![advania]

# Empower people to create **sustainable value** with the **clever use of Technology**

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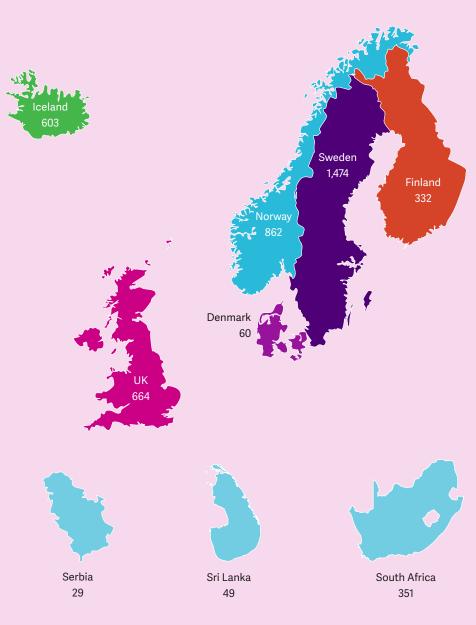**3**

# Introduction

# This is Advania Group

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

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

## We are Advania

Advania continues its steady growth both organically and through acquisition.  As of 31 December 2023, we employed 4,435 highly skilled individuals who all share a passion for tech and creating value for our customers, enabling them to grow their business in sustainable ways.

During 2023, Advania operated in all Nordic countries – Sweden, Norway, Iceland, Finland and Denmark – as well as in the UK. In addition to these operations, we also have offshoring companies in South Africa, Sri Lanka, and Serbia.

Iceland
603

Sweden
1,474

Finland
332

Norway
862

Denmark
60

UK
664

Serbia
29

Sri Lanka
49

South Africa
351

Number of employees as of 31 December 2023

## Advania's business offerings

### Managed services

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

### IT infrastructure and integration

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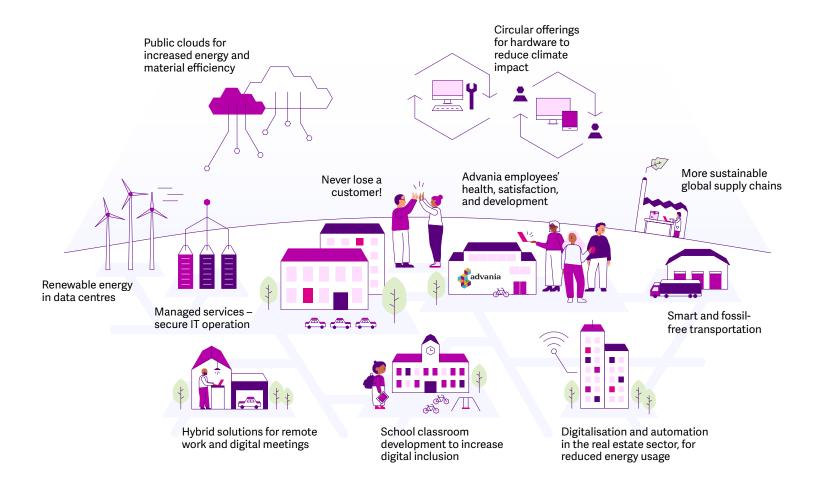
### Professional services

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

## Creating value in our society

Advania and the tech industry have an important role to play in creating and developing a more sustainable society. We have a responsibility to reduce the negative impact our products and services have on people and the planet and shift our business models to more circular offerings. These illustrations show a few examples of how Advania creates value in society:



Public clouds for increased energy and material efficiency

Circular offerings for hardware to reduce climate impact

More sustainable global supply chains

Never lose a customer!

Advania employees' health, satisfaction, and development

Renewable energy in data centres

Managed services – secure IT operation

Smart and fossil-free transportation

Hybrid solutions for remote work and digital meetings

School classroom development to increase digital inclusion

Digitalisation and automation in the real estate sector, for reduced energy usage

# Highlights 2023

### New brand promise and employer value proposition

Advania has adopted 'The tech company with people at heart' as our new brand promise and 'Our difference is you' as our new employer value proposition across all countries to harmonise the group's look and feel. More detailed information can be found on .

### New appointments to the board

In November, Advania's Board of Directors welcomed new members Marianne Horstmann (Denmark), Lill Beate Pedersen (Norway), and Artti Aurasmaa (Finland). All three have years of financial and business development expertise and will serve as vital conduits between the central group board and Advania Denmark, Norway, and Finland.

### Content+Cloud adopts Advania's name

Renaming Content+Cloud to Advania marks a strategic advancement and global consistency as well as fosters a culture of innovation, collaboration, and expertise that stands at the core of the Advania Group.

### Our acquisitions and divestments during the year

**Sweden:** RTS Group AB ('RTS') is a Swedish, privately-owned IT services company specialising in large digital transformation projects and managed services. RTS also offers hardware and licences to meet the comprehensive IT needs of their customers. The acquisition of RTS will strengthen Advania Sweden's capability to execute large-scale digital transformation projects and the managed services offering for both existing and new customers. The acquisition aligns with Advania's goal of becoming the preferred IT services provider in Northern Europe. RTS is excluded from this year's sustainability report and will be included under Advania Sweden in the report for 2024.

**Finland:** Advania took over the Apple hardware business of Apple ICT services company Core Service Oy, strengthening both their consulting and service capabilities and position as authorised product reseller. Advania Finland also sold two data centres to atNorth, transferring operation of the data centres to atNorth, while keeping responsibility for the management and security of customer environments within Advania Finland. The Apple hardware business of Core Service Oy is excluded from this year's sustainability report and will be included under Advania Finland in the report for 2024.

Photo taken at the internal launch of the new brand promise in Sweden.

Image from celebration of the SBTi approval.

## Country highlights

### Advania Sweden's near-term climate targets approved by the Science Based Targets initiative (SBTi)

Advania Sweden commits to halving climate emissions in scopes 1 and 2 by 2030 from 2019 baseline year, while significantly reduce scope 3 emissions with 70% per SEK value added by 2030.

### Advania Sweden awarded gold rating in the EcoVadis sustainability database

EcoVadis evaluates companies' management systems in the areas of environment, labour, human rights, ethics, and sustainable procurement. Each company is rated according to its size, location, and industry. The rating puts Advania Sweden in the top five per cent of all companies in the EcoVadis database.

### Advania Iceland's near-term climate targets approved by the Science Based Targets initiative (SBTi)

Advania became the first IT company in Iceland to have its reduction targets for carbon emissions approved by the Science Based Targets initiative. Their goal is a 50% reduction in greenhouse gas emissions by 2030, with 2021 as the reference year. In addition to this goal for scope 1 and 2, Advania Iceland commits to reduce scope 3 GHG emissions per ISK value added by 52% by 2030.

### Advania Iceland receives gender balance recognition

Advania Iceland received the gender balance recognition (Jafnvægisvog) of FKA, the Association of Business-women in Iceland, for reaching gender balance in C-level management.

### New CEO appointed in Denmark

Sigurdur Thorsteinsson was appointed as the new CEO of Advania Denmark, effective from 1 September 2023.

# CEO statement

**Advania's purpose is to empower people to create sustainable value with the clever use of technology, and 2023 held important milestones in delivering on our purpose. I am proud to say that we continue to be a trusted partner to our customers and stakeholders, delivering innovative and responsible solutions that help them achieve their goals and address the challenges of the digital era. We are on an ambitious path towards becoming a sustainability leader in the tech industry, which is marked by our dedication to both minimising our environmental footprint and amplifying our social impact, as well as empowering our esteemed customers and partners with our innovative products and services.**

Being active members of several important organisations[1] continues to be a vital component of our operation that enables us to contribute positively to a long-term sustainable transformation of society. Our commitment to sustainable business practices is of utmost importance and we continue to support the UN Global Compact and its ten principles in the areas of human rights, working conditions, environment, and business ethics. We also use the Sustainable Development Goals as guidance for our sustainability priorities.

## The year 2023 in a nutshell

The year 2023 brought about a challenging market defined by inflation, high interest rates, decreased willingness to invest in the market, and a decreased market for hardware. Given these challenging times, I am extra proud that Advania has continued to achieve successful growth, gain market share, and make important sustainability investments. I view all this as a sign of strength, indicating that we have something unique to offer the market.

From initiatives aimed at strengthening our offering to our customers in important areas such as AI and cybersecurity, to building the group's first IT equipment recycling centre in Sweden, I am confident Advania Group is on the right path. Especially important is our dedication to strengthen and be a leader in the sustainability of our industry; we are incredibly proud to meet our customers' increased demand for circular solutions.

## The tech company with people at heart

During 2023, we streamlined our purpose, business strategy, and DNA on a group level. What binds us together is a passionate commitment and responsibility to make decisions as close to our customers as possible, and now we have captured the essence of this with the conceptualisation of The Advania Way. In other words, we haven't changed who we are – rather, we have made clear what Advania is and what distinguishes us.

[1] See the chapter on membership and cooperation, .

Hege Støre, Group CEO

## Milestones of 2023

Let me highlight a few examples of how we execute our strategy with innovative and bold initiatives across all countries.

### If you build it, they will come

We are aware that in order to switch to more circular IT life cycle management, we need to make it appealing and accessible to our customers. One huge step in this direction is building the IT equipment recycling centre in Sweden, our largest investment in sustainability and the environment to date. Once construction is completed, we will be able to meet our customers' demands for reclaiming and recycling IT equipment. With the capacity to refurbish up to one million IT devices annually, this will allow us to address the widespread waste management issues in the IT sector.

### Fostering and nurturing talent

During the year we have successfully enhanced our ability to retain both employees and customers; two essential and interconnected aspects of sustainability. We invest heavily in our employees' skill development and focus on creating an optimal physical, psychological, and social work environment. A low turnover keeps competence and knowledge in our companies and at our customers' disposal.

### Cybersecurity as an aspect of sustainability

As our world becomes increasingly connected and our digital economy continues to grow, cybersecurity and the rising number of cyberattacks are a concern for every business. Ensuring trustworthy and resilient digital infrastructure is key to democratic and free societies. During 2023 we have seen an increase in antagonistic attacks aiming to damage key societal functions and disturb trust in institutions.

Today, cyberspace is a part of the hybrid warfare arena, and disturbing critical infrastructure with cyberattacks is a common tactic used by threat actors to destabilise societies and diminish trust in societal functions.

Cybersecurity is a priority sustainability area for Advania, and for us to continue the digital journey, ensuring reliable and robust cybersecurity is key to earning trust from both our customers and general society.

### Certify and cooperate

We continue to make a point of obtaining relevant certifications within crucial sustainability areas, join up with other companies and industries to cooperate in various membership organisations, and take pride in being honoured with sustainability-related awards from partners and other organisations. We see all of this as a testament to the commitment and hard work we put in to distinguishing ourselves as a leader in sustainability, both within our industry and in the community at large.

## Opportunities and challenges ahead

Of course, Advania was not spared the unprecedented challenges of a tougher economy and ongoing global conflicts. There is a palpable global shift in priorities and a reduced focus on long-term investments where direct monetary value is difficult to estimate. This includes sustainability initiatives. At the same time, those who value sustainability and other intangible values over price alone begin to set even stricter requirements.

This development aligns with the direction of the EU, with coming legal requirements such as the CSRD, Taxonomy, CSDDD, and NIS2. The surge in sustainability requirements will undoubtedly require more resources. However, we see this change as something positive as it will ultimately lead to increased systematisation, transparency, and risk-awareness. I am confident in Advania's preparedness for coming requirements, and I am optimistic about our ability to seize the opportunities that come with them. As our owners also have a clear sustainability agenda, they not only support and help us in these endeavours but are also willing to invest in our ambition to be a sustainability leader in the tech industry and impact our suppliers, stakeholders, and society at large.

I believe that the most exciting trends from 2023 will continue to shape the coming year. We will strive to understand how new tech like AI can positively impact the environment. Balancing economic objectives with environmental and sustainable responsibilities will be a priority both internally and with customers and our supply chain. In order to do that we need to raise even greater awareness of sustainability and encourage practical involvement among all our employees and customers in every aspect of our work.

### 'Smart by heart'

As we continue our sustainability journey, I want to express my profound pride in our employees. Their unwavering dedication, embodied by a 'smart by heart' ethos, ensures that every action we take is deeply rooted in the best interests of our customers. It's this mindset that truly embodies The Advania Way and keeps us humble but optimistic on our path towards continued sustainable development and growth for Advania. ●

# Strategy



We believe that tech is created for people and are aware that our services impact every part of life. We are passionate about understanding our customers' issues, business, and needs.

**The foundation of Advania's strategy is customer intimacy, which we achieve by:**

- Creating value through partnerships.
- Tailoring standardised deliveries to fit each customer's need.
- Making decisions based on the mission of never losing a customer.
- Encouraging employees to further develop their market-leading competence and confidence to make decisions in concert with the customer.

## Brand refresh and creating The Advania Way

During 2023, Advania performed a brand refresh for the whole group, modernising key components like the brand promise, employer value proposition, and a fresh look and feel for the brand in general.

We also developed a brand platform that we call The Advania Way. The purpose of creating this platform is to find a common way to talk about Advania and our unique culture. In The Advania Way, we have distilled the essence of what Advania is, making it easier to onboard new colleagues, clients, and acquisitions. Primarily, the platform is used

as a tool for leaders and employees, with the intention that everyone at Advania should find their own individual Advania Way. The development of the Advania Way involved the CEOs, CMOs, HR managers and all the leaders from the entire group, as well as the Group CEO and the chairman of the Board.

Advania is a different kind of tech company. We put people first: in everything we do, all the time. We are well on our way to becoming the leading technology service provider for the mid-market in Northern Europe. And we do it our way, with a strong sense of who we are, how we are different, and how we create continued success for our customers.

At the heart of our model is decentralisation and customer intimacy. We grow our business by empowering the people who are closest to our customers. Decisions must be taken where the action is. Our core beliefs are the engine of our growth and what distinguishes us in the market.

**Our purpose is to empower people to create sustainable value with the clever use of technology**
This stems from our belief that sustainable social development depends on this, and so does continued success for our customers.

**We are the tech company with people at heart**
Tech is created for people. Our services impact every part of life. We are passionate about understanding our customers. Our business is built around understanding people, and our employees are empowered to act on this understanding every day.

**Our mission is to never lose a customer**
Customers want real solutions to their actual problems. And that is how we create value. We truly believe that knowing our customers, and understanding their needs today and tomorrow, is the core of our business. Customer intimacy is our mindset and our motivation. And we know that trust is hard to earn but easy to lose.

**'Our difference is you' is our employee value proposition and our core value**
Our people are our most important resource. They have the power and responsibility to act. We push decisions down and empower individuals and teams. To us, this is the only way to create real relevance and value for customers.

## Our sustainability strategy

Advania considers digitalisation and the IT sector as key contributors and enablers for sustainable business deve- lopment. We have identified 9 out of the 17 Sustainable Development Goals (SDGs) as crucial to our business. These, together with the materiality analysis we carried out in 2022, form the basis of our sustainability strategy.

As a step towards Corporate Sustainability Reporting Directive (CSRD) compliance, we initiated a process in 2023 of reviewing and refining the materiality assessment to both ensure alignment with the CSRD and to strengthen our sustainability strategy. The process will continue in 2024, with a focus on elaborating Advania's material sustainability impacts, risks, and opportunities, and integrating them into our business strategy. The process of updating the materi- ality analysis will not entail any significant changes in our focus areas. To remain aligned with the rapid developments of our industry, we will consider a comprehensive review of the focus areas and our overall sustainability strategy.

Further information on the materiality analysis and the sustainability policy can be found on '.

## Our sustainability policy

| Our company | Our value chain | Our offerings | Our society |
|---|---|---|---|
| Attractive workplace | Responsible supply chain management | Personal integrity and information security | Act as a positive force in society |
| Diverse, equal, and inclusive workplace | Responsible e-waste management | Circular economy | |
| Ethical and transparent company | | Digitalisation and innovation for a sustainable society | |
| Climate smart operation | | | |

| Partnership |
|---|

# Our company

# Attractive workplace

Creating an attractive workplace is a top priority for us to be able to recruit, retain, and develop employees with the right skills. We are constantly working to attract and develop the absolute best individuals in the industry and aim to empower individuals, enabling them to participate in working life on equal terms, thus fostering a diverse and inclusive work environment. A decentralised way of working, giving every employee the power and responsibility to act, is the way we create real relevance and value for our customers. Our culture is based on commitment, interest, and freedom under responsibility. We believe in a flat organisation and a flexible family-friendly workplace with an agile way of working.
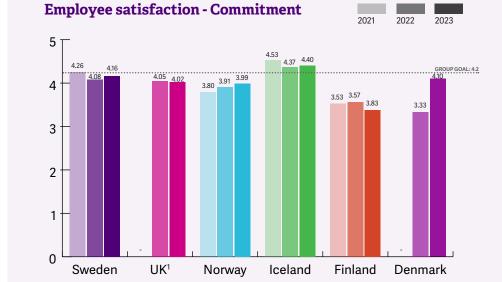
We strive to keep staff turnover low as we continue to grow and are pleased to have welcomed around 250 net new employees to the group during the year. Total employee turnover on a country level varied between 10 and 35 percent.
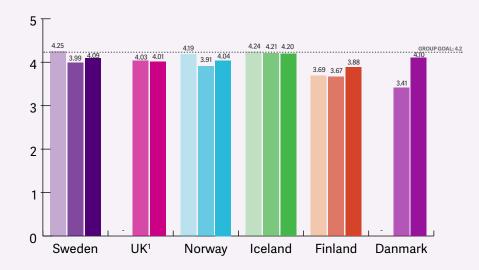
## GROUP GOALS

Gallup survey result for employee commitment above 4.20 out of 5
Gallup survey result for employee engagement above 4.20 out of 5

## Approach and goals

A robust, inclusive, and firmly ingrained corporate culture is the foundation of our shared objectives of fostering long-term customer-provider relationships and building mutual trust. Recognising that the true essence of our culture is best articulated through our employees' daily experiences, we encourage management to engage in regular informal conversations with employees. For more detailed measurement and analysis, we conduct an annual Gallup employee satisfaction survey.

