



# Sustainability Report

## Advania 2020



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### Introduction

This Sustainability Report is prepared in accordance with the requirements of Communication on Progress by the UN Global Compact. It is the second joint Sustainability Report published by Advania AB (hereinafter Advania or Advania Group). The aim is to report on how the Advania Group complies with the ten principles of the UN Global Compact. The report covers the financial year of 2020 and the focus is to further expand the overview of the sustainability work of the Advania companies in Iceland, Norway, Sweden, Finland, and Denmark. At the national level, more detailed information on the sustainability work of the local Advania companies can be obtained. In Advania Sweden, for example, an annual Sustainability Report has been published in accordance with the GRI Standard level Core and with Chapter 7 of the Annual Accounts Act (1995:1554) since 2016.

This Sustainability Report has not been audited externally. For queries on its content, please contact your local Advania representative:

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# Highlights 2020



+ 21,7 %



Turnover

+3,5 %



Employee growth

4,19

Commitment

4,23

Engagement



Employee satisfaction  
(average)



Yes



Responsible Business Alliance  
Advancing Sustainability Globally

Regular member



## Group timeline

# 2020

The acquisition of Accountor ICT Oy was completed and the integration of the company into Advania Finland started.

JANUARY

In February Advania Group completed its project to become a pan-Nordic player by announcing the acquisition of Danish IT-reseller and service provider Kompetera A/S.

FEBRUARY

Advania Denmark brings 15+ years' experience and 28 IT professionals to the group. The company is recognised for its focus on creating customer value. Advania Denmark offers a broad range of pre-sales, infrastructure, CSP and MSP advice, services, and solutions to Danish companies and their international subsidiaries.

Covid-19 was classified as a global pandemic March 11 and Advania acted quickly to protect our employees' health and reduce the spread of infection. From mid-March and the rest of 2020, teleworking has been combined with work in the offices for the employees in all countries.

MARCH-APRIL

The Advania group implemented a whistleblowing channel for all countries, run by a third party, WhistleB. The channel secures a safe and anonymous way to report on serious misconduct in good faith.

MAY

As a member Advania voted yes to the new Code of Conduct in the Responsible Business Alliance (RBA) which includes stricter requirements on human rights, health and safety, environment and ethics in the global supply chain of electronics manufacturing.

JUNE

Advania Iceland signed a climate declaration with the City of Reykjavik and Festa an association for Corporate Social Responsibility. The signature states that Advania Iceland will reduce emissions and the generation of waste and will measure results and provide information on the progress.

NOVEMBER

# Advania in brief

## Our offerings

### Managed Services

Advania offers a variety of managed services where clients can outsource specific IT operations. This may involve Advania assuming ongoing responsibility for operating, administrating, monitoring and managing selected IT systems, services and functions. In each case, Advania adjusts the service level agreements to the customer's needs.

### IT Infrastructure & Integration

Advania offers solutions for IT infrastructure, integration projects, consultancy and product support. Advania has data centre solutions, IT platform projects, virtualisation solutions, solutions focused on identity and access, as well as development, integration, and support of both software and hardware. Highly experienced IT architects and consultants make Advania the Nordic region's most experienced provider of IT infrastructure and integration services.

### Professional Services

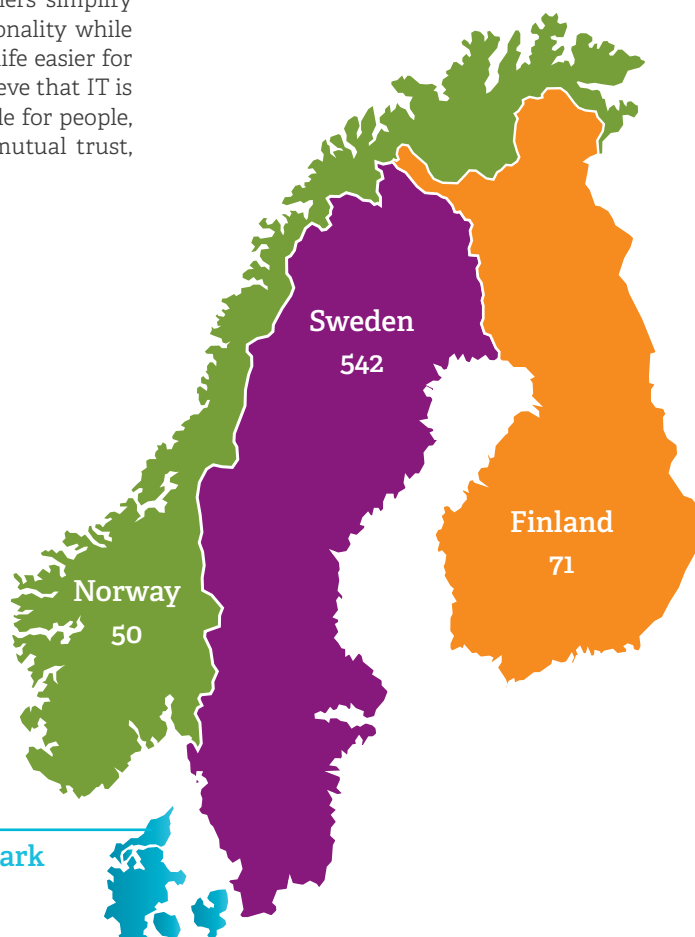
Advania provides a broad array of consulting services, software development, eBusiness services and infrastructure solutions for private and public bodies, local and international customers. In the most demanding situations, Advania Professional Services delivers the results needed for successful IT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

### Our mission

Advania offers a wide range of IT services and support to thousands of companies and organisations, in both the private and public sector. Our mission is to help our customers simplify their IT infrastructure by improving their functionality while reducing costs. We are in the business of making life easier for our clients and aid them in creating value. We believe that IT is a people business, where value is created by people for people, and long-term customer-provider relationships, mutual trust, and common goals are a critical success factor.

### Where we operate

Average number of employees per country 2020.



### Our DNA: customer satisfaction in focus

The objectives to ensure customer satisfaction and to never lose a customer are deeply ingrained in our DNA. We focus on providing the best possible customer solutions, built on our competent employees and strategic partnerships with leading manufacturers. We provide responsive high-quality customer support and thrive on long-term customer relationships. We measure our results in customer satisfaction through the 'Customer retention rate', the proportion of returning customers.

Top 200 customers				
Country	2017	2018	2019	2020
Iceland	96 %	95 %	98 %	97 %
Sweden	94 %	95 %	96 %	96 %
Finland*	98 %	99 %	92 %	96 %
Norway	81 %	75 %	77 %	73 %
Denmark	-	-	-	94 %

\*Data for Finland is recalculated historically to reflect the customer retention for both Advania Finland and the company they acquired in 2020.

In 2020 Advania Iceland and Sweden introduced the indicator value churn for measuring customer loyalty. This indicator will be used for all companies in the group from 2021.

Value Churn*	2019	2020
Iceland	0,1	0,2
Sweden	1,3	1,1

\*Value churn is defined as the revenue lost from previous year related to customers with no revenue in the reference year.

## Customer quotes:



*Successful IT operation is now an inseparable part of our business success, and that goes for every part and corner of the business; both production, administration and each of our facilities and offices around the world. I don't need providers of IT-services and equipment. I need partners who are both willing and able to take a proactive part in designing, delivering, and evaluating the IT-services and solutions necessary for Xellia's business success. For the past 15 years the team at Advania Denmark has been a key partner in that respect.*

Marianne Norup-Nielsen, CIO Xellia Pharmaceuticals

*The customer relationship with Advania has developed positively. As a customer, you don't always know the possible solutions and features that the system can offer, but Advania's people manage to understand what the customer needs in almost half a sentence. The cooperation to implement a comprehensive call center telephone service system has been confidential and open, "Heino praises and continues: Advania has the intention to find out about the customer's needs and offer various solutions to these.*

Tiina Heino, Service Manager, Mehiläinen

*One of the biggest benefits of having our IT operations outsourced is the wide array of employees that are accessible to us which we wouldn't be able to have within Eimskip and the balance of being able to access that resource along with the 24/7 service desk fulfilling the requirements we make to be able to receive support at all times during the day and avoid the need to do that ourselves. After COVID-19 affected us it has without a doubt been crucial the short time it took Advania Iceland to set up a remote working environment for our employees. Both because we had migrated to Microsoft 365 and when we needed a VPN connection for every employee Advania Iceland was able to deploy that service in two days.*

Hilmar Karlsson, CIO at Eimskip Iceland

*For a university, communication is of the utmost importance. With over 16,000 enrolled students and over 1,000 employees, it is easy to understand why Mälardalen University places high demands on its infrastructure for data communication. Today, with the help of SUNET, Advania, and Arista, they have one of Sweden's most modern and digitized campuses.*

*Advania has very knowledgeable technicians and all communication with them has felt professional, honest, and painless. The schedule was tight, so we are happy that everything was delivered on time. In addition, it has been kept within the budget framework, which is unusual in such large procurements. Often a lot needs to be supplemented but the implementation has worked painlessly and we have avoided unpleasant surprises along the way.*

Jonas Karlsson, system administrator at Mälardalen University

*In spring 2020, the Norwegian Directorate of Immigration was to establish mobile workplaces for all employees. Advania Norway helped facilitate modern deployment based on Windows Autopilot and a structured roll-out of the devices. The pandemic hit us just as all employees were to receive a tailored training for the new workplace as the starting point for the roll-out. This dramatically changed the plans, and we had to act quickly. Fortunately, we had teamed up with Advania Norway, and as a professional supplier of IT equipment they helped us make sure this went as quickly and efficiently as possible. 1000 devices were rolled out to the employees within 30 days, and Advania coordinated the logistics for every location. Advania Norway has also – in collaboration with certified partners at all stages of the life cycle – handled all replacement and return of outdated IT equipment in a sustainable way, which also safeguards data security and privacy. Advania Norway acts very orderly, and we have not had any misunderstandings or errors in deliveries due to them. The Norwegian Directorate of Immigration is very pleased with the efforts Advania Norway has shown for us both as a supplier and coordinator.*

Morten Møllersen, section manager, digitization department, the Norwegian Directorate of Immigration

# CEO foreword

*It goes without saying that 2020 and the spread of Covid-19 did not leave any individual, family, business, or government unaffected. In Advania's first Sustainability Report published last year, the first impacts of Covid were just being felt. It was a time of great uncertainty for all.*



Now, with a year to reflect, outside of the tragedy of human loss, looking backwards it can be seen that we felt both positive and negative impacts due to the pandemic, internally and externally. In a year where face-to-face interactions had to cease to protect our own populations, digitalization and adoption of technologies was forced to accelerate much faster than anyone could have expected. For both ourselves and our customers this meant employees working remotely (for those that could) and kids learning digitally at home by their parent's sides.

Initially this was a daunting moment as this uncertainty put many projects on hold as everyone took a collective moment to reassess with an unclear path forward. Society showed its fortitude during these trying times however. Employees and students quickly adapted to this new reality, transitioning from conference rooms and classrooms to conference calls and remote learning applications. Advania is proud to say that it was able to assist its customers, from business to schools, by providing the technologies and services that allowed for this digital transformation. Examples of our work in this transformation can be seen throughout this report, where the sustainable digital offerings we were already investing time and effort into and were thus in good position to serve, came to the forefront during this pandemic. Additionally, we made a concentrated effort to ensure our employees' health and wellness during this tough time by supporting flexible and remote working conditions, with each office supporting the necessary protocols according to each country's Covid impact.

