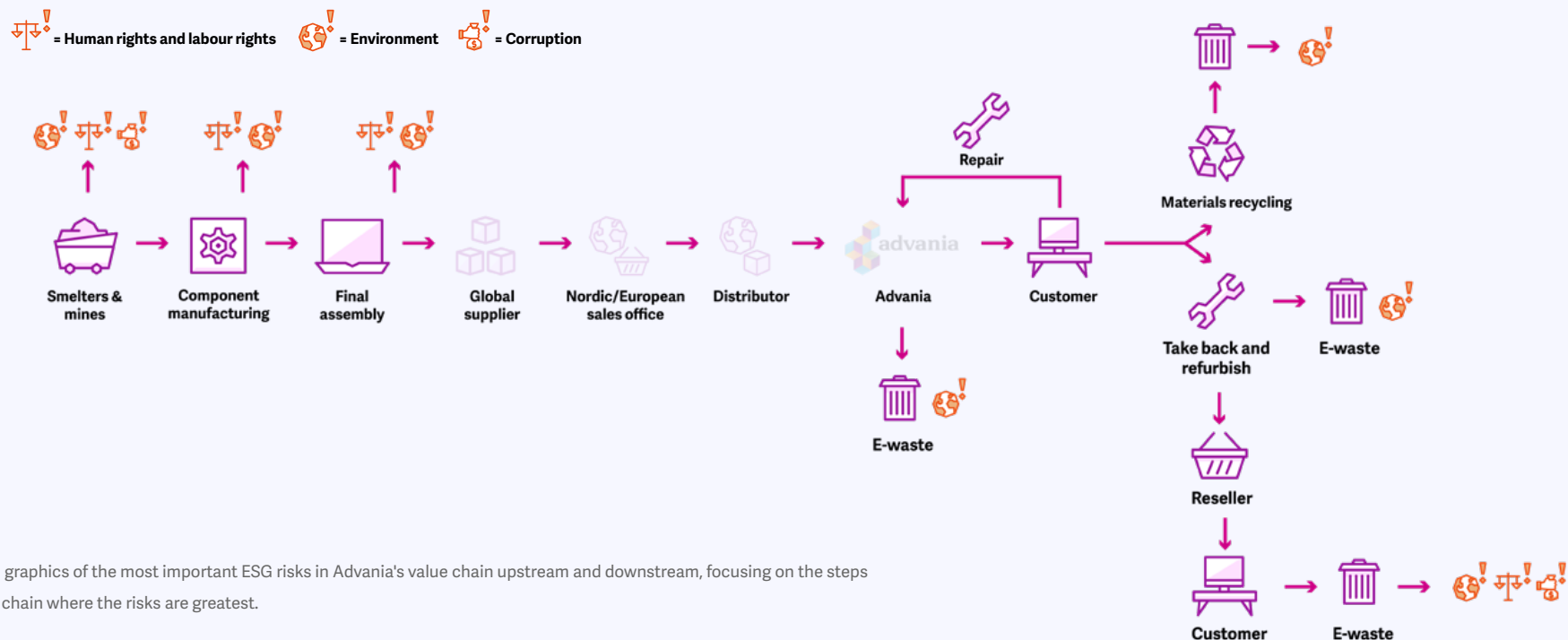
computers, working on the streets, and harmful substances being released into nature, resulting in severe environmental impact.

Even if Advania does not produce or import products to the EU, and therefore does not hold the legal producer responsibility, we are a growing retailer of large volumes of used functioning IT products. This carries a corresponding responsibility to verify the buyer of the used equipment to, as far as possible,

prevent the used products at the end of their life from ending up in countries with a high risk of uncontrolled recycling.

Advania already has customer verification processes in place to minimise the risk of illegal export but during 2023 will conduct a more in-depth risk analysis to follow up the effectiveness of the processes and identify potential new actions needed to reduce the risks.

Value chain impact on human rights, labour rights, corruption and the environment



Visual graphics of the most important ESG risks in Advania's value chain upstream and downstream, focusing on the steps in the chain where the risks are greatest.

CASE

Human rights due diligence in Norway

On 1 July 2022, the Norwegian Transparency Act (Åpenhetsloven) came into force. Like other national initiatives, the law introduces requirements for qualifying companies to conduct human rights due diligence. **Emilie Halland Braathen** is the Sustainability Manager of Advania Norway and tells us more about which steps Advania Norway has taken to comply with the new requirements.



What is the Transparency Act?

In short, the law is called the 'Human Rights Act for Business' and aims to promote companies' respect for fundamental human rights and decent working conditions as well as to increase transparency. The law refers to the OECD Guidelines for Multinational Enterprises and the OECD Due Diligence Framework and is aligned with the UN Guiding Principles on business and human rights.

How did you embed this work in the organisation?

An initial priority was to ensure engagement from the management team. We started an ethical committee that is intended to function as a forum for these topics. The committee held five meetings in 2022, at two of which our

CEO was present. This committee also produced a local policy on sustainable business practices and transparency which outlines Advania Norway's work on due diligence in accordance with the OECD model for sustainable business. All employees must read and sign this policy.

Another key aspect to embed due diligence in the organisation was to increase knowledge and awareness among our employees. In October 2022, we introduced mandatory e-learning covering human rights and due diligence for all employees. On top of this, we carried out a gap analysis to identify additional key operational personnel who then also completed training in sustainable business practices.

How does Advania Norway manage the risk of negative human rights impact in its operations?

Advania Norway already communicated our supplier code of conduct and carried out risk assessments through our membership in the Responsible Business Alliance prior to the Transparency Act. In August 2022, Advania Norway became the first IT company to join Ethical Trade Norway (ETN)¹. Through this membership we commit to annual due diligence reporting and comprehensive risk assessments of our supply chain to identify human rights violations, and the ETN platform provides us with valuable resources and tools related to the due diligence assessments. We follow up on risks through supplier self-assessment, audits, and supplier meetings. The supplier meetings allow for a qualitative

dialogue with our suppliers and are an important forum to increase transparency about their supply chain management. In the RBA platform, where most of our major suppliers also are members, we have access to additional information about our suppliers, such as previous audit reports and information about their factories and sub-suppliers, contributing to a better insight into our supply chain conditions.

How will Advania Norway communicate on this work?

Advania Norway will annually report on its human rights work. Our first report on sustainable business practice will be available on our website on 1 July 2023.

¹ Etisk handel Norge (Ethical Trade Norway) is a member-based organisation and resource centre for sustainable trade. Read more at <https://etiskhandel.no/en/>, retrieved 17 April 2023.

| Our Offerings





Integrity and information security

As one of the leading IT service providers in Northern Europe, Advania has a significant responsibility to protect our customers' data and contribute to a resilient IT landscape. The markets we serve are highly digitalised, so upholding safe and resilient digital services is of utmost importance. The development we have seen during the last years with increasing numbers of cyberattacks, personal data breaches, and disturbances in IT systems, is a constant reminder that digital systems are not invulnerable.

GROUP GOALS

Employees educated in information security: 100%

Approach and goals

Each Advania company has its own strategic ambitions and management of information security tailored to its respective markets. In general, Advania's portfolio spans the management of entire IT environments, data storage, and specific functionality for our customers. Ensuring that our customers' data is confidential, correct, and accessible is key to being a trusted partner. We find it also essential to contribute to a well-functioning society and enabling

organisations in today's digital world to trust in the resilience of digital systems and their IT infrastructure.

Several of the companies in the group have implemented management systems for information security that are certified according to ISO 27001:2013. The certification helps to confirm that our business controls and management processes are adequate and proportionate in relation to information security

threats and opportunities. It is also becoming increasingly important for many customers that we as a service provider have a third-party certification.

Advania Group's goal is to ensure high competence and awareness of information security among all employees so that we are a trusted partner for our customers. Therefore, we aim to train all employees in information security.

Client offering

Advania offers a systematic approach to information security. We use common frameworks and methods and take pride in tailoring solutions to suit each client's situation and maturity level. Our offering includes administrative, technical, and behavioural security:

- Administrative security includes services to help clients set up appropriate policies, routines, and guidelines that describe how information is supposed to be handled in the organisation, as well as access management for different IT systems, or help customers to achieve ISO 27001: 2013 certification.
- Technical security includes various services in both physical and IT security, such as penetration testing, alarm systems, secure storage solutions, encryption, intrusion detection, and backup.



- Behavioural security is a proactive approach with activities such as employee trainings so they understand how their behaviour affects the organisation's overall information security. Any kind of security system is only as strong as its weakest link, which is why it is important that all employees in an organisation understand their role in upholding a rigid information security environment.

In sum, our support involves identifying the customer's current state, defining the desired state, and bridging the gap while taking the client's risk appetite and any relevant legal requirements into consideration.

GDPR and personal data protection

Your data is yours. This is a basic right and the work to protect personal data is tightly connected to the systematic work of information security. The goal is to secure that personal data is not lost, misused, or shared with third parties without legal right or consent.

Privacy and protecting personal data are areas where Advania works both with internal and external perspectives:

- Internally, our focus is where Advania is the data controller, and where we need to comply with regulations that describe, for example, the right our employees have to protection of their personal data.
- Externally, our handling of customers' data gives us the role of data processor and we also proactively help customers understand and comply with GDPR themselves.

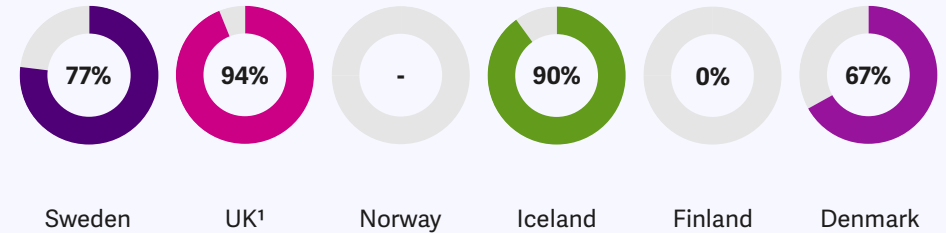
Group-wide GDPR compliance

To harmonise, streamline, and improve the GDPR processes within the group, the Advania Group Data Privacy Forum was established in 2021 and is coordinated by the data protection officer (DPO) in Advania Sweden. The group has representatives from all companies and consists of local DPOs or similar roles.

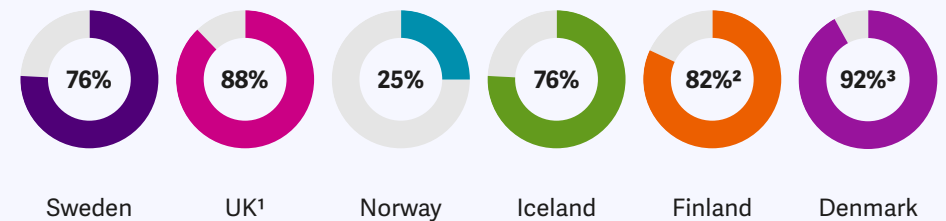
During 2022, the focus has been to on-board and integrate the newly acquired companies in the group and further improve the work with GDPR compliance. Examples of achieved results are a new harmonised approach to conduct impact and transfer assessments, and improved templates for data transfer agreements.

Activities and progress

% of employees trained in information security



% of employees trained in GDPR policy



¹ Including Content+Cloud in UK and South Africa, but excluding Azzure

² Does not include Data Center Group Oy.

³ The % of employees trained in GDPR policy does not include Cloudio for 2022.

Advania Sweden 🇸🇪

During 2022, Advania Sweden's focus was on integrating its latest acquisition into the information security governance model, including implementing policies, guidelines, and processes. As part of this integration project, Advania Sweden plans to put around 400 new employees through security training in 2023.