## Employee satisfaction - Commitment

2021    2022    2023



| | Sweden | UK[1] | Norway | Iceland | Finland | Denmark |
|---|---|---|---|---|---|---|
| 2021 | 4.26 | - | 3.80 | 4.53 | 3.53 | - |
| 2022 | 4.08 | 4.05 | 3.91 | 4.37 | 3.57 | 3.33 |
| 2023 | 4.16 | 4.02 | 3.99 | 4.40 | 3.83 | 4.10 |

GROUP GOAL: 4.2
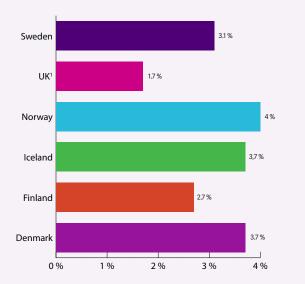
## Employee satisfaction - Engagement



| | Sweden | UK[1] | Norway | Iceland | Finland | Danmark |
|---|---|---|---|---|---|---|
| 2021 | 4.25 | - | 4.19 | 4.24 | 3.69 | - |
| 2022 | 3.99 | 4.03 | 3.91 | 4.21 | 3.67 | 3.41 |
| 2023 | 4.09 | 4.01 | 4.04 | 4.20 | 3.88 | 4.10 |

GROUP GOAL: 4.2
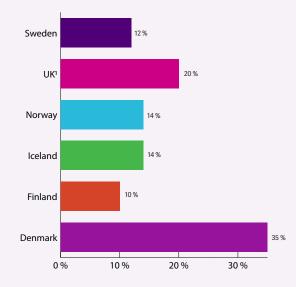
[1] Including Advania South Africa

## Total sick leave %

| Country | Value |
|---------|-------|
| Sweden | 3.1 % |
| UK[1] | 1.7 % |
| Norway | 4 % |
| Iceland | 3,7 % |
| Finland | 2.7 % |
| Denmark | 3.7 % |

## Total employee turnover %

| Country | Value |
|---------|-------|
| Sweden | 12 % |
| UK[1] | 20 % |
| Norway | 14 % |
| Iceland | 14 % |
| Finland | 10 % |
| Denmark | 35 % |

[1] Including Advania South Africa

### Employee satisfaction

Each year, Advania has analytics and advisory company Gallup perform an employee survey to track employee job satisfaction and productivity. Employees respond by giving scores on a scale of 1 to 5 in the areas of Commitment and Engagement. All results above 4.20 are considered to signify a healthy workplace. We use the responses to create a healthier and more attractive workplace with productive and satisfied employees.

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

### Healthy workplace

All employees are covered by systematic activities related to occupational health and safety. Examples of health and safety topics followed up are sickness absence, reported accidents, and discrimination. Read more on these indicators on page 101. Advania is striving to provide a stable and safe work environment, free from discrimination and based on everyone's equal value. We use a systematic and risk-based method for detecting and preventing ill health and potential work-related accidents. Several of the companies in the group collaborate with external healthcare providers and offer all employees both preventive advice regarding workplace ergonomics and medical care in case of work-related ill health. Training in health and safety is also a key component in our proactive approach. The training sessions are managed by every country based on specific local needs and legal requirements. Examples of areas covered by our health and safety trainings are ergonomics, first aid and fire drills. Our health and safety training sessions are both of a generic character, offered to all employees, and role-based.

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

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

## Activities and progress

### Advania Sweden 🇸🇪

The Gallup survey was sent to approximately 1,500 employees including contractors and the outcome for 2023 was better than in 2022, reaching 4.16 for Engagement and 4.09 for Commitment, even though it is still below the target of 4.20.

In connection with the merging of companies (Q1), staff turnover increased to 17%. During the year, effective integration work was able to reduce these numbers considerably and at the end of 2023 the total staff turnover ended at 12.8% for the full year.

Sick leave percentage was similar to the previous year, ending at 3.2% for the full year 2023.

During 2023, the majority of Advania Sweden's managers attended a training session focusing on work environment regulations, systematic work environment management, and organisational and social work environment. The training was part of Advania's new certification occupational health and safety ISO 45001:2018, which was obtained during the year and extended to also include the newly added acquisitions Visolit and iBiz.

The year-long trainee programme grew in 2023, and Advania Sweden welcomed more participants than ever. A total of 18 trainees completed the programme, of which 9 were women and 9 were men.

Advania Sweden's new leadership programme, 'Lead the Advania Way', was launched in 2023. The purpose of the programme is to develop future leaders at Advania and contribute to a more even distribution of women and men in leadership by adhering to a strict policy of maintaining an equal gender distribution, admitting precisely 50% women and 50% men to participate. The programme consists of five meetings over eight months, as well as a parallel mentorship programme where participants are matched with a senior leader at Advania. Out of 42 applicants, six women and six men were selected.

Advania Sweden started a new collaboration with Ljung & Sjöberg, a company specialising in treating alcohol and drug abuse, gambling addiction, and co-dependency in the workplace, with the goal of becoming certified as a Proactive Workplace[2]. The aim is to work even more proactively and continue to create a health-promoting culture in the workplace.

An in-depth cooperation with occupational healthcare has been formed during 2023. This has been achieved through regular meetings with reporting on statistics and a facilitated process for managers to seek occupational healthcare when necessary.

### Advania UK 🇬🇧

The rebranding of the UK business to Advania UK in November 2023 crystallised the opportunity to foster a shared corporate culture and a renewed sense of belonging. The employee survey results showed an improvement in FY23 although it should be noted that the inclusion of a recent acquisition (Azzure IT) for the first time inevitably affected the final outcome.

[2] This is a certification created by Ljung & Sjöberg themselves since there is no ISO certification for this way of working in Sweden and is based on their own parameters on how to achieve as safe and healthy a workplace as possible.

In response to employee feedback Advania UK focused on four new employee recognition programmes for 2023. These comprised the new 'Our Difference Is You' quarterly awards, a new sales recognition programme, a Social Impact Award Fund and the Leader Recognition Fund, which allows department leaders to deploy their own awards to celebrate employee commitment, effort, and excellent work. The response to these initiatives has been encouraging, with a direct improvement in employee satisfaction.

A new digital onboarding process which aims to assimilate new hires into the business with ease and to foster a sense of belonging to the Advania culture has been launched. The feedback received, with an employee net promoter score (or eNPS) of 77.5, has been most positive. A holiday purchase scheme introduced in 2023 has proved popular, with more than 15% of employees taking up the offer to buy extra annual leave as part of a salary sacrifice programme.

Advania UK continued to invest heavily in professional development and the certification success rate continued to improve in 2023 with 97% of staff actively training on their primary learning platform, LinkedIn Learning, and bringing their total Microsoft active certifications to 2,479.

One of the commitments made for FY23 was the introduction of people-related metrics to the Executive Bonus Scheme, so that the executive reward is linked to achieving targets around gender diversity, employee engagement, and employee retention. This was successful in 2023 and will be continued across a broader pool of leaders in 2024.

Advania UK holds certification for ISO 45001:2018, demonstrating compliance with occupational health and safety law.

## Advania Norway 🇳🇴

Over the past year, Advania Norway has made notable progress in improving the work environment, successfully reducing staff turnover to its lowest level within a short timeframe. A strategic commitment to creating an engaging work environment has yielded remarkable results, with a notable decrease in employee turnover, landing on 10.6% in December 2023 compared to 14.3% in December 2022. This underlines Advania Norway's improvement in introducing structured employee follow-up, increased emphasis on social events, and increased commitment to management training.

The Gallup survey was sent to approximately 770 employees, and the outcome for 2023 was better than the year before, reaching an Engagement score of 4.04 (compared to last year's 3.90) and Commitment score of 3.99 (compared to last year's 3.90).

The leadership programme delivered by FRONT Leadership, which started in 2022, was mandatory for all managers in Advania Norway. It consisted of eight sessions with educated trainers, several tasks to be completed, and employee surveys conducted throughout the programme to measure progress along the way. The training consisted of topics such as time management, change management, team management, development, and effective feedback. Leaders were evaluated by employees four times throughout the programme, based on three criteria: Caring, Decisive, and Improvement-oriented. All parameters showed a positive development from the initial to the final assessment.

In 2023, management conducted internal training for 30 newly hired or appointed managers. The training programme was organised by the HR team and managers that attended the previous programme in 2022. The goal for the programme is to support the company culture, inspire further development, and contribute to Advania Norway's HR KPIs. The programme is set to finish in April 2024. Additionally, all new employees are introduced to Advania Norway's sustainability efforts on the 'induction day for new hires', which happens once a month.

Efforts to create 'One Advania' have been reinforced through a greater focus on social events. Throughout the year there have been various social events under the auspices of an internal social committee, a separate Social Year's Wheel across Advania Norway's various offices, and a diverse selection of events organised by the company sports team. This has not only encouraged a stronger sense of camaraderie but has also involved a wider range of staff.

Internally, the emphasis was laid on career development and growth. An impressive 30% of new hires during 2023 were internal employees transitioning into new roles. A dedicated recruitment team has been instrumental in identifying and supporting internal candidates in their career growth, proving to be a crucial step towards encouraging internal mobility and growth opportunities. In 2023, a competence module was implemented and embedded in Advania Norway's HR system. The module enables employees to follow their own professional development and match their competences to different professional roles within Advania Norway, to create increased transparency and flexibility for internal job matching. This provides and represents a significant improvement in supporting individual employee development and career planning and will be adopted by the entire organisation through 2024.

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### Advania Iceland 🇮🇸

Advania Iceland reached its goal to keep employee satisfaction above 4.20, with a Commitment result of 4.35 and an Engagement result of 4.21. Engagement and Commitment have been stable for a few years. Special follow-up has been provided to groups that showed room for improvement. This approach has been highly successful and will continue. The results in 2023 indicated that praise and recognition could be improved, and this will be a focus area in 2024.

In 2023, Advania Iceland collaborated with the University of Reykjavik in establishing a leadership programme catered to the company's broad group of managers at different managerial levels. The result was an 80-hour extensive programme spanning 10 months, during which managers covered 14 topics beneficial to their roles. Overall participation was great, with average attendance at 80%. Managers were very satisfied with the programme and agreed that it increased their managerial abilities.

In mid-2022, Advania introduced Lifekeys and Flow, digital HR and well-being tools, as part of its employee benefits package, aiming to equip employees with resources to improve their mental health. Reactions have been good. In 2023, almost 30% of employees were active users of Lifekeys, exploring the online courses and taking the self-guided tests offered within the app, and 8% of employees saw a psychologist via Lifekeys at least once. Since launching the meditation app Flow, Advania Iceland's employees have meditated for over 6,000 minutes.

### Advania Finland 🇫🇮

During 2023, Advania Finland made further progress with the culture ambassador program established the year before. Several workshops discussing company values and culture were led by twelve volunteer ambassadors from different business units and working roles. The results from the annual Gallup employee survey confirmed that Advania's company values are well known among employees. This was the second Gallup survey carried out since Advania Finland became fully integrated, and they reached a score of 3.83 in Commitment and 3.88 in Engagement. Even though the goal of reaching a score of 4.20 was not met, the engagement ratio improved remarkably from last year, indicating good results from the employee satisfaction work.

Advania Finland also underwent a reorganisation to better align with the goals of a customer-centric culture and to integrate the various companies they acquired.

### Advania Denmark 🇩🇰

Looking at the results and insights from the 2023 Employee Survey, Advania Denmark showcases their commitment to creating an attractive workplace and notable improvements from last year, reaching 4.13 for the engagement score and 4.07 for the commitment. This was a vast improvement from the previous year where the scores were 3.33 and 3.41. The 2022 survey results, highlighting improvements in recognition, personal development, and trust among colleagues, were the basis for a targeted action plan for 2023. Implementing this plan, Advania Denmark took measures such as adding managerial training and quarterly confidential talks aiming to foster a more personal and supportive work environment. These efforts reflect the company's dedication to enhancing employee satisfaction and engagement, which is elaborated further in a case study on .

**CASES: ADVANIA DENMARK**

# Radically improved results in Advania Denmark's employee survey

*Bjarne Riis*

**After conducting the Gallup employee survey for the first time in 2022, Advania Denmark decided to improve the situation and teamed up with an external partner to create a targeted action plan for 2023. Following the plan paid off: the results for 2023 indicate that the effort was successful, with scores increasing by double-digit percentages in all areas.**

In 2022, we found ourselves in the aftermath of the merger of two companies just a few months earlier. This transition necessitated significant adjustments in both our culture and various processes to achieve true unity as one company. Based on last year's survey results, we decided that the main areas for improvement would be Employee Recognition (by managers and/or peers), Personal Development (both job related and soft skills), and Trusted Colleague, meaning a special person at work who complements you and your strengths.

We sat down and developed an action plan to address some of the fundamental issues in the areas of HR Processes, Systems & Tools, and Communication.

**The following measures have already led to significant improvements in these areas:**

- Implementing HR processes: A documented structure for annual appraisal talks, regular one-to-one meetings, and development talks for all employees

- Creating and deploying an employee handbook covering basic information about the workplace, its procedures, and policies

- Improving quality of leadership, ensuring that we align expectations and agree on the way forward, and that all leaders adhere to the common good leadership principles

We are aware that these measures mostly cover HR Processes and Communication, as we were unable to complete all planned actions for enhancements to the System & Tools area due to time constraints on key personnel. This will be a priority for the coming year.

"Clear and efficient processes for employee well-being are vital. They create a supportive environment where every individual feels valued and heard. By establishing open lines of communication and providing essential resources, we ensure that our team has the support they need for both professional growth and personal well-being. This approach fosters a culture of inclusivity and engagement, which is not just beneficial for employee satisfaction but is also instrumental in driving our organisational success," says Bjarne Riis, HR Director at Advania Denmark.

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**CASES: ADVANIA DENMARK**

**Creating a positive ripple effect: The impact of healthy leadership on employee well-being**

Key drivers for the positive results have been to work with the managerial teams to make them aware of how big an impact they can make with healthy leadership practices. Even small things like asking employees about how they feel makes a difference. Communication initiated by management has increased significantly and we have implemented new processes and a structure for employee management.

Looking ahead, regular talks between employees and managers will continue, aiming to foster a more personal and supportive work environment. Plans for personal and professional development will be created in cooperation with the employees, with clear ownership and timelines for all agreed-upon actions. We have also determined that setting clear goals and defined expectations contributes to a healthy work environment where everyone respects and values each other. Furthermore, we will make sure to acknowledge and commend positive behaviour while addressing and correcting any inappropriate actions. This demonstrates our recognition and appreciation for the correct attitude aligned with our organisational culture. ⬡

**Engagement score**

3.33 (2022)
4.13 (2023)

**+ 24%**

**Commitment score**

3.41 (2022)
4.07 (2023)

**+ 19%**

# Diversity, gender balance and inclusion

Advania continues to foster and advocate for inclusive and diverse teams. Recognising the value and benefits of diverse teams in terms of innovative and productive ability, we aim to actively contribute to reversing the gender imbalance and limited diversity in the tech industry, harnessing the potential of varied perspectives across all business areas and departments.

**GROUP GOAL**
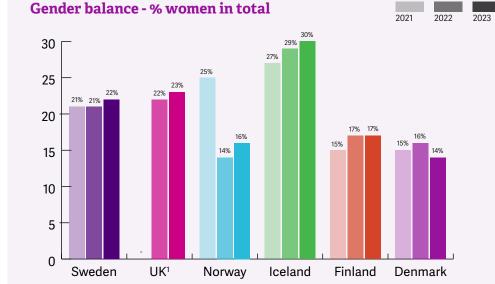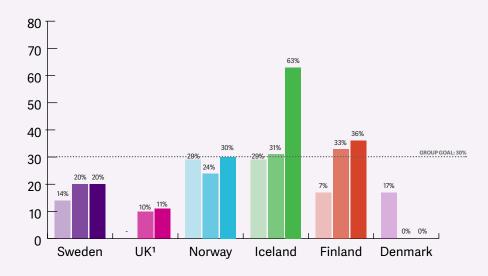
At least 30% women in the local C-level management teams by 2025.

## Approach and goals

As with all other aspects of HR, diversity, gender balance, and inclusion are managed by each country of operation. The group's harmonised goal is to increase the proportion of women at C-level management, the highest level of management, in the local companies. Several of the companies also set local goals related to gender balance and inclusion. All metrics on gender balance and age-related diversity are available on page 102.

**Gender balance - % women in total**

2021  2022  2023
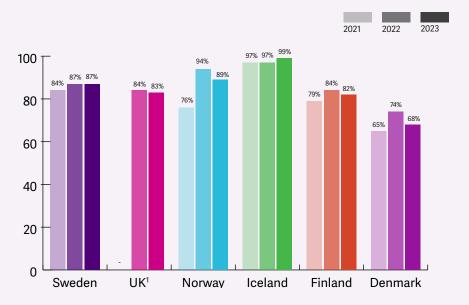


**Gender balance - % women in C-level management team**



[1] Including Advania South Africa

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



¹ Including Advania South Africa

### Salary and compensation review

Every year, Advania analyses its salary and compensation models, a mandatory evaluation in several Nordic countries which gives important indications about the progress of our efforts towards gender balance.

The evaluation in 2023 also showed some differences in average salaries between men and women. However, the conclusion was that the differences are due to the skewed distribution of women and men in different roles and seniority. Additional metrics are available on .

### Incidents and non-compliance

In total, five cases of discrimination or harassments were reported in the group (of which one was reported in the whistle blowing channel and the other four through internal reporting channels). All cases have been handled in accordance with company procedures and, when relevant, corrective actions have been implemented, for example disciplinary action or remediation.

## Activities and progress

During the year we saw improvements in gender balance in the local C-level teams in Norway, Iceland and Finland. However, there remains a significant imbalance in several roles in all companies in the group, with a lower proportion of women in both management and operational roles. We remain dedicated to improving gender equality and all companies in the group work continuously with measures.