Looking forward, as vaccines proliferate and society begins to emerge from this crisis, we see the transformations imposed by Covid as a means to promote greater sustainability through digitalization. We want to see students back in the classrooms interacting with their peers and healthy office cultures with strong interpersonal relationships return, and as they do, we hope that digital technologies can help support a sustainable 'new normal'.

Where flights were once taken, conference calls could now be the norm. We were able to deliver new conference hosting software to our customers, which could lead large reductions in travel. Remote working and hybrid models can reduce com-

muting emissions both internally and for Advania's customers. With teachers now further educated with digital education tools, these tools can now be used to enhance students' educational experience. Additionally, the outpouring of government support has helped to rapidly advance the supply of technologies in schools and students' access to them.

With this in mind, it is clear to us that Covid has not derailed our sustainability efforts, but rather it has deepened our commitment to them. That is why Advania has remained steady in its commitment to the U.N. Global Compact as well as the U.N. Sustainable Development Goals (SDGs). Additionally, in this coming year we will make the next steps needed to mature our internal commitments and governance of sustainability, even during times of high growth, where rapid expansions have been seen through organic growth and acquisitions across the Nordics. We will ensure that no matter the pace of this growth, all offices will share the same level of dedication to sustainability as we are committed to at the group level.

Climate change and sustainability issues will remain at the forefront of our work, where investors, customers, and tenders are all increasingly bringing these issues into focus. Advania acknowledges the role the IT sector plays in resource use and climate change, and is therefore committed to help our customers move away from the linear model with produce, use and dispose to a more circular approach. With the increasing volumes of used products we take back every year, Advania has great opportunities to make it even more of our core business to facilitate more reuse of IT hardware.

In our sustainability strategy going forward is also continued promotion of greater sharing, utilization, and management of our products and services, implementing as-a-service technologies and -business models and providing environmental information regarding our products to our customers.

As the world slowly emerges from the pandemic in 2021, we at Advania hope to see a world strengthened by this hardship, where the rapid digitalization necessitated by 2020 serves to enhance our lives moving into the future, providing a foundation for a more sustainable and interconnected world. And we hope to continue to develop our offerings in a sustainable way such that this goal can be achieved.

We also look forward to the opportunities that the new majority owners Goldman Sachs' investment in the company, which was made at the beginning of 2021, will provide for our continued sustainable growth.

Mikael Noaksson, CEO Advania AB

# Sustainability focus

The approach Advania applies to sustainability is holistic, in a way that it encompasses the economic, social, and environmental aspects that are considered to be most critical for the company and the industry in which we operate. The Advania companies are all actively integrating sustainability into their operations. The work is governed locally, where our companies are at different stages of maturity and have goals that are adapted to local circumstances. This report brings together the Group's overall results and enables us to learn from each other and continue to move forward in becoming more sustainable as a Group.

## Our Focus Areas & Sustainability Aspects

The prioritised sustainability topics are gathered into three Focus Areas 'Sustainable Advania', 'Sustainable offerings', and 'Sustainable supply chain'. These Focus Areas form the basis of our Group-level sustainability approach and are presented as the structure for the report.

### Materiality - Our most relevant sustainability topics

Advania sees a well-founded and clearly defined focus as a prerequisite for conducting effective sustainability work that strengthens both our own operations as well as the outside world in which Advania operates. To develop this focus and understand which topics are most material and relevant both for Advania's business as well as the company's stakeholders, a materiality analysis is a valuable tool. Thus, Advania Sweden conducts recurring materiality analyses, which forms the basis for both the Swedish sustainability strategy and the Group's sustainability policy.

In 2019, an evaluation and update of the strategy was made to sharpen and more clearly prioritize the most important issues. The work included an external analysis, an update of sustainability areas, stakeholder dialogues (external and internal), impact analysis, and a workshop with the Swedish management team.

The stakeholder dialogues were carried out both indirectly in the form of analysis of the sustainability requirements from strategic customers and partners, as well as directly with surveys of employees and management. In addition to this, an impact analysis was also performed with the help of a third party. The analysis assessed Advania's positive and negative impact from a social, environmental, and economic perspective along the entire business value chain.

In total, Advania's impact was assessed according to nine parameters which, among other things, included internal and external risks and opportunities. Based on the external analysis, the stakeholder dialogues and the impact analysis, the sustainability strategy was then updated in a workshop with the Swedish management team.

In 2020, a dialogue was held with the Nordic management team on similarities and differences in the operations of the various companies in the Group, and a decision was made that the Swedish strategy could very well be transferred to the entire Advania Group. As the companies in the Group vary in size, however, the goals and level of ambition are adapted locally to each company.

The new strategy for sustainability work contains a clearer priority and provides better guidance on:

- which areas Advania has an ambition to be a leader in
- which areas Advania will advance and develop in the coming years
- which areas Advania will maintain at the current level of development

Integrated in the strategy are the UN Sustainable Development Goals (SDGs) that Advania can influence extra given its operations, as well as the SDGs that bring the strongest business opportunities for Advania.

## Our Focus Areas & Sustainability Aspects





# The Sustainable Development Goals (SDGs)

The SDGs are the blueprint to achieve a better and more sustainable future developed by the United Nations. These goals are a useful tool to guide sustainability work and are a helpful reminder of what we are working towards. Advania is a part of the global community and has a responsibility to act accordingly. The Advania business strategy sup-

ports all the SDGs but we have identified nine goals that are most relevant to our business which are reflected in our Sustainability Focus Areas. The SDGs prioritized by Advania can be seen in the results of the Materiality Assessment above as well as in Appendix 2.

## Advania strategy for sustainability

### AMBITION TO BE A LEADER

- Integrity and security
- Attractive workplace
- Digitalisation and innovation for a sustainable society



### ADVANCE AND FURTHER DEVELOP

- Gender balance, diversity and inclusion
- Supply Chain management
- Circular Economy
- Business Ethics and Transparency



### MAINTAIN

- Climate smart operation
- Responsible financial management
- Partnerships



# Sustainability Governance

The Advania Group joined the UN Global Compact at the beginning of 2019. Within the Advania Group, there is now an established working group with representatives from Norway, Sweden, Iceland, Denmark, and Finland focusing on the implementation of the principles from the UN Global Compact.

## Sustainability responsibilities

Advania's CEO has overall responsibility for sustainability throughout the Group. Our locally appointed Sustainability coordinators are responsible for the strategies and projects concerning our sustainability work at a country level. They also represent the local country in the Nordic sustainability working group. The working group reports both to the the Group CEO and on a regular basis also directly to the Group board.

The Sustainability coordinators also work with the local responsible persons for finance, human relations, security, integrity, etc. who all have specific responsibility areas. For example, the CFO oversees the proactive anti-corruption work, HR Managers are responsible for their company's work in relation to employment law, working environment, equality, and diversity-related matters. Information Security Managers, Security Managers or IT-managers oversee the local management system for security and integrity matters.

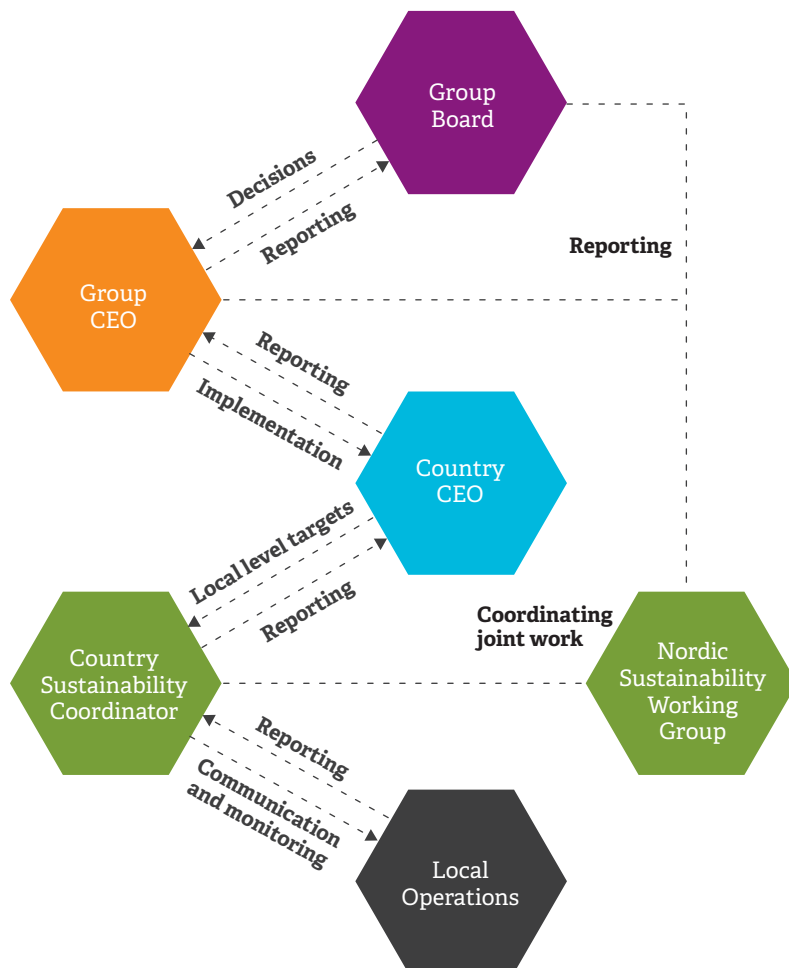
Advania's sustainable IT products and digital offerings are managed by the respective Business Area Managers. The work to achieve a Sustainable Supply Chain is based on the Group membership in the Responsible Business Alliance (RBA) and the working group with representatives from Sweden, Norway, Denmark, Finland, and Iceland to coordinate the work.

## Group Sustainability Policy and Code of Conducts

The Group Sustainability Policy clarifies our position on the UN Global Compact's ten principles regarding human rights, working conditions, the environment, and anti-corruption. The policy also describes the focus areas our sustainability strategy identifies as the most material – Sustainable Advania, Sustainable offerings, and Sustainable Supply chain. The Sustainability Policy, together with the Group-wide Policy on Anti-Corruption, is decided by the Group board.

As a complement to the Group policies, each local Advania company has developed a local Code of Conduct that describes the rights and obligations that each employee and supplier has regarding human rights, labour, the environment, and anti-corruption. The code also describes compliance and the accompanying local policies and procedures.

Since Advania joined the Responsible Business Alliance in 2019, the RBA Code of Conduct is also regarded as a group policy that we need to comply with.



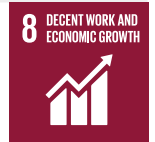


## FOCUS AREA I

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# Sustainable Advania

We have a range of environmental and social objectives that enhance our competitiveness, help us achieve our financial goals while promoting societal benefits.



# Attractive workplace

Our most valuable assets are our employees. Our future success and work towards digital transformation for a sustainable economy is built on how we can attract talent and continuously nurture the competence and creativity of our employees.

## Impacts of COVID-19 – Transitioning to a digital workplace

The spread of COVID-19 in 2020 presented a rapid set of challenges to society, us as individuals, and as well as to businesses. With the need to socially distance from each other, many businesses needed to quickly transition to remote work, which presented its own obstacles, such as how to maintain employee's health (both mental and physical) and coping with a new daily life (with children also studying from home and similar challenges), and leadership. To maintain an attractive workplace and an operable business in general during a pandemic, never was the management of employee well-being, work-life balance, and motivation more important.