Advania Sweden suffered four minor incidents that were classified as data leaks during the year. These incidents consisted of two laptop thefts, one supplier breach, and one successful phishing attempt. All incidents were handled in accordance with the appropriate procedures and reported to affected customers and relevant authorities.

The conclusion, despite the identified data leaks, is that the implemented safeguards to a great extent mitigated the consequences of the leaks. Encryption of user devices and the use of multi-factor authentication (MFA) limited the amount of data leaked and the potential use of leaked user credentials.

Advania Sweden has chosen to certify the central infrastructure platform used for producing services for our customers as the scope for the information security management system. The management system is certified according to ISO27001:2013 and SoA version 2 and

was audited during the year without any major deviations.

In 2023, the focus will be to expand the certification to include the new acquisitions Visolit Sweden and iBiz.

Content+Cloud 🇬🇧

C+C's security management system is certified according to ISO 27001:2013. Employees are trained in cyber security awareness annually and during the new starter introduction. C+C also appointed a CIO in early 2023 to drive its information security strategy and strengthen its security posture.

Advania Norway 🇳🇴

The information security management systems used by Advania Norway are certified according to ISO27001:2013 and were audited during the year.

Advania Norway is leading the way in excellent e-learning for its employees in information security. In 2022, all employees were offered training. They continue to use short nano courses to train employees. In the modules, employees learn about various topics such as phishing, multi-factor authentication, disinformation, reporting incidents, inside risk, social media and ransomware.

In 2022, Advania Norway employed a dedicated data protection officer to





strengthen the organisation's competence and available resources in the area of privacy.

Advania Iceland 🇮🇸

Advania Iceland's information security management systems for the business units Hardware and IT Services and Software Solutions, are certified according to ISO 27001:2013 and were audited during the year without major deviations. From Hardware and IT Services, a new business unit called Infrastructure Solutions was created during the year, and the certification will be adjusted to cover the new area as well. For 2023, they are also preparing the expansion of the certification to cover the business area Custom Solutions. The goal is for those four business units to certify their security management systems according to ISO27001:2013 by the end of 2023.

Advania Iceland is looking for new ways to engage with employees on the topic of cybersecurity. Overall, 90% of employees at Advania Iceland have finished their training in information security, which falls just a bit short of the 100% goal. During 2022, they introduced a new cybersecurity training programme through the platform AwareGO, a cloud-based system for managing human risk. The training consists of 13 online modules, which 75% of employees have finished. Advania Iceland will continue

to build knowledge on the topic by combining training in the Advania School and AwareGO.

Cybersecurity focus

Global tension has put a spotlight on the crucial role of cybersecurity in maintaining stability. The importance of securing information and protecting service availability became increasingly clear. Advania Iceland was vocal about the importance of cybersecurity during the year and used its platform to inform customers, managers, and society about the risks and what steps companies can take to defend themselves.

In October 2022, Advania Iceland participated in Cybersecurity Awareness Month by launching a public awareness campaign to educate the public on the importance of online security. The company placed advertisements in high-traffic areas to reach a wide audience. The advertisements featured simple, easy-to-understand messages that highlighted the dangers of bad practices and provided tips on how to stay safe online.

Advania Finland 🇫🇮

Advania Finland was one of the founders of the Finnish tech industry's Information Sharing and Analysis Centre (ISAC) an information sharing group that was established during 2022. The primary

purpose of the ISAC is to share information and experiences in order to improve organisations' capacities to protect themselves against digital threats.

The ISAC information exchange group works in connection with the Finnish National Cyber Security Centre which uses the information produced by the ISAC groups to maintain a situational picture of national cybersecurity. The network also plays a significant role in managing disruption situations and regularly practising cooperation between companies and authorities in case of large-scale cyber disruptions.

Advania Denmark 🇩🇰

Advania Denmark has established an International Standard on Assurance Engagements (ISAE 3402) type 2 statement which also was audited during the year without any major deviations. The statement provides assurance to customers that Advania Denmark's service organisation has adequate internal controls and puts emphasis on procedures for the ongoing monitoring and evaluation of these controls.

Circular economy

There is plenty of room for improvement in making IT more circular – IT hardware can become more sustainable both in the production phase as well as through responsible reuse and recycling. To come closer to closing the loop, Advania works with suppliers and offers customers takeback of IT products.

GROUP GOALS

Increase the efforts in all companies in the group to offer takeback of IT hardware for reselling and reuse on the local market.

Approach and goals

Hardware manufacturing uses large amounts of energy and finite resources, which has a severe impact on the environment. A circular use of resources is essential when navigating through the entire life cycle of an IT investment. Advania supports customers in making purchasing decisions, establishing durable rules for operation and support, and having reuse and recycling in mind from the start.

Starting in 2023, a new group wide ambition for all markets will be to increase the efforts to offer takeback for reuse on the local market and other circular offerings.

Client offering: life cycle offerings – takeback, reuse, and recycling

Prolonging and multiplying the life cycles of IT hardware is the easiest and most obvious action to reduce the environmental impact of IT hardware. Advania offers takeback services both independently and together with partners in all markets where hardware is part of the business. Standard procedure is to take back used hardware, remove all data safely, and finally re-channel it into the marketplace as a conscious and affordable choice.





Client offering: Managed Services

Advania's Managed Services offering is another important step towards circular economy by sharing resources to achieve efficient IT operations. Instead of each client using their own data centre, Advania operates data centres where clients share hardware through a very high-level virtualisation of servers. While these economies of scale of course achieve cost advantages, the main point is improved energy and material efficiency.

Activities and progress

Advania Sweden 🇸🇪

Advania Sweden continued its strong focus on increasing takeback and resale of used IT hardware, surpassing the target of doubling the number of returned units once again with an increase of 140% compared to 2021. Of the almost 93,000 used laptops, desktops, mobile phones, and other hardware they had taken back during the year, they safely removed all data and were able to resell about 82% of the units to other customers. More about the country-specific goals and performance can be found on page [66](#).

The business in Advania Sweden's in-house service workshop has also continued to grow as they view repair services as an important piece of the

puzzle to help customers increase the lifespan of their hardware.

Klimatsnurran ('the climate calculator') is a self-developed model for calculating emissions throughout the life cycle of IT hardware which, together with a comprehensive set of other data and indicators related to takeback and repair services, provides a comprehensive picture of how circular the customer's IT use is. During the year, Klimatsnurran has been used to produce several calculations and reports, essentially becoming the backbone of Advania Sweden's proactive sustainability advisory services.



Advania Norway

Advania Norway continued to offer takeback of IT hardware to their customers. A total of 6,724 PCs and monitors were collected. Of these, 78% were refurbished and the remaining 22% got recycled, equating to 1,100 tonnes of avoided GHG emissions.

When buying new servers, Advania Norway insists that vendors have an established and efficient strategy for recycling hardware and preferably use recycled materials in their products. For every new server that was acquired in 2022, Advania Norway traded in old servers.

Advania Iceland 🇮🇸

Advania Iceland was able to reach its goal of doubling the number of units of hardware taken back during 2022 compared to the year before and will continue to develop its offerings in these areas.

Advania Finland 🇫🇮

Advania Finland saw an increased demand for responsible procurement in tenders and general purchase criteria, which strengthens the importance of offering circular models to customers. During the year, Advania Finland's network for responsible recycling has been further developed and the responsible supply has also been extended to include presentation technology.

Advania Denmark 🇩🇰

Advania Denmark worked during the year on increased traceability of products. They landed on narrowing the number of suppliers to two ISO certified vendors that can provide detailed traceability of all takeback orders.

CASE

Helping customers to reduce their climate impact

Sofia Martinsson works as Business Developer Sustainability in Advania Sweden. She joined the company in August 2022 and her focus lies within two of Advania Sweden's business units, Workplace and Education. Sofia is an expert sustainability resource both to colleagues within Advania's business units and directly to customers who want to improve their sustainability work and reduce their negative impact.



Why is there a need for such a role at Advania?

Advania's largest impact on climate today comes from the hardware that we sell. We work constantly to tackle this both by lowering emissions from our offerings, and supporting our customers in reducing their business's climate impact from, or through, the IT services we provide. I provide sustainability guidance and tools for customers and colleagues and participate in public and private tender consultations with our bid and sales departments.

How do Advania's customers benefit from your expertise?

With my long-term experience from IT management roles combined with my sustainability skills, I bring a broad sense of business acumen, tech knowledge

and business-oriented sustainability. Focusing on not only the obvious environmental and planetary issues at hand but also actual business benefits that arise when moving to more sustainable IT solutions, my ambition is to inspire customers to work with the climate footprint in their value chain and over the lifetime of products and services.

What outcomes have been achieved thus far, and what do you anticipate for the future?

I've been meeting with several of our Workplace and Education customers to shed light on climate issues and sustainable IT solutions. With our climate impact reporting tool 'Klimatsnurren', we help private and public customers analyse and understand carbon emissions from their purchased IT and advise them

on how to further decrease their footprint. Traditionally, we met mostly with IT departments and IT managers, but now we broaden our network and include customers' sustainability managers and purchase functions focusing on sustainability targets. A common challenge for many customers is how to reduce the climate footprint related to life cycle duration and management. We need to challenge the perception of how things 'used to be done' and introduce ways to increase re-use and takeback, discuss the curiosity, still paired with hesitation, towards buying refurbished, and the change in perspective from buying 'just' products to instead buying functionality for different user groups. We have a few customers leading the way in the development towards refurbished hardware, but it is still quite unusual.

This is definitely an area I foresee will grow when customers understand the potential of a more circular approach and move to a low-carbon workplace as a service.

Can you share something you've learned during your time working in this role?

I definitely learn a lot all the time. From customers, from colleagues, from the magical culture of Advania. Both tech and sustainability are fields that evolve and develop at a very high rate, so there are constantly new things to learn and consider, new perspectives to bring together. The strength in working together with colleagues, partners, and customers towards the same overarching sustainability goals is something I enjoy very much in this role.



Digitalisation and innovation for a sustainable society

Digitalisation is an extremely powerful tool and when used wisely, it can help tackle some of our greatest challenges and contribute in a positive way to several of the sustainable development goals (SDGs). If we want to succeed in reaching global, regional, and national climate objectives, we need to implement significant change in many areas in a relatively short period. Digital solutions can facilitate this development and enable reductions in global greenhouse gas emissions, while also having the potential to improve social aspects like creating a more inclusive society.

Approach and goals

GROUP GOALS

Empower employees in all companies in the group by educating them in sustainable digitalisation and circular economy.

Advania contributes to the transformation to a more sustainable society as sustainable thinking is integrated into our business: we offer sustainable IT solutions and raise awareness about the benefits of digitalisation. Many of Advania's products and services have positive sustainability benefits, like using digital solutions for remote or hybrid

work, meetings, and collaboration and in that way reducing the need for travelling. We also help our clients improve their various business processes by using digital solutions.

There is much to be done to both increase understanding and to build frameworks to quantify the benefits that

digital solutions can create. Advania wants to lead the way and drive this work forward, knowing that we need both knowledge and competence, and actual measurement methods and models to be able to quantify these benefits.

Starting in 2023, a new group-wide ambition will be to empower and educate employees in all companies about the potential of sustainable digitalisation and circular economy.

Activities and progress

Advania Sweden

A major focus at Advania Sweden during 2022 was to deepen their employees' knowledge about sustainable digitalisation and make them aware of the impact it has on the environment and on society. While digital solutions are facilitating sustainable progress, they also involve high energy use, high consumption of materials and reports of poor working conditions for those manufacturing the products. During spring, Advania Sweden rolled out their training programme on sustainability, a voluntary e-learning course consisting of eight modules. About 50% of employees have completed the training so far; during 2023, it will become mandatory for all leaders in the company.