### Advania Sweden 🇸🇪

Advania Sweden is monitoring the gender balance in both operational roles (such as sales staff and consultants) and management positions with the goal of improving in both areas. The goal for the year of 28.5% women in management

roles was almost reached, but the result of 27.9% shows there is still a way to go. Also, the goal of 18% women in operational roles was not fully achieved with the result ending at 16.6% at the end of the year. Advania Sweden still has some way to go to reach the goal of 30% women in the local C-level group with 2 women out of 10 members during 2023.

In 2023, a new role was added to Advania Sweden's organisation: Diversity & Inclusion Lead. The aim of this role is to enable improvement and clearer positioning within Advania's diversity work. It will preserve, follow up, and develop both existing and new guidelines within diversity, equality, and inclusion.

Advania Sweden also continued their communication and inclusive leadership training targeted at all managers. Participants in the newly established internal leadership programme 'Lead the Advania Way'[3] also attend this training.

### Advania UK 🇬🇧
At Advania UK, attracting talent from a diverse pool and ensuring that all employees have an equitable experience is of paramount importance. Acknowledging that this is an ongoing journey, they are dedicated to continuously moving towards their goals.

Advania UK made good progress towards their stretch goal of achieving 25% female representation, with a measure of 24.1% at the end of the year, an increase from 22.6% in the prior year. The Advania UK gender balance at C-suite level moved from 10% to 11% female at the end of the financial year and it is an ongoing objective to increase this further. The business continues to strengthen the female leadership pipeline through various initiatives such as the Women Rising Leadership programme and by setting targets on female hiring to include internal upwards mobility. Progress has been made in FY23 where female management representation increased from 26.3% to 28.1%. In South Africa they reached over 30% female representation. Pay equity continues to be an important metric, and Advania UK is proud to announce progress in this area. They were thrilled to report a significant gender pay gap reduction of 5% (18% to 13%) in the 2023 UK gender pay report which is publicly available on the Advania UK website. They are firmly committed to their Microsoft Partner Pledge goals, and by May 2023 had achieved their goal of hiring ten apprentices from under-represented groups.

Their female talent development programme continues to thrive. During 2023, 40 women were included within the Women Rising programme, supported by Microsoft, and they are committed to continue it into the future. The programme helps women who are already leaders in the

organisation to develop their confidence, authenticity, and leadership skills to build on their professional development journey.

Advania UK's Cape Town office participates in two separate programmes with the goal of creating employment opportunities. They are proud to be accredited by the Department of Trade, Industry and Competition's B-BBEE (Broad-Based Black Economic Empowerment) code of practice. This is further elaborated on .

### Advania Norway 🇳🇴
The diversity survey conducted in 2022 highlighted the need to focus on promoting gender diversity, particularly by increasing representation and opportunities for women. Advania Norway are satisfied to be on target for the group's goal of having 30% women in C-level management. However, it's important to continue working towards their target of 25% women at Advania Norway overall by 2025. Therefore, they sent out a survey to female employees with the aim of understanding how to attract more women to the company. The survey was sent out to 114 employees and its results will be used to drive local efforts.

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[3]  An Advania-unique leadership program that is aimed at employees in roles such as project manager, delivery manager, technical expert, team leader, and consultant manager. It runs for about a year and focuses on our DNA, our business, and our role in society.

### Advania Iceland 🇮🇸

As changes were made in C-level management during the year, Advania Iceland surpassed the local goal of reaching 40% women at C-level, coming out at 63%. For that result Advania Iceland received the gender balance recognition (Jafnvægisvog) of the FKA, the association of businesswomen in Iceland. Advania Iceland also reached its local goal of 30% women in the company's overall gender ratio. For more information about Advania Iceland's local goals, see .

The emphasis on diversity, equity, and inclusion (DEI) continued during the year 2023, with all managers receiving training in DEI as part of the management leadership programme. Advania Iceland did not continue its internal mentorship programme during the year but will do so in 2024.

Advania Iceland continued its support for the Vertonet project, which aims to increase the proportion of women in IT in Iceland. The first part of the project was finalised with an analysis of actions needed during the summer months of 2023, and the second part is starting in January 2024. The Vertonet project is run in cooperation with other IT companies, large companies with IT departments, start-up companies and educational institutions. It is a powerful project with the aim to join forces to increase the proportion of women working in tech.

### Advania Finland 🇫🇮

The executive leadership team underwent changes in 2023, and now has 36% female representation. Significant efforts were also dedicated to addressing gender balance in salaries, necessitating extensive work from Advania Finland's HR department. A comprehensive examination of each team and employee was conducted to identify salary gaps, and appropriate solutions were collaboratively agreed upon. Corrective actions to rectify salary discrepancies were implemented in accordance with the stipulations outlined in the collective agreement.

### Advania Denmark 🇩🇰

In 2023, Advania Denmark intensified efforts to improve gender diversity, particularly focusing on increasing female representation in leadership roles. Acknowledging the absence of female managers, they implemented targeted initiatives to attract and support women in technology.

*Strategic actions:*
- Refined recruitment: Adopting recruitment strategies that resonate with women, utilising platforms dedicated to women in tech.
- Mentorship programs: Promoting mentorship opportunities with female leaders to inspire and engage potential female candidates.

*Progress and outlook:*
Advania Denmark is on the verge of a significant milestone with the anticipated appointment of a female C-level executive in early 2024, signalling a pivotal shift towards greater gender balance within the company.

Advania Denmark is committed to fostering an inclusive environment that values diversity as a key driver of innovation and success. Their ongoing efforts to enhance gender diversity are crucial to their broader sustainability and corporate responsibility objectives, aiming to establish a more equitable workplace.

CASES: ADVANIA NORWAY

# From moral imperative to strategic advantage: diverse teams are the way to go



*Torjus Hebjerk Carlsen-Kirkemo*

**Establishing diverse role models in all layers of your organisation is a prerequisite for fostering an inclusive work culture. Leaders must recognise the importance of recruiting without prejudice, assembling teams from various backgrounds, and encouraging employees to contribute with their own unique perspective. In this case study, Advania Norway shares its hiring philosophy and activities to introduce girls to IT as a possible career path.**

At Advania Norway we put considerable effort into recruiting and retaining a diverse workforce. As a team lead for customer service at Advania, Torjus Hebjerk Carlsen-Kirkemo has had first-hand experience of the crucial role leaders play in shaping diverse teams.

"I've observed that some male leaders may hesitate to hire talent with a less technical background, arguably impacting gender equality efforts. We emphasise a 'train for skills, hire for attitude'-approach, which broadens the talent pool, and provides more opportunities for diversity and fostering a richer work environment," Torjus says.

It is important to remember that inclusion starts in the recruitment process. The language used in a job advertisement as well as interview techniques can significantly influence the demographic of applicants, particularly in terms of diversity.

**Creating an inclusive work environment starts with inclusive leadership**
As a leader you need to recognise the impact you have as an ally, sponsor, and role model on creating an environment where everyone feels welcomed and valued for the unique perspectives they bring. Inclusive leadership encourages people to show up as their true selves, fostering authenticity and a sense of belonging.

"To achieve a good balance, leaders must be mindful of combining technical proficiency with an appreciation for skills like precision, which are traditionally considered to be softer qualities. This requires expanding the traditional search field," Torjus explains.

We work hard to make every individual feel that they have a place in the company, regardless of their self-identified gender. Seeing that diverse teams consistently outperform homogenous teams, bringing valuable perspectives and fostering innovation, we also make a point of following up on how employees perceive the gender diversity work and their own personal development.

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**CASES: ADVANIA NORWAY**

**Inspiring the next generation to pursue a career in IT**
In 2022, only 30% of women pursued STEM subjects in Norway. We are resolute in our mission to change this and realise that the groundwork for change should be established early on.

In the fall of 2023, we attended Girl Tech Fest, an event hosted by IKT Norway, TENK, and Realfagsrekruttering at the Technical Museum in Oslo. This event brought together 300 enthusiastic fifth grade girls, several of them participating in a coding workshop organised by our employees. Using Lego SPIKE , the girls engaged in creating stories and songs, discovering first-hand the practical and enjoyable aspects of technology.

"Our team members shared insights into their diverse career paths within the IT sector, covering areas from databases to customer service, and from data analytics to sustainability. Our objective was clear: to demonstrate to these young girls that there is a welcoming space for them in IT, regardless of their backgrounds or interests. By establishing diverse teams, allowing, and encouraging employees to be their authentic selves, and showcasing these efforts publicly, we are doing our part to inspire a broader audience to explore technology-related fields," Torjus concludes. ⬣





Images from Girl Tech Fest. Foto: Gorm Gaare

# Business ethics

Committing to zero tolerance approach and promoting ethical business practices throughout all operations are paramount for Advania's long-term, sustainable success. A commitment to business ethics also promotes stakeholder confidence, protects trust in public institutions, and decreases the risk of human rights violations and negative impact on the environment.

Corruption is prevalent in many of the largest IT device manufacturing countries and widespread in the context of conflict minerals (minerals needed to obtain metals used in electronic equipment). Falsifications of certificates, lack of effective governance, and armed groups aiming to control the sourcing of minerals are some of the ways in which corruption may deprive citizens of their basic rights and freedoms, undermine contributions to social welfare systems, restrict access to business and livelihood, as well as enable human rights abuses. In Advania's own operations, the main risk of unethical business practices concerns the risk of inappropriate business relationships with suppliers and customers, for example through improper gifts or representation, nepotism, and conflicts of interest.

## GROUP GOAL

100% of the employees in the Advania Group are regularly trained in the Code of Conduct and our Anti-corruption Policy.

## % of employees trained in Anti-corruption Policy

| Sweden | UK[1] | Norway[2] | Iceland | Finland | Denmark |
|--------|-------|-----------|---------|---------|---------|
| 98% | 100% | 100% | 93% | 98% | 96% |

## % of employees trained in the Code of Conduct

| Sweden | UK[1] | Norway | Iceland | Finland | Denmark |
|--------|-------|--------|---------|---------|---------|
| 99% | 95% | 76% | 95% | 98% | 100% |

[1] Including Advania South Africa
Result as of 31 December 2023

## Approach and goals

Business ethics at Advania include the areas of anti-corruption, anti-money laundering, antitrust/competition law, and sanctions and trade controls. Our work builds on the ten principles of the UN Global Compact and aims to reduce the risk of unethical or illegal practices within our own operations as well as within the operations of our business partners. Of course, we always comply with all applicable laws and regulations in the countries where we operate. Advania Group's zero tolerance for all forms of unethical business practices and corruption is clearly stated in our Code of Conduct for employees, Code of Conduct for Suppliers and Anti-corruption Policy. In addition, the Group adheres to shared policies within the areas of antitrust and competition, sanctions and export controls, and GDPR.

Advania's Compliance and Sustainability Committee in the board oversees and supports the group's compliance work. The Head of Group Compliance is responsible for developing Advania's compliance programme within Business Ethics, including the policies and governance needed to address relevant risks and ensure compliance with laws and regulations. The operational responsibility for the compliance programme lies with the CEO of each country of operation. A group of local compliance officers in each country is tasked with implementing policies and frameworks locally. The Business Ethics Compliance Group meets regularly to share updates in the regulatory landscape, discuss policies and processes and exchange best practice. The Group CEO has the overall responsibility for regulatory compliance within the Group and acts as the escalation point for the Head of Group Compliance in case of severe breaches of Group policies.

Advania's policies and processes within compliance are assessed and updated on a regular basis. This helps us ensure that we remain proactive in our approach, that all employees feel comfortable in their everyday decision making, and that we continue to meet the expectations of our stakeholders. Read more about our sustainability-related risks and risk management on page 71.

### Training and communication

Ethics and corruption can sometimes be a grey zone in terms of what can be deemed acceptable. It is essential to provide employees with sufficient knowledge and tools to enable them to navigate their everyday tasks correctly from a compliance perspective.

To ensure that Advania's commitment to anti-bribery is well embedded, all employees go through mandatory training in Advania's Code of Conduct and Anti-corruption Policy during onboarding to the company. Training sessions are repeated annually and biannually respectively. Selected groups of employees are also trained in the policies for sanctions and trade controls and antitrust and competition law. In 2022, the group acquired a number of companies in Sweden, Norway, Finland and Denmark. As a result, an important task in 2023 was to ensure that new employees from these acquisitions completed their assigned compliance training. Read more about the outcome of the training programmes on pages 44-47.

8 of the 12 board members have received training in anti-corruption during the past two years. There are plans to train all board members during 2024.

### Governance structure

**Group Board Compliance and Sustainability Comittee**

**Group CEO**

**Head of Group Compliance Business Ethics**

**Local CEOs**

**Local Compliance Officers**

To provide concrete guidance for employees, Advania has developed guidelines on anti-corruption and competition. These documents contain detailed guidelines, scenarios, checklists, and hands-on advice about how to act in different circumstances. The documents are available to all employees on the local intranets.

### Third party due diligence

Advania wants to do business exclusively with actors who share our view on responsible business and can demonstrate high standards of ethical business conduct. During the onboarding process, all new suppliers must confirm that they have read, and agree with, Advania's Supplier Code of Conduct, including the code's provisions on compliance with anti-corruption laws and ethical business practices.

New suppliers and customers also go through sanctions screening in an external platform. The tool screens against international sanctions lists and flags relationships with sanctioned individuals, as well as highlights adverse media and relevant litigation or court rulings within the areas of legal compliance. During 2023, the group finalised batch screenings of large numbers of new suppliers as a result of acquisitions in Sweden, Norway, Finland, and Denmark in 2022.

As a complement to the initial screening, additional due diligence of sales intermediaries ensures that any party acting on behalf of Advania will do so in line with our requirements and minimises the risk of negative impact on the Advania brand due to bad associations.

### Reporting mechanisms

Employees are obliged to report actual or suspected misconduct to their immediate manager, their local compliance officer, or the Head of Group Compliance. A centralised whistleblowing service is available via Advania Group's website. In case of a serious breach involving someone in a senior position, employees can use the external whistleblowing service. No proof or evidence is required but all reports must be made in good faith. In the whistleblower policy, Advania clearly states that employees who report through the channel in good faith are protected from retaliation. The reporting channel is managed by a third party, fully anonymous and GDPR-compliant. One case of discrimination was reported in the whistle blowing channel. Read more about the corrective measures taken on .

### UK Bribery Act

Operating within the jurisdiction of the UK, Advania UK is bound by the UK Bribery Act 2010, a comprehensive legislation establishing strict requirements for businesses to ensure adequate procedures to prevent corrupt practices. In addition to adhering to group-wide anti-corruption policies and processes, Advania UK has implemented additional local initiatives to ensure compliance with the law, including enhanced training and communication efforts, local reporting channels and processes to reduce risks related to third party engagements.

### Incidents

During the year, no incidents related to corruption were reported.

# Climate smart operations

At the end of last year, the result became clear: 2023 was the world's hottest year on record. The global average temperature increase is already dangerously close to the limit of 1.5 degrees, which is the goal of the Paris Agreement, with the risk that we are already now approaching the tipping points for the climate that would lead to irreversible events and accelerating climate impacts.

Reducing GHG emissions therefore continues to be a priority task for both Advania and many other companies and organisations in all sectors of society. In addition to reducing the climate impact from our own operations, companies in the tech industry have a key role to play in the ongoing digital transformation to ensure a climate-smart society.
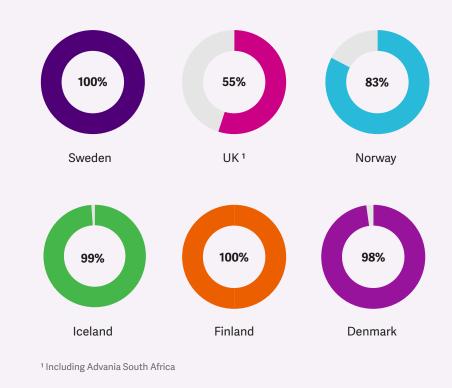
## GROUP GOALS

100% renewable energy in all data centres in the group.
Implement targets and programmes to reduce GHG emissions in accordance with GHG Protocol scope 1 to 3 in all companies.

## Approach and goals

GHG emissions are identified as a material environmental aspect both directly in Advania Group's operations and in-directly throughout the entire life cycle of sold IT hardware and services. In 2023, a new group-wide ambition was that all companies would implement targets and programmes to reduce GHG emissions in accordance with GHG Protocol scope 1 to 3.