## Employee physical and mental health during a pandemic

While the efforts to promote a healthy working environment in the IT sector are typically ergonomically related, with the dangers presented by Covid, this year this effort took on a new

meaning. Most of Advania's employees had to transform into remote working. The remote work that Advania supported played a large role in maintaining a healthy working environment during the pandemic, and when employees did come into the office, Advania ensured all employees were educated on safety protocols and sanitizer was provided in all offices.

The Advania Group however still worked to mitigate the risks associated with sedentary computer work caused by poor ergonomics, such as strain injuries, by ensuring that employees are able to have access to ergonomically friendly equipment both at the office and at home. The pandemic introduced a new set of challenges for leadership within Advania. Our managers had to improvise on how employees could maintain a work-life balance while having to work from home. This meant encouraging employees to take care of their mental and physical health while maintaining employee satisfaction and motivation for work at the same time.

## Icelandic Remote Work Policy

In Advania Iceland's Remote Work Policy, the Icelandic company ensured that all employees were able to have a similar level of equipment that they would have at the office at their workstations at home. This includes the access to computer screens, and other devices that support a strong work environment offered at all Advania offices.

During this difficult transition, it was not just the physical health of the company's employees that Advania concerned it-



CASE STORY

## Work-life balance in Denmark

The working conditions of IT projects can at times be intense, with tight deadlines, particularly at a time when rapid digitalization projects were needed. Combine this with the need to work from home much of the time, where employees' may additionally need to watch over their children, and this can make for a high stress working environment. Com-

pounding this for Advania Denmark, was to try to manage these issues while going through the transition process of Advania's acquisition of Kompetera.

That is why Carsten Weis, the CEO of Advania Denmark (previously Kompetera) worked to empower Advania Denmark's employees to act as their own managers, ensuring that they had the freedom to operate independently as much as possible during the pandemic. Throughout the year, employees were free to use the office or work at home in whatever capacity they felt was appropriate to their situation and to control their own working hours.

This allowed those who needed to assist in the education or caretaking of their children to work flexibly and provided time for employees to take care of themselves as needed, perhaps by going for a walk during the day or doing whatever they needed to do to remain healthy and happy. Carsten Weis feels that the goal of this empowerment is to keep the family atmosphere of the office, where everyone knows everyone, and they know that they can count on each other. This balance led to not a single loss of headcount during the acquisition, with all employees remained with the company, and two hires were even added.

self with, but also their mental health. In response to the pandemic, Advania Iceland developed two sets of guidelines for the company's employees, one for managers, in which guidance was given on how to successfully manage remote teams, and the second for general staff on how to maintain healthy working conditions during remote work (such as giving yourself time to wake up, going outside take a walk, contacting your friends and colleagues, not having workspaces in the bedroom, etc.) and ensuring Advania's support for these activities.

Even with these guidelines, the mental toll on employees due to the pandemic could still be great. To combat these mental health concerns, Advania Iceland worked to more heavily promote a policy that was already in place, in which Advania employees could pay multiple visits to a psychologist with the cost to the company. Advania Iceland wanted its employees to know that if they were feeling anxiety, depression, or not feeling well that they could be in touch with Advania and know that the company would support them.

While Covid forced remote work on many at a potentially undesirable pace, that is not to say that there are not benefits to remote working. Working remotely removes the need to commute which can both save time as well as benefit the environment, and for some the home environment suits them quite well, where employees can be closer to family and work in a comfortable setting.

Understanding these benefits, Advania Iceland decided to formalize this idea of remote work by developing a Remote Work Policy, where employees could sign an agreement with the company where at the employee's discretion, they could work a minimum of 40% of their time remotely. "The idea of this agreement is not to force employees to work remotely, but rather to

ensure that Advania is supporting an employee's right to do so, and if this is ever questioned that they could point to the policy as an administrative support for this right." explained Hinrik Sigurður Jóhannesson, managing director of HR and Processes at Advania Iceland.

Advania Iceland has already paid for internet in employee's lodgings and over 95% of employees have been equipped with laptops for some years now, but to further support this policy, Advania Iceland has agreed to pay for equipment for the home office and has invested in remote meeting equipment and monitors within the office to allow for improved collaboration between employees in and out of the office.

## Employee Satisfaction and Motivation

Advania has Gallup perform an employee satisfaction survey annually to measure employee satisfaction around the company. The anonymous survey includes questions on employee job satisfaction and productivity.

The responses enable us to promote a healthier and more attractive workplace with more satisfied employees. This employee feedback is of crucial importance when considering how drastic changes to the workplace due to the pandemic and understanding what impacts these changes could be having on the mental health and satisfaction of the company's employees.

Local HR Managers in each company have the overall responsibility for our employee working environment. Although, all managers receive training in detecting, and proactively responding to, work-related risks.

	Iceland		Sweden		Norway		Denmark		Finland	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
<b>Employee Turnover</b>										
Employee turnover total	17%	15%	14%	10%	17%	16%	-	8%	5%	13%
Employee turnover women	21%	18%	23%	6%	10%	18%	-	0%	0%	11%
Employee turnover men	17%	14%	12%	11%	22%	15%	-	8%	5%	13%
<b>Employment Period</b>										
Percentage of employees <3 years employment	38%	32%	44%	44%	34%	42%	-	31%	19%	24%
Percentage of employees 3-5 years employment	13%	18%	18%	19%	19%	21%	-	38%	19%	11%
Percentage of employees 6-10 years employment	17%	18%	17%	17%	12%	29%	-	31%	38%	21%
Percentage of employees 11-15 years employment	11%	10%	9%	9%	14%	6%	-	0%	24%	21%
Percentage of employees >15 years employment	21%	22%	12%	11%	21%	2%	-	0%	-	23%
<b>Employee Satisfaction</b>										
Employee satisfaction "Commitment"*	4,39	4,44	4,42	4,55	4,35	4,55	-**	-**	-**	3,36
Employee satisfaction "Engagement"*	4,27	4,29	4,35	4,42	4,18	4,48	-**	-**	-**	3,58

\*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 promote 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.

\*\*The employee satisfaction survey was implemented in Advania Finland 2020 and is yet to be implemented in Advania Denmark.

For most of the Advania companies there has been a decrease in total employee turnover, which is a positive indicator considering the business climate last year. The largest difference is for Advania Sweden in terms of the employee turnover of women,

which went from 23% in 2019 to 6% in 2020. This development is positive and is largely due to a conscious focus on improving gender balance and creating a more inclusive workplace.

Health and Safety	Iceland		Sweden		Norway		Denmark*		Finland**	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Percentage total sick leave	3%	3%	2%	3%	4%	3%	-	1%	-	-
Percentage total sick leave women	4%	4%	3%	3%	6%	8%	-	0%	-	-
Percentage total sick leave men	3%	3%	2%	3%	2%	1%	-	0%	-	-
Percentage long term sick leave (>60 days)	2%	0%	29%	37%	60%	60%	-	3%	-	-
Percentage long term sick leave women	6%	0%	38%	23%	67%	81%	-	100%	-	-
Percentage long term sick leave men	0%	0%	26%	40%	51%	0%	-	0%	-	-
Number of work-related accidents	2	3	0	2	0	0	-	0	-	2

Sick leave is at a stable low level for all companies and at comparable level with the sick leave in 2019. It is particularly gratifying given the great challenges the pandemic created during the year on employees' well-being.

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

\*Results from Advania Denmark for the year 2019 are not available since they joined the group during the year 2020.

\*\*Advania Finland was unable to provide data for health and safety metrics as their internal systems were updated during the merger.

### Continued growth during COVID-19

Despite the challenges during the year that Covid has led to, Advania has continued its growth journey and increased the number of employees by as much as 3,5%. The great lack of the right IT skills remains a major challenge and one of the biggest risks for Advania in all the Nordic countries. Being an attractive employer that can attract and retain the right talent is, therefore, one of the highest priority issues for the Group going forward.

In the companies where employee satisfaction was measured in 2020, we generally saw a good result and, in many cases, even an improvement from already high levels from the year before. The exception is Advania Finland, which conducted the employee survey for the first time in 2020 and which struggled with double challenges in integrating two companies into one in the middle of an ongoing pandemic, which is believed to be the reason for the slightly lower results. Also, during the year Advania Finland made organisational changes, which affected the employee satisfaction. The development of employee satisfaction and well-being has been selected as one of the flagship projects in 2021.

Advania offers good employment terms, challenging assignments that support employee development and a healthy, engaging, and inclusive work environment. This helps us to be a preferred employer in our industry.

### Group goal Attractive workplace

The joint Advania Group goal is to maintain a high level of employee satisfaction.



# Diversity, gender balance and inclusion

International research has shown that more diverse teams in terms of gender, background, culture etc. perform better and are more profitable than non-diverse counterparts. However, the lack of diversity and gender imbalances is a persistent issue within the IT industry. The gender balance in the Advania Group varies between the local countries but matches the overall imbalance in the wider IT industry.

Advania is committed to recruiting and retaining employees from different cultures, genders, and backgrounds, which Advania sees as a key factor to maintaining and strengthening the company's competence and capacity for innovation, as well as to serving Advania's diverse customer base.

## Examples of local initiatives during the year:

- While paused during part of the Covid year, at the end of autumn Advania Sweden continued its efforts to train all managers in inclusive leadership and culture and has also developed a second step of the program, which will be launched in 2021 for all employees in management roles.
- In 2020 Advania Sweden joined the IT&Telecom Industries Womentor initiative, which is a mentoring program and leadership training for senior women.
- Advania Iceland analysed the employee satisfaction survey results by gender for the first time. This data provided meaningful insights into how employees of different genders experience the workplace and in which areas they differ.

- Advania Iceland focused on increasing the representation of women in their largest business unit, IT services. With only 9% of the employees in this business unit being female, Advania Iceland started up a few initiatives to analyse and improve the experience of women within the business unit. The initiatives included for example an implicit bias training for managers, interviews with female employees, and re-considering phrasing of job ads from a gender perspective.

## Outcome 2020

It can be seen that there has been a slight increase in the ratio of permanent employees that are women in all local companies with the exception of Advania Norway. This reduction can likely be attributed to divestments in part of Advania Norway which may have disproportionately affected specific departments which may have had a greater ratio of women.

There is an overall gender imbalance in the IT industry, Advania is undeniably no different but we are positive that with a joint and focused improvement plan this can be altered. Advania Sweden has for example implemented training in inclusive leadership for all managers, which inspired Advania Iceland to do the same and held an implicit bias training for the first set of managers in 2020.

The largest age group of our employees are between 30–50, besides Advania Denmark. Age is another indicator for bias and therefore at risk of being a ground for discrimination that needs to be counteracted. A variety in different age categories contributes to a diverse and inclusive corporate culture in the same way as gender balance does.

Diversity	Iceland		Sweden		Norway		Denmark		Finland	
Gender balance	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Average number of employees total	624	592	470	542	85	50	-	25	21	71
Percentage of permanent employees women	27%	28%	17%	19%	37%	27%	-	12%	2%	13%
Percentage of permanent employees men	73%	72%	83%	81%	63%	73%	-	88%	98%	87%
Gender balance – sub groups	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Percentage of employees working 100%	95%	99%	99%	99%	92%	93%	-	91%	100%	99%
Percentage women in administration	49%	51%	62%	73%	64%	56%	-	25%	100%	89%
Percentage women in operation (sales + consultants)	32%	25%	11%	13%	31%	17%	-	20%	0%	11%
Women in C-level management	33%	29%	0%	13%	33%	33%	-	0%	0%	0%
Percentage women managers	28%	26%	19%	20%	50%	50%	-	0%	50%	8%
Total enterprise headcount covered by collective bargaining agreements	-	100%	-	100%	-	0	-	0	-	100%
Age	2020		2020		2020		2020		2020	
Average number of employees <30	90		97		4		8		0	
Average number of employees 30-50	344		327		33		44		45	
Average number of employees >50	158		119		16		48		27	

It's a concern that a big portion of the women we employ are working in administration or non-IT-related roles. We aim to increase the ratio of women in operations (sales and consultants) and be aware not to only hire more women in administrative roles. From 2019 to 2020 there has been a decrease in this ratio in most Advania companies besides Advania Sweden where we see a continued positive development, even if it is from a still low level.