As sustainability is increasingly becoming part of all Advania Sweden's business areas, they established an internal sustainability network aiming to engage representatives from all departments and areas. The purpose of the network is to increase knowledge about sustainability aspects internally, and to infuse customer dialogues with the potential of the tech industry, guiding towards circular solutions and shared infrastructure.

Advania Sweden joined the Exponential Roadmap Initiative (ERI) in December 2021 and spent the year working on implementing the ERI framework with its four pillars to reduce climate impact in their own operation and the value chain, to integrate it into the business, and to work with the issue in society. The commitment includes aligning the GHG emissions reduction strategy according to the ERI's 1.5°C Business Playbook in addition to the already implemented science-based targets.

Advania Sweden has also been an active participant in opinion-forming on the need to raise climate ambition both in Sweden and globally, in conjunction with the Swedish election and the COP meeting in Glasgow.

Content+Cloud 🇬🇧

C+C have run and will continue to run events that educate their audience on the sustainability benefits of their solutions and Microsoft solutions. One example was an Azure modernisation event in London where they presented alongside Microsoft's UK sustainability lead, on the tools that Microsoft provide to help clients reduce emissions, report on progress towards sustainable goals, and the benefits that the global Azure platform can deliver to customers within this journey.

They have also recently released a new strategic consulting service (Cloud Adoption Framework Strategy Assessment) which seeks to unpack a client's sustainability agenda, goals, and time-frames at the outset (within the overall engagement), to ensure the partnership considers this for prioritisation of recommendations and technologies.

Advania Norway 🇳🇴

The language of IT is in many ways understood only by people working in the industry, but there is also a disparity of knowledge between departments and employees with different roles within the company. During 2022, Advania Norway started working on an [IT dictionary](#), an encyclopaedia of IT terms, for their website. It soon became clear that this had a value beyond ensuring increased

website traffic and now the IT dictionary is an ongoing project. Approximately 60 words were published in December 2022, and 40 new words are being prepared for publication in spring 2023. New words will be added continuously. The encyclopaedia is useful for employees, customers, and anyone who is unsure about three-letter abbreviations and other IT terms. It also resulted in increased traffic to the website, but more importantly it contributes to increased value by spreading knowledge and lowering thresholds to include people from all sections of society and make them more comfortable with digital vocabulary.

Advania Iceland 🇮🇸

To understand how Advania Iceland's product offerings can contribute to sustainable development, they performed a review of all products from the perspective of the UN's sustainable development goals (SDGs).

Where possible, connections to the SDGs were made and further implementation is planned for 2023, as well as an informational campaign aimed at customers that explains the different kinds of impact of Advania Iceland's products.

During 2022, Advania Iceland increased its focus on innovation. They held an in-house innovation competition with

a month of education about innovation and then a full-day event where employees would compete in business ideas. This initiative was an effort to recognise the power of employees and possibly harness it to add further digital solutions to the product range. Advania Iceland also became a sponsor of [Gulleggið](#), the largest entrepreneurial innovation competition in Iceland. Gulleggið has turned out to be an important first step for entrepreneurs and Advania Iceland recognises the importance of fostering innovation in the society they operate in.

Advania Finland 🇫🇮

The School Partner programme Advania Finland launched in the Finnish market in 2021 has been well received. They provide assistance to schools in the form of equipment and digital support, and by adding the in-depth knowledge of experts from its network to schools.

Advania Denmark 🇩🇰

Advania Denmark focused on circular economy and won several contracts with major clients by integrating circular strategies into their offerings.



| Our society



Our society

By taking responsibility for both our direct impact from our operations and our indirect impact in the value chain, Advania can also act as a positive force in our societies, both locally and globally. This was added as a material aspect in our reworked sustainability policy, which was published at the end of 2022.

Approach and goals

Examples of where Advania acts as this positive force are taking a stand for the need of ambitious global climate goals, providing skills, qualifications, and well-paid jobs for traditionally excluded groups and communities, and educating society towards safe online behaviour.

Activities and progress

Advania Sweden 🇸🇪

Advania Sweden has continued its work with the youth association Unga Forskare, offering specialist knowledge of cybersecurity matters to students and teachers. During 2022, the #290 CyberSecurity project, named for its goal to reach all 290 of Sweden's municipalities, expanded their partnership with IBM and other tech companies and created the Cybersecurity Academy, an initiative aimed at teachers and students that provides lessons and material for developing cybersecurity skills, creating

safe online habits, and sparking curiosity in technology and IT in general and as a possible future career path. Advania Sweden employees will continue to contribute with lectures at participating schools, spreading knowledge on cybersecurity among students, and showing how the industry handles IT security and its challenges.

Advania Sweden also continues its commitment to Doctors Without Borders/Médecins Sans Frontières (MSF), donating regularly as part of being a strategic partner to the association. MSF is politically independent and more than 80% of its funds go directly to crisis-affected areas, which are some of the reasons why Advania Sweden chose to support this organisation. During 2022, Advania Sweden also held a company-wide health challenge for employees, who collected charity points by tracking physical exercise that were then converted into further donations to Doctors Without Borders.

Content+Cloud 🇸🇪

Following Microsoft's announcement to commit to several accessibility features across Microsoft 365 in April 2021, Content+Cloud set a target to have 50% of their workforce complete the Microsoft Accessibility Fundamentals training which they were able to achieve and maintain since then. This has enabled C+C's employees to educate clients on how to build their solutions as accessible by design, to drive a more equitable experience for all. This knowledge is used and shared during the year via blogs that raise awareness about the importance of accessibility, explaining how technologies can support every person in the workforce and providing guidance to make digital transformations accessible by design. This will remain a focus for 2023 alongside creating a Centre for Excellence.

In 2022, they focused investment into early talent programmes, with significant growth in the South African Intern programme and apprenticeships in the UK. During the year, they employed a total of 26 interns and 6 apprentices. 4 of the UK apprentices were hired off the back of C+C sponsoring an event in partnership with the Paul Canoville Foundation and Chelsea Football Club in celebration of Black History month in October. The event's aim was to take a stance against racism and pave the way





for a more inclusive world for the next generation. C+C committed to hiring 4 youths from the community groups involved and proudly followed through on their promise.

Early Careers remains a key focus for 2023, where C+C plans to launch a bespoke talent programme for the Professional Services team and continue its student outreach programme of 'Workplace safaris' inspiring and supporting students from underrepresented communities to consider a career in tech.

C+C UK & SA continued their significant giving back efforts in supporting society in 2022 through various initiatives such as street and beach clean ups for EarthDay 22, collecting gifts for children at Christmas at Great Ormond Street Hospital in London, raising significant donations in funds and aid for the Ukraine crisis, and supporting Movember, a men's mental health charity. Another effort for a positive impact on society was C+C's participation in the annual Pride march where many of the C+C team walked in solidarity and support of the LGBTQI+ community. This was an important event to symbolise inclusion in the company and one that they are excited to repeat with even more team members joining the parade in 2023.

Advania Iceland 🇮🇸

Advania Iceland decided to do Christmas differently this year and instead of decorating the office excessively with an in-house competition like they had done in previous years, the ambition in 2022 was to give back. They started a Christmas collection of clothes, gifts, cosmetics, toiletries, toys, books, puzzles, and other things that employees could give to those in need.

In two weeks, they collected:

- One tonne of clothes
- Over 300 Christmas presents
- Several cases of cosmetics and toiletries
- Toys, books, puzzles, and more

What was collected was split between charities that help people in need, Fjölskylduhjálpi, Mæðrastyrksnefnd, Konukot, Kvennaathvarfið and Samhjálp. Advania also sent a Santa Claus to the children's hospital to cheer them up for Christmas and organised a blood drive where employees donated blood.

Sustainability information



About the sustainability report

This is Advania Group's sustainability report in accordance with the GRI Standards 2021 and the requirements of communication on progress by the UN Global Compact.

This report is also the legal sustainability report for Advania Sweden in accordance with Chapter 6 of the Swedish Annual Accounts Act (1995:1554), for Advania Norway according to the Norwegian Accounting Act (1998, LOV-1998-07-17-56, § 3-3 c. Account of social responsibility) and the legal sustainability report for Advania Iceland according to Article 66 (d) of the Icelandic Act 3/2006.

It is the fourth joint sustainability report published by Advania AB (Advania Group) and includes the companies in Sweden, UK, Norway, Iceland, Finland and Denmark. The offshoring company in South Africa is fully integrated in the information about Content+Cloud in UK while the offshoring companies in Serbia and Sri Lanka are reported separately on the pages [90-91](#) and are only included in the rest of the report when explicitly stated.

The acquisitions made during the year have been included in the report aligned with the date they were included in the group's financial statement:

- Painkiller AS – included in Advania Norway from 31 January
- eXspend AS – included in Advania Norway from 31 March
- Data Center Group Oy (Valtti) – included in Advania Finland from 31 May
- Front End Services – included in Advania Sweden from 31 July
- Cloudio A/S – included in Advania Denmark from 30 November

The acquisition in UK during the year was excepted and is not included in this report:

- Azure Ltd – will be included in Content+Cloud from 2023

The previous report was published on 7 June 2022 and aligns with Advania's

financial reporting period. Some data from previous years have been recalculated, which is indicated in the report where relevant. The aim is to report on how the Advania Group complies with the ten principles of the UN Global Compact as well as on the group's overall sustainability work and performance.

The report covers the financial year of 2022, which means 1 January 2022 to 31 December 2022, and its focus is to further expand on the sustainability work of Advania companies in all our countries.

Data about our employees and organisations are collected through our financial and payroll systems but also through an external service for employee surveys. GHG emission and energy data are calculated by a third party according to the GHG Protocol and are based on a combination of real consumption data, reports from suppliers of services and on assumptions.

This sustainability report has not been audited externally.



Materiality assessment

During 2022, Advania Group conducted our first joint materiality assessment covering all companies in the group. As Advania Group has grown significantly during the last years, both in terms of size and the product and geographical markets we operate in, taking a group perspective on our impact from a sustainability angle was necessary. This also gives us the opportunity to better understand how we are affected by sustainability trends, requirements, and expectations from our stakeholders.

Process and stakeholders

Process

The materiality assessment was performed as a project during the autumn of 2022 and led by an internal team consisting of members from several Advania countries. As there are numerous ongoing regulatory changes concerning sustainability, we sought help from external experts to get guidance on how these changes will affect Advania and what we need to do to align our sustainability efforts to the upcoming regulatory changes. The external experts also gave us an independent validation of the impact assessment and conducted an industry analysis that fed into this work.

For this materiality assessment, our focus has been on getting closer to the EU's Corporate Sustainability Reporting Directive (CSRD). As the CSRD was not

finalised when we began this process, we aimed to understand the high-level impacts it will have on Advania's sustainability work. Mainly, that meant conducting the impact analysis with a double materiality perspective, considering all aspects of the European Sustainability Reporting Standards (ESRS) in the analysis, and aligning our approach to the requirements in the Global Reporting Initiative (GRI).

Stakeholder dialogue

To understand what our stakeholders consider important aspects for Advania, we conducted a combination of interviews, desktop studies, and external analysis as shown in the table below. The stakeholder dialogue resulted in a summary of key aspects for us to consider.