Several of the companies in the Advania Group have had their objectives validated and approved by the SBTi.
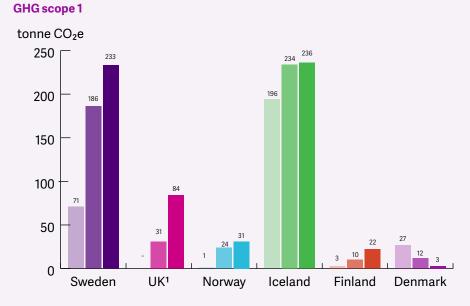
## Share of renewable electricity consumption in data center operation



| Sweden | UK [1] | Norway |
|--------|--------|--------|
| 100% | 55% | 83% |

| Iceland | Finland | Denmark |
|---------|---------|---------|
| 99% | 100% | 98% |

[1] Including Advania South Africa
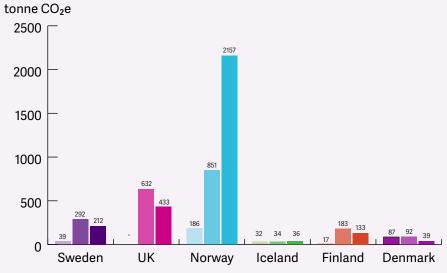
### Science Based Targets initiative (SBTi)

The Science Based Targets initiative (SBTi) is a partnership between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF). The SBTi drives ambitious climate action in the private sector by enabling organisations to set science-based emissions reduction targets.
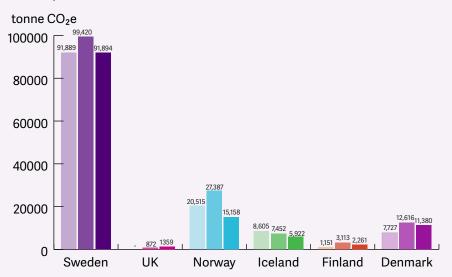
## Group carbon footprint

2021    2022[2]    2023

### GHG scope 1

tonne $CO_2e$

| Country | 2021 | 2022 | 2023 |
|---------|------|------|------|
| Sweden | 71 | 186 | 233 |
| UK[1] | - | 31 | 84 |
| Norway | 1 | 24 | 31 |
| Iceland | 196 | 234 | 236 |
| Finland | 3 | 10 | 22 |
| Denmark | 27 | 12 | 3 |

### GHG scope 2 Location based

tonne $CO_2e$

| Country | 2021 | 2022 | 2023 |
|---------|------|------|------|
| Sweden | 479 | 690 | 577 |
| UK[1] | - | 406 | 541 |
| Norway | 124 | 798 | 620 |
| Iceland | 41 | 43 | 48 |
| Finland | 317 | 467 | 659 |
| Denmark | 102 | 61 | 19 |

### GHG scope 2 Market based

tonne $CO_2e$

| Country | 2021 | 2022 | 2023 |
|---------|------|------|------|
| Sweden | 39 | 292 | 212 |
| UK | - | 632 | 433 |
| Norway | 186 | 851 | 2157 |
| Iceland | 32 | 34 | 36 |
| Finland | 17 | 183 | 133 |
| Denmark | 87 | 92 | 39 |

### GHG scope 3

tonne $CO_2e$

| Country | 2021 | 2022 | 2023 |
|---------|------|------|------|
| Sweden | 91,889 | 99,420 | 91,894 |
| UK | - | 872 | 1359 |
| Norway | 20,515 | 27,387 | 15,158 |
| Iceland | 8,605 | 7,452 | 5,922 |
| Finland | 1,151 | 3,113 | 2,261 |
| Denmark | 7,727 | 12,616 | 11,380 |

[1] Including Advania South Africa
[2] For 2022 several recalculations are done for all countries. For more information please see "Advania Climate statement 2023" in the Reports and policies section on https://www.advania.com/our-business/sustainability

## Activities and progress

### Advania Sweden 🇸🇪

Advania Sweden's management system was recertified to ISO 14001:2015 in March 2023, including new acquisitions made during the year 2022 (Visolit and iBiz).

They also managed to maintain the goal of 100% renewable electricity in the data centres, even when the acquisitions from 2022 (Visolit and iBiz) were included for 2023.

Advania Sweden's near-term GHG emission reduction targets were approved by the Science Based Targets Initiative in May 2023. The goals are:

1. Reduce the absolute GHG emissions in scope 1 and 2 (market based) by at least 50% by 2030 compared to the base year 2019.

2. Reduce the GHG emissions in scope 3 (including purchased products, fuel- and energy-related activities, upstream transportation, and business travel) by at least 70% per SEK in value added by 2030 compared to the base year 2019. The Scope 3 emission goal is an economic intensity measure where the ratio of kg $CO_2$e to the value added is measured. The value added includes the EBITDA results for the year and employee costs; this metric is known as Greenhouse Gas Emissions per Value Added (GEVA).

During the autumn, the base year 2019 was recalculated to include emissions from the latest acquisitions Hi5, Visolit and iBiz.

2023 showed an increase in emissions in scope 1, due to increased business travel by car, and a decrease in scope 2 caused by lower electricity usage in offices and data centres compared to 2022. In relation to the base year 2019 this resulted in a total reduction in a total reduction in emissions in scope 1 + 2 by 3%.
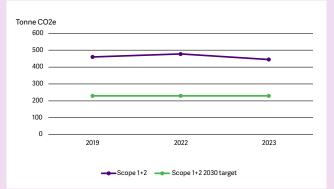
In scope 3, emissions have continued to increase due to strong growth in sales of IT hardware, but since the company's economic result and employee costs also increased to an even greater extent, GEVA (scope3/value added ratio) has decreased by 18% compared to the base year 2019.

The absolute majority of the scope 3 emissions are caused by the purchase and resale of IT hardware. The transition of the business towards selling life cycle services to increase the usage time of IT hardware is therefore of utmost importance. In 2023, Advania Sweden took a big step in that direction by launching the building of a pioneering IT equipment recycling centre, see page 51 ('Circular economy'). After the SBTi approval, Advania Sweden focused on developing their first climate transition plan.[4] The transition plan was approved by the management team in December and is based on the four pillars of the 1.5 business playbook by Exponential Roadmap Initiative[5]. Consequently, it consists of interventions to reduce emissions from internal operations, reducing value chain emissions, providing and scaling solutions to the customers, and lastly accelerating climate action in society.
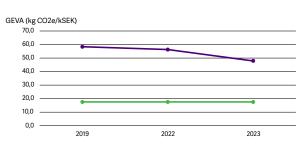
The commitment to SBTi also includes a target for net zero emissions until 2045; initiating the validation process for these targets is the focal point for 2024.

In 2023, Advania reported GHG emission data to CDP (the Carbon Disclosure Project) for the first time. CDP is a voluntary reporting framework, frequently used by companies to disclose environmental information to their stakeholders.

### Advania Sweden SBT Progress Scope 1+2



### Advania Sweden SBT Progress Scope 3

### Advania UK 🇬🇧

55% of the energy consumed in data centres used by Advania UK is powered by renewable energy, a metric which they are looking to increase further in FY24. Advania UK is currently reviewing its Carbon Reduction Plan targets and in FY24 will work to create a roadmap that will incorporate key metrics to allow tracking of carbon emissions so that they can formulate their transition to net zero. They have invested in a sustainability resource to collaborate across the business and lead this initiative.

As part of Advania UK's continued commitment to reducing its environmental footprint, air and inter-office travel are kept to a minimum, with a formalised justification and approval process for any travel requests and flight justifications requiring approval by the Chief People Officer. Employee schemes continue to help employees to make climate-smart decisions. Ten new employees have taken advantage of the electric car scheme in FY23, and the salary-sacrifice cycle-to-work scheme remains popular with seven new participants, further supporting low carbon impact commuting and a healthy lifestyle. Advania UK participated in the UK-specific Energy Savings Opportunity Scheme (ESOS), and in FY24 they will be reviewing the recommendations made in the report so that they can be implemented where feasible.

Advania UK invested in sustainability leadership training through Earth 51, and this had a positive response from the Products and Services and Internal and Systems Transformation teams. The training has positioned their specialists to have more credible conversations with customers looking for guidance on how technology can support them in reducing, recording, and reporting against their decarbonisation plans.

Advania UK is 'cloud first' in everything they do, largely using Microsoft platform as a service (PaaS) and software as a service (SaaS) offerings that operate efficient, circular data centres. Advania UK is undergoing business integration to continually consolidate infrastructure and to reduce their carbon footprint.

To celebrate Earth Day on 22 April 2023, Advania UK invested in a programme to commit that for every new UK employee a tree would be planted on their behalf. Mirus, Advania UK's SMB Centre of Excellence, maintains its ISO 14001:2015 certification and continues with its tree planting initiative. At the end of the reporting period Mirus had purchased 4,000 trees for replanting.
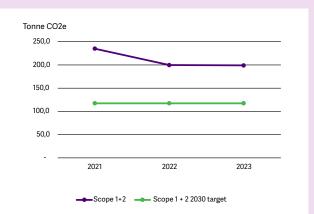
### Advania Norway 🇳🇴

In close cooperation with 20 internal stakeholders, Advania Norway recertified their environmental management system according to the ISO 14001:2015 requirements. The local objective of achieving 100% renewable energy usage in the data centre was nearly met, with an impressive accomplishment of 98%. Additionally, all other local objectives (), including take-back offerings, training, and knowledge-building initiatives were successfully achieved.
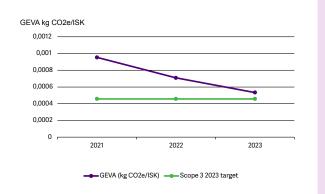
During the year, Advania Norway implemented a climate programme including a first set of GHG reduction targets for scope 1 to 3 with a base year of 2023. The goals are to reduce scope 1 and 2 greenhouse gas emissions by 50% until 2030 and scope 3 greenhouse gas emissions from purchased goods and services by at least 30% per added value within the same time frame.

### Advania Iceland SBT Progress Scope 1+2

Tonne CO2e

[Chart: Line graph showing "Scope 1+2" (purple) declining from approximately 235 in 2021 to 200 in 2022 and 200 in 2023. "Scope 1 + 2 2030 target" (green) flat at approximately 115 across 2021, 2022, 2023. Y-axis: 250.0, 200.0, 150.0, 100.0, 50.0, -. X-axis: 2021, 2022, 2023.]

— Scope 1+2    — Scope 1 + 2 2030 target

### Advania Iceland SBT Progress Scope 3

GEVA kg CO2e/ISK

[Chart: Line graph showing "GEVA (kg CO2e/ISK)" (purple) declining from approximately 0.00095 in 2021 to 0.00072 in 2022 and 0.00055 in 2023. "Scope 3 2023 target" (green) flat at approximately 0.00045 across 2021, 2022, 2023. Y-axis: 0.0012, 0.001, 0.0008, 0.0006, 0.0004, 0.0002, 0. X-axis: 2021, 2022, 2023.]

— GEVA (kg CO2e/ISK)    — Scope 3 2023 target

In October, Advania Norway arranged a climate competition internally to create awareness of environmental habits at home and at work, such as bicycling, recycling, reducing food waste, and following a vegetarian diet. Around 200 employees participated. The competition increased awareness of the $CO_2$ emissions related to different activities.
 Advania Norway continued with the optimisation of their data centre cooling systems and replaced a significant number of older servers and some storage solutions. As a result, they observed a reduction in power consumption in their largest data centres by approximately 29,000 kWh per month, demonstrating the effectiveness of their ongoing efforts.

Advania Norway plans to reduce the number of data centre locations by at least two during 2024. Additionally, they will initiate a project to construct a cold zone in their second-largest data centre in Oslo, furthering the commitment to sustainability and efficiency in their operations.

#### Advania Iceland 🇮🇸
There was a slight increase in Advania Iceland's scope 1 and scope 2 GHG emissions, with a rise of 1.4% from 2022 to 2023. Scope 3 emissions were, however, reduced by 20.5% and therefore Advania Iceland was able to reduce their total GHG emissions by 19.8% year on year. It is important to note that in these results, scope 1 includes emissions from rental cars, in accordance with the methodology used by Advania Group. In Advania Iceland's Science Based Targets initiative (SBTi) methodology, these emissions are in scope 3, category 6 (business travel). This different categorisation results in a variation in comparative emissions.

Advania Iceland reached their goal of having their GHG emission reduction targets validated by the SBTi during the year, with a confirmation received from SBTi in October

2023. That achievement made Advania Iceland the first IT company in Iceland to go through SBTi validation. The process helped increase their understanding of their operational emissions and set an emission reduction strategy aligned with reaching the SBTs.

When calculating GHG emissions based on Advania Iceland's methodology as validated by the SBTi, scope 1 and scope 2 emissions were reduced by 0.4%. Advania Iceland acknowledges that at this pace, they would fall short of their target of a 50% absolute reduction by the year 2030 relative to the base year of 2021. Nevertheless, it is to be noted that since 2021 they have accomplished a more substantial decrease – of 15% – in these categories.

Advania Iceland's strides in reducing their scope 3 GHG emissions are more pronounced. Between 2022 and 2023, they have accomplished an absolute reduction of 20%, primarily influenced by the changes in the hardware products they sold. Advania Iceland tracks their scope 3 emissions performance using an economic intensity measure, the ratio of $kgCO_2e$ to value added, which considers both EBITDA results for the year and employee costs; this metric is known as greenhouse gas emissions per value added (GEVA). Advania Iceland has reduced GEVA by 25% from the preceding year and achieved a cumulative reduction of 41% from their base year of 2021. This is significant progress towards their target of a GEVA reduction of 52% from 2021 levels by 2030.

In 2023, Advania Iceland achieved a renewable electricity usage rate of 98.8%. This percentage is based on renewable energy certificates wherever possible and on the presumption that data centres in Iceland exclusively utilise renewable energy sources. Advania Iceland will remain proactive in implementing measures to reduce their GHG emissions

further to meet their stated goals by 2030. The focus going forward is to continue reducing operational emissions and helping customers increase circularity while managing their IT hardware assets by extending the life cycle of hardware, as that is Advania Iceland's largest source of GHG emissions.

### Advania Finland

Advania Finland's environmental management system's certification according to ISO 14001:2015 was expanded and now covers most business areas that have significant environmental aspects: data centre services and end user devices. The aim is to recertify the system in the spring of 2024. All data centres providing Advania Finland's services use 100% renewable energy.

A local GHG emissions reduction plan could not be finalised in 2023 due to a lack of available data to use as a base year.

In the early part of the year, Advania Finland outsourced its two remaining proprietary data centres. This decision provides the organisation with flexibility regarding data centre locations and opportunity to incorporate more energy-efficient data centre objectives into long-term planning. The success of this initiative relies heavily on an efficient supplier management process and carefully defined supplier selection criteria, aligning with the company's current mandate for 100% renewable energy.

The consolidation of Valtti and Advania offices was completed during the year 2023. Thanks to the hybrid work model, office space was reduced.

### Advania Denmark

Advania Denmark almost reached the target of 100% renewable electricity in their Datacenter operation with a total of 98%.

For Local Climate Reduction Targets, the strategy involves conducting a comprehensive review of the current situation, engaging with key stakeholders, and establishing clear, achievable goals consistent with the GHG Protocol's scopes 1 to 3. The ambition is to have the first set of reduction targets and strategy finalised during 2024.

Measures will be implemented to reevaluate and reaffirm commitment to these objectives, emphasising transparency and stakeholder involvement to guarantee the timely establishment and achievement of targets.

Advania Denmark's strategy and objectives highlight the critical importance of minimising GHG emissions, not just within its own operations but across the entire lifespan of the IT hardware and services provided. This underscores the pivotal role of the technology sector in driving the digital transformation towards a more sustainable and climate-aware society.

# Our value chain

# Responsible supply chain management

The IT and electronics sector is associated with significant risks of negative impact on people, communities, and the environment throughout its value chain. As a tech company, we recognise the complex impacts of our business, from raw material extraction and manufacturing to recycling and disposal of IT hardware. Through supply chain management, collaboration, and embracing circular economy principles, Advania is committed to addressing risks and contributing to positive industry developments through sustainable practices and proactive measures. Acknowledging the substantial environmental and social challenges inherent in the IT and electronics value chain, we are dedicated to respecting human rights, improving working conditions for supply chain workers, safeguarding the environment, and combating corruption throughout each stage of our operations.

## Our supply chain

Advania Group's most significant purchases are IT hardware, software and storage, transportation of goods, and other services, such as rental of office space and data centres. Our tier 1 suppliers are mainly located in Europe, Asia, and the US. Many of our suppliers do not have their own manufacturing operations, so they outsource production to subcontractors. It's in the early stages of the supply chain where the most salient risks of human rights violations and environmental damage can be found. In our supply chain, relevant risks include the use of child and forced labour in the extraction of raw materials and manufacturing of hardware and its components, long working hours and low wages for factory workers, violations of rights such as freedom of association and collective bargaining.

Advania continuously works to ensure that our processes for responsible supply chain management meet needs and expectations from the industry and our stakeholders. In light of increased requirements for corporate responsibility from legislators, customers, and other stakeholders, in 2023 we carried out a gap assessment against the UN Guiding Principles on Business and Human Rights and OECD Guidelines for Multinational Enterprises. Through the gap assessment we identified necessary steps to close the gaps and move towards alignment with these expectations. This will prepare us for future legislative initiatives on human rights due diligence, enable alignment with the EU taxonomy, meet reporting expectations of the CSRD, and meet stakeholder expectations. During 2024, Advania Group

will continue to develop the processes for supply chain management, including more comprehensive solutions for risk assessment, self-assessment, and stakeholder engagement.

Improving value chain conditions requires all stakeholders in the IT industry to commit to systematic and long-term efforts. As a reseller in the Nordics and the UK, Advania is a relatively small link in the chain; therefore, our approach is based on collaboration and aligning our efforts with our business partners and industry coalitions.

## The Responsible Business Alliance

Advania is a regular member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. Over 230 RBA members share their knowledge and experience and collaborate to create a more sustainable supply chain. With a common Code of Conduct, tools for risk assessment, and follow-up of suppliers, and by sharing information in a transparent way, the RBA has become one of the most important players in improving working conditions in the global manufacturing chain.

Through our membership in the RBA, we participate in and promote industry-wide collaboration and transparency to combat key challenges throughout our supply chain. During 2023, Advania Group participated in the RBA taskforce on living wage, an initiative aimed at developing shared processes for the implementation of the concept of living wage in the IT industry. Advania also joined RBA's Responsible Environment Initiative, aimed at addressing environmental sustainability and chemical management challenges in the industry, and developing tools and services to improve environmental performance across the entire value chain.

## Supplier Codes of Conduct

Advania Group's expectations of suppliers' responsible business conduct are communicated in the Advania Code of Conduct for Suppliers. The code is based on the ten principles of the UN Global Compact and is communicated to all new suppliers during onboarding. In addition, we require all our IT-hardware suppliers to also adopt the RBA Code of Conduct, a shared set of social, environmental, and ethical standards for the electronics industry.

The RBA CoC contains requirements for suppliers to ensure that working conditions in the electronics industry - or industries in which electronics are a key component - and its supply chains are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically. A large part of the IT industry, including a majority of Advania's tier 1 suppliers and their sub-suppliers, have committed to the RBA Code of Conduct.

## Supplier evaluation and risk management

Advania carries out regular risk assessments of Advania Group's direct and indirect suppliers as part of our supplier monitoring programme. Through our membership in the RBA, we have access to tools for risk assessment and supplier evaluation especially developed for the tech industry. A working group with representatives from all Advania countries, headed by Advania Group's business and human rights specialist in Advania Sweden, coordinates the supplier monitoring programme. Read more about Advania's risk assessment and management on .

### Supplier monitoring programme

All suppliers that provide products or services that are part of Advania's offerings to customers are called direct suppliers. All our major direct suppliers[6] are subject to a supplier self-assessment questionnaire (SAQ) in the RBA platform for supplier assessment. The SAQ covers all four sustainability areas of human rights, labour rights, business ethics, and the environment. Based on the results of the SAQ, high-risk suppliers undergo additional assessment and/or a third-party audit. Deviations in the SAQ and third-party audit are compiled and managed through improvement action plans, in dialogue with the supplier. Advania always follows up all deviations and action plans. If a supplier should fail to correct their non-compliance, we continue the dialogue and, if needed, escalate the issue to our executive team.