Even for contract employees, it is important to work for a great diversity because they often work in important roles, for longer periods and have the same rights to a non-discriminatory workplace.

Diversity at a board level is a major challenge for many companies and Advania also has great potential for improvement in all countries besides Iceland that can be considered to have

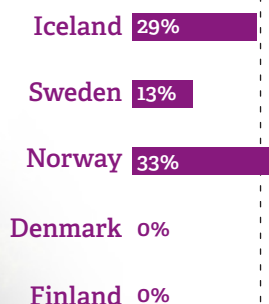
reached a gender balance in its board. It is the board that makes major strategic decisions, a more diverse board in terms of gender, age and background is better equipped to make insightful decisions by including multiple perspectives during the decision-making process.

Mapping the pay gap between women and men is now statutory in several Nordic countries and in Iceland there is also a law that clearly prohibits pay discrimination. However, the differences in pay between women and men we see have their explanation in the skewed distribution of women in different roles and where they are primarily underrepresented in more well-paid operational roles or senior management roles. The big drop in gender pay gap in Advania Finland is due to the organisational changes with an increasing number of women in administrative roles.

	Iceland		Sweden		Norway		Denmark		Finland	
<b>Contractors</b>	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Number of contractors; total	35	28	59	54	6	3	-	0	1	0,75
Number of contractors; women	-	3	-	41	-	0	-	0	-	0
Number of contractors; men	-	25	-	13	-	3	-	0	-	0,75
<b>Local board</b>	2020		2020		2020		2020		2020	
Percentage women in local boards	40%		0%		0%		0%		0%	
Percentage employees <30 years in local board	0%		0%		0%		0%		0	
Percentage employees 30-50 years in local board	80%		67%		33%		50%		33%	
Percentage employees > 50 years in local board	20%		33%		67%		50%		67%	
<b>Salary</b>	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Percentage average salary women to average salary men – total	99%	97%	83%	80%	95%	-	-	-	98%	71%

### Group goal Gender balance:

The Advania Group goal is to achieve more diverse C-level management teams in all countries.







CASE STORY

## Womentor

Womentor is a program run by the IT & Telecom Industries in Sweden and is a tool for supporting and helping companies that want to address the unequal gender balance in the industry. Ultimately, it is about increasing the ability of the entire industry, and individual companies, to attract and retain the most talented women, as well as men.

Womentor is a year-long mentoring and leadership program. It differs from other mentoring programs in that it is not just aimed at individuals. As part of the program, participating companies sign on to be active in their change work. Each company must create its own goals for its gender equality work and carry out activities that ensure that these goals are achieved.

Advania's participation in Womentor is part of the Group's investment in gender equality and diversity. It is a key factor for Advania Sweden to recruit and retain women to a greater degree – both to achieve growth goals but also to strengthen competence and innovation capacity. One of the great strengths of the program is that it mixes people with different skills from both the IT and telecom industries. The good thing is that we get to meet at lectures to learn from and grow with each other.

"...It is a knowledge bank that we get to take part in", Helena Dimitriou, an Advania employee and participant in Womentor says, "I see Womentor as a journey for myself as much as a journey with others."

Gender equality is not easy to achieve and will take time. But for us, it is business critical and crucial for us to succeed in achieving our growth targets. We have a long-term approach and are determined to succeed!

*Helena Dimitriou, employee and participant in Womentor*



# Business ethics and transparency



In an increasingly globalized world, which Advania operates in, the need to understand and manage risks related to business ethics and the demands for transparency increase continuously. Advania takes these issues very seriously and is continuously working to minimise the risks of violations against our values internally or in the global supply chain.

## Advania against corruption

We aim to ensure that our operations follow the principles set out in the UN Global Compact, including anti-corruption. Our zero-tolerance policy towards corruption is firmly established in our local Code of Conducts for Employees and Code of Conducts for Suppliers.

We encourage all employees to report any suspected violations of the law or our policies, either directly to their supervisor, a trusted colleague, or anonymously via our third-party whistleblowing function. In 2020, our whistleblowing routines were harmonised throughout the Group by linking local websites to a centralised service on the Group website.

Each local Advania CFO is responsible for the work covered by the Group Anti-Corruption Policy. However, every Advania employee has a responsibility to avoid participating in any form of corruption by abiding by our Code of Conduct and our Group Anti-Corruption Policy.



## Whistle blowing

As previously mentioned, Advania's long-term success is built on performing business in a fair and ethical way. Whistleblowing provides an avenue for employees who suspect a serious misconduct against the Code of Conduct or U.N. Global Compact the ability to raise their concern. The powerful effects of whistleblowing have been seen in the news media worldwide and Advania sees this as a way to reduce operational risks and risks of ethical breaches.

Advania is therefore working with a third-party operated whistleblowing program, where employees and partners are able to report any signs of potential wrongdoings. No proof or evidence of the suspicions is needed but all messages should be made with good intentions. The reporting channel can be reached on any device, including smart phones, and are fully anonymous and GDPR compliant.

This program ensures the anonymity of the whistle blower, where the service is separate from the organization's IT departments and does not track IP addresses or other data that could identify the whistleblower. The messages are encrypted and can only be decrypted by designated individuals. This ensures the feeling of safety from retribution that will allow employees to feel empowered to speak up if they see something potentially wrong or unethical occurring.

The link to the site where whistleblowing report can be made can be found here: <https://report.whistleb.com/en/advania>

Following the implementation of the whistleblower service, not a single report of corruption, suspected crime, or other serious misconduct has been received in 2020. Only one minor question about possible unethical behaviour in Advania Sweden has been reported, that lead to a clarification in an internal policy.

## Follow up goal 2020:

Advania Sweden is the only company almost reaching the goal to educate all employees during the year. The reasons for the lower percentage educated personnel in the other countries are mainly internal priorities and, in some countries, lack of a suitable platform for LMS (learning management system). For 2021 the focus on compliance with the Code of Conduct is stronger and is communicated from the group management team as a top priority for all local companies.

## Group goal Ethics and transparency 2021

The Advania Group goal is to ensure that all employees, both new and already employed, are trained in the Code of Conduct.



# Climate-smart operations



Climate change is one of the most important issues and business risks of our time and all companies must play their part in reducing emissions. Digitalisation has an important role to play in the transition to a climate-smart society, while IT companies have a responsibility to minimise the negative climate impact that the use of IT entails.

## Impacts of Covid-19

Global greenhouse gas (GHG) emissions dropped in 2020 due to decreases in mobility caused by the pandemic and Advania saw this same drop in operational emissions due to the decrease first and foremost in business travelling. The electricity usage rates in offices also dropped, however, the additional home electricity consumption connected to remote working will not be captured in the operational emissions.

With this drop in transportation emissions, however, both the globe and Advania should be careful of rebounding in terms of GHG emissions as the pandemic recedes, as people begin returning to work and flying to the many missed in-person events and meetings. To avoid this, a prolonged commitment to remote work and meeting over video calls could be made if we want to see these emission reductions to continue.

## Climate-smart and profitable operations

The effort to reduce emissions generated by our business activities does not only influence our environmental impact but reducing the use of resources also makes our business more profitable. We focus on taking responsibility for our own operations as well as influencing customers to make more sustainable choices.

## Local environmental activities

- Advania Sweden has been certified in accordance with ISO 14001:2015 since 2017. Within the management system, climate emissions are identified as a major environmental aspect both directly in Advania's operations and indirectly throughout the entire lifecycle of the IT hardware sold on

the Nordic market. Since 2015, Advania Sweden's emissions in scope I, II, and part of scope III have been tracked and reported against its local target to continuously reduce emissions per employee. Until 2020, they have reduced their emissions by 79% per employee compared to 2015, however, the vast majority of the reduction was made in 2020 and the emissions will most likely bounce back to a higher level in 2021 when the pandemic is over.

- An important instrument for reducing emissions from transport has been Advania Sweden's company car policy, which was updated to drive the shift to electric and electric hybrid cars. Since 2016, the share of electricity and electric hybrids has gone from 25% to 58% and is increasing every year. The challenge ahead is to enable the charging of cars in all offices since Advania does not own the properties or the parking spaces.
- At the end of 2020, a decision was made in the C-level management team in Advania Sweden to develop new climate emission reduction targets and apply for membership in the Science Based Target Initiatives. The goal is to have the application with the new targets approved by SBTi in 2021.
- Advania Iceland increased focus on electrifying the car fleet continued and switched out 7 of its petrol service cars for electric cars during the year and gave employees the option to use an electric scooter for short-distance trips.
- Advania Iceland increased access to and improved the charging stations outside its headquarters during the year 2020 to answer the increased usage of electricity-driven employee and company operated cars.
- Advania Norway continues to successfully work with environmental improvements in the environmental management system, Miljöfyrtårn for which they were certified in 2019.

	Iceland		Sweden		Norway		Denmark		Finland	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
GHG scope I	174	148	159	92	-	0	-	45,9	-	0
GHG scope II	34	28	71	20	-	42	-	66	-	4,54
GHG scope III (only part)	425	279	1064	278	-	24	-	0	-	4,70
Total energy usage (kWh)	5 582 714	4 469 057	-	3 674 590	-	157 449	-	143 920	-	500 178
Energy intensity (kWh/employee)	8 947	7 549	-	6 780	-	3 149	-	5 535	-	7 070
Emission intensity GHG total per employee	1,01	0,8	2,75	0,7	-	1,32	-	4,5	-	0,1

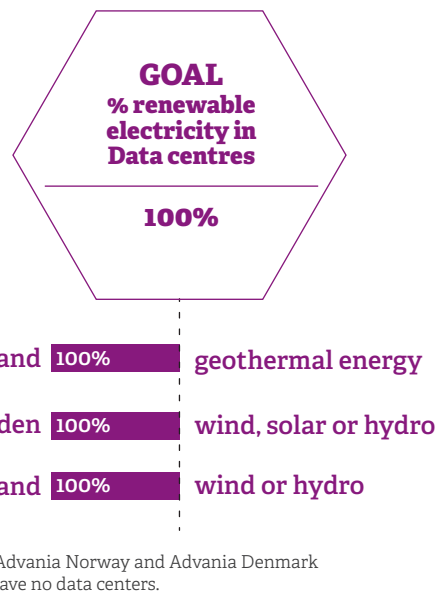
The emission measurements made are based on the Greenhouse Gas Protocol international standard using the operational control criteria but since the levels of maturity and scopes of measuring GHG emissions varies between the different countries, more information on data collection and emission factors can be found in Appendix 1.