Stakeholder	Type of engagement	Focus in dialogue
Major owners (Goldman Sachs and IK Invest)	Interviews	Regulatory development Climate change adaptation CSRD alignment
Group management	Workshop	ESRS aspects
Country management	Country-specific preparation meetings for workshop	ESRS aspects from national perspective and trend outlook for the respective markets
Employees	Survey	ESRS aspects Working conditions
Customers	Desktop study of contracts and procurement requirements	Supply chain responsibility Business ethics
Partners and suppliers	Desktop study	Supply chain responsibility Business ethics
Industry organisations and NGOs	Desktop study	Industry trends
IT and tech industry	Desktop study	Industry trends

Impact analysis

Given the industry we operate in, we added the area of information security to the impact analysis. Combining the topics in the ESRS and the input we collected during the stakeholder dialogue, we identified which aspects to consider in the impact analysis.

Aspects assessed in impact analysis:

Environmental

- Climate change
- Pollution
- Water and marine resources
- Biodiversity and ecosystems
- Resource use and circular economy

Social

- Own workforce
- Workers in the value chain
- Affected communities
- Consumers and end users

Governance

- Business conduct

Industry specific

- Information security

To capture the double materiality, the industry analysis evaluated the impact for each sustainability aspect from two perspectives: the impact for the affected stakeholder and the impact for Advania.

To define Advania Group's material

aspects, we assessed the positive, negative, actual, and potential impact of each aspect, and rated the severity and likelihood of those impacts. The combined impact score, together with input from our stakeholder dialogue, was the basis for choosing the material aspects for Advania Group. Aspects that were assessed as having a medium or high risk/importance in the impact assessment or by our stakeholders are considered material. Advania Group's ten material aspects are clustered into four areas: our company, our value chain, our offerings, and our society. These are described in detail in our [sustainability policy](#) which can be found on our website.

Revised sustainability policy

Advania works with sustainability across our entire value chain. For us, it is important that this is reflected in our policy. As Advania Sweden has adopted the Exponential Roadmap Initiative's (ERI) concept of four pillars, our revised sustainability policy has been inspired by this approach.

Advania's revised sustainability policy and our sustainability report are presented in line with the ERI's concept of four pillars. The four ERI pillars are:

1. Reduce your own emissions.
2. Reduce your value chain emissions.
3. Integrate climate into your strategy.

4. Accelerate climate action in society.

For Advania Group, this means we focus our sustainability efforts in our company, our value chain, our offerings, and our society. The new policy puts special emphasis on the fact that working in partnership with suppliers, customers, peers, and governmental organisations on both global and local levels, is a prerequisite for success in all focus areas and is therefore a common foundation for all areas.

Based on the materiality assessment, two new material aspects were added: Responsible e-waste management and Act as a positive force for society, and one aspect, Responsible financial management, has been removed.

As previously, the Advania Group sustainability policy presents a common baseline for our sustainability ambitions. All Advania companies are encouraged to add focus areas and aspects as deemed relevant and tailor their efforts to their respective markets.



Sustainability Governance

Advania Group's CEO has the overall responsibility for sustainability throughout the group. The Head of Group Corporate Responsibility has the overall responsibility for the sustainability-related policies, strategies, and projects, and the external sustainability report.

The Group CEO approves of the group goals for sustainability and the local CEO is responsible for the local implementation of the group's sustainability policy and goals. Sustainability performance indicators are included in the remuneration of all local CEOs.

The local Chief Financial Officer (CFO) is responsible for compliance with all local financial laws and regulations.

On a country level, Advania has local sustainability managers or coordinators, who are responsible for projects and activities in line with the sustainability policy and local strategies. Sustainability progress and performance are reported by the Head of Group Corporate Responsibility to the Group CEO and the group's Board of Directors on a regular basis. Material non-compliance or critical concerns are reported immediately.

The Board of Directors of the ultimate holding company, Ainavda Holdco AB,

has a joint responsibility for overseeing the management of Advania Group and the group's impact on the economy, environment, people, and human rights. The board is also responsible for Advania's policies such as sustainability, anti-corruption, sanctions, anti-trust, and privacy (GDPR). The board also approves of the materiality analysis and the annual sustainability report.

Advania's Board of Directors consists of thirteen members, eight men and five women. Eight nationalities are represented on the board. The chairman of the board is employed but does not hold any senior executive positions in the company. There is no worker representation on the board.

Within the board of directors, three members have specific knowledge about sustainability. During 2022, the board had two meetings focusing on sustainability together with the Head of Group Corporate Responsibility.

During the year, several committees were established in the board. The committees related to the sustainability initiatives were the following:

- **Compliance and Sustainability Committee**

Advania's Compliance and Sustainability Committee oversees and supports the group's work to comply with applicable legislation and efforts to prevent and reduce the negative impact the business might inflict on the environment, people, and society as a whole. In addition to supporting compliance and sustainability goals by setting targets higher than applicable legislation (such as the United Nations Global Compact), the committee reviews policies and procedures, and follows up to ensure that all employees and other representatives of Advania are properly trained to understand and adhere to policies and procedures.

- **Talent and People Strategy Committee**

The Talent and People Strategy Committee of Advania is responsible for reviewing and supporting the talent strategy of the group, and it meets quarterly to review the group's key talent metrics. A key enabler of the Advania talent strategy is our approach to diversity, equity, and inclusion.

- **Audit Committee**

Advania's Audit Committee is reviewing the group's annual statutory reporting and will make its recommendations to the Board of Directors before the annual accounts are approved.

Composition of Board of Directors

Gestur G. Gestsson (b. 1968) Chairman of the Board Board member since: 2018, Nationality: Icelandic, Education: University of Iceland, Political Science and Economics. Other significant positions at board level: 1

Mikael Noaksson (b. 1974) Board member since: 2022, Nationality: Swedish, Education: IHM Business School. Other significant positions at board level: 0

Benjamin Kramarz (b. 1982) Board member since: 2018, Nationality: Danish, Education: University of Copenhagen, B.Sc., and M.Sc. in Economics; Harvard Business School, MBA; Harvard School of Government, MPA. Other significant positions at board level: 17

Tania Howarth (b. 1962) Board member since: 2021, Nationality: British, Education: University of Manchester, Bachelor of Science, European Politics and Modern Languages. Other significant positions at board level: 4

Live Haukvik (b. 1963), Board member since: 2021, Nationality: Norwegian, Education: Norwegian Business School (BI), Master of Management; Université de Fribourg, Master of Finance. Other significant positions at board level: 1

Maria Brunow (b. 1981), Board member since: 2021, Nationality: Finnish, Education: Stockholm School of Economics, MSc in Economics. Other significant positions at board level: 2

Elisabeth Vestin (b. 1978), Board member since: 2021, Nationality: Swedish, Education: Edinburgh

University, LL.M. in Innovation, Technology, and the Law; University of Lund, LL.M. Other significant positions at board level: 0

Alireza Etemad (b. 1976) Board member since: 2021 Nationality: Swedish, Education: Institut National des Télécommunications, Master's degree in Management. Other significant positions at board level: 29

Franck Cohen (b. 1960), Board member since: 2021, Nationality: French and Israeli, Education: Tel Aviv University, BSc in Mathematics and Electronic Engineering. Other significant positions at board level: 5

Michael Bruun (b. 1980), Board member since: 2021, Nationality: Danish, Education: BA in Economics from University of Copenhagen and MSc in Economics from University of Copenhagen with studies at Cornell University

Carol Roche Austin (b. 1974), Board member since: 2021, Nationality: Irish, Education: National University of Ireland, Bachelor of Arts. Other significant positions at board level: 0

Paul Nannetti (b. 1959), Board member since: 2022, Nationality: Irish, Education: Fellow of the Institute of Chartered Accountants in Ireland (admitted 1982). Other significant positions at board level: 1

Colin Brown (b. 1962), Board member since: 2022, Nationality: British, Education: Queen's University, Belfast. Other significant positions at board level: 1



Gestur G. Gestsson



Mikael Noaksson



Benjamin Kramarz



Tania Howarth



Live Haukvik



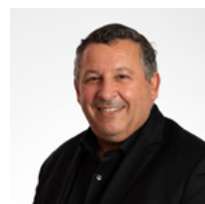
Maria Brunow



Elisabeth Vestin



Alireza Etemad



Franck Cohen



Michael Bruun



Carol Roche Austin



Paul Nannetti



Colin Brown

Governance structure and composition

Nomination and selection of the highest governance body

When nominating candidates to Advania Group's Board of Directors, the Nomination Committee aims for diversity in terms of experience, gender, and age. The committee also seeks to include independent board members. The nomination committee does not involve or consider views from a broader stakeholder group. All individuals that are selected to the board must be able to lead relevant contacts and initiatives based on strategic ideas. It is also mandatory to meet all regulatory requirements as well as corporate governance and risk management. Specific knowledge related to sustainability is not considered in the nomination process. To be able to help the group move forward by scrutinising and challenging decision-making, it is important that board members:

- Have an acute understanding of the group, the industry, and key players in the business that the group operates in
- Add to the strategy of the business, challenging the thinking, and stretching the aspirations of the management team
- Understand and are prepared for a role as an independent arbiter, sometimes standing between the

management team and the owners

- Have strong influencing and decision-making skills
- Possess coaching and mentoring skills

If there is a conflict of interest involving an individual board member or their immediate family members, it is recorded in the minutes of the first meeting that the board member attends. If the conditions arise for whatever reason later, board members have the responsibility to make a conflict-of-interest disclosure as soon as they recognise that a conflict might be perceived. No board member should participate in any discussion or decision if there is a chance of a conflict of interest. During the year, no cases of conflict of interests or critical concerns were reported.

Evaluation of the Board of Directors

No formal evaluation of the board's work has taken place during 2022.

Remuneration policies

A prerequisite for the successful implementation of the business strategy and safeguarding of Advania's long-term interests, including its sustainability, is that Advania can recruit and retain qualified personnel. Therefore, it is Advania's policy to offer competitive and fair total

remuneration. Salaries are set locally in salary reviews with the employee and their manager. Advania's compensation and benefit programmes are designed to optimise the needs of both shareholders and employees.

Remuneration to the CEO and group management consists of base salary, variable remuneration, other benefits, pension, and financial instruments, etc.

The base salary and variable remuneration will be in proportion to the executive's responsibilities and powers. For the CEO, the variable remuneration is maximised at 50% of the base salary. For other senior executives, the variable remuneration is maximised at 25 to 50% of the base salary. The variable remuneration is based on the outcome of their set targets.

Pension benefits and other benefits for the CEO and other senior executives are paid as the total compensation to employees.

Policies and principles

Advania's sustainability ambition is stated in the group-wide [sustainability policy](#), adopted by the board. The policy was updated in 2022 and clarifies Advania's position on the UN Global





Compact's ten principles regarding human rights, labour, environment, and anti-corruption. It also includes a description of the focus areas identified as most material in the materiality analysis. Beyond the sustainability policy, Advania Group also has policies on anti-corruption, sanctions, anti-trust, competition, and data retention, which are all approved by the board.

Advania's group-wide [Code of Conduct](#) was updated in 2022 and describes the rights and obligations of each member of staff and contract personnel regarding human rights, labour, environment, and anti-corruption. Every country can add content to the code; these additions will then apply only to that country's Code of Conduct.

Advania's group-wide [Supplier Code of Conduct](#) is also based on the ten principles of the UN Global Compact. It sets out Advania's expectations in relation to its suppliers and partners. Suppliers who operate in the global supply chain for IT hardware manufacture are also expected to comply with the

Responsible Business Alliance's Code of Conduct which pays particular attention to the vulnerable groups further down the long global supply chain of hardware manufacturing in developing countries.

Advania has not completed a sustainability due diligence of the company or its value chain.