Indirect suppliers are those that provide products or services to Advania as the end customer. Indirect suppliers are assessed through a screening tool based on risk parameters such as industry, geographic location, and size. Only indirect suppliers identified as high risk in the risk screening go through a more comprehensive self-assessment in the RBA platform and the subsequent steps as described in the process for direct suppliers.

As a complement to the risk assessment in the RBA platform, our major suppliers also participate in a sustainability dialogue programme. The purpose of the programme is to build strong partnerships with our major suppliers, address industry-specific topics and challenges, and communicate our expectations within the area of sustainability. The dialogue programme is also a forum where we gain valuable insight into the status and progress of the suppliers' own supply chain work, including their SAQ score, audit results, and corrective action plans.

Overall, Advania's final supplier assessment for direct suppliers consists of a combined evaluation of the supplier's sustainability performance based on data gathered through the RBA SAQ result, external certifications, and qualitative information gained through dialogue. In the event a supplier does not meet Advania's requirements, the supplier is escalated to the executive team.

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[6] Major suppliers are suppliers that together represent 80% of Advania Group spend.

**GROUP GOAL**

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

## Supplier assessment 2023

### Advania Group's major suppliers 2023
In 2023, 14 suppliers made up 80% of group direct spend, and 293 suppliers made up 80% of group indirect spend. During the year, Advania assessed 100% of major suppliers, both direct and indirect, through our supplier monitoring programme. No direct or indirect supplier, or supplier-owned factory, was assessed as high risk. To meet evolving due diligence and reporting standards, Advania has revised its goal for responsible supply chain management. For 2024, the aim of the updated goal is to mature our risk analysis processes and expand the risk universe from a sustainability perspective to ensure that 100% of the group's suppliers are assessed in a risk analysis based on environmental, social and governance (ESG) parameters (human rights, workers' rights, anti-corruption, and environment).

12 of 14 major direct suppliers participated in the sustainability dialogue programme. Relevant topics of discussion in 2023 included emerging sustainability legislation, transparency, industry collaboration, GHG- emission reduction strategies, circular initiatives, and human rights due diligence.

During 2023, Advania expanded the dialogue programme to include additional deep dive dialogues with strategic major suppliers. Eight suppliers were selected to participate in further dialogues on climate and product-related topics

and expected to provide in-depth information about their processes and products. The information will be used internally to equip our sales teams with up-to-date and detailed information of our major suppliers' sustainability initiatives and unique selling points.

As an IT reseller, the majority of Advania's carbon footprint can be attributed to emissions generated throughout the production and distribution processes of our suppliers, i.e., scope 3 emissions. As such, Advania is dependent on the success of our suppliers' emission reduction efforts in order to reach our own targets. Through the sustainability dialogue programme and deep dive sessions, we have communicated the urgency with which the industry must begin the transition towards net zero and gained valuable insights into our suppliers' progress in setting science-based targets (SBTs), both for their own operations and the operations of their subcontractors. As of the end of 2023, 13 of 14 of Advania's major suppliers have validated science-based targets, demonstrating a commitment to reducing their carbon footprint in line with scientific recommendations.

During 2023, together with eight strategic major suppliers, Advania also signed supply chain cooperation and collaboration plans, documents intended to mirror our joint ambition to push the sustainability agenda forward and ensuring that our values align in all material aspects.

**Advania Group's major direct suppliers**

- Adobe
- Apple
- ASUSTek Computer
- Cisco Systems
- Dell
- GN Audio
- Hewlett Packard Enterprise
- HP
- Lenovo
- Logitech
- Microsoft
- Samsung Electronics
- TPV Tech
- VMware

## Commitment to combat modern slavery

Advania Group prohibits all forms of modern slavery throughout every part of the organisation and supply chain. Our stance on modern slavery is communicated in our Codes of Conduct for employees and suppliers, as well as through our membership in the RBA and the RBA CoC. Previously known as Content+Cloud, Advania UK is a leading cloud, digital transformation, and managed service provider in the UK. As a company incorporated in the UK, Advania UK is subject to the UK Modern Slavery Act, a piece of legislation aimed at combating human rights abuses involved in modern slavery. In compliance with the law, Advania UK annually publishes an anti-slavery and human trafficking statement online, as well as implements necessary risk management mechanisms in everyday processes to combat the risk of modern slavery.

## The Norwegian Transparency Act

On 1 July 2022, the Norwegian Transparency Act came into force, requiring companies registered in Norway to make sure human rights and decent working conditions are respected in their operations and supply chains. Advania Norway, incorporated in Norway, is subject to the act and published its first report in compliance with the law in July 2023. During the first reporting year, Advania Norway has continued to build on the governance and activities set up in 2022, including high quality sustainability training for employees and customers, and sustainability meetings with suppliers. The supplier meetings allow for a qualitative dialogue and are an important forum to increase transparency about their supply chain management. In 2023, the meetings focused on topics relating to the environment and ethics, particularly addressing scope 3 emissions.

During the year, Advania Norway also conducted systematic risk mapping of its external environmental and climate impact, as well as its ethical guidelines for suppliers especially related to the factors of overtime, forced labour, living wages, and marginalised groups. The 2023 Transparency Act report will be available on Advania Norway's website after 30 June 2024.

## Supplier assessment 2023

| Category | Number of major suppliers* | Percentage of major direct suppliers assessed by Advania Group | Advania assessment result | | | Number of major direct suppliers participating in sustainability dialogues | Number of major direct suppliers participating in deep dive dialogues |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | Low risk | Medium risk | High risk | | |
| **Major direct suppliers** | 14 | 100% | 12 | 2 | 0 | 12 | 8 |
| **Major indirect suppliers** | 293 | | 236 | 57 | 0 | | |

# Responsible e-waste management

The risks associated with selling used IT equipment and managing e-waste are increasingly significant and encompass a wide range of human rights and environmental concerns. Unlawful export and Inadequate management of e-waste are associated with significant risks of human righs violations and enviromental pollution. These risks are exacerbated in regions with inadequate waste management regulations, increasing the risk of labour exploitation, child labour, exposure to hazardous substances, and environmental contamination. Limited transparency and traceability challenges make it difficult for resellers to control the flow of products and manage these risks of negative impact to people and the environment.

In 2023, we launched our plans for a pioneering IT equipment recycling centre dedicated to life cycle management. Recognising the significance of downstream risks associated with the resale of used IT hardware and e-waste management, it is of immense value to Advania to run resale operations in-house. This gives us insight into the flow of products beyond the second-hand cycle and control of the customer verification process, enabling us to make relevant demands on our customers with regards to transparency, traceability, and waste management at end of life. The centre is under construction in Sweden and will be inaugurated in 2025.

The launch of this project and our resale operations imposes new demands on Advania's efforts to ensure responsible resale practices and risk management. During 2023, Advania carried out a risk assessment to identify sustainability risks related to the project and reviewed current processes for customer verification. In 2024, the work to develop responsible resale processes and enhanced customer verification processes will continue and be launched in conjunction with Advania's IT equipment recycling centre.

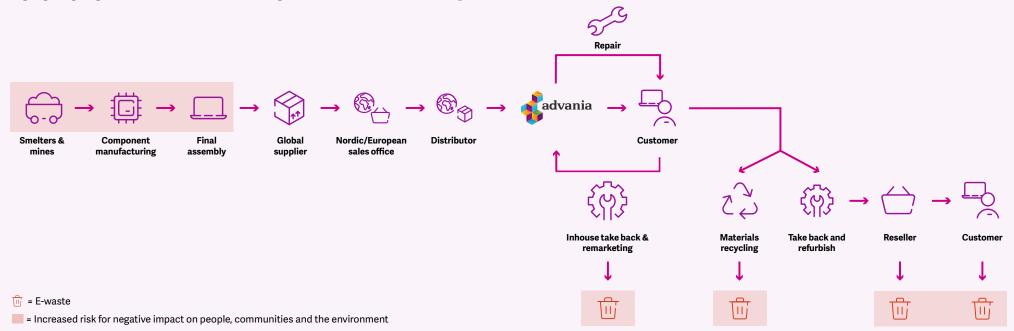## Identifying risks to consumers, end users, and communities

In 2023, Advania identified additional downstream risks associated with unethical use of IT services and discrimination of end users.

Advania recognises the possibility that IT solutions can be employed for unethical purposes; unlawful surveillance, censorship, and identity theft are only a few examples of illegitimate actions that significantly violate the rights and freedoms of individuals, such as freedom of expression and privacy. The risk is exacerbated in countries where the

protection of human rights is lacking. Furthermore, the improper utilisation of AI, or disregard of the multifaceted needs of end users when we develop new software, may perpetuate discriminatory practices, undermining efforts towards equality, diversity, and inclusivity.

These topics will be subject to further assessment in the scope of human rights due diligence and CSRD work streams in 2024.

## Advania's value chain

**Highlighting stages with increased risk of human rights violations and environmental pollution**



Repair

Smelters & mines → Component manufacturing → Final assembly → Global supplier → Nordic/European sales office → Distributor → advania → Customer

Inhouse take back & remarketing          Materials recycling          Take back and refurbish → Reseller → Customer

🗑 = E-waste

= Increased risk for negative impact on people, communities and the environment

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# Our offerings

# Integrity and information security

As a leading IT service provider in Northern Europe, we face increasing challenges and complexity in today's cybersecurity threat landscape. Cybercrime has reached unprecedented levels. AI and machine learning are affecting cyber and information security, as they are used by both attackers and defenders. State-sponsored actors are using cybersecurity to advance their agendas in a tense geopolitical situation. The EU and other regulators have noticed this and have introduced many new regulations for the industry to protect the public from these threats. We need a more robust security strategy than ever before to ensure our organisation's continued success in this difficult environment.

## GROUP GOAL

100% of the employees in the Advania Group are regularly trained in information security and GDPR.

## Approach and goals

### We choose a flexible and decentralised approach

Advania has a customer-centric and decentralised approach, which means that all local companies have their own processes to manage challenges related to information security according to their market needs. However, all companies must comply with the regulatory requirements that apply to them directly or indirectly through their customers. Most of the companies in the group are well prepared for the current and upcoming regulations, as they

## % of employees trained in information security

| Sweden | UK[1] | Norway[2] | Iceland | Finland | Denmark |
|--------|-------|-----------|---------|---------|---------|
| 94% | 100% | - | 88% | 97% | 100% |

## % of employees trained in GDPR policy

| Sweden | UK[1] | Norway | Iceland | Finland | Denmark |
|--------|-------|--------|---------|---------|---------|
| 99% | 92% | 100% | 83% | 98% | 94% |

[1] Including Advania South Africa

[2] Information Security training in Norway is available to all employees but the outcome is not monitored and therefore not reported

are already certified according to ISO 27001, which covers most of the security controls required by the new regulations. This, together with our security strategy of dividing cybersecurity into three areas – technical, administrative, and behavioural security – allows us to set up a comprehensive multi-layered and flexible cybersecurity defence based on the current and future threat and risk landscape. This flexible approach – along with Advania's constant focus on user awareness, training, and testing - will be a crucial part of Advania's ability to handle today's rapidly changing cybersecurity threats. Geopolitics and cybercrime have never had such a big impact on the cyber world as during 2023. Ransomware is on the rise, state-sponsored actors are becoming more active and dangerous, and AI has made its entrance into cyber operations. To counter this, a lot of new – mainly EU-sanctioned – regulatory requirements are being developed and implemented, making cybersecurity more complex than ever before.

### Preparing for new directives

Within the group, we have initiated efforts to proactively address the new regulations that are likely to impact IT service providers and our customers. Our aim is to achieve compliance well in advance of the deadlines. During this year, Advania has mainly focused on the following regulations which will come into force during 2024 and 2025:

- NIS 2, Network and Information Security Directive version 2
- DORA, Digital Operations Resilience Act
- CRA, Cyber Resilience Act
- AI Act
- EUCS, EU Cloud Service Scheme

Advania will continue to be a trustworthy and secure partner for our customers within cybersecurity and information security by complying with the regulatory requirements,

applying the appropriate security controls, having a strong and mature cybersecurity strategy, and perform our work in line with international standards.

### Advania Sweden 🇸🇪

It has been a really challenging year within the realm of information security; this past year has seen an unprecedented influx of cyberattacks and threats related to information security. Everything from geopolitical events and cybercrime to state-sponsored actors targeting IT service providers had a huge impact on the realm of information security. On top of that, information security teams in Europe must deal with new and expanded information security regulations, especially in the EU market, which will all come into effect in 2024. Advania Sweden has started up several projects during the year to be ready well in advance of the implementation of each regulation.

To be able to meet both the regulatory requirements and information security threats as well as secure our customers' IT operations and build a robust defence against cyberthreats, Advania Sweden has reformed its internal information security organisation. The organisation has grown from five people at the start of 2023 to ten at the end of the year. These additions have mainly been in the governance, risk, and compliance areas. Advania Sweden plans to expand these teams even further during the coming year to ensure that all business units, functions, and management get the support they need to be able to deliver secure services required by the market and by regulators, as well as strategically plan how to manage the ever-changing information security threat landscape.

Advania Sweden has chosen to certify the central infrastructure platform used for producing services for customers as the scope for the information security management

system. The management system is certified according to ISO 27001:2013 and SoA version 2 and was audited during the year without any major deviations. The certification now includes 2022's acquisitions Visolit Sweden and iBiz, which have been fully integrated into Advania Sweden.

There is a definite shift towards including more information security requirements in tenders, both public and private. While posing a challenge to the information security team and business units, Advania Sweden sees this as a positive market shift and proof that both customers and suppliers are more aware of current threats.

The goal of ensuring that 100% of employees were trained in information security and GDPR was nearly achieved with 94% completion rate. One of Advania Sweden's goals for the year was to increase awareness internally and, because of increased information security training for employees, there was a significant reduction in incidents such as phishing attempts and potential data losses or leaks. To further enhance user awareness, Advania Sweden plans to introduce situational-based micro-learning where users will receive brief training sessions when engaging in high-risk operations.

### *Proactive scenario-based training exercises*
Business continuity planning (BCP) was another focus area for Advania Sweden, both internally and externally with customers. As cyberattacks have become more frequent, it is increasingly important to shift from a 'just in time' to a 'just in case' approach, and BCP prepares organisations with scenario-based training. The training involves all organisational levels, ranging from desktop exercises with senior management to operational infrastructure tests, and is based on likely scenarios such as ransomware attacks, network intrusions and distributed denial of service (DDoS) attacks.

### Advania UK 🇬🇧
Advania UK recognises the importance of a continuous focus on their internal security strategy and posture. Further resource investments have been made to establish an independent internal security operations team who now operate as part of Group Technology Services. This creates an intrinsic link between security and the continuous development of their UK technology platforms, managing any incidents, mitigating risks, and providing best practice guidance across the business.

Advania UK conducts formal and regular security and compliance awareness training through iHASCO which is mandatory for all staff to complete each year as a minimum. This underpins individuals' performance ratings through the appraisal process.

Advania UK holds certification to information security management standard ISO 27001:2013 and is also Cyber Essentials+ certified.

The UK CIO leads the internal security strategy and works with its governance, risk and compliance (GRC) function to ensure that approaches to risk management, policy definition, and compliance with laws and regulations are appropriate. The GRC influences, oversees, and promotes the effective management of various policies within the company such as the AI Acceptable Use Policy and Information Security Policy, as well as performing a key role within the incident management strategy. Security and compliance initiatives are embedded within the broader Group Technology Services strategy for 2024.

### Advania Norway 🇳🇴
The information security management systems used by Advania Norway are certified according to ISO 27001 and

were upgraded from the 2013 to the 2022 version during the annual audit and recertification.

Advania Norway is leading the way in excellent e-learning for its employees in information security. In 2023, all new and current employees were offered training consisting of short nano courses. In the modules, employees learn about various topics such as phishing, multi-factor authentication, disinformation, reporting incidents, inside risk, social media, and ransomware.

Several large information security improvement projects were carried out during 2023. These included email security, account security, privileged account security, and device security.

### Advania Iceland 🇮🇸

Multiple security training activities for employees were conducted throughout the year. Regrettably, Advania Iceland did not manage to reach the stated goal of 100% participation. In 2023, 88% of employees participated in their formal security awareness training and further security training was offered to all employees through various channels. Additionally, phishing simulations were sent out to all employees and the few who responded in an unsafe manner were made to attend further training. Participation in GDPR training was 83% during the year. Advania Iceland's information security management system was successfully expanded to include an additional business unit in the scope of their ISO 27001 certification.

### Advania Finland 🇫🇮

Advania Finland's information security management system is certified according to ISO/IEC 27001:2013 and their target is for 100% of employees to go through mandatory information security and data privacy training. In 2023, 97% of employees completed those trainings. During 2024, Advania Finland will adjust the information security controls to the newest standard version and aim to certify according to 27001:2022 in the beginning of 2025.

Advania Finland is actively participating in local information security forums, such as the Information Sharing and Analysis Centre (ISAC) and Digipooli, to understand more about the prevailing trends in cybersecurity threats.

Advania Finland improved its security posture and maturity during 2023 through annual and continuous security and phishing training, enhanced information classification, hardened access management, as well as reorganised and redefined organisation-wide vulnerability management.

### Advania Denmark 🇩🇰

Advania Denmark maintains its International Standard on Assurance Engagements (ISAE 3402) Type II certification, showcasing a sustained commitment to robust internal controls and the ongoing monitoring and evaluation of these controls. This steadfast adherence ensures Advania Denmark provides its customers with the highest assurance levels regarding its service organisation's operational effectiveness and reliability. Additionally, Advania Managed Services (AMS – formerly known as Cloudio) retains its ISAE 3000 and ISAE 3402 certifications, reflecting AMS's commitment to high standards in risk management and control processes, reinforcing the trust and confidence that customers place in the Advania ecosystem.