### Overview of content

- Scope I – Advania’s direct climate emissions from the operation of company cars, service cars and our employees’ private cars used for business trips.
- Scope II – Advania’s indirect climate emissions from energy use in our offices and the electricity consumption in our data centres\*.
- Scope III – other indirect emissions vary between the Advania companies, such as employee commuting business trips by air, train and taxi or electricity in data centres\*\*

\*Electricity consumption in data centres is measured in Advania Sweden in Scope II due to the principle of operational control, since Advania controls the operation in the rented space in the data centres.

\*\*Electricity consumption in data centres in Advania Iceland and Finland is instead measured in scope III based on the principle that they buy capacity in the data centre as a service without direct control of the operation.





# Responsible financial management

As a financially stable company, we benefit society over the long term by securing jobs and paying taxes in the countries where we operate. The generation of profits and returns for our owners is a prerequisite for us to remain in the market and continue to provide employment, pay taxes and thereby contribute to societal development.

## Impacts of COVID-19

The COVID-19 pandemic caused major changes in all markets during most of the year 2020. In the short-term perspective, it has had a limited impact on the operations and the Group did not receive any government support or rent discounts related to COVID-19 in 2020. However, the pandemic creates difficulty in predicting the long-term effects both economically and socially and the full impact COVID-19 will have on Advania is still not known. Advania's focus during the pandemic was on maintaining the service level while keeping our employees and customers safe. Advania is a critical infrastructure company in the IT industry and is committed to serving its customers despite challenging times.

## Profitable and sustainable business development

Our goal is to be a long-term partner to our customers today, tomorrow and for years to come. To do that we need to secure that our business is stable and profitable. The stability also enables us to attract and retain competent staff and thanks to our continued growth, we can further expand and grow our group of employees.

Our long-term financial perspective supports sustainable business development as it helps make the case for long-term investments, which make the best use of resources. At the same time, we are convinced that ambitious sustainability efforts today will be necessary for any company wanting to remain successful in the long term.

We pay taxes in all the countries in which we operate and do not undertake any kind of tax planning that aims to reduce the amount of tax we pay. In fact, we see our tax contributions as an important part of our societal contribution. Responsible financial management is overseen by our local CFOs in the markets in which we operate.

The Advania Group reporting is prepared in accordance with International Financial Reporting Standards (IFRS) as adopted by the EU.

Individual entities either prepare their reporting based on IFRS (only Advania Iceland and the Advania Group) or in accordance with the generally accepted accounting principles in each country (GAAP). When Group reporting is prepared, local GAAP is adjusted in accordance with IFRS.

Financial metrics (MSEK)	Iceland	Sweden	Norway	Denmark	Finland
Turnover	1020,9	3019,8	834,7	189,2	203,5
Cost of operation	-389,6	-2106,8	-721,8	-160,1	-136,0
Employees salary	-520,4	-517,5	-58,0	-24,4	-59,9
Interests and other financial costs	-8,0	-3,0	-5,6	-1,4	-2,8
Tax	-11,5	-29,0	20,1	-0,2	0,7
Investments in society	0,5	0,6	0,0	0,1	0,0
Result before depreciation	110,9	395,4	54,9	4,7	7,7
Profit operating % (based on EBITDA)	10,9%	13,1%	6,6%	2,5%	3,8%



## FOCUS AREA II

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# Sustainable offerings

The most important contribution to a more sustainable society Advania can do is through the products and services we deliver to our customers on the Nordic market.

# Integrity and information security

Protecting personal information and data security is an increasingly vital part of our operations. It is essential that our customers feel confident that their data is processed securely and that we will protect their privacy. As part of the ongoing digitalisation process and especially now when a big part of the workforce turns to remote working, we need to take responsibility for ensuring a sustainable societal transition, which includes reducing risk around information security and integrity.

## Impacts of COVID-19

As the COVID-19 response required companies to rapidly digitalize and bring the offices home, this led to not just a disruption in workflow, but also in IT security. Where previously the IT departments of companies could safely establish consolidated systems and networks on the office, the need to provide this same level of data security at the home level presents a challenge both for Advania as well as our customers. Cyber criminals understood all too well the weakness this rapid transition presented, and phishing schemes skyrocketed, both of the wide-net (wide-spread phishing schemes) and whaling (focused schemes on an individual, often executive-level) variety.

With a large number of unknown components now in the system from different people's home routers, computers, etc. IT departments now had less control of where the data was stored and accessed, which can lead to greater possibilities for data links. IT departments, therefore, needed to respond, switching to more of an administrative security, educating workforces on how to avoid phishing schemes, and implementing Multi-Factor Authorizations (MFAs).

For many of Advania's customers, this was a rapid change. Thus, Advania helped their customers transition to MFA and in implementing basics security measures to protect their emails to safeguard their organizations from spoof e-mails which many organizations did not previously have. Advania also helped a lot of customers with awareness training and IT security management systems, so they understand what data they have, where it is, and how they can protect it. Advania worked to ensure their customers had the three biggest tools to protect their data and their customer's data: awareness, technical safeguards, and management processes.

## General Data Protection Regulation (GDPR)

The European Union considers it a basic human right that your data is yours, and it is in the mind of Advania and the EU that IT security is important for you to feel safe; data shouldn't be misused, data shouldn't be provided to a 3rd party without knowledge. To ensure this, in 2018 the EU enacted the General Data Protection Regulation (GDPR), which implements a protection for EU citizens regarding their data privacy and personal identifiable information to protect citizens from their information being misused. Previously companies could have a lot of freedom to do as they pleased with individual's personal data, but the GDPR gave the EU the power to audit and fine companies if they are not being compliant in how they protect EU citizens' data and/or disclosing any potential data breaches.

Internally, Advania has implemented a continuous improvement program in which Advania has analysed what data the company has and how it flows to assess the appropriate level of protection, for example, where if a data flow contained Personally Identifiable Information (PII) the appropriate level of security is implemented to protect it. Advania hires legal advisors to ensure the correct protection of customer data. Advania has additionally been assisting clients in implementing similar programs to meet GDPR compliance.

Henric Skalberg, Chief Information Security Officer for Advania Sweden: "It is crucial for Advania that our customers understand that IT security, data privacy and integrity are important. It's our customers data and they should decide what level of security is needed to protect it".

## Data handling

Our services often involve handling customer data, including personal data. Increased regulation, such as the General Data Protection Regulation (GDPR), the Network and Information Security (NIS) Directive, and a greater general awareness of data privacy, has made data handling a business-critical factor.

## Information security on a local level

- Advania Sweden succeeded in its ambitions to become certified according to ISO27001 in autumn 2020. The importance of qualifying the management system for information security to the third-party certification scheme in ISO is getting increasingly important for many of the Nordic customers.
- In Advania Finland roles for DPO and CISO were appointed during the year in order to improve systematic and continuous development of information security and integrity.



	Iceland		Sweden		Norway		Denmark		Finland	
Information security metrics	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Number of Identified information leakage	1	2	3	1	0	0	-	0	0	1
% of employees educated in security	20%	74%	26%	92%	0	10%	-	5%	0	0%
Number of internal risk analysis within the field of information security	28	21	10	25	0	0	-	0	-	10
Number of risk analysis together with customers within the field of information security	0	0	6	6	0	0	-	0	0	0

Responsible for security at the local level in Advania is the local CISO (Chief Information Security Officer), the CSO (Chief Security Officer), or IT Manager.

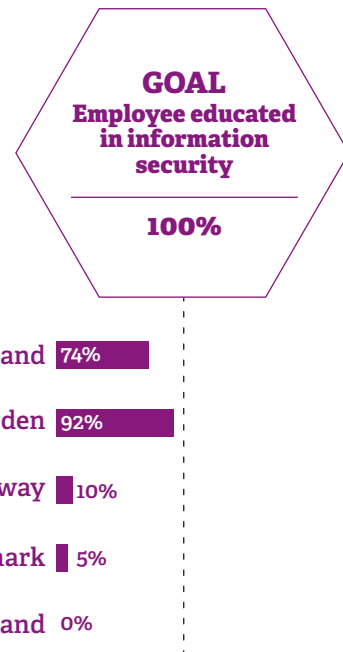
### Follow up goal 2020

Advania Sweden virtually succeeded in the ambition to educate all employees in information security (92% was educated in 2020), much driven by the ambition to become certified according to ISO27001. Advania Iceland also has a systematic approach and ambition to educate all employees (74% in 2020) and they will educate the remaining number of employees in 2021.

The importance of educating all employees may however vary between the companies and finding resources for training is a challenge for the smaller companies in the group.

### Group goals Information security and integrity 2021

The Advania Group goal is to ensure a high competence and awareness of information security among all employees.



CASE STORY

## ISO 27001 extended in Iceland

Advania Iceland has been ISO 27001 certified for over a decade now "the ISO 27001 certification is not only about what technical measures are in place. ISO 27001 is about ensuring the business controls and management processes at Advania Iceland are adequate and proportionate for the information security threats and opportunities that we can be exposed to." explains Elisabet Árnadóttir, Security Manager for Advania Iceland. To emphasize this the scope of the ISO 27001 audit was extended in 2020 as Software Solutions is now a part of certification. That was done following a ten-month successful project within Software Solutions. In 2021 the ISMS Advania Iceland applies to Advania's Software Solutions and Hosting Operations including Data Center services, Managed services, Services to Retail systems and ATMs, and Repair shop. In 2022 we hope to further extend the scope at Advania Iceland to continue to improve business processes around the security of our assets.

# Circular Economy



We believe we can help our customers reduce their environmental impact through climate and eco-smart product offerings. IT hardware can become more sustainable through reduced energy and material usage in the production phase but also through responsible reuse and recycle procedures by the end of the life-cycle. To implement a more circular business model, Advania works with suppliers and offers take-back for IT products.

## Promoting more circular business models

Advania can support its customers throughout the entire life-cycle of an IT investment – from making the best long-term purchasing decisions through operation, support, usage, and finally reuse and recycling. The circular use of resources in the IT sector is essential due to the large amounts of energy and finite resources used and environmental impacts caused during the manufacture of hardware..

## The Climate calculator in Advania Sweden

In the fall of 2020, Advania Sweden launched the free “Klimat-snurran/Climate spin” service, an IT hardware climate calculator for its customers’ use, which can provide estimates of the climate impact and advice based on the amount of hardware purchased.

“The rapidly increasing production rate of hardware correlates with our immaturity in circularity and life cycle management of discarded IT products. We build the world’s largest scrap heap instead of repairing and reusing the hardware. Here, all businesses have a responsibility to take, but the knowledge is too low. To understand and be transparent about their climate impact in scope 3, you must get help from your suppliers. With Klimatsnurran, we want to contribute with knowledge about the impact of hardware - and what effect more circular usage patterns can have, in pure numbers”, says Helena Nordin, Sustainability Manager at Advania Sweden and initiator of Klimatsnurran.

The goal of the IT climate calculator is to make it easier for Sweden’s business and public sector to gain insights into the climate impacts of their IT purchases and allow them to accurately report these impacts in their Scope 3 emissions following the GHG Protocol. With the production phase of IT products being the greatest source of emissions within the product’s life cycle, this innovation in sustainable IT will allow not just Advania to reduce their emissions, but also customers and other entities who are purchasing IT equipment. <https://www.advania.se/klimatsnurran>

Since 2019 Advania Sweden has increased the number of used IT-hardware take-back by 77% and could in 2020 reuse as much as 25 000 units in a second life. That corresponds to more than 84% of all the hardware take-back units.