Management system

Advania Sweden has an integrated quality and environmental management system, which is certified in accordance with ISO 9001:2015 and ISO 14001:2015 and the process to certify it to ISO45001:2018 started during the year. The Managed Services operation's management system in Advania Sweden is certified in accordance with ISO 27001:2013 (in accordance with statement of applicability version 2).

The management systems in Content+ Cloud in UK are certified according to ISO 27001: 2013, ISO 45001:2013; and part of the company (previously Mirus) holds an ISO 14001:2015 certificate for its environmental management system.

Advania Iceland's management system is certified in accordance with ISO 27001:2013 and has an equal pay certification according to IST 85:2012.

Advania Norway's management system is annually audited and certified according to the following standards:

- Quality management systems ISO 9001:2015
- Information security management systems ISO 27001:2013
- Environmental management systems ISO 14001:2015

The precautionary principle is a fundamental principle that is integrated, among other things, into Advania's management system, stakeholder dialogue, and materiality analysis.

Risk management

The IT and tech industry has a major impact on society and the environment. As a fast-growing industry, it is responsible for significant and increasing consumption of materials and energy, during manufacturing, supply, and usage. It also impacts millions of people in the global supply chain, both workers involved in raw material extraction, manufacturing, and waste management, and people living in areas where minerals are extracted, or production facilities are located. All these factors are considered in Advania’s risk management. The risks were identified in multiple risk assessments performed on both local and group level and are used to understand and address the risks when we set goals and define priorities.

Risk area	Risk	Risk management
<p>Environment and climate-related risks</p>	<p>As a reseller and consulting company, Advania’s environmental impact from its own operations is relatively low, and primarily relates to GHG emissions from offices, travel, and data centre operation.</p> <p>Advania contributes to climate and other negative environmental impacts through the life cycle of IT-hardware and data centre operation.</p> <p>Advania may also be exposed to the consequences of climate change and extreme weather events, which may impact its ability to operate.</p>	<p>Advania’s environmental responsibility is based on its group-wide sustainability policy but is operated on a local level. Advania Sweden and Advania Iceland have committed to the Science Based Targets initiative (SBTi) that drives ambitious climate action in the private sector by enabling companies to set science-based carbon emission reduction targets.</p> <p>The larger companies in the group have implemented environmental management systems; Advania Sweden’s and Advania Norway’s management systems are certified according to ISO 14001: 2015.</p>

Risk area	Risk	Risk management
<p>Supply chain responsibility and human rights</p>	<p>The IT supply chain is complex and poses several risks to the people working in IT. Workers may be exposed to forced labour, bad working conditions, excessive overtime, and low wages, which may impact their well-being severely and negatively. There is also a risk of child labour being used, exposing children to harmful conditions, and obstructing their right to education.</p> <p>In addition, workers may be exposed to health and safety violations in the supply chain, for instance through a lack of personal protective equipment, limited or no access to drinking water, or substandard dormitories.</p> <p>Furthermore, the supply chain also poses risks for business ethics violations, which would negatively impact Advania through corruption, bribery, or failure to comply with laws and regulations.</p>	<p>Advania is a regular member of the Responsible Business Alliance (RBA), the world’s largest industry coalition dedicated to corporate social responsibility in global supply chains.</p> <p>Advania’s Code of Conduct refers to the RBA’s Code of Conduct for all hardware suppliers. The RBA’s code addresses all identified risk areas and is the basis for Advania’s systematic work with supplier follow-up and screening. In accordance with the RBA’s membership requirements, Advania conducts annual assessments of its major suppliers that account for at least 80% of direct and indirect spend.</p>
<p>Attracting and retaining skilled employees</p>	<p>Advania’s business is dependent on its ability to attract and retain skilled employees. This includes continuous learning, career development, and employee motivation.</p> <p>As the IT sector is experiencing labour shortages, there is a risk that Advania will not be able to attract and recruit enough skilled employees due to, for example, a poor physical and psycho-social work environment, a lack of career development opportunities, or inadequate leadership. These risks may also negatively impact current employees and their well-being.</p>	<p>The responsibility for attracting and retaining skilled employees is delegated to the Chief Human Resource Officer in each country and the ambition to maintain an attractive and inclusive workplace is fully integrated in the company culture. Annual employee satisfaction measurements are harmonised and followed up on a group level.</p>




Risk area	Risk	Risk management
<p>Failing to attract a diversity in its own workforce</p>	<p>Failing to attract a diversity in its own workforce (by gender, age, cultural background, sexual orientation etc.) puts Advania at risk of not reflecting the societies where we operate, of failing to attract new customers and expand into new markets, and of taking unnecessarily narrow-minded business decisions.</p>	<p>All companies strive for a more diverse workplace and manage a number of local internal and external initiatives, such as recruiting and retaining more women and other under-represented groups, measuring and monitoring that there is no wage discrimination, and funding external organisations to help drive long-term improvements in the whole industry</p>
<p>Business ethics and corruption and financial responsibility</p>	<p>Ethical risks include employee failure to comply with national regulations, with Advania’s Code of Conduct, or employee involvement in corruption, bribery, or other irregularities. This may also include the violation of sanctions or competition law, breaches of privacy regulations, or aggressive tax planning to avoid tax.</p> <p>Such actions may damage the brand or lead to legal enforcements and fines.</p>	<p>All new employees are required to participate in training in ethical business conduct and anti-corruption, and to commit to both the Code of Conduct for employees and the more detailed anti-corruption policy. These training programmes are renewed periodically.</p> <p>Employees working where there is an increased risk of ethical misconduct receive additional periodic training, for example on sanctions and competition law.</p> <p>Advania has a whistleblowing process handled by a third party, making it possible for all employees to report suspected misconduct anonymously.</p>
<p>Cybercrime and personal integrity</p>	<p>Today cybercrime is becoming increasingly common and Advania may be exposed to cybercrime either directly or via customers.</p> <p>As Advania handles personal data, there is a risk of this not being done in accordance with GDPR, which may impact both the individual whose data may be exposed and Advania in terms of fines and/or reputation.</p>	<p>Advania strives to ensure a high level of competence among all employees in information security and GDPR, and all employees receive training on these topics.</p> <p>Parts of the operations in Advania Iceland, Advania Norway, and Advania Sweden are certified in accordance with ISO 27001:2013.</p> <p>All companies in the group have implemented privacy policies and appointed a local Data Protection Officer or point of contact.</p>

Sustainability performance






Local goals









Sweden 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania is a prosperous, safe, and developing workplace	Maintain good results on our employee satisfaction surveys	Level of commitment and engagement above 4.20	<ul style="list-style-type: none"> Commitment: 4.08 Engagement: 3.99 	Increase the employee commitment and engagement to above 4.20
	Maintain a low but healthy employee turnover	Employee turnover below 10%	<ul style="list-style-type: none"> Total employee turnover: 17% 	Unwanted employee turnover should not exceed 12%
	Maintain healthy employees with a low sick leave	Reduced work-related sick leave by 10% compared to 2021 (from 0.32% to 0.29%)	Not measured due to complexity, replaced with a new goal for 2023	Total sick leave below 3%
	Our management system for work environment is certified according to ISO 45001:2013	Certified the the company's management system according to ISO 45001:2013 during the year	<ul style="list-style-type: none"> Postponed the external revision until February 2023 to harmonise with existing ISO certifications 	Increase the scope of the management system for ISO 45001:2013 to include Visolit and iBiz
Advania has a gender-balanced management team	At least 30% women in the C-level management team by 2025	Appoint at least one more woman to the C-level management team during the year	<ul style="list-style-type: none"> One more woman was appointed to the C-level management team that now consists of two women out of ten members 	Appoint one more woman to the C-level management team
		Ensure that at least 45% of the short-listed candidates for management roles were women	Not followed up due to complexity to find accurate data	
Advania has a gender balance in operational and management roles corresponding to at least average in the IT industry	At least 20% women in operational and management roles by 2025	Increase the share of women in operational and management roles to at least 15%	<ul style="list-style-type: none"> 16.5% 	Increase the share of women in operational and management roles to at least 18%
				Increase the share of women in management roles to at least 28.5% (from 27% in 2022)








Sweden 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania has an inclusive culture	All managers are skilled in applying inclusive leadership	All new managers are trained during the year	 All new managers (73) started the training in 2022 and finished in early 2023	All new managers are trained within the first 12 months of employment
	Employee turnover for women does not exceed the turnover for men	Employee turnover for women does not exceed the turnover for men	 Total turnover men: 17% Total turnover women: 16%	Employee turnover for women does not exceed the turnover for men
Advania has a proactive and systematic approach to regulatory compliance	All employees are regularly trained in all business ethics policies	All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment	 Code of Conduct training: 89%  Anti-corruption training: 89%	-
Advania continuously reduces its GHG emissions from its own operations in line with scientifically set goals and is climate neutral by 2045	Reduce our absolute GHG emissions for scope 1 and 2 (market based) by at least 50% by 2030, base year is 2019	100% renewable electricity in data centre operation	 100% renewable electricity in data centre operation	100% renewable electricity in data centre operation
	Our management system for environment is certified according to ISO 14001:2015	Receive SBTi approval of the reduction targets	 Approved SBTi in May 2023	Updated SBT to include the newly acquired companies
Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent	Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers	Uphold the ISO 14001: 2015 certification during the external revision	 The external revision passed without deviations	Increase the scope of the management system for ISO 14001:2015 to include Visolit and iBiz
		Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers	 18 out of 24 major direct suppliers were assessed; none of them were considered to be high risk	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers
All products sold by Advania are recycled responsibly in a country with regulation and infrastructure once the products are at end-of-life	-	-	-	Perform an initial risk assessment of the value chain for e-waste





Sweden 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania contributes to our customers' sustainability ambitions through digitalisation and innovation</p>	<p>Sustainability is a recurring topic integrated in the collaboration forums with all Advania's customers by 2030</p>	<p>All consultants and salespeople are trained in sustainable IT and sustainable digitalisation in 2022</p> <p>-</p> <p>At least one customer case to calculate the positive climate effects of Advania's solutions is implemented</p>	<p> About 40% of all Advania Sweden employees passed the training, (not possible to extract certain roles like sales and consultants)</p> <p>-</p> <p> Not reached</p>	<p>All managers in Advania Sweden are trained in sustainable IT and sustainable digitalisation</p> <p>All business units have representation in the sustainability ambassador's network</p> <p>In 2023, customer cases in all business units to calculate positive climate impact from Advania's solution</p>
<p>Advania is one of the leading actors in Sweden to drive the shift towards circular handling of IT hardware</p>	<p>Reduce climate impact from scope 3 (category 1, 2, 3) by at least 70% per SEK in added value by 2030, with base year 2019</p> <p>1:1 – by 2030, take back as many used units of hardware as were sold three years earlier</p> <p>By 2025, resell at least 95% of all recovered hardware</p> <p>By 2025, all business units selling hardware offer customers a climate report of the life cycle emissions</p>	<p>Received SBTi approval of the reduction targets</p> <p>Increase the quantity of hardware takeback by 100% compared to 2021</p> <p>-</p> <p>Complete a pilot project to refurbish and/or sell used IT hardware on the Swedish market</p> <p>Complete at least one carbon footprint report of a delivery to a managed service provider customer.</p>	<p> Approved SBTi in May 2023</p> <p> Increased the number of hardware takeback with 125% compared to 2021 (from 41,158 to 92,403 units)</p> <p> 82% of all recovered hardware resold for a second usage cycle</p> <p> Not completed</p> <p> Two pilot projects completed for customers to Managed Services</p>	<p>Updated SBT to include the newly acquired companies</p> <p>Increase the number of hardware takeback with 75% compared to 2022</p> <p>At least 90% of the recovered hardware resold for a second usage cycle</p> <p>Establish a service for upgrading and reselling of used equipment on the Swedish market</p> <p>Develop a standardised method to report carbon footprints from Managed Services</p>