# Circular economy

When purchasing IT equipment, technical specifications are usually the starting point. When shifting focus to functionality based on user needs, it becomes more apparent that a device does not have to be brand new to fulfil its purpose. However, changing mindsets and ingrained behaviours takes time and there is still a lot to be done when it comes to changing the attitudes of organisations and consumers. We have found that an informational approach is the way towards a more circular use of IT equipment.
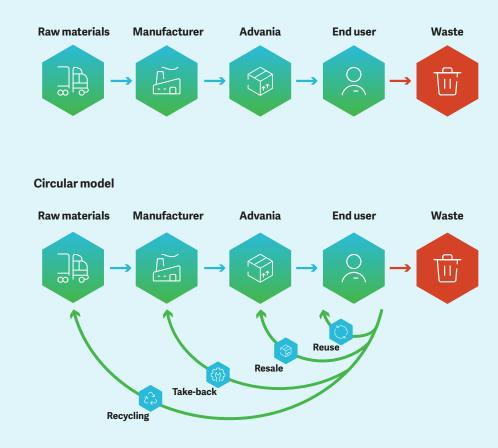
## GROUP GOAL

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

## Approach and goals

Manufacturing, using, and then throwing away is a linear approach to IT equipment. To turn this around we need to repair rather than throw away, upgrade hardware components to prolong a device's life, and ensure that all parts are properly recycled when the device's life cycle ends. We acknowledge that we need to do business within planetary boundaries, a concept used to define and quantify the limits within which humanity can operate safely to avoid causing detrimental and irreversible changes to the earth's natural systems. Manufacturing IT equipment has a high environmental impact, with a high consumption of materials and energy, and we cannot turn a blind eye to problems in the supply chain whether upstream, downstream, or within our own operations.

## Linear vs. circular model for electronic products

**Linear model**

Raw materials → Manufacturer → Advania → End user → Waste

**Circular model**

Raw materials → Manufacturer → Advania → End user → Waste

Reuse, Resale, Take-back, Recycling

### Client offering: life cycle offerings – take-back, reuse, and recycling

Advania helps customers to keep reuse and recycling in mind from the start. We offer solutions for all stages of the IT life cycle: from financing, installation, and delivery to storage and retrieval, and safe destruction of equipment that has reached the end of its life cycle.

### Client offering: managed services

A circular economy involves not only extending the lifespan of IT components and devices, but also sharing digital infrastructure resources, and adopting consumption models such as 'as a service'.

As managed services provider, we assume responsibility for IT assets for a major part of their life cycles. Since we have the right expertise, capabilities, and resources, we can optimise the deployment and operation of shared networks, infrastructure, and applications. This includes the private and public cloud, and different service models in cloud computing such as infrastructure as a service (IaaS), platform as a service (PaaS), and analytics as a service (AaaS) for our customers. This leads to efficiencies in energy consumption and the utilisation rates of deployed infrastructure.

## Activities and progress

### Advania Sweden 🇸🇪

Increased take-back and resale of used IT hardware forms the core of Advania Sweden's ambitions to increase its circular activities. In 2023 they surpassed the set goals by taking back more than 160,000 devices, which is an increase of 85% compared to 2022. They were able to resell 85% of those units to other customers once all data was safely removed. More detailed information can be found on page 106.

### *Construction of pioneering IT equipment recycling centre in Sweden*

In October 2023, Advania Sweden launched their plans for a pioneering IT equipment recycling centre[7] which will act as Advania's hub for reclaiming and recycling IT equipment and have the capacity to refurbish up to one million IT devices annually. The aim is to address widespread waste management issues in the IT sector. Groundwork commenced in Enköping in November 2023, and the facility is anticipated to be completed in 2025.

In collaboration with analysis and advisory company Radar Ecosystem, Advania Sweden released a report on attitudes towards circular handling of hardware within the B2B sphere, which gained a lot of interest. For more information, see the case study on page 51.

Throughout the year, Avania Sweden provided reports to 11 customers assessing the circularity of their IT usage, through Klimatsnurran ('the climate calculator') which is Advania Sweden's self-developed model for calculating emissions throughout the life cycle of IT hardware, including a comprehensive set of other data and indicators related to take-back and repair services.

[7] Press release: https://www.advania.com/pressreleases/advania-unveils-it-equipment-recycling-centre

### Advania UK 🇬🇧

Advania UK recently launched an equipment recycling policy to formally track and report how hardware devices such as laptops, desktops, headsets, and peripherals are procured and managed through their life cycle, and this will be implemented in FY24.

### Advania Norway 🇳🇴

Advania Norway continued its efforts to sell life cycle services related to the products sold. Although the number of products sold under life cycle management has been consistently increasing, Advania Norway took back approximately 50% fewer devices in 2023 than in 2022. These variations can be attributed to the two- to five-year take-back cycles for equipment coupled with the fact that the volume of products sold under life cycle management was relatively low several years ago.

### Advania Iceland 🇮🇸

Advania Iceland did not reach their goal of doubling the amount of hardware taken back year on year. In total, 92 units were taken back which only amounts to 52% of the number of units in 2022. They will investigate how to improve the process and get back on track towards their goal. They also continue to develop this service offering to customers and find ways to raise awareness on the topic of refurbishment and e-waste. Advania Iceland has set a goal for 2024 to take back 10% of sold units , which is a significant increase from the previous year.

### Advania Finland 🇫🇮

The Finnish end user device market has started to show interest for circular IT. During 2023, Advania Finland was able to sell reused devices to several Finnish public administrations. This is a welcome new area to advocate for, educate about, and change attitudes when it comes to purchasing models. Even though a breakthrough was made this year, the goal of reaching 2,000 sold devices was not reached. Currently, they have established take-back procedures for devices included in their managed services only. Read more about Advania Finland's work to establish a market for circular management of IT devices on .

### Advania Denmark 🇩🇰

In 2023, Advania Denmark embraced circular economy principles, enhancing both their operations and customer offerings. By partnering with two ISO-certified suppliers, they ensured greater product traceability and sustainability. This strategic move not only improved operational efficiency but also enriched their offerings, allowing customers to benefit from more sustainable solutions.

This initiative highlights Advania Denmark's commitment to sustainability, demonstrating how environmental responsibility is woven into the fabric of their business practices and customer propositions.

Emphasising the importance of a circular economy, Advania Denmark has not only maintained but strengthened its commitment to integrating circular strategies into its offerings. This approach has proven successful, as evidenced by the company securing multiple contracts with major customers who value sustainability and innovation.

CASE: ADVANIA SWEDEN

# Swedish businesses lack a strategy for circular management of IT equipment

**Advania Sweden partnered with analysis company Radar and produced a report describing the attitudes of Swedish businesses to the circular use of IT equipment. The report showed that the transition from linear to circular management of IT hardware is slow and many Swedish businesses lack a strategy for take-back and reuse.**

*Sofia Martinsson & Erik Nilsson*

Sweden is often seen as a role model on climate issues, but when it comes to reusing and recycling materials and products, we are lagging behind as only 3.4% of our Swedish economy is circular, compared to the global average of 8.6%. To drive the circular transition, directives at both EU and national level will increase the demands on businesses. IT is now a mainstay of the Swedish economy, but this also poses challenges. Electronic waste is currently the fastest growing waste stream in the world. The IT sector accounts for about 4% of global emissions, and this is a figure that is expected to rise as digitalisation increases. At the same time, the IT sector is seen as an enabler to reduce the climate impact of other sectors. Most of the emissions, around 80%, come from the manufacturing process. Choosing a reused computer over a new one can avoid 280 kg of greenhouse gas emissions.

According to Sofia Martinsson and Erik Nilsson, who both work with sustainable business development at Advania and were involved in the production of this report, there is great potential and value for businesses to incorporate circular IT processes, such as increased efficiency and reduced costs, but also reduced emissions and a more responsible use of resources. Despite this, the report shows that it is difficult to convince businesses and many lack a take-back and reuse strategy.

"In the IT industry, we are now seeing tougher regulations, such as the new EU taxonomy for sustainable business activities. It is also reasonable to assume that the IT and electronics industry will be subject to more stringent circular regulations in the future. Many businesses have not accounted for their part in the value chain, while

customers increasingly value sustainability and responsible management of IT equipment. If you don't start prioritising sustainability aspects, you risk losing relevance both to your customers and to potential talent," says Erik Nilsson.

**"If you focus on function, based on the needs and purpose of the computer, you realise that whether the device is new or not becomes less relevant when procuring."**

*Sofia Martinsson, Business Developer Sustainability, Advania Sweden*

**CASE: ADVANIA SWEDEN**

According to the report, 84% of respondents are in favour of returning devices for life cycle management, while only 30% are in favour of actual reuse. In general, it is the IT department that is identified as the requirement stakeholder, which means that robustness and performance are prioritised over sustainability.

"It is not uncommon that organisations' business strategy and sustainability strategy are not sufficiently interwoven, and it is often unclear who is responsible for driving circular processes for IT equipment. In most cases, IT buyers focus primarily on technical specifications when purchasing IT equipment. If you instead focus on function, based on the needs and purpose of the computer, you realise that whether the device is new or not becomes less relevant when procuring," Sofia Martinsson concludes. ●

**"If you don't start prioritising sustainability aspects, you risk losing relevance both to your customers and to potential talent"**

*Erik Nilsson, Business Developer Sustainability,*
*Advania Sweden*

## Results and insights from the report

- The lack of a strategic decision by management means that circular models are often not given sufficient priority from a sustainability perspective.

- There is no link between business strategy, IT, and sustainability goals.

- The IT department often dictates the requirements for IT purchases, and the purchasing department is therefore dependent on internal demand, cost and flexibility.

- IT is often not part of companies' overall sustainability work.

- The level of knowledge about circular practices is deemed to be high among those with a negative attitude.

- A lack of follow-up of IT purchases and use means that the benefits become invisible, and decisions are therefore based on sustainability assumptions.

- Lack of internal demand is often considered the greatest obstacle to the reuse of computers.

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**CASE: ADVANIA FINLAND**

# Refurbished computers for the city of Forssa

**Refurbished devices in public administration are a high-quality, reliable, environmentally responsible, and overall economic option. For the past three years, Advania has been establishing a market for circular IT devices targeting educational institutions, municipalities, and cities.**

*Ekki Kondelin*

Offering refurbished devices is not a procurement requirement in Finland, but we see a distinct increase in both awareness and demand and many municipalities and cities have acquired refurbished computers for use by high school students.

One of these cities is Forssa, which has a long history of acquiring refurbished computers not only for high schools, but also for elementary schools. Until recently, the devices were purchased through Advania's partner Opinsys, but the latest purchase was made directly from Advania.

During 2023, Advania delivered around 300 refurbished computers to the city of Forssa. The computers are high-quality PCs that were in business use for about three years.

"Refurbished devices are a sustainable choice, both environmentally and economically. The purchase of a refurbished workstation is 30% cheaper for us compared to the price of a new workstation," says Niko Sutinen, system specialist at City of Forssa.

When the refurbished devices come to the end of their life cycle, they are recycled and used as spare parts through Advania in a secure and environmentally friendly manner. "Many refurbished computers are of high quality and offer sufficient performance for many purposes. Refurbished computers provide an affordable means for educational institutions and students to access technology at a reasonable cost," says Erkki Kondelin, Director of Business Development and Public Sales at Advania Finland. ●

**"Refurbished computers provide an affordable means for educational institutions and students to access technology at a reasonable cost"**

*Ekki Kondelin, Director of Business Development and Public Sales*

# Digitalisation and innovation for a sustainable society

Digitalisation and the transformative potential of technology serves as a potent tool capable of addressing significant challenges and positively influencing various Sustainable Development Goals (SDGs). When employed strategically, digital solutions can expedite a transformation. We realise that substantial changes are imperative to improve our capacity to meet climate objectives on a regional, national, and global scale within a tight timeframe. We believe digitalisation and innovation play a pivotal role in crafting a resilient and sustainable society, both fostering reductions in global greenhouse gas emissions and enhancing social aspects, such as inclusion and equity.

## GROUP GOAL

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

### Advania Sweden 🇸🇪

In 2023, Advania Sweden's sustainability training was made mandatory for all managers, with the purpose of deepening their knowledge and understanding of the impact of sustainable digitalisation on the environment and society. As a result, 34% of the leaders completed all eight modules of the training, which is available as an e-learning course. The internal sustainability network, which consists of representatives from every business area, gathered digitally four times during the year to discuss interesting events and reports on sustainability and to share other material. At some of these gatherings, experts joined in and shared their knowledge with the network.

Apart from their significant emphasis on internal training for their employees, Advania Sweden also provides their customers with training possibilities. Their business area Education ('Skolpartner'), which focuses on digitalisation of the school sector, frequently teams up with partners Google, Microsoft, and Apple, to offer free events and lectures focused on the professional development of teachers' use of digital tools. The events are offered both physically throughout the country and digitally. The aim is to inspire and increase teachers' technical and creative self-confidence. In 2023, these events were attended by 4,500 teachers from private and public schools and preschools. In 2023, Skolpartner also attended the Gothenburg book fair for the first time in 2023, presenting two e-books about accessibility on the iPad and creativity in preschools that have been downloaded over 130,000 times.

Skolpartner's aim is to encourage the usage of digital tools and ultimately to familiarise all children with them, irrespective of their circumstances. In addition to presenting these books, Skolpartner also held a lecture on 'AI for school leaders' at the fair.

### Advania UK 🇬🇧

Advania UK's cloud migration services provide key data metrics to help their clients become more sustainable, ensuring IT services running on-premise or in data centres can be migrated to more efficient cloud-based platforms hosted by Microsoft where net emissions are lower. They help clients gain visibility and understanding of the sustainability impact of their cloud operations by implementing reporting dashboards for their Azure consumption which provide near real-time metering. This provides visibility and shows the direct effect on sustainability of different architectural choices and usage patterns to allow better decision-making.

Advania UK also helps clients optimise their cloud consumption to improve sustainability. Examples include refactoring applications which use higher-emission cloud services such as virtual machines, to more sustainable and efficient resources such as web applications and web APIs.

### Advania Norway 🇳🇴

An e-learning module on digitalisation and ESG (environmental, social and governance) was sent out to employees during April 2023. It covers topics such as defining sustainability terms and concepts, diversity and sustainability in the workplace, and supplier monitoring. 52% of employees completed at least part of the courses in the e-learning module.

In late 2023, Advania Norway started developing a dynamic dashboard aiming to provide customers with real-time insight into the $CO_2$e emissions based on their purchases and deliveries from Advania Norway. This tool will provide customers with valuable insight into development and trends.

## Advania Iceland 🇮🇸

Advania Iceland continued the work started in 2022 and highlighted information that connects their product offerings with the UN's Sustainable Development Goals. Through educational blogs and webinars, they reached their goal of raising awareness about the sustainability impact of four different products.

The focus during 2023 was to raise awareness about the environmental benefits of moving IT infrastructure from customer premises and into data centres operated by Advania, since hosting in Iceland leads to substantially reduced GHG emissions and energy usage compared to the average data centre in Europe. Furthermore, Advania Iceland made a point of highlighting the option of hybrid events, extending the life cycle of IT hardware, and reducing printing by going digital. This educational focus on how IT can be an enabler for sustainable development will continue in 2024.

Advania Iceland also educated all managers in sustainability as a part of the leadership programme during the year. The focus of the course was on the opportunities of IT as an enabler for companies and institutions to realise and reduce their negative impact.

## Advania Finland 🇫🇮

Being customer-centric and a trusted partner also entails contributing to customers' sustainability targets. Within Advania Finland's customer base, there has been a significant shift towards cloud modernisation to reduce the carbon footprint. During 2023, as many as 16 existing and 10 new customers opted to embark on the cloud journey together with Advania Finland.

Advania Finland has also been at the forefront of adopting MS Copilot to support customers in AI adaptation, offering new possibilities for the digitalisation of their customers' businesses.

As an organisation, Advania Finland recognises the need to further educate themselves to gain a better understanding of various aspects of sustainable IT and digitalisation to enhance their capabilities to support customers in their sustainability efforts.

# Helping our customers to cut unnecessary printing

**Steingerður Þóra Daníelsdóttir works as a product manager in Advania Iceland. In 2023, she led a project that encouraged our customers to reduce their impact by cutting unnecessary printing. There are still many companies that continue to print a lot of information on paper and send it by mail despite the increased digitalisation in Icelandic society. When we asked them why, the answer was often "Because that is how we have always done it." We wanted to change this mentality and thereby help our customers achieve their sustainability goals.**

*Steingerður Þóra Daníelsdóttir*

**What was your motivation behind the project?**
We provide printing services for a lot of companies in Iceland. Since they still send out letters, invoices, and other printed papers, they also want their own branded company envelopes. Some of these envelopes are printed in a separate place from the letters we print for them. This means that transportation is necessary between the different stops, which is not very environmentally friendly or practical. Therefore, we decided to encourage our customers to reduce this kind of envelope printing or even take the full step and stop all printing and choose electronic solutions instead.

**How did you introduce this to customers?**
We used the opportunity that arose when we had to communicate pricing adjustments to encourage customers to go completely electronic and stop sending printed letters in printed envelopes, or at least reduce printing dramatically. We received positive feedback, as customers saw the benefits of reduced cost as well as a reduced impact on the environment.

Some of our clients are banks that have a legal obligation to mail out printed papers like billing letters, and the post office must know the sender in case they have to deliver it back to them. For those cases going fully digital is not an option, so we came up with a different solution that would still reduce printing: envelopes with big, clear windows. Instead of printing the sender's and recipient's information on an envelope, they simply moved that information on their letters so it would be visible through the clear window.

**What are the results so far?**
Many of our customers decided to reduce printed mail and some customers even decided to go completely electronic. Very few will be continuing to use these printed envelopes. One customer who previously printed envelopes and paper for mail delivery for hundreds of thousands of ISK every year has announced that starting from May this year, they will no longer be printing out these kinds of letters in printed envelopes.