CASE STORY

## 3stepIT

Advania has been developing multiple pathways to help their customers develop more sustainable IT solutions. In this case story, we look to Advania Norway, which has partnered with 3stepIT, a Helsinki-based IT asset management company that helps partners such as Advania in assisting their customers in managing and refreshing their IT assets safely and securely. When a company is ready to retire their IT equipment, 3stepIT acquires the

used hardware, and then upon ensuring all data has been safely managed and removed, 3stepIT then re-channels all re-usable hardware to the marketplace, selling discounted electronics and expanding their lifetime.

“The public sector in Norway has been working to ensure computers have a lifetime longer than 3 years. This partnership with 3stepIT ensures that these products could last 6-7 years, or even longer”, Lars Borgestrand explains. “Sustainability is increasingly becoming an important factor within the Public Sector, particularly when it comes to public procurement. By implementing this takeback program, we are able to serve both our customers’ needs and the environment.”

And this program has done just that. In 2020, from just a single one of Advania Norway’s larger clients, over 600 PCs, 700 monitors, and 60 smart phones were collected. 3stepIT estimated that recirculating these devices saved over 440 tonnes of CO<sub>2</sub> equivalents from being emitted. This partnership shows the benefits of the Circular Economy and how it can keep products in use longer, which is a win-win situation for everyone.

3 Step IT is the preferred partner for take-back offerings also in the Advania companies in Sweden, Denmark, and Finland.

# Digitalisation for a sustainable society



According to a report from the Stockholm Resilience Centre, digitalisation can reduce emissions globally by 30% directly by 2030 and thereby contribute to achieving the goals of the Paris Agreement. Advania can contribute to customers' transformation into a more sustainable business since we are convinced that digitalisation is an important enabler. This is integrated into our business and our employees play their part in offering customers sustainable IT solutions and raising awareness of the benefits of digitalisation.

## Impacts of COVID-19

With the risks presented by Covid-19 and the need to social distance during the hard times presented by 2020, the push to digitalize society saw greater importance and pressure to advance than ever before. This need was seen across all aspects of society, from businesses needing to work from home for the first time, to schools and classrooms having to transition to online learning. As a provider of IT services, Advania knew these challenges represented both a social responsibility as well as a business opportunity. Advania was able to provide services transitioning businesses to the new digital space many of us now work in as well as provide schools the IT services they needed to convert their classrooms to online formats.

## Advania School Partner

One strong example of this included Advania School Partners, a business unit within Advania Sweden that in 2020 helped their customers rapidly switch to distance education. Through an interview with Johan Lindström, the Education Manager at Advania School Partner, we are able to present the unfolding of Covid, its impact on the Swedish school system, and how Advania was able to help here.

As the scale of the pandemic first became apparent, demand for hardware spiked, and this increased demand came as the supply chain for hardware systems was simultaneously being impacted by Covid-19. Even with these challenges, through foresight, good relationships with manufacturers, and a close dialogue with their customers, Advania was able to meet our customer's needs, with the vast majority of the company's customers having their deliveries completed on time.

The second challenge was then integrating the different technologies to embrace this new digital format. For schools, this was seen in multiple aspects. The first being the students. While the students were initially excited with the new changes and not having to go to school, this quickly dissipated as the challenges of online learning presented itself, faced with greater personal responsibility and increased demands, all whilst not being able to socialize with their peers. As Johan Lindström put it, "the students' grades will probably look much the same as before, but many students will have worse knowledge than they had if the pandemic did not occur, something that can negatively affect both the students' further studies and their future professional life."

To avoid these negative impacts, the role of teachers to embrace this digital transition amongst their other responsibilities led to further challenges. The training that teachers once received in person were no longer occurring as such a great focus was placed on the digital transition. Thus, Advania placed a large effort in educating our customers about the most common pitfalls that should be avoided in connection with a transition to distance education. Advania made an effort to make sure that the right digital tools were being used by the teachers, without the use of an overwhelming number of apps and technologies. "Teaching with digital tools is not something you can do just because you get a computer or tablet in your hand. Like the rest of the teaching profession, it is a craft that takes a long time to learn and takes a long time to hone to perfection."

Additionally, during the pandemic, Advania invested in making continuing education available to teachers by arranging a series of free digital events. The first event had around a hundred participants and the last over eight hundred participants. In 2021, we will arrange a large digital fair where we expect to have around 5000 participants, making it the largest school event we have ever arranged and a start for a new concept for Advania.

## Other local initiatives

- As a continuation of Advania's efforts to support education through digitization, Advania Sweden developed Advania Voice, a free app that records rhythms and songs with learning texts, to assist children in learning and memorizing through the use of melodies. The goal of Advania is to give teachers better opportunities to help students to learn in different ways with the help of technology, and with the necessary transition to digital learning, Advania hopes Advania Voice supports the suite of solutions that can be used to meet this challenge.
- With the goal of inclusive learning as well, Advania Sweden additionally developed a free book that provides guidance on how technology (in this case specifically iPads) can be used to better assist children with neuropsychiatric functional variations (NPF). The goal of the book is to explain how the safe place that allows for learning in analogue settings can be translated to the digital world. Advania Norway has translated the book into Norwegian as well for even greater accessibility.
- Advania Iceland provided a free connection to a remote schooling solution that enabled 14 schools to go remote in a matter of five days at the beginning of COVID-19. This made the transition easier for users and enabled teachers to continue teaching their students when they were sent home.



CASE STORY

## Digital transformation of events

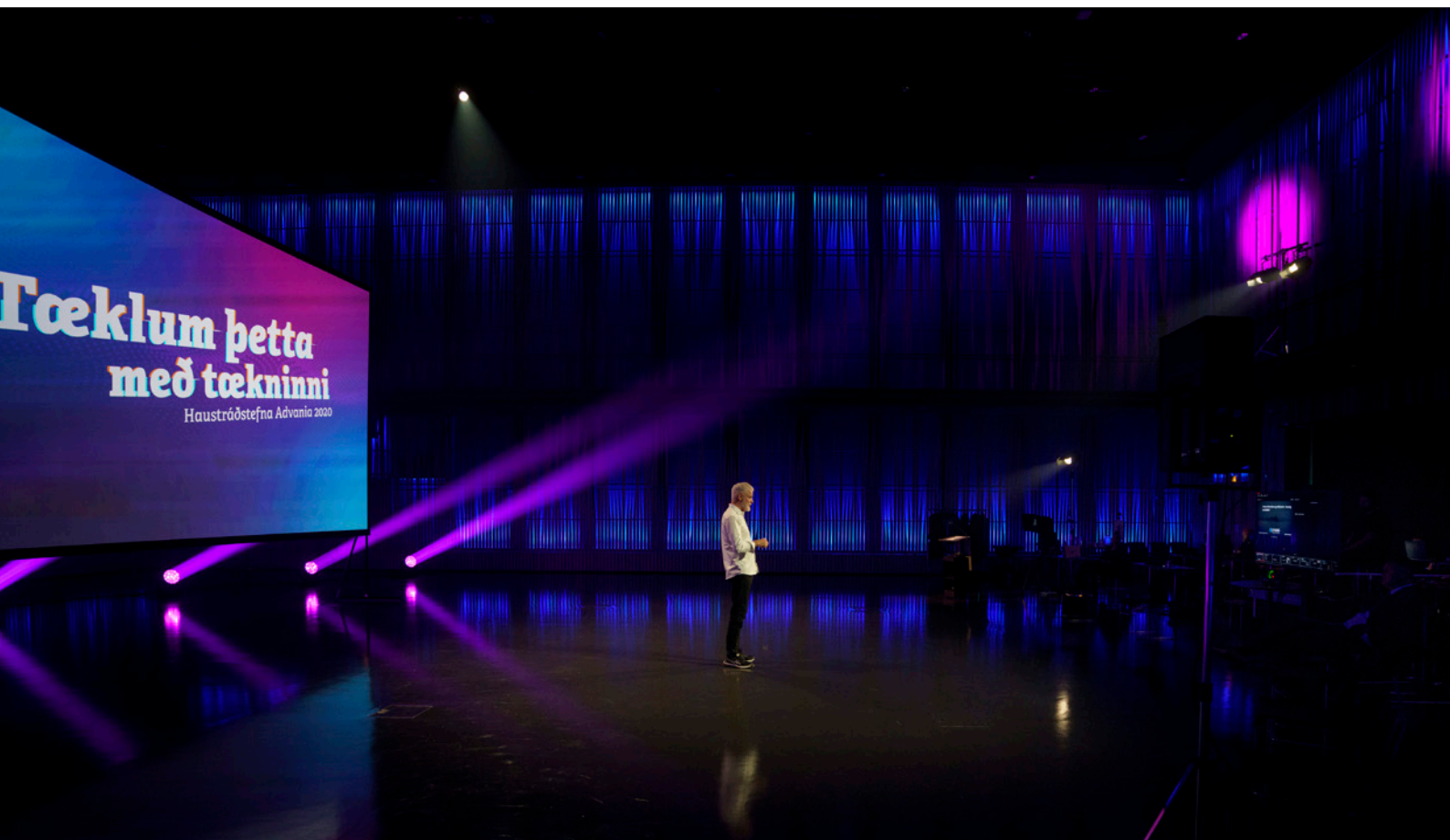
For over a quarter of a century, Advania Iceland has been hosting one of Europe's largest IT conferences in Reykjavik. In the past years, this grand event has taken place in Harpa, Iceland's most prestigious conference centre. Advania has invited customers and colleagues from both sides of the Atlantic to attend. However, as with much of 2020 activities, Covid-19 threatened the long-standing tradition of this conference.

Wanting to maintain the quality and inspiration felt from the annual conference, the Advania Iceland team reviewed the field of available conference hosting platforms, and quickly realized the available tools would not

cut it. So, the team got to work. In attempting to develop the feel of being at a conference, the team suddenly realized that they were on to something. "Upon working on it, we quickly realized that we wanted to set the standard for online conferences and inspire people the same way as when attending the conference in person", explained Auður Inga Einarsdóttir, Director of Digital Media and Marketing at Advania Iceland.

It worked. Where previously the capacity of the Harpa conference hall limited the attendance of the conference to 1,000 participants, the new digital platform allowed over 5,000 guests to virtually 'attend', a 5x increase in attendance and participation. Where previously only about 150 companies could attend, this year in the virtual format, over 1,500 representatives from different Icelandic companies attended the conference. Where often 100+ attendees would often need to fly to Iceland and a large amount of food, drinks, and transportation logistics (and associated emissions) were required to host this event, attendees could now join from the comfort of their own home or office.

Within minutes of the conference start, Auður already had messages in her inbox asking how their customers could use the conference platform for their own events. What had started as a passion project for Advania Iceland to throw a conference at the same standard as an in-person conference quickly evolved into a sustainable digital product, allowing Advania's customers to feel slightly closer together (where one customer even used the platform to host their annual party), even while needing to be far apart.



# Partnerships



Regardless of which aspect of our sustainability policy we work with, it is evident that long-term partnerships are becoming increasingly important.

Collaborating within the Advania Group, and with customers, partners, and colleagues in the industry to find common tools, platforms or solutions is essential. Most sustainability aspects are complex and require new forms of collaboration – and sometimes even new business models – to be solved.

In Advania's Sustainability Policy, partnerships are highlighted as a key sustainability aspect. Therefore, in 2019, a decision was made to involve the entire Advania Group in two major international initiatives – the UN Global Compact and the Responsible Business Alliance.

## UN Global Compact

In January 2019, the entire Advania Group signed up to the UN Global Compact. The principles of the Global Compact form the basis for our overall sustainability work and our common Sustainability Policy. This Sustainability Report is used as the Communication of Progress to the Global Compact.