Sweden 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers</p>	<p>-</p>	<p>No information leakage</p> <p>100% of employees trained in information security and GDPR</p> <p>At least 10 risk analyses coordinated with customers</p>	<p> Four cases of information leakage</p> <p> 77% of employees trained in information security</p> <p> 76% of employees trained in GDPR</p> <p> 10 risk analyses coordinated with customers</p>	<p>No information leakage</p> <p>100% of employees trained in information security and GDPR</p> <p>-</p> <p>-</p>
<p>All employees are engaged and committed to Advania's social responsibility</p>	<p>All employees are offered the opportunity to contribute to our social responsibility during working hours</p>	<p>-</p>	<p>-</p>	<p>Initiate at least one social responsibility project where employees are offered to be engaged</p>

Content+Cloud 




 Goal reached  Goal close to reached  Goal not reached










Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania is a prosperous, safe, and developing workplace	In the annual employee survey maintain a result for commitment and engagement above 4.20	-	<ul style="list-style-type: none">  Commitment: 4.05  Engagement: 4.03 	Increase commitment and engagement score to 4.20
Advania has a gender-balanced management team	At least 30% women in all local C-level teams by the end of 2025	-	-	<p>Increase female representation ratio to 25%</p> <p>Further reduce gender pay gap by 2%</p>
Advania systematically reduces its GHG emissions in own operation over time	All companies in Advania group have implemented goals and programs for climate emission reduction in accordance with GHG scope 1-3	-	-	Publish a new Carbon Reduction Plan leading to net zero in 2030
Advania systematically reduces its GHG emissions in its own operation over time	100% renewable electricity in all data centre operation	-	-	Engage our supply chain to encourage renewable energy programmes
Advania proactively and systematically manages information security risks and takes responsibility for personal integrity both internally and with our customers	100% of employees trained in information security and GDPR	-	-	Train 100% of eligible employees in information security and GDPR
1:1 - Take back equal amounts of IT-hardware that we put on the market	All companies in the group increase the efforts to offer take back, reuse on the local market and other circular offerings	-	-	Engage key suppliers to discuss takeback programmes
Advania contributes to our customers increased sustainability with digitalisation and innovation	All companies in the group train employees in sustainable digitalisation and circular economy	-	-	Define the sustainable digitalisation and circular economy training audience and select or build the training programme

Content+Cloud 




 Goal reached  Goal close to reached  Goal not reached



Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania’s Code of Conduct or equivalent</p>	<p>Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers</p>	<p>-</p>	<p>-</p>	<p>Assess direct and indirect suppliers corresponding to at least 80% of the group’s spend on suppliers</p>
<p>Advania acts as a positive force in its local societies</p>	<p>Reduce economic and workforce inequality by creating new jobs and skills</p>	<p>-</p>	<p>-</p>	<p>Mentor 25 pupils at schools from areas of high free school meal eligibility by end of 2023</p> <p>To have at least 10 apprentices from under-represented groups by mid 2023 with a view to building those schools outside of London</p>

Norway 
 Goal reached
  Goal close to reached
  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania is a prosperous, safe, and developing workplace	Maintain good results on our employee satisfaction surveys	Level of commitment and engagement above 4.20	 Commitment: 3.91  Engagement: 3.91	Level of commitment and engagement above 4.20
Advania has a gender-balanced management team	At least 30% women in the C-level management team by 2025	-	 24% women in C-level management team	At least 30% women in the C-level management team by 2025
Advania has gender balance in all levels of divisions	At least 40% women in all levels of divisions by 2030	At least 17% women in all levels of divisions at year end	 14% women in all levels of division	At least 17% women in all levels of divisions
Advania has a proactive and systematic approach to regulatory compliance	All employees are regularly trained in all business ethics policies	All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment	 Code of Conduct training: 100%  Anti-corruption policy training: 100%	-
Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers	-	All employees are trained in information security	 Information security training offered to all employees	All employees are trained in information security
Advania's environmental management system complies with ISO 14001:2015	To carry out a systematic risk mapping of our external environmental impact.	Certified the company according to ISO 14001:2015 during the year	 ISO 14001:2015 certification achieved. Conducted an environmental aspect analysis and gap analysis of our external environmental impact. 33 subject leaders took part of this work.	Continue to update the environmental aspect analysis and the gap analysis. Conduct interest analysis with risk mapping of the external environment and climate impact by the end of 2023.
Increase internal competence with management training	Incorporate management training with external agency	Increased management skills for all levels with measurable system; training to start in fall 2022	 90 managers were trained in leadership.	Continue to increase management skills for all levels with measurable system: Start mentor programme for new leaders.


Norway 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania’s Code of Conduct or equivalent</p>	<p>Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers</p>	<p>Assess direct and indirect suppliers corresponding to at least 80% of the group’s spend on suppliers</p> <p>Offer employees training on ethical trade and human rights</p>	<p> 18 out of 24 major direct suppliers were assessed; none of them were considered to be high risk</p> <p> Achieved. E-learning was sent out in October 2022.</p>	<p>Assess direct and indirect suppliers corresponding to at least 80% of Advania Norway’s spend on suppliers</p> <p>Have annual dialogue meetings with at least 10 of our 80% largest producers and distributors in RBA. Monitor the risk for overtime, forced labour, living wage vs. minimum wage and marginalised groups, particularly in China and Vietnam. Have dialogue about water and waste reduction, circular economy, transport, and greenhouse gas emissions (especially Scope 3 emissions).</p> <p>Carry out a risk mapping of overtime, forced labour, living wages, and marginalised groups</p> <p>Carry out a risk mapping of emergency preparedness at factories in China and Vietnam</p>
<p>Advania drives the shift towards circular handling of IT hardware</p>	<p>1:1 – by 2030, take back as many used units of hardware as were sold three years earlier</p>	<p>-</p>	<p>-</p>	<p>Increase the efforts to offer takeback, reuse on the local market, and other circular offerings</p>




Norway 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania continuously reduces its GHG emissions in its own operation</p>	<p>Monitor unwanted external climate impacts by carrying out a systematic risk mapping</p>	<p>100% renewable electricity in data centre operation</p>	<p> 98% renewable electricity in data centre operation</p>	<p>100% renewable electricity in data centres</p> <p>Carry out a systematic risk mapping of our external environmental and climate impact</p> <p>Implement a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3</p>
<p>Advania contributes to our customers' sustainability ambitions through digitalisation and innovation</p>	<p>Sustainability is a recurring topic integrated in the collaboration forums with all Advania's customers by 2030</p>	<p>-</p>	<p>-</p>	<p>Actively take part in the public debate by giving presentations to school classes, lectures to companies, member associations or other voluntary organisations</p> <p>Inform our customers about our work through various meeting points. Host a climate webinar for customers in April 2023</p>

Norway 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania Norway offers training to employees on sustainable business practices (environment, climate, and sustainability)</p>	<p>Good training in sustainable business practise is integrated as part of Advania Norway's training to employees by Q2 2024</p>	<p>Increase awareness on sustainability topics internally in Advania Norway.</p>	<ul style="list-style-type: none">  Presentation to new employees. Advania Norway has introduced sustainability as a fixed agenda item during onboarding  Presentations to business units. The sustainability manager has given presentations to several units internally to raise awareness of the topic  Extended management team meetings: The sustainability manager participated in two C-suite meetings at Advania Norway in Q3-4 2022. Here, various topics were highlighted and raised 	<p>Conduct workshops on environment, sustainability, and climate to key personnel with responsibility for sustainable business practices</p> <p>All employees in Advania Norway are offered an e-training in the Sustainable Development Goals / circular economy and digitalisation</p> <p>Arrange a climate competition for employees internally</p> <p>Continue to present sustainability:</p> <ol style="list-style-type: none"> 1. During onboarding 2. At business units' meetings 3. For the C-suite locally

Iceland 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania is a prosperous, safe, and developing workplace	Maintain good results on our employee satisfaction surveys	Level of commitment and engagement above 4.20	<ul style="list-style-type: none">  Commitment 4.21  Engagement 4.37 	Level of commitment and engagement above 4.20
Advania has a gender-balanced management team	At least 40% women in the C-level management team by 2027	-	<ul style="list-style-type: none">  38% women in the C-level team by end of year 2022 	Reach 30% women in overall gender balance
Advania has a proactive and systematic approach to regulatory compliance	All employees are regularly trained in all business ethics policies	All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment	<ul style="list-style-type: none">  94 % of employees have completed training in our Code of Conduct  94 % of employees have completed training in our Anti-Corruption policy 	-
Advania continuously reduces its GHG emissions from its own operations in line with scientifically set goals	Advania operates according to their climate strategy to halve emissions by 2030 from a 2021 base year	<p>100% renewable electricity in data centre operation</p> <p>Developed and received SBTi approval of reduction targets</p>	<ul style="list-style-type: none">  97% renewable electricity in data centre operation  Committed to SBTi and formed the targets but the targets have not yet been approved by the SBTi; the work continues in 2023 	<p>100% renewable electricity in all data centre operation</p> <p>Have the science-based targets approved by the SBTi</p>
Advania contributes to our customers' sustainability work through digitalisation and innovation	Advania's digital offerings are a part of the solution and aligned with customers' sustainability goals	Go through all products and connect with one or more sustainable development goal and identify if product development can be steered towards aligning with the SDGs	<ul style="list-style-type: none">  Went through the products in all business units and found connections with the SDGs 	Educate our customers about the sustainability impact of four different products by year-end 2023
Advania drives the development towards circular handling of IT hardware	Double the number of units of hardware taken back through Advania every year for the next three years	Doubled the number of units of hardware taken back in 2021	<ul style="list-style-type: none">  174 units of hardware were taken back in 2022, which is more than double the amount of 2021 	Double the number of units of hardware taken back through Advania every year for the next three years







Iceland 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers	-	All employees are trained in information security	 90% of employees have received training in information security	100% of employees trained in information security and GDPR
Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent	Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers	 18 out of 24 major direct suppliers were assessed; none of them were considered to be high risk	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers
Our employees are educated about the climate crisis and the role IT can play to be a part of the solution	All employees are trained in sustainability and how IT can be a part of the solution	Trained all employees at least three times about our approach to sustainability	 Held multiple educational talks about our sustainability projects, had external consultants educate employees, and more	Train our employees at least three times about our approach to sustainability
Advania is a part of long-term partnerships with the goal of solving sustainability problems	Advania is involved in long-term strategic partnerships aimed to accelerate solutions to sustainability problems	Took part in four long-term partnerships with a sustainability agenda	 Signed the Microsoft Partner Pledge, signed a partnership with Lifekeys and Flow, and continued the project to support women who are studying system administration	Participate in four partnerships related to sustainability in 2023