**Why was this an important project for Advania Iceland?**
We want to showcase that by using technology, companies can reduce cost, waste, resource usage and emissions. This is just one example of how digitalisation can remove the need for producing a physical product, and reduce waste, transportation, and the emissions that follow. It also shows how we can help our customers cut costs and lower their environmental impact at the same time. Still, it is important to remember that even electronic mail sent through data centres powered by renewable energy has a climate impact, even though it is substantially more environmentally friendly. We aim to be a positive force in society when it comes to sustainability and highlight where IT can act as an enabler for sustainable development. ●

# Our society

# Our society

By first addressing the direct and indirect impact of our operations on people and the environment throughout our value chain, we lay the groundwork for responsible business conduct. Beyond ensuring ethical practises within our operations, it allows us to contribute to the wider community and be a positive force beyond our immediate sphere of influence.

## Charity engagements

In addition to the numerous local activities described below, we also contribute to a variety of organisations and causes, both through financial contributions from the local countries and through time donated by our employees as they get involved with different charity initiatives.

## Approach and goals

### Advania Sweden 🇸🇪

During the year, Advania Sweden restructured its societal engagements, forming a new volunteering programme in which employees can engage and give to society during working hours in collaboration with various non-profit organisations. One of them is Mattecentrum, where Advania Sweden is a primary partner for 2023-2026. Their commitment to Mattecentrum consists of both technical and financial support, as well as the volunteering programme which allows employees to offer their time to mentor children and youths who require assistance with their maths studies. Another partner organisation is Unga Forskare (Young Scientists), and their programme 'Cyber Security Academy'. In this programme, Advania employees volunteer to deliver lectures on cybersecurity to children and youths aged 10 to 19, both digitally and in schools. The Security business unit was especially active and gave free lectures on cybersecurity during the digital autumn school lead by Unga Forskare in October 2023.

### Advania UK 🇬🇧

Advania UK is proud of its commitment as signatory of the Microsoft Partner Pledge, which aims to grow talent in the industry and enhance diversity and inclusion. As such they have been involved in three specific initiatives specifically aligned to the 'Levelling up' agenda of supporting technology growth in the north of the UK.

Over the course of FY23, Advania UK welcomed over 70 students from various schools across the region to their Manchester office to participate in one of three Workplace Safaris[8] which aim to shape the future of young people regardless of background, helping make careers in tech more attainable for all. Activities during the Workplace Safaris included collaborative problem-solving tasks led by Advania experts, demonstration of AI tools such as Private ChatGPT and Microsoft Copilot, and engaging with security challenges presented by Advania's Security Operations Manager. The students also had the chance to interact with Advania's apprentices, providing them with an understanding of alternative routes into employment within the sector.

In addition to the Workplace Safaris, Advania UK also ran a schools outreach programme in the form of a 'Career Cafe' to inspire a new generation into a career in technology. Furthermore, two employees from the Manchester office have joined the Enterprise Advisors network in Greater Manchester where they volunteer directly with local schools and colleges to support young learners with their career paths and answer questions about the world of work.

Microsoft Accessibility Fundamentals training continues to be a compulsory requirement for new starters, with over 50% of the UK workforce having completed it.

Q2 saw the launch of the 'Care Community' programme at Advania UK. This was in recognition of UK employees wanting to do more in society and is based on three pillars: Environment, Social Responsibility and Wellness. Employees are invited to submit their ideas, and these are reviewed monthly by the Care Community board. The fund supports the ideas in various ways including sponsorship, providing equipment, and internal lobbying for participants. Successful initiatives have included beach clean ups, litter picking,

[8] Watch their Workplace Safari film and hear more from guests and staff from Hyde High School on Advania UK's blog: https://www.advania.co.uk/insights/blog/workplace-safari-manchester-success/

company walks, various collections for those in need and wellness initiatives such as football and running clubs and events.

At Advania UK employees regularly get involved beyond the workplace, and to recognise this Advania UK launched annual social impact awards. Colleagues are encouraged to submit entries to describe how they have made a difference to the environment, promoted equal opportunities in society, supported their local community or helped to drive inclusion at Advania. The Care Community judges the votes, and the winners are presented with a monetary prize for the charity or initiative. This helps Advania UK to support those causes that are closest to their peoples interests and communities.

Once again, Advania UK collaborated with Microsoft to march jointly on the LGBTQI+ march in Manchester, and subsequently partnered with Microsoft in the Reading Pride march. In addition, Microsoft invited Advania representation to take part in the National Transgender Awareness Day and many other events to drive inclusivity in the workplace.

### Advania Norway
Advania Norway's social sustainability efforts focused on engaging with and supporting the community in various meaningful ways, both by charitable donations and encouraging employees to engage in charity-related health challenges and events.

### Advania Iceland
Advania Iceland donates laptops to children diagnosed with cancer and, as part of their commitment to corporate social responsibility and fostering diversity within the technology sector, they continue their cooperation with Vertonet, an association dedicated to advancing women in IT. The partnership includes supporting initiatives designed to elevate the presence of women in IT, such as an event on International Women's Day, which facilitated candid dialogues between male and female colleagues, aiming to bridge gender equality gaps in the workplace.

Furthering their dedication to sustainable development and innovation in renewable energy technologies, Advania Iceland has joined Orkuklasinn (Iceland Renewable Energy Cluster), an alliance for sharing expertise and inspiring forward-thinking practices across Iceland's renewable energy and technology sector.

Advania Iceland's community engagement extends beyond industry-focused activities. They contribute to global humanitarian efforts by supporting UNICEF as well as local initiatives like Fjölskylduhjálp Íslands (Family Aid of Iceland) and other charities.

### Advania Finland
Advania Finland launched a social responsibility project in collaboration with Women in Cybersecurity, inviting their employees to participate. Various workshops were conducted with enthusiastic participation from Advania staff, and the collaboration concluded with a joint panel discussion.

Furthermore, Advania Finland actively engaged in media influence to enhance awareness of information security. A campaign titled 'C-Level Information Security Story' achieved a notable milestone with 1,700 views on LinkedIn, surpassing not only commercial targets but also contributing to increased information security awareness.

### Advania Denmark
The company is committed to social responsibility, focusing on promoting cybersecurity and equality as key components of its sustainability strategy. Activities in this area include sharing expertise in various media outlets, speaking at industry events, and their inclusive programme for student workers. By providing students with the opportunity to get hands-on experience in the industry they gain essential IT and cybersecurity skills, Advania Denmark hopes to inspire them and contribute to a more secure and digitally capable society.

**CASE: ADVANIA UK**

# Employment initiatives with empowering effects on the community



**Since November 2016, Advania SA have participated in incentive programmes through the Republic of South Africa's Department of Trade, Industry and Competition. The primary objective of these programmes is to create employment in South Africa through servicing offshore activities, with a secondary objective of creating employment opportunities for the youth (age 18 to 34), and to contribute to the country's export revenue from offshoring services.**

During 2023, Advania SA achieved the following results for these programmes:

- Achieved a youth employment rate of 90.20% (with a minimum requirement of 80%) for the Business Process Services Incentive Programme, and 73.37% (with a minimum requirement of 60%) for the Global Business Services Incentive Programme.

- Employed 98 new staff members during 2023, of which 73 were youth, into various roles across all functions of the business: support services, human resources, finance, and internships.

For Advania SA to be included in these programmes, they are required to maintain a compliant broad-based black economic empowerment (B-BBEE) certification. The fundamental objective of B-BBEE is to advance economic transformation and enhance the economic participation of black people in the South African economy. To ensure economic equality among different race groups within businesses, such as preferential procurement, supplier development, enterprise development, and socio-economic development, we do the following:

- *Preferential procurement*
  The focus lies on supporting companies that fall into certain categories ⟶

| Supplier category | Number of suppliers supported in FY23 |
|---|---|
| Local business | 100% of Advania SA's suppliers are local businesses |
| 51% black-owned businesses | 22 |
| 30% black female-owned businesses | 11 |
| Exempt micro enterprises (EMEs), qualifying small enterprises (QSE) | 34 |

⟶

## CASE: ADVANIA UK

- *Supplier development*
  Advania SA supported two 100% black-owned EMEs (one catering and one maintenance supplier). Monetary support was also provided for these small-scale companies to enable them to grow and create more employment opportunities

- *Enterprise development*
  Advania SA supports a local non-profit enterprise and supplier development incubation organisation that partners with entrepreneurs, investors, and communities, to drive an inclusive economic future by enabling the success of emerging SMEs. In 2023, Advania SA graduated one of the beneficiaries of the incubation programme to become an Advania SA supplier.

- *Socio-economic development*
  Advania SA supported a local, 100% black learner primary school by donating office furniture. The furniture was used to set up a second computer laboratory and library corners in each class, and to enhance the staff room.

Advania SA invests in the skills development of unemployed youth through their internship programme. The purpose of the programme is to provide on-the-job skills training and accredited certification to youth, with the aim of potential full-time employment within the industry after graduating from the programme. The Advania SA internship programme commenced in 2017 with their first intake of five interns. In 2023, 22 interns successfully completed their internship programme through Advania SA, and 15 of the interns were placed into permanent roles within industry. ●

# Sustainability information

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# About the sustainability report

This is Advania Group's sustainability report in accordance with the GRI Standards 2021 and the requirements of communication on progress by the UN Global Compact. This report is also the legal sustainability report for Advania Sweden in accordance with Chapter 6 of the Swedish Annual Accounts Act (1995:1554), for Advania Norway according to the Norwegian Accounting Act (1998, LOV-1998-07-17-56, § 3-3 c. Account of social responsibility), and the legal sustainability report for Advania Iceland according to Article 66 (d) of the Icelandic Act 3/2006.

It is the fifth joint sustainability report published by Advania AB (Advania Group) and includes the companies in Sweden, UK, Norway, Iceland, Finland, and Denmark. The South African office is fully integrated in the information about Advania UK, while the offshoring companies in Serbia and Sri Lanka are reported separately on the pages 108-109 and are only included in the rest of the report when explicitly stated.

The following acquisitions were made during the year:
- Apple hardware business of Apple ICT services company Core Service Oy, acquired by Advania Finland in March 2023
- RTS, acquired by Advania Sweden in October 2023

Data for the new acquisitions are not included in this report unless specifically stated it is. Data for the acquisitions made during 2023 will be included in full in next year's report.

The previous report was published on 8 June 2023 and aligns with Advania's financial reporting period. Some data from previous years have been recalculated, which is indicated in the report where relevant. The aim is to report on how the Advania Group complies with the ten principles of the UN Global Compact as well as on the group's overall sustainability work and performance.

The report covers the financial year of 2023, which means 1 January 2023 to 31 December 2023, and its focus is to further expand on the sustainability work of Advania companies in all our countries.

Data about our employees and organisations are collected through our financial and payroll systems but also through an external service for employee surveys. GHG emission and energy data are calculated by a third party according to the GHG Protocol and are based on a combination of real consumption data, reports from suppliers of services, and on assumptions. The Climate Audit Report for Advania Group is publicly available on our website[9].

This sustainability report was published in May 2024 and has not been audited externally.

[9] Find the climate audit report in the Reports and policies section on https://www.advania.com/our-business/sustainability

# Materiality assessment

In 2022, Advania Group conducted our first joint materiality assessment covering all companies in the group. Since Advania Group has grown significantly during the last years, both in terms of size, the products we provide and the geographical markets we operate in, applying a group perspective on our impact within sustainability is necessary.

In 2023, Advania initiated the process of reviewing and refining the materiality assessment based on the updated versions of the European Sustainability Reporting Standards (ESRS), published in July 2023. The goal was to both ensure alignment with the CSRD, and to strengthen our sustainability strategy. There was significant progress during 2023; however, the work will continue in 2024, focusing on elaborating Advania's material sustainability impacts, risks, and opportunities, and integrating them in the business strategy.

The sustainability strategy, governance, and reporting for 2023 is still based on the materiality analysis performed in 2022.

## Process and stakeholders

### Process
The materiality assessment forming the foundation for this report was performed in 2022, led by an internal team consisting of members from several Advania countries.

With numerous ongoing regulatory changes concerning sustainability, we sought guidance from external experts on how these changes will affect Advania and they also gave us an independent validation of the impact assessment and conducted an industry analysis that fed into this work. The focus was to seek alignment with the EU's Corporate Sustainability Reporting Directive (CSRD). Mainly, that meant conducting the impact analysis with a double materiality perspective, considering all aspects of the European Sustainability Reporting Standards (ESRS), which at that stage were still in draft versions, in the analysis and alignment of our approach to the requirements in the Global Reporting Initiative (GRI).

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

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

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

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Aspects assessed in impact analysis:

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

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

*Governance*
- Business conduct

*Industry-specific*
- Information security

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

To define Advania Group's material aspects, we assessed the positive, negative, actual, and potential impact of each aspect, and rated the severity and likelihood of those impacts. The combined impact score, together with input from our stakeholder dialogue, was the basis for choosing the material aspects for Advania Group. Aspects that were assessed as having a medium or high risk or importance, either in the impact assessment or by our stakeholders, are considered material. Advania Group's ten material aspects are clustered into four areas: our company, our value chain, our offerings, and our society.

## Sustainability policy

Advania works with sustainability across our entire value chain. For us, it is important that this is reflected in our sustainability policy. As Advania Sweden has adopted the Exponential Roadmap Initiative's (ERI) concept of four pillars, our sustainability policy (revised in 2022) has been inspired by this approach.

Advania's sustainability policy and our sustainability report are presented as four focus areas:
- Our company
- Our value chain
- Our offerings
- Our society

The policy particularly emphasises  the fact that working in partnership with suppliers, customers, peers, and govern-mental organisations on both global and local levels, is a prerequisite for success in all focus areas and is therefore a common foundation for all areas. The sustainability policy can be found on our website.[10]

Based on the materiality assessment, two additional material aspects were added: Responsible e-waste management and Act as a positive force for society. One aspect, 'Responsible financial management', has been removed. As previously described, the Advania Group sustainability policy presents a common baseline for our sustainability ambitions. All Advania companies are encouraged to add focus areas and aspects as deemed relevant and tailor their efforts to their respective markets.

[10] Find our sustainability policy in the Reports and policies section on https://www.advania.com/our-business/sustainability

# Sustainability governance

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

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

The local Chief Financial Officer (CFO) is responsible for compliance with all local financial laws and regulations. On a country level, Advania has local sustainability managers or coordinators who are responsible for projects and activities in line with the sustainability policy and local strategies. Sustainability progress and performance are reported by the Head of Group Corporate Responsibility to the Group CEO and the Group's Board of Directors on a regular basis.

Material non-compliance or critical concerns are reported immediately. During 2023, Advania had no significant instances of non-compliance with laws and regulations.

The Board of Directors of the ultimate holding company, Ainavda Holdco AB, has a joint responsibility for overseeing the management of Advania Group and the Group's impact on the economy, environment, people, and human rights. The board is also responsible for Advania's policies such as sustainability, anti-corruption, sanctions, antitrust, and privacy (GDPR). The board also approves of the annual sustainability report.

Advania's Board of Directors consists of twelve members, six men and six women. Seven nationalities are represented on the board. Seven of the board members are considered to be independent. The chairman of the board is employed but does not hold any senior executive positions in the company. There is no worker representation on the board. Within the Board of Directors, three members have specific knowledge about sustainability. During 2023, the board had two meetings, including elements of competence development, focusing on sustainability that was led by the Head of Group Corporate Responsibility.

## Composition of Board of Directors

**Artti Aurasmaa** (b. 1975) Independent board member since: 2023, Nationality: Finnish, Education: Helsinki School of Economics, MSc in Finance. Other significant positions at board level: 2

**Marianne Horstmann** (b. 1965) Independent board member since: 2023, Nationality: Danish, Technical University in Denmark, MSc in Electrical Engineering. Other significant positions at board level: 0. Member of the Danish Government's cybersecurity advisory board from 2021-2023

**Lill Beate Pettersen** (b. 1974) Independent board member since: 2023, Nationality: Norwegian, Education: Norwegian School of Management (BI), MSc in Business Administration and Economics. Other significant positions at board level: 0

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

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

**Elisabeth Vestin** (b. 1978), Independent board member since: 2021, Nationality: Swedish, Education: Edinburgh University, LL.M. in Innovation, Technology, and the Law; University of Lund, LL.M. Other significant positions at board level: 0

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

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

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

**Michael Bruun** (b. 1980), Board member since: 2021, Nationality: Danish, Education: BA in Economics from University of Copenhagen and MSc in Economics from University of Copenhagen with studies at Cornell University. Other significant positions at board level: 5

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

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



**Artti Aurasmaa**



**Marianne Horstmann**



**Lill Beate Pettersen**



**Gestur G. Gestsson**



**Tania Howarth**



**Elisabeth Vestin**



**Colin Brown**



**Carol Roche Austin**



**Benjamin Kramarz**



**Michael Bruun**



**Mikael Noaksson**



**Maria Brunow**

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

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

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

- **Advania's Audit Committee** is responsible for the oversight of the accounting, financial reporting processes as well as the audits of the financial statements of the Advania Group and the Advania Group Companies.

## Governance structure and composition

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

- Have an acute understanding of the group, the industry, and key players in the business that the group operates in.
- Add to the strategy of the business, challenging the thinking, and stretching the aspirations of the management team.
- Understand and are prepared for a role as an independent arbiter, sometimes standing between the management team and the owners.
- Have strong influencing and decision-making skills.
- Possess coaching and mentoring skills.

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

### Evaluation of the Board of Directors
No formal evaluation of the board's work has taken place during 2023.

### Remuneration policies
A prerequisite for the successful implementation of the business strategy and safeguarding of Advania's long-term interests, including its sustainability, is that Advania can recruit and retain qualified personnel. Therefore, it is Advania's policy to offer competitive and fair total remuneration. Salaries are set locally in salary reviews with the employee and their manager. Advania's compensation and benefit programmes are designed to optimise the needs of both shareholders and employees.

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

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

## Policies and principles

Advania's sustainability ambition is stated in the group-wide sustainability policy[11], adopted by the board. The policy was updated in 2022 and clarifies Advania's position on the UN Global Compact's ten principles regarding human rights, labour, environment, and anti-corruption. It also includes a description of the focus areas identified as most material in the materiality analysis. Beyond the sustainability policy, Advania Group also has policies on anti-corruption, sanctions, antitrust, competition, and data retention, which are all approved by the board.