## Responsible Business Alliance, RBA

In fall 2019, the Advania Group became a Regular level member of the RBA, which help us to work together with our global partners for a more sustainable supply chain. During 2020 the onboarding of Advania to RBA was finalized and the program for Supply chain management is now fully integrated into the RBA online platform.

Read more about our work in supply chain management within RBA on page 31.

There are also several established partnerships where local Advania companies have chosen to engage on important sustainability issues.

## Local partnerships

- Advania Iceland took charge to influence more women into education for system administration. Based on the gender ratio of enrolled students in system administration, in previous years the representation of women has been from 0–3 in each class. In order to change that, Advania Iceland partnered up with Islandsbanki, NTV, and Promennt, a local bank and two schools teaching the subject. The result was a campaign consisting of a webinar, interviews with women working in the field, and an educational grant for one woman to study system administration. The campaign resulted in up to 1000% increase of women enrolled in the program and for the first time the gender ratio in classes in both schools was 50-60 women%.
- Advania Iceland signed a climate statement committing to reducing CO2 emissions with Festa and the city of Reykjavik. The climate statement is an initiative aimed at encouraging companies and government agencies to measure, inform on, and reduce CO2 emissions from their operations.
- Advania Iceland signed a partnership statement called “Jafnvægisvogin”, a project initiated by FKA, Sjóvá, Deloitte, Morgunblaðið and the Prime Minister's Office. The statement focuses on balancing the gender ratio in c-level management in Icelandic companies. The signature signifies Advania's intention to have a balanced gender ratio in c-level management (40/60) before 2027.
- Advania Sweden continued its partnership in Fossil-free Sweden – a roadmap for digitalisation consultants to help Sweden become Fossil-free until 2045. Fossil-free Sweden is a governmental initiative reaching out to all sectors in the society and challenging them to voluntarily commit to sector-specific reduction targets and becoming fossil-free.





### FOCUS AREA III

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## Sustainable supply chain

Transparency on how we comply with global initiatives on human rights, working conditions, environmental protection, and anti-corruption is increasingly becoming a part of daily operations. Advania is determined to take responsibility for our influence in the global supply chain.

# Sustainable supply chain



## Supply chain management

The issues associated with the global IT supply chain expose us to associated risks such as corruption, insufficient working conditions, child and forced labour, and negative environmental impact. Advania is a part of this global supply chain, all of these issues are against our values and we have a responsibility to reduce and prevent the risks of them being present in our supply chain.

## Impacts of COVID-19

The entire global IT hardware manufacturing chain has been strongly influenced by COVID-19 and Responsible Business Alliance (RBA) has worked actively during the year to monitor how companies have been affected and support its members by leading a working group focusing on Covid and publishing advice and recommendations to its members.

RBA's focus is on the health and safety of employees, both directly due to the risk of infection and disease and indirectly when restrictions in society affect the entire production chain and production has come to a standstill.

Some examples of concrete advice from RBA were to proactively contribute to reducing the spread of infection by providing face masks and other protective equipment in the factories and offices and also to increase the dialogue with their customers about delivery times to increase flexibility and reduce the risk that employees do not suffer from excessive workload when high sick leave in the organization.

During the return to more normal conditions in 2021, RBA will continue to have a strong focus on measuring and following up how employees are affected by, for example, working hours and ensuring that overtime is voluntary and provides extra pay.

## Advania's first year in the Responsible Business Alliance (RBA)

Transparency in the IT products supply chain is being increasingly demanded by our customers in their procurements. However, the complexity of the global network of suppliers of raw materials, components, and hardware assemblies makes full transparency a challenge. As a relatively small player in the global supply chain, Advania decided to join the Responsible Business Alliance (RBA) at the end of 2019.

In 2020 Advania carried out a review of the company's suppliers, harmonizing the company's supplier follow-up work within the Group while at the same time adapting the program to the requirements RBA places on its members. There is now a group-wide working group with representatives from all the Advania companies who work together to follow up and maintain a dialogue with our major suppliers. The group is coordinated by the Sustainability Manager in Advania Sweden.

## Advania taking an active role

The strength of RBA's Code of Conduct is that it is directly adapted to counteract the risks that exist in the supply chain for IT hardware and today covers large parts of the IT industry where both the members and their supplier have committed to follow it. Every three years, the RBA's Code of Conduct is evaluated and updated, and during the 15 years that the RBA has existed, the Code of Conduct has made a strong contribution to raising and improving conditions in an entire industry.

In 2020, the RBA Code of Conduct was updated, and its content sharpened. During the year, Advania actively participated in the work of proposing new requirements in the code, and as regular members, we also participated and voted through the new version of the code. Version 7.0 came into force on 1 January 2021 and contains stricter requirements in several areas, such as tougher requirements for measuring, reporting and also reducing climate-affecting emissions.

## Example of Supply Chain Risks and Human Rights concerns

In a 2020 report by the Australian Strategic Policy Institute, it was estimated that between 2017-2019, the Chinese government facilitated the mass transfer of over 80,000 Uyghurs (a Muslim minority group from the Xinjiang region) and other ethnic minorities in China to factories across China in conditions that strongly suggest forced labour. These conditions violate numerous internal labour laws and the RBA Code of Conduct.

The importance of communicating with a company's suppliers cannot be understated both in terms of preventing human suffering as well as reputational risk. Following the publication of the report, Advania has carried out several follow-ups at various levels of detail of the suppliers we work with who have



production in the region. This work will continue in 2021 as it is very important to get to the bottom of the accusations made in the report and ensure that no production of products that Advania sells on the Nordic market takes place under working conditions similar to forced labour. There is also a strong focus on this issue from many of our customers in the Nordic market, and several large public procurers are now conducting audits with their contracting parties.

**The process for supply chain assessments in Advania**

In 2019, Advania set a group-wide goal of assessing 100% of the Group's major suppliers for compliance with both the Advania Code of Conduct and the corresponding RBA Code. This section will describe the Advania process for assessing the company's major suppliers and their performance.

The first step in the evaluation is a self-evaluation survey on the RBA online platform which requests the supplier provide information in the following areas: governance, working conditions and ethics, human rights, health and safety, and the environment.

Combined with a risk assessment performed for Advania's supply chain in which a model for risk analysis assesses the probability and impact of different types of risks, the result in the self-evaluation forms the basis for selecting the partners who are to be followed up in an in-depth step.

In the in-depth follow-up, Advania assesses the partner's work in greater detail through meetings with suppliers, where potential deviations and need for corrective measures are identified. During this stage, Advania is additionally able to better visualize what the conditions look like further down the production chain and can ask questions about compliance with our suppliers' sub-suppliers.

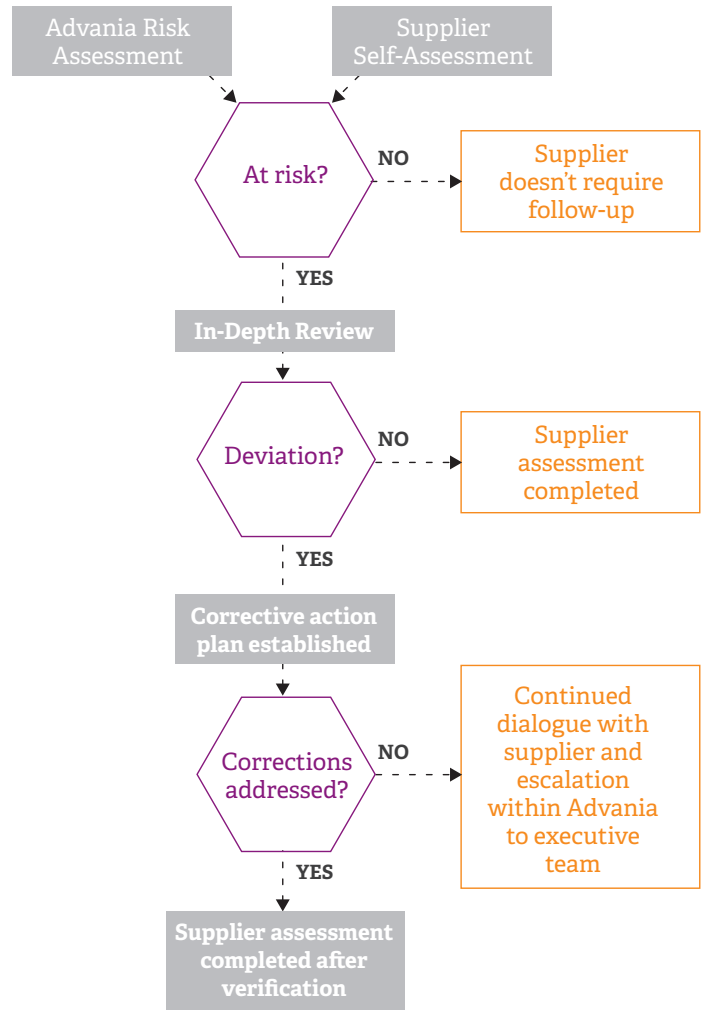
If deviations are identified they will be followed up. An action plan is developed together with the partner and followed up within the agreed time.

The action plan also assesses the damage that has occurred and a decision on possible remediation is made.

Many of our partners do not have their own production but hire subcontractors for the actual production of the products. Since the greatest risks of violations of our requirements in the

Code of Conduct are further down the long chain of suppliers, it is therefore central that our suppliers show transparency and report on risks and deviations that are discovered at their sub-supplier.

Through our membership in RBA, we also have the opportunity to obtain information and knowledge about the conditions further down the supply chain. One of the basic purposes of RBA is to increase transparency between member companies and to share results from self-evaluation surveys or audits carried out within RBA.



**Responsible Business Alliance**

Advancing Sustainability Globally

**Responsible Business Alliance (RBA)**

Responsible Business Alliance (RBA): In 2019, Advania joined the Responsible Business Alliance (RBA), which is the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. The over 150 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, 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.



## Annual supply chain assessment

Category of Supplier	Selection	Response rate	Result low risk	Result medium risk	Result high risk
Total number of product suppliers selected	19	15/19	10	5	0
Of the total number of product suppliers, defined as Major Suppliers*	18	14/18	9	5	0
Distributors**	9	9/9	2	7	0

\*Major Suppliers are defined as the largest product suppliers in Advania group that together correspond to 80% of the turnover of products in the group.

\*\*Distributors are partners involved in logistics like storage and transportation of products from a variety of different product suppliers. They also need to comply with Advania's Code of Conduct for suppliers as well as RBA's Code of Conduct.

Besides the follow up activities focusing on the specific situation with Uighurs in China, Advania also performed the regular annual follow up of our strategic suppliers. The results from this annual follow-up carried out in the autumn of 2020 show that no suppliers were classified as high-risk suppliers.

The 4 product suppliers who did not answer our survey state that they lack the capacity to answer individual surveys from resellers and partners due to a very large number of resellers globally.

Because we only were able to assess 14 out of 18 Major Suppliers, we did not reach our goal for 2020.

## Goal for 2021

All Major suppliers in the group should be assessed.



Advania 78%



# Appendices

## Appendix 1 – Information on GHG emissions

### Advania Sweden

GHG Measurement according to GHG Protocol, operational control, market based approach.