Finland 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania is a prosperous, safe, and developing workplace</p>	<p>Maintain good results on our employee satisfaction surveys</p> <p>Maintain a low but healthy employee turnover</p> <p>Maintain healthy employees with a low sick leave</p> <p>All our managers and supervisors implement our leadership principles and all act and behave in accordance with our values</p>	<p>Level of commitment and engagement above 4.20</p> <p>-</p> <p>-</p> <p>Implement leadership development programme including defining roles and training</p>	<p> Commitment 3.57</p> <p> Engagement 3.67</p> <p>Unwanted turnover: 13%</p> <p> 1.8%</p> <p> After acquisition, the integration programme started in June. The new leadership programme was launched by survey and interviews. As part of the programme, workshops were arranged for supervisors. New leadership principles and values were launched in autumn and value ambassadors named</p>	<p>Increase level of commitment and engagement to 4.0</p> <p>Unwanted employee turnover maximum 10%</p> <p>Maintain sick leave below 3%</p> <p>All managers and supervisors are trained according to new leadership principles and values</p> <p>All roles and responsibilities are defined in objectives and development discussions</p> <p>All employees to participate in value workshops; new employees are trained during orientation process</p>
<p>Advania has a gender balanced management team</p>	<p>At least 30% women in the management team by 2025</p>	<p>-</p>	<p> 36% women in the management team</p>	<p>Maintain the gender balance</p>
<p>Advania has a gender balance in operational and management roles corresponding to at least average in the IT industry</p>	<p>At least 20% women in operational and management roles by 2025</p>	<p>-</p>	<p> 12% women in operational and management roles</p>	<p>Increase the share of women in operational and management roles to at least 15%</p>



Finland 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania has an inclusive culture	Employee turnover for women does not exceed the turnover for men	-	<ul style="list-style-type: none">  Total turnover men: 14%  Total turnover women: 7% 	Employee turnover for women does not exceed the turnover for men Leadership training for all managers
Advania has a proactive and systematic approach to regulatory compliance	All employees are regularly trained in all business ethics policies	All new employees are trained in Advania's code of conduct and anti-corruption policy, no later than two months after they have started their employment	<ul style="list-style-type: none">  All new employees were trained (excluding employees from acquisitions) 	All employees are trained in Advania's code of conduct and anti-corruption policy and new employees no later than two months after they have started their employment
Advania continuously reduces its GHG emissions from its own operations	The management system for environment is certified according to ISO 14001:2015	100% renewable electricity in data centre operation	<ul style="list-style-type: none">  100% renewable electricity in data centre operation 	100% renewable electricity in data centre operation The management system for environment to be evaluated and the certificate renewed Implement a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3
Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent	Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers	<ul style="list-style-type: none">  18 out of 24 major direct suppliers were assessed; none of them were considered to be high risk 	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers
Advania contributes to our customers' sustainability ambitions through digitalisation and innovation	-	-	-	All managers and salespeople are trained in sustainable IT and sustainable digitalisation










Finland 

 Goal reached  Goal close to reached  Goal not reached




Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
<p>Advania drives the shift towards circular handling of IT hardware</p>	<p>1:1 – take back as much IT hardware as we put on the market</p> <p>Takeback hardware 2025: 4,000 units (after doubling every year)</p> <p>Used or refurbished hardware resold for a second usage cycle in 2025: 5,000 units</p>	<p>-</p> <p>-</p> <p>-</p>	<p>-</p> <p>-</p> <p>-</p>	<p>Create a network, design processes and goals to implement 'Green IT' within the production and service network, including the value chain; both upstream in our supply chain and downstream during customer use (e.g., services to extend the life cycle)</p> <p>Takeback hardware: 1,000 units</p> <p>Used or refurbished hardware resold for a second usage cycle: 2,000 units</p>
<p>Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers</p>	<p>-</p>	<p>All employees are trained in information security</p> <p>Advania Finland is certified according to ISO27001:2013</p>	<p> Training was postponed due to acquisition and integration; new employees (excluding employees by acquisitions) trained in GDPR.</p> <p> Preparation for the audit process</p>	<p>All employees are trained in information security and GDPR</p> <p>Managed Services (Capacity Services) certified according to ISO27001:2013</p>
<p>All employees are engaged and committed to Advania's social responsibility</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>Initiate at least one social responsibility project where our company is engaged and employees are offered to participate</p>

Denmark 

 Goal reached  Goal close to reached  Goal not reached

Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania is a prosperous, safe, and developing workplace	Maintain good results on our employee satisfaction surveys	Level of commitment and engagement above 4.20	 Commitment: 3.33  Engagement: 3.41	Increase the employee commitment and engagement to above 4.2
Advania has a gender-balanced management team	At least 30% women in the C-level management team by 2025	-	 0% women	Increase the number of women during the year
Advania has a proactive and systematic approach to regulatory compliance	All employees are regularly trained in all business ethics policies	All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment	 Code of Conduct training: 100%  Anti-corruption training: 100%	-
Advania continuously reduces its GHG emissions in its own operation	-	100% renewable electricity in data centre operation	 All data centres use 100% renewable electricity	Ensure continued use of 100% renewable electricity in data centres Implement a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3
Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent	Our supply chain is transparent and traceable, and we assess and cooperate with all major and strategic suppliers	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers	 18 out of 24 major direct suppliers were assessed; none of them were considered to be high risk	Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers
Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers	-	100% of employees are trained in information security and GDPR	 Employees trained in information security: 100%  Employees trained in GDPR: 100%	100% of employees are trained in information security and GDPR

Denmark 

 Goal reached  Goal close to reached  Goal not reached

Vision	Long term goals	Goals 2022	Outcome 2022	Goals 2023
Advania contributes to our customers' sustainability ambitions through digitalisation and innovation	All employees are trained in sustainable digitalisation and circular economy	-	-	Implement a training programme for employees in sustainable digitalisation and circular economy
Advania drives the shift towards circular handling of IT hardware	1:1 – by 2030, take back as many used units of hardware as were sold three years earlier	-	-	Increase the efforts to offer takeback, reuse on the local market, and other circular offerings

Sustainability data country level

New employees and employee Turnover

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Total number new employees	118	115	367	-	-	93	19	9	261	50	99	121	52	18	68	8	15	19
New employees women	28	45	93	-	-	23	0	3	58	25	29	49	7	5	13	0	6	4
New employees men	90	114	274	-	-	70	19	6	203	25	70	72	45	13	55	8	9	15
New employees age <30	44	58	136	-	-	39	4	3	101	18	34	31	0	3	13	1	2	5
New employees age 30-50	55	69	186	-	-	46	12	5	136	25	56	77	31	11	37	6	3	8
New employees age >50	19	32	45	-	-	8	3	1	24	7	9	13	21	4	18	2	3	6
Total number leaving employment	54	63	216	-	-	80	57	4	138	78	75	96	10	10	37	3	7	11
Number of women leaving	6	14	42	-	-	11	19	2	25	29	25	24	2	0	6	0	2	3
Number of men leaving	48	49	174	-	-	69	38	2	113	49	50	72	8	10	31	3	5	8
Number aged <30 leaving	14	16	37	-	-	16	1	2	18	16	20	15	0	0	3	1	0	2
Number aged 30-50 leaving	14	16	37	-	-	16	1	2	18	16	20	15	0	0	3	1	0	2
Number aged >50 leaving	13	17	20	-	-	14	27	0	33	14	8	19	4	4	11	2	4	5

¹ Including Content+Cloud in UK and South Africa, but excluding Azzure.

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Total turnover %	10	10	17	-	-	9	16	8	18	15	14	16	14	15	14	12	15	17
Women turnover %	6	11	16	-	-	6	18	15	23	18	17	14	22	0	13	0	29	31
Men turnover %	11	10	17	-	-	10	15	5	17	14	13	17	13	17	14	8	13	15
Turnover aged <30, % ⁴	14	13	20	-	-	9	-	20	12	-	29	22	0	0	19	50	0	18
Turnover aged 30-50, % ⁴	8	9	13	-	-	9	-	5	21	-	14	16	13	15	13	0	12	12
Turnover >50, % ⁴	11	11	11	-	-	14	-	0	17	-	4	11	15	17	17	22	33	26
Employee Satisfaction																		
Commitment ²	4.55	4.26	4.08	-	-	4.05	4.55	3.8	3.91	4.44	4.53	4.21	3.36	3.53	3.57	-	-	3.33 ³
Engagement ²	4.42	4.25	3.99	-	-	4.03	4.48	4.19	3.91	4.29	4.24	4.37	3.58	3.69	3.67	-	-	3.41 ³

¹ Including Content+Cloud in UK and South Africa, but excluding Azure.

² Employees respond with scores on a scale of 1-5, in the areas of 'Commitment' and 'Engagement'. All results above 4.2 are considered to indicate a healthy workplace.

'Commitment' is an index of how satisfied employees are with their jobs, and how well the company's orientation and activities reinforce the importance of their work and their pride in being able to work at Advania. 'Engagement' is an index of employees' engagement, energy and passion, and of how strong a connection they feel to the company.

A strong level of engagement promotes innovation and moves the company forward.

³ The result in employee Commitment and Engagement for Advania Denmark in 2022 does not include Cloudio.

⁴ Recalculation of 2020 and 2021 in 2022.

Health and Safety

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Total sick leave ² , %	3.0	2.7	3.6	-	-	1.6	3.0	4.2	3.9	3.3	3.2	4.4	-	1.4	1.8	1.3	2.5	2.3
Women sick leave ² , %	2.6	2.0	4.5	-	-	1.2	8.0	11.4	6.1	4.3	4.3	5.7	-	0.7 ⁶	2.0	-	3.1	2.4
Men sick leave ² , %	3.0	2.8	3.3	-	-	1.7	1.0	1.8	3.5	2.9	3.4	3.9	-	1.6 ⁶	1.6	-	2.5	2.2
Long term sick leave ³	37	39	47	-	-	25	60	3	1.9	0	0.5 ⁶	0.2	-	0	0	-	0	0
Long term sick leave women ³ %	23	29	19	-	-	0	81	8.7	4.1	0	1.6 ⁶	0.6	-	0	0	100	0	0
Long term sick leave men ³ , %	40	41	37	-	-	30	0	1.2	1.6	0	0 ⁶	0	-	0	0.3	0	0	0
Accidents, number	2	2	6	-	-	4	0	0	0	3	0	1	2	1	0	0	0	0
Reported cases of discrimination	-	0	1	-	-	0	-	0	5	-	0	1	-	0	1	-	0	0
Total % of employees covered by collective bargaining	100	100	100	-	-	0	0 ⁴	0 ⁴	7.9	100	100	100	100	100	96.7	0 ⁵	0 ⁵	0 ⁵

¹ Including Content+Cloud in UK and South Africa, but excluding Azzure.

² Total sick leave is defined as: The total hours of sick leave/total available hours for work during the year.

³ Long term sick leave is defined as: The total hours of sick leave longer than 60 days/total hours of sick leave during the year.

⁴ Instead of collective agreements in Advania Norway, they have a well-established Health, Safety, and Environment (HSE) system, and work closely with employee representatives on matters concerning working conditions within the company. In addition, Advania Norway employees are covered by health- and pensions schemes.

⁵ Instead of collective agreements in Advania Denmark, they are subject to health and safety rules and regulations issued by the Danish Working Environment Authority.

⁶ Recalculated in 2022.

Diversity

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Gender balance																		
Number of permanent employees in average	542	619	1,285	-	-	847	53	53	753	592	585	609	71	68	268	25	47	62
Number of female permanent employees in average	103	130	263	-	-	183	13	13	106	166	160	175	9	10	45	3	7	10
Number of male permanent employees in average	439	489	1,033	-	-	664	40	40	647	426	425	434	62	58	223	22	40	52
% women	19	21	21	-	-	22	27	25	14	28	27	29	13	15	17	12	15	16
% men	81	79	79	-	-	78	73	75	86	72	73	71	87	85	83	88	85	85
Gender balance - roles																		
% working full time	99	99	97	-	-	100	92	100	98	99	95.2	96	99	100	95	91	100	96
% women in administration	73	76	76	-	-	64	56	40	56	51	53	55	89	56	68	25	75	60
% women in operational roles	13	14	15	-	-	16	17	17	11	25	24	25	11	11	11	20	7	13
% women in C-level management team	13	14	20	-	-	11	33	29	24	29	29	31	0	17	33	0	17	0
% women managers in total	20	20	24	-	-	26	50	50	18	26	27	30	8	13	13	0	2	0

¹ Including Content+Cloud in UK and South Africa, but excluding Azzure.