Scope	Activity	Data collection	Source for emission factor
Scope 1	Journeys with branded company car.	Fuelled with fuel card.	Company car supplier; GWP for CO <sub>2</sub> , methane and nitrous oxide. IVL Miljöfaktahandboken.
	Journeys with personal company car.	Reported mileage.	Internal accounting system. Assumed vehicle fuel consumption according to information from the car manufacturer. GWP for CO <sub>2</sub> , methane and nitrous oxide. IVL Miljöfaktahandboken.
	Journeys with private cars used for business travel.	Reported mileage.	Internal accounting system. Adoption of Sweden's vehicle fleet 2019 ( <a href="http://www.trafa.se/vehicle">www.trafa.se/vehicle</a> ) and consumption for new cars in Sweden 2015 ( <a href="http://www.trafikverket.ineko.se">www.trafikverket.ineko.se</a> ). GWP for CO <sub>2</sub> , methane and nitrous oxide. IVL Miljöfaktahandboken.
	Leakage of refrigerants.	Estimated based on total number of square meters in facilities without district cooling.	Based on average emissions reported by Hufvudstaden and Vasakronan.
	Fuel consumed in facilities operated by Advania.	Reported fuel consumption.	OKQ8 and Värmemarknadskommittén (VMK)
Scope 2	Electricity consumption office and data centre.	Measured electricity consumption in offices where Advania has its own electricity contract combined with electricity consumption reports per square metre in offices and invoiced electricity consumption in data centres.	Electricity supplier. Landlords and data centre suppliers. Swedish Energy Markets Inspectorate.
	District heating office.	Reports from property measurements on heat consumption per square metre or energy consumption template per square meter for premises.	Swedish District Heating; Local environmental values 2019, or national average for district heating in Sweden.
	District cooling office.	Property owner reports on district cooling consumption per square metre.	Data from local district cooling supplier or national average Swedish district heating.
Scope 3	Business trips by air, train, taxi.	Travel miles and emissions reported from travel agencies as well as information on travel costs from financial systems.	NTM (Network for Transport Measures). IPCC. RFI 2.7.
	Fuel and energy related activities.	Well to Tank (WTT) emissions from fuels consumed by company operated vehicles (scope 1) and energy consumed in scope 2. Reports from property owners and company car supplier.	Swedish District Heating; Local environmental values 2020.

## Advania Iceland

GHG Measurement according to GHG Protocol, operational control, market based approach.

Scope	Activity	Data collection	Source for emission factor
Scope 1	Journeys with cars leased/ owned by Advania Iceland.	Fuel bought with company fuel card.	Data extracted directly from fuel operators and converted in EnviroMaster. UK Government GHG conversion factors for company reporting. IPCC AR4.
Scope 2	Electricity consumption in our offices.	Measured electricity consumption with readings from electricity meters, invoices from service providers. Assumption for electricity consumption per square meter for offices located in combined office buildings with other companies.	Data extracted directly from electricity suppliers and converted in EnviroMaster by Klappir. Landlords. Icelandic National Inventory Report.
	Heating in offices.	Service providers for hot water, readings from hot water meters. Assumption for hot water per square meter for offices located in combined office buildings with other companies.	Data extracted directly from water suppliers and converted in EnviroMaster by Klappir. Landlords. Icelandic National Inventory Report.
Scope 3	Business trips by air and taxi.	Travel distance and emissions reported from Icelandair, bought flights by travel agent as well as information on travel costs from financial systems.	Icelandair. Internal travel agent. UK Government GHG conversion factors for company reporting. IPCC AR4. RFI 2.7.
	Transportation of goods (only part)	Report from our largest transportation provider.	Seaborne transportation: Supplier specific emission factor from Eimskip Airborne transportation: UK Government GHG conversion factors for company reporting.
	Waste generated from our offices	Data stream directly linked to invoices from waste handling providers on the company ID.	UK Government GHG conversion factors for company reporting. Waste disposal.
	Employee commute	Data gathered through an employee commute survey.	The environment agency of Iceland emissions factors. Location based EF.

## Advania Norway

GHG Measurement according to GHG Protocol, operational control, location based approach.

Scope	Activity	Data collection	Source for emission factor
Scope 1	N/A	No cars owned by Advania Norway.	N/A
Scope 2	Electricity consumption in our offices.	Measured electricity consumption with readings from electricity meters, invoices from service providers. Assumption for electricity consumption per square meter for offices located in combined office buildings with other companies.	Norwegian Energy Regulatory Authority.
Scope 3	Business trips by air, train, and car.	Travel distance by car and train, and flight location and origin from financial systems.	Flights – ICAO Flight Emission Calculator. Train – EcoPassenger, produced in partnership with the International Railways Union (IUC) and the Institute for Energy and Environmental Research (ifeu). Car – Norwegian Environment Agency.

## Advania Denmark

GHG Measurement according to GHG Protocol, operational control, location based approach.

Scope	Activity	Data collection	Source for emission factor
Scope 1	Journeys with branded company car & personal company car	Company fuel cards.	Average using Adoption of Sweden's vehicle fleet 2019 ( <a href="http://www.trafa.se/vehicle">www.trafa.se/vehicle</a> ) and consumption for new cars in Sweden 2015 ( <a href="http://www.trafikverket.ineko.se">www.trafikverket.ineko.se</a> ).
Scope 2	Electricity consumption office and data centre.	Measured electricity consumption in office where Advania has its own electricity contract combined with electricity consumption reports per square metre in offices and invoiced electricity consumption in data centres.	Electricity supplier. Landlords and data centre suppliers.
	District heating office.	Reports from property measurements on heat consumption per square metre or energy consumption template per square meter for premises.	Local Landlords environmental values 2019.
	District cooling office.	Cooling is a part of the electricity consumption at ADDK HQ.	Electricity supplier.
Scope 3	Not included	Not included	Not included

## Advania Finland

GHG Measurement according to GHG Protocol, operational control, market based approach.

Scope	Activity	Data collection	Source for emission factor
<b>Scope 1</b>	N/A	No cars owned or operated by Advania Finland.	N/A.
<b>Scope 2</b>	Electricity consumption in office, (heating and cooling not available; cooling 100% renewable).	Measured electricity consumption with readings from electricity meters (property manager Newsec and energy provider).	Provided by local energy provider.
<b>Scope 3</b>	Business trips by private car.	Travel distance by car from financial systems (Accountor service provider and own financial system).	Emission factors for transportation: UK Department for Business, Energy, and Industrial Strategy.
	Data centres (electricity, incl. heating and cooling, all renewable). In Scope 3 due to lack of operational control of data centre (leased service).	Provided by data centre service operator.	Guarantee of Origin's cancelled by data centre service provider.

## Appendix 2 – Index Global Compact principles/SDG

Focus area	Aspect	GC principle	Relevant SDGs	Page
<b>Sustainable Advania</b>				
	Attractive workplace	Human Rights principles 1–2 Labour principles 3–6	4, 8	12
	Diversity, gender balance and inclusion	Human Rights principles 1–2 Labour principle 6	5	15
	Business Ethics and transparency	Anti-Corruption principle 10	12, 16	18
	Climate Smart Operations	Environment principles 7–9	7, 12, 13	20
	Responsible Financial Management	-	8	22
<b>Sustainable Offerings</b>				
	Integrity and Information Security	Human Rights principles 1–2	9	24
	Circular Economy	Environment principles 7–9	8, 12, 13	26
	Sustainable Digitalisation	Environment principles 7–9	4, 8, 9, 12, 13	27
	Partnership	-	12, 17	29
<b>Sustainable Supply Chain</b>				
	Supply Chain Management	Human Rights principles 1–2 Labour principles 3–6 Environment principles 7–9 Anti-Corruption principle 10	8, 12, 13, 16	31

## Appendix 3 – Index ESG

Area	Topic	Group level	Local level, see page
<b>Environment</b>			
E 1.1	GHG scope I	-	20
E 1.2	GHG scope II	-	20
E 1.3	GHG scope III (only part)	-	20
E 2.1	Emission Intensity (total GHG emissions per employee)	-	20
E 3	Energy usage (the amount of energy directly and indirectly consumed)	-	20
E4	Energy Intensity (energy usage per employee)	-	20
E 7.1	Does your company follow a formal Environmental Policy?	-	Yes - in Advania Iceland, Sweden and Norway
E 7.2	Does your company follow specific waste, water, energy, and/or recycling polices?	-	No
E 7.3	Does your company use a recognized energy management system?	-	No
E8	Does your Board of Directors oversee and/or manage climate-related risks?	No	No
E9	Does your Senior Management Team oversee and/or manage climate-related risks?	-	Yes- in Advania Sweden
<b>Social</b>			
S1	CEO Pay ratio, CEO total compensation compared to average salary for employees	3,31	
S2	Gender Pay Ratio (percentage average salary women to average salary men)	-	16
S3	Employee turnover	-	13
S4.1	Gender diversity (average number of employees working 100% women)	-	15
S4.1	Gender diversity (average number of employees working 100% men)	-	15
S 4.1	Gender diversity (average number of permanent employees; women)	-	15
S 4.1	Gender diversity (average number of permanent employees; men)	-	15
S 4.2	Percentage women in administration	-	15
S 4.2	Percentage women in operation	-	15
S 4.3	Percentage women c-level management	-	15
S 5.1	Average number of employees working part time	-	15
S 5.2	Number of contractors total	-	16
S 5.2	Number of contractors women	-	16
S 5.2	Number of contractors men	-	16
S6	Does your company follow a sexual harassment and/or non-discrimination policy?	Yes	
S7	Injury rate (number of work-related accidents)	-	14
S8	Does your company follow an occupational health and/or global health & safety policy?	Yes	
S9.1	Does your company follow a child and/or forced labour policy?	Yes	
S9.2	If yes, does your child and/or forced labour policy cover suppliers and vendors?	Yes	
S 10.1	Does your company follow a human rights policy?	Yes	
S 10.2	If yes, does your human rights policy cover suppliers and vendors?	Yes	
<b>Governance</b>			
G 1.1	Board diversity (percentage women in Advania group boards)	0%*	
G1	Board diversity (percentage employees <30 years in Advania group board)	0%	

G1	Board diversity (percentage employees 30-50 years in Advania group board)	40%	
G1	Board diversity (percentage employees > 50 years in Advania group board)	60%	
G 2.1	Board independence (Does company prohibit CEO from serving as board chair?)	Not explicitly, but is not the case for the board of 2020	
G 2.2	Board independence (total % of board seats occupied by independents)	0%*	
G3	Incentivized pay (Are executives formally incentivized to perform on sustainability?)	No	
G4	Collective Bargaining	-	15
G5.1	Are your vendors or suppliers required to follow a Code of Conduct?	Yes	
G5.2	If yes, what percentage of your suppliers have formally certified their compliance with the code?	80% of suppliers measured by spend	
G6.1	Does your company follow an Ethics and/or Anti-Corruption policy?	Yes	
G 6.2	If yes, what percentage of your workforce has formally certified its compliance with the policy?	-	19
G7.1	Does your company follow a Data Privacy policy?	-	25
G7.2	Has your company taken steps to comply with GDPR rules?	Yes	
G 8.1	Does your company publish a sustainability report?	Yes	
G8.2	Is sustainability data included in your regulatory filings?	-	2
G 9.1	Does your company provide sustainability data to sustainability reporting frameworks?	Yes	
G 9.2	Does your company focus on specific UN Sustainable Development Goals	Yes	9
G 9.3	Does your company set targets and report progress on the UN SDGs?	No	
G10	Are your sustainability disclosures assured or validated by a third party?	No	

\*In 2021 a new board will be assigned and according to the directives the new board shall contain 50% women and 50% independent members.