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Age																		
Average number age <30	97	125	261	-	-	170	4	10	139	90	69	67	0	3	16	2	10	10
Average number age 30-50	327	341	734	-	-	581	33	37	412	344	335	372	45	41	185	14	25	32
Average number age >50	119	153	289	-	-	97	16	6	203	158	180	169	27	24	68	9	12	19
% employees age < 30	18	20	20	-	-	20	8	19	18	15	12	11	0	4	6	8	21	16
% employees age 30-50	60	55	57	-	-	69	62	70	55	58	57	61	63	60	69	56	53	52
% employees age >50	22	25	22	-	-	11	30	11	27	27	31	28	37	36	26	36	26	31
Temporary² employees																		
Number of temporary employees	0 ³	0 ³	5	-	-	24	3	2	20	28	8	5	1	2	1	0	0	0
Number of temporary women	41	13	2	-	-	10	0	2	4	3	2	1	0	0	0	0	0	0
Number of temporary men	13	40	4			14	3	0	17	25	6	4	1	2	1	0	0	0
Local board																		
% women in local board	0	17	40	-	-	25	0	29	40	40	42	40	0	43	40	0	17	40
Salary																		
% average salary women to average salary men - total	80	84	87	-	-	84	-	76	94	97	97	97	71	79	84	-	65	74

¹ Including Content+Cloud in UK and South Africa, but excluding Azure.

² Temporary employees have an employment contract limited in time, e.g interns, apprentices.

³ Adjusted in 2022.

Emissions and energy

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
GHG scope 1 (tonne CO ₂ e)	92	71	527	-	-	109	0	1	383	148	194 ⁴	157	0	3	270	46	27	23
GHG scope 2 Market based (tonne CO ₂ e)	20	39	296	-	-	632	42	186	850	32	32	34	5	17	183	66	87	92
GHG scope 2 Location based (tonne CO ₂ e)	129	479	694	-	-	406	-	124	797	41	41	43	-	317	467	-	102	61
GHG scope 3 ⁵ (tonne CO ₂ e)	70 274 ⁴	91 889 ⁴	135,126	-	-	893	24 ²	20 515 ⁴	27,847	279 ²	7 522 ⁴	6,558	5 ²	1 151 ⁴	3,191	0 ²	7 727 ⁴	12,892
Total energy (kWh)	3,674,590	4 418 819 ⁴	11,051,397	-	-	2,008,682	157,449	473,376	7,214,661	4,469,057	7 148 839 ³	7,458,476	500,178	760,300	4,315,845	143,920	329,446	459,753
Energy intensity (kWh/employee)	6,780	7 139 ⁴	8,602	-	-	2,373	3,149	8,932	9,575	7,549	12 220 ³	12,257	7,070	11,181	16,095	5,535	7,009	7,427
Emission intensity ⁶ (tonne CO ₂ e/employee)	130 ⁴	148 ⁴	105	-	-	1	1.3 ²	387 ⁴	37	0.8 ²	13.3 ⁴	11	0.1 ²	17 ⁴	12	4.5 ²	164 ⁴	208

¹ Including Content+Cloud in UK and South Africa, but excluding Azzure.

² In 2020, hardware purchase was not included in scope 3, so the result is not comparable to 2021 or 2022.

³ Recalculated, 2021 not reported correctly in previous report as emissions from using hot water for heating was not calculated correctly.

⁴ Recalculated in 2022.

⁵ Included in scope 3 are business travel, fuel and energy-related activities and purchased goods and services.

⁶ In Emissions intensity the sum of scope 1, 2 (market based) and 3 is divided by the average number of employees during the year.

For more information on emission and energy calculations see "Climate Audit for Advania Group 2022".

Business Ethics

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
% Employees educated in Anti-corruption policy	-	99	89 ²	-	-	100	-	100	100	-	92	94	-	99	73 ³	-	98	95 ⁴
% Employees educated in Code of Conduct	97	99	89 ²	-	-	85	78	100	100	74	93	94	0	99	97 ³	13	100	100 ⁴

¹ Including Content+Cloud in UK and South Africa, but excluding Azure.

² The result in Anti-corruption and Code of Conduct training for Advania Sweden in 2022 does not include Visolit and Ibiz, which will be onboarded during 2023.

³ The result in Anti-corruption and Code of Conduct training for Advania Finland in 2022 does not include Data Center Group oy, which will be onboarded during 2023.

⁴ The result in Anti-corruption and Code of Conduct training for Advania Denmark in 2022 does not include Cloudio, which will be onboarded during 2023.

Hardware

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Number of sold hardware	220,950	327,846	474,506	-	-	1717	-	-	78,268	-	12,702	11,389	-	-	8,987	-	-	26,311
Number of used hardware taken back	27,930	41,158	92,403	-	-	0 ²	-	-	6,211	-	78	174	-	-	0	-	-	2,250
Number of used hardware resold	25,137	36,631	76,065	-	-	0 ²	-	-	0	-	-	174	-	-	600	-	-	0

¹ Including Content+Cloud in UK and South Africa, but excluding Azure.

² Not tracked

Information Security and Integrity Indicators

	Sweden			UK ¹			Norway			Iceland			Finland			Denmark		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
% of employees trained in information security	92	92	77	-	-	94	10	10	- ⁴	74	62	90	0	75	0	0	40	67
% of employees trained in GDPR policy	-	94	76	-	-	88	-	93	25	-	50	76	-	75	82 ²	-	93	92 ³
Total number of complaints received from outside parties concerning breaches of customer privacy	-	0	0	-	-	0	-	0	0	-	0	1	-	5	1	-	0	0
Total number of substantiated complaints received from regulatory bodies concerning breaches of customer privacy	-	0	0	-	-	0	-	0	0	-	0	2	-	0	0	-	0	0
Total number of identified leaks, thefts, or losses of customer data	1	0	4	-	-	0	0	0	0	2	0	0	1	2	6	0	0	0

¹ Including Content+Cloud in UK and South Africa, but excluding Azzure.

² The result in GDPR policy training does not include Data Center Group Oy (Valtti).

³ The % of employees trained in GDPR policy does not include Cloudio for 2022.

⁴ Information Security training in Norway is available to all employees but the outcome is not monitored and therefore not reported.

Financial Data

	Sweden		UK ¹		Norway		Iceland		Finland		Danmark	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Turnover (MSEK)	4160	5421.8	-	1574.7	1342.0	3017.3	1016.1	1193.4	217.1	665.9	314.6	375.0
Cost of operation (MSEK)	-2924.6	-3953.9	-	-736.2	-985.2	-2089.7	-370.8	-464.2	-135.2	-496.3	255.7	-307.8
Salaries (MSEK)	-768.8	-1204.0	-	-728.1	-271.2	-789.8	-524.8	-644.3	-69.7	-222.2	-45.2	-63.2
Interests and other financial costs (MSEK)	-30.2	-152.9	-	-217.2	-55.7	-202.3	-5.8	-8.8	-6.3	-45.2	-5.6	-7.4
Tax (MSEK) ²	-28.5	-40.5	-	-28.5	-0.67	0.0	-11.2	-12.5	-0.2	-5.8	-1.1	-1.4
Investments in society	-0.15	-0.3		-0.3	-0.16	-0.3	-0.4	-0.6	0	-0.1	-0.03	0.0
Result before depreciation (MSEK)	466.9	70.4	-	216.7	85.6	312.8	120.5	141.4	12.2	11.9	13.6	14.2
Profit operating % (based on EBITDA)	11.2	10.4	-	13.8	6.4	10.4	11.9	11.9	5.6	1.8	4.3	3.8

¹ Including Content+Cloud South Africa and Azure as of date of acquisition.

² In addition to tax payments made for each local company, Advania AB paid 18.2 MSEK in income tax.

Sustainability data off-shoring companies

New employees and employee Turnover

	Serbia	Sri Lanka
	2022	2022
Total number new employees	16	9
New employees women	4	1
New employees men	12	8
New employees age <30	9	2
New employees age 30-50	7	7
New employees age >50	0	0
Total number leaving employment		
Total number leaving employment	5	12
Number of women leaving	0	0
Number of men leaving	5	12
Number aged <30 leaving	1	5
Number aged 30-50 leaving	4	7
Number aged >50 leaving	0	0
Total turnover %	13	26
Women turnover %	0	0
Men turnover %	18	31

Turnover aged <30, %	6	28
Turnover aged 30-50, %	19	24
Turnover >50, %	0	0

Health and Safety

	Serbia	Sri Lanka
	2022	2022
Total sick leave ¹ , %	1.25	2.0
Women sick leave ¹ , %	2.35	2.08
Men sick leave ¹ , %	0.84	1.91
Long term sick leave ²	0	0
Long term sick leave women ³ %	0	0
Long term sick leave men ^{**} , %	0	0
Accidents, number	0	0
Reported cases of discrimination	0	0
Total % of employees covered by collective bargaining	0	0

Diversity

	Serbia	Sri Lanka
	2022	2022
Gender balance		
Number of permanent employees in average	37	46
Number of female permanent employees in average	10	8
Number of male permanent employees in average	27	38
% women	27	17
% men	73	83
Gender balance - roles		
% working full time	100	100
% women in administration	100	50
% women in operational roles	24	18
% women in C-level management team	0	0
% women managers in total	50	25
Age		
Average number age <30	16	18
Average number age 30-50	21	28
Average number age >50	0	0
% employees age < 30	43	38

¹ Total sick leave is defined as: The total hours of sick leave/total available hours for work during the year.

² Long term sick leave is defined as: The total hours of sick leave longer than 60 days/total hours of sick leave during the year.

Diversity

	Serbia	Sri Lanka
	2022	2022
% employees age 30-50	57	61
% employees age >50	0	0
Temporary employees		
Number of temporary employees	0	0
Number of temporary women	0	0
Number of temporary men	0	0
Salary		
% average salary women to average salary men - total	83	72

Emissions and energy

	Serbia	Sri Lanka
	2022	2022
GHG Scope 1 (tonne CO ₂ e)	5	-
GHG Scope 2 Market based (tonne CO ₂ e)	16	138
GHG Scope 2 Location based (tonne CO ₂ e)	14	231
GHG Scope 3 ¹ (tonne CO ₂ e)	55	29
Total Energy (kWh)	51,455	489,580
Energy Intensity (kWh/employee)	1,391	10,701
Emission Intensity (tonne CO ₂ e/employee)	1	1

¹ Included in scope 3 are business travel, fuel and energy related activities and purchased goods and services.

Business Ethics

	Serbia	Sri Lanka
	2022	2022
% Employees educated in Anticorruption policy	100	100
% Employees educated in Code of Conduct	100	100

Information Security and Integrity Indicators

	Serbia	Sri Lanka
	2022	2022
% of employees trained in information security	- ¹	100
% of employees trained in GDPR policy	100	100
Total number of complaints received from outside parties concerning breaches of customer privacy	0	0
Total number of substantiated complaints received from regulator bodies concerning breaches of customer privacy	0	0
Total number of identified leaks, thefts, or losses of customer data	0	0

¹ Information Security training in Serbia is offered to all employees but the outcome is not monitored and therefore not reported.

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