Advania's group-wide Code of Conduct for employees[12] was updated in 2022 and describes the rights and obligations of each member of staff and contract personnel regarding human rights, labour, environment, and anti-corruption. Every country can add content to the code; these additions will then apply only to that country's Code of Conduct.

Advania's group-wide Supplier Code of Conduct[13] is also based on the ten principles of the UN Global Compact. It sets out Advania's expectations in relation to its suppliers and partners. Suppliers who operate in the global supply chain for IT hardware manufacture are also expected to

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

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

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

## Management systems

|  | Occupational health and safety | Information security | Environment | Quality | Other certifications |
|---|---|---|---|---|---|
| Advania Sweden | ISO 45001:2013 (first time) | ISO 27001:2013 (statement of applicability version 2), recertification for the managed services operation's management system | ISO 14001:2015, recertification | ISO 9001:2015, recertification | |
| Advania UK | ISO 45001:2013 | ISO 27001:2013 | Mirus is ISO 14001:2015 Certified | ISO 9001:2015 | ISO22301:2019 Business Continuity Management |
| Advania Norway [1] | | ISO 27001:2013 | ISO 14001:2015 | ISO 9001:2015 | |
| Advania Iceland | | ISO 27001:2013 (aside from one business unit) | | | IST 85:2012, equal pay certification |
| Advania Finland | | ISO/IEC 27001:2013 for data centre co-location and capacity services | ISO 14001:2015 for data centre co-location, capacity, device sales, and application consulting. | | ISO/IEC 20000-1 for data centre co-location and capacity services |

[11] Find our sustainability policy in the Reports and policies section on https://www.advania.com/our-business/sustainability

[12] Find our Code of Conduct for employees in the Reports and policies section on https://www.advania.com/our-business/sustainability

[13] Find our Code of Conduct for suppliers in the Reports and policies section on https://www.advania.com/our-business/sustainability

# Risk management

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

| Risk area | Risk | Risk management |
|---|---|---|
| **Cybercrime and personal integrity** | Today cybercrime is becoming increasingly common and Advania may be exposed to cybercrime either directly or via customers. As Advania handles personal data, there is a risk of this not being done in accordance with GDPR, which may impact both the individual whose data may be exposed and Advania in terms of fines and/or reputation. | Advania strives to ensure a high level of competence among all employees in information security and GDPR, and all employees receive training on these topics. Parts of the operations in Advania Sweden, Advania UK, Advania Norway, Advania Iceland, and Advania Finland are certified in accordance with ISO 27001:2013. All companies in the group have implemented privacy policies and appointed a local data protection officer or point of contact. |
| **Environment and climate-related risks in own operation** | As a reseller and consulting company, Advania's environmental impact from its own operations is relatively low, and primarily relates to GHG emissions from energy consumption in offices, data centre operation, and employee commuting and travel. Advania may also be exposed to the consequences of climate change and extreme weather events, which may impact its ability to operate. | Advania's environmental responsibility is based on its group-wide sustainability policy but is operated on a local level. Advania Sweden and Advania Iceland have climate targets certified by Science Based Targets initiative (SBTi). The larger companies in the group have implemented environmental management systems; the management systems of Advania Sweden, Advania UK, Advania Norway, and parts of Advania Finland's management system are certified according to ISO 14001: 2015. |

| Risk area | Risk | Risk management |
|---|---|---|
| **Upstream risks in the value chain** | The IT supply chain is long and complex and is associated with risks of negative impact on people, communities, and the environment.<br><br>Forced labour and child labour may occur in the early stages of the supply chain, for example in relation to the extraction of raw materials. In the component and final assembly stages, supply chain workers may be subject to poor or hazardous working conditions including excessive overtime, inadequate wages, discrimination, lack of personal protective equipment, limited access to water and sanitation, and substandard accommodation.<br>Furthermore, the IT supply chain is related to environmental risks such as energy consumption and GHG emissions, water consumption, and the pollution of air, water, and soil.  IT hardware production also contributes to the depletion of rare earth metals and minerals. The sourcing of minerals used in the products can negatively impact workers in the value chain, local communities affected by mining activities, and society at large. The use of these so-called conflict minerals is difficult to trace and exclude.<br><br>The IT supply chain also poses risks for business ethics violations, which would negatively impact Advania through corruption, bribery, or failure to comply with laws and regulations. | Advania is a regular member of the Responsible Business Alliance (RBA), the world's largest industry coalition dedicated to corporate social responsibility in global supply chains. Advania's Code of Conduct refers to the RBA's Code of Conduct for all hardware suppliers. The RBA's code addresses all identified risk areas and is the basis for Advania's systematic work with supplier follow-up and screening. In accordance with the RBA's membership requirements, Advania conducts annual assessments of its major suppliers that account for at least 80% of direct and indirect spend.<br><br>Advania participates in several topic-specific initiatives organised by the RBA. For example, the Responsible Minerals Initiative focuses on traceability and exclusion of conflict minerals in the supply chain, and the Responsible Environment Initiative addresses environmental and chemical management challenges and provides tools and services to improve environmental performance across the entire value chain. |

| Risk area | Risk | Risk management |
|---|---|---|
| **Downstream risks in the value chain** | Reselling IT hardware is related to challenges concerning e-waste when the products reach end of life. E-waste may have a negative impact on the environment if it is not disposed of and managed appropriately. If IT hardware is exported to countries where e-waste management is unregulated, there is also a risk of potential harm to people living in the location where the e-waste is handled, such as negative health impacts due to toxic substances, damage to local agriculture, and child labour.

Advania could potentially have a negative impact through the IT solutions that it provides if solutions are used in an unethical manner. Downstream, IT solutions could potentially be used for unethical purposes by Advania's customers, such as surveillance and harassment of different groups of people in society. Moreover, providing IT solutions is connected to risks of discrimination and exclusion of the end-user, since AI has been proven to increase the risk for decisions based on bias and stereotypes. | Downstream risks associated with e-waste, unethical use of IT services, and the risk of discrimination against end users were identified during 2023. The risks will be further assessed in the coming year in the context of the CSRD and human rights due diligence. |
| **Attracting and retaining skilled employees** | Advania's business is dependent on its ability to attract and retain skilled employees. This includes continuous learning, career development, and employee motivation.

As the IT sector is experiencing labour shortages, there is a risk that Advania will not be able to attract and recruit enough skilled employees due to, for example, a poor physical and psycho-social work environment, a lack of career development opportunities, or inadequate leadership. These risks may also negatively impact current employees and their well-being. | The responsibility for attracting and retaining skilled employees is delegated to the Chief Human Resource Officer in each country and the ambition to maintain an attractive and inclusive workplace is fully integrated into the company culture. Annual employee satisfaction measurements are harmonised and followed up on a group level. |

| Risk area | Risk | Risk management |
|---|---|---|
| **Increasing diversity in our own workforce** | Failing to attract a diversity in the own workforce (by gender, age, cultural background, sexual orientation, etc.) puts Advania at risk of not reflecting the societies where we operate, of failing to attract new customers and expand into new markets, and ultimately financial underperformance since diverse teams have been proven to produce better results than homogenous teams.<br><br>Moreover, Advania can potentially have a negative impact on employees where cases of discrimination or practices that do not promote inclusion occur. | All companies strive for a more diverse workplace and manage a number of local internal and external initiatives, such as recruiting and retaining more women and other underrepresented groups in C-level positions as well as managerial and operational roles. All companies also measure and monitor that there is no wage discrimination. Advania is also funding external organisations to help drive long-term improvements in the whole industry. |
| **Business ethics, anti-corruption, and financial responsibility** | Ethical risks include employee failure to comply with national regulations or with Advania's Code of Conduct, or employee involvement in corruption, bribery, or other irregularities. This may also include the violation of sanctions or competition law, breaches of privacy regulations, or aggressive financial planning to avoid tax. Such actions may damage the brand or lead to legal enforcements and fines. | All new employees are required to participate in training in ethical business conduct and anti-corruption, and to commit to both the Code of Conduct for employees and the more detailed anti-corruption policy. These training programmes are renewed periodically.<br><br>Employees working where there is an increased risk of ethical misconduct receive additional periodic training, for example on sanctions and competition law.<br><br>Advania has a whistleblowing process handled by a third party, making it possible for all employees to report suspected misconduct anonymously. |

# Memberships and cooperation

To really contribute positively to a long-term sustainable transformation of society, it is necessary to cooperate with other companies and organisations, both within our own industry and with customers and others in our value chain. Each year, Advania contributes both time and financing as members in various organisations. It is therefore important that we carefully evaluate the organisations we work with and ensure that they share our values and ambitions and that we transparently inform which organisations we are members of.

**Responsible Business Alliance (RBA):**
Advania Group has been regular members of RBA since 2019 and is active in several working groups dealing with topics such as forced labour, living wages and the environment. RBA's goal is to bring about a long-term change in the global manufacturing of electronics products, and RBA's Code of Conduct is in line with Advania's values and ambitions regarding human rights, working conditions, the environment, and ethics.
More information: https://www.responsiblebusiness.org

**UN's Global Compact:**
Advania Group has been a member since 2019 and has integrated the Global Compact's ten principles for human rights, working conditions, environment, and ethics in our own Code of Conduct for employees and for suppliers. We actively participate in several local Global Compact networks and have taken part in training and development programs, for example the Climate Ambition Accelerator.
More information: https://unglobalcompact.org

**TechSweden and the Sustainability Council:**
Advania Sweden is a member of TechSweden, which is the industry association and employer organisation for the IT and tech industry. TechSweden is part of the organisation Confederation of Swedish Enterprise. All Advania Sweden's employees are covered by their collective agreement for the IT-sector. Advania Sweden also participates in various training programs and takes advice on questions about labour legislation and other regulatory developments. They are also active in TechSweden's Sustainability Council, where Advania Sweden is one of about 30 companies that work together in the area of sustainability. The Sustainability Council works actively to develop the industry's own sustainability work in a positive direction and to highlight the industry as an enabler of sustainable development for the entire society, with the ambition of being the collective voice of the entire tech industry in the area of sustainability.
More information: https://www.techsverige.se/radsverksamhet/hallbarhetsradet

**Exponential Roadmap (ERI):**
Advania Sweden has been a member of the Exponential Roadmap Initiative since 2021. ERI is an international network of companies acting as innovators, disruptors, and transformers to accelerate exponential climate actions, with the mission to halve emissions in the full value chain before 2030. The ERI is also an accredited partner of the United Nations' Race to Zero Campaign, the largest-ever alliance that takes rigorous and immediate action to halve global emissions by 2030 and create a healthier and more equitable world in time for net zero emissions.
More information: https://exponentialroadmap.org

**The Swedish Association for Sustainable Business:**
This association is a cross-sectoral meeting place for around 200 companies and organisations from all over Sweden that want to share knowledge, experience, and ideas about sustainable and successful business. Advania Sweden takes an active part in the organisation for the purpose of networking and knowledge sharing.
More information: https://www.hallbartnaringsliv.se

**Circular Electronics Initiative:**
The Circular Electronics Initiative is an international network with 29 member organisations initiated by the organisation behind the third-party sustainability label TCO Certified. Advania Sweden is a member and supports their purpose to encourage society to use electronic goods sustainably. Some of the core activities are to inspire decision-makers, businesses, and consumers to use and manage electronics in a more circular way.
More information: https://tcocertified.com/circular-electronics-initiative

**IKT Norge:**
IKT Norway is an independent organisation representing the digital industry, comprising members from diverse sectors nationwide, united by technology and digital solutions. It aims to improve framework conditions for members, ensure a well-functioning market with defined roles between public and private sectors, and advocate for laws and regulations suited to digital services and businesses. The organisation focuses on competence, sustainability, digital infrastructure, security, privacy, regulatory issues, and policies on business, tax, and excise. Adania Norway has been a member for several years and is actively participating in meetings and discussions.
More information: https://ikt-norge.no/ICT

**ODA Network:**
With over 8,000 members spanning companies in various industries, and with members and activities in Oslo, Bergen, Innlandet, and Trondheim, ODA has worked to improve diversity in tech since 2005. The ODA Network is a non-profit organisation. It is powered by volunteer efforts from women in tech for women in tech, with invaluable support from over 80 partners. The share of women and diversity is a global concern, also recognised in the UN's Millennium Goals. Advania Norway has been an associated partner since 2022, participating in workshops and contributing to events organised by ODA.
More information: https://odanettverk.no

**Ethical Trade Norway:**
Advania Norway is a member of 'Etisk Handel Norge' (Ethical Trade Norway), a membership organisation and a resource centre for sustainable trade. The purpose is to promote responsible business practices in supply chains so that trade contributes to the protection of human and labour rights, and the protection of animals, society, and the environment. All members report annually on progress in ethical trade. Advania Norway joined in August 2022 as the first IT company ever.
More information: https://etiskhandel.no

**Festa:**
Since early 2020, Advania Iceland has been a member of Festa, a catalyst for change and a builder of bridges between the public and private sector for sustainable development and corporate social responsibility in Iceland. Advania Iceland is active in the organisation, has had a member on the board of Festa, and is a part of their Climate CEO's project, a cooperation project between Festa and the Icelandic government with companies committed to leading corporate sustainability in Iceland.
More information: https://www.sjalfbaer.is

**Vertonet:**
Advania Iceland is a supporting member of Vertonet, an organisation for women in IT in Iceland. Advania supports the organisation in their industry wide project aimed at increasing the share of women in the IT industry in Iceland. Advania also supports Vertonet by hosting events for women in IT and representatives of Advania have been members of the board of Vertonet.
More information: https://www.vertonet.is

**Iceland Renewable Energy Cluster:**

Advania Iceland is a member of Iceland Renewable Energy Cluster, a cluster organisation for the energy industry in Iceland since 2023. Advania Iceland participates in the cluster by sharing knowledge and increasing the emphasis on development in the energy and technology field as foundational pillars for Icelandic society.
More information: https://energycluster.is

**Information Sharing and Analysis Centre (ISAC):**

Advania Finland was one of the founders of the Finnish tech industry's ISAC, an information sharing group that was established during 2022. The primary purpose of the ISAC is to share information and experiences to improve organisations' capacities to protect themselves against digital threats. The ISAC information exchange group works in connection with the Finnish National Cyber Security Centre which uses the information produced by the ISAC groups to maintain a situational picture of national cyberse-curity. The network also plays a significant role in managing incidents of disruption and regularly practising cooperation between companies and authorities in case of large-scale cyber disruptions. More information: https://www.enisa.europa.eu/topics/national-cyber-security-strategies/information-sharing

**The Industry Association for Cloud, Hosting, and MSPs in Denmark (Forside – Danish Cloud Community):**

Advania Denmark is a part of Danish Cloud Community which supports their members with supports their mem-bers with ethical, social, environmental, and climate-related guidelines. These include areas such as non-discrimination in employment, adherence to employment law, promotion of a safe and sustainable work environment, fair treatment of customers and suppliers, informed customer choices regarding IT services, compliance with GDPR and relevant regulations, and efforts to minimise environmental impact and promote sustainability in operations.
More information: https://www.cloudcommunity.dk

# Sustainability performance

# Local goals

## Sweden 🇸🇪

Goal reached   Goal close to reached   Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania is a prosperous, safe, and developing workplace** | Maintain good results on employee satisfaction surveys | Increase employee commitment and engagement to above 4.20 | 🟡 Commitment: 4.16  🟡 Engagement: 4.09 | Increase commitment and engagement scores to above 4.2 |
| | Maintain a low but healthy employee turnover | Unwanted employee turnover should not exceed 12% | 🟢 Unwanted employee turnover: 9.3%, Total employee turnover: 12.8% | Total employee turnover should not exceed 13% |
| | Maintain healthy employees with a low sick leave | Total sick leave below 3% | 🟡 Total sick leave: 3.1% | Total sick leave below 3.5% |
| | The management system for work environment is certified according to ISO 45001:2013 | Increase the scope of the management system for ISO 45001:2013 to include Visolit and iBiz | 🟢 Achieved ISO 45001:2014 recertification in April 2023 (including Visolit and iBiz) | |
| **Advania has a gender-balanced management team** | At least 30% women in the C-level management team by 2025 | Appoint one more woman to the C-level management team | 🔴 No new women were appointed to the C-level management team during the year. The C-level management team in Sweden consisted of 2 women and 8 men during the year. | Appoint one more woman to the C-level management team |
| **Advania has a gender balance in operational and management roles corresponding to at least average in the IT industry** | At least 20% women in operational and management roles by 2025 | Increase the share of women in operational roles to at least 18% | 🟡 16.6% women in operational roles | Increase the share of women in operational roles to at least 18% |
| | | Increase the share of women in management roles to at least 28.5% | 🟡 28 % women in management roles | Increase the share of women in management roles to at least 30% |
| **Advania has an inclusive culture** | All managers are skilled in applying inclusive leadership | All new managers are trained within the first 12 months of employment | 🟡 A few new managers were not trained in inclusive leadership during the year. In total 86 new managers (55 men and 31 women) received training | Employee turnover for women does not exceed the turnover for men |
| | Employee turnover for women does not exceed the turnover for men | | 🟢 Total turnover men: 13.1% Total turnover women: 11.5% | |

## Sweden 🇸🇪

🟢 Goal reached    🟡 Goal close to reached    🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania has a proactive and systematic approach to regulatory compliance** | All employees are regularly trained in all business ethics policies | All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment | 🟡 Code of Conduct training: 99%<br>🟡 Anti-corruption training: 98% | All new employees are trained in Advania's Code of Conduct and anti-corruption policy, no later than two months after they have started their employment |
| **Advania continuously reduces its GHG emissions from its own operations in line with scientifically set goals with net zero carbon emissions at the latest 2045** | Reduce absolute GHG emissions for scope 1 and 2 (market based) by at least 50% by 2030, base year is 2019<br><br>Our management system for environment is certified according to ISO 14001:2015.<br><br>*Added in 2024*: Reach net zero carbon emissions at the latest 2045 | 100% renewable electricity in data centre operation<br><br>Updated SBT to include the newly acquired companies<br><br>Increase the scope of the management system for ISO 14001:2015 to include Visolit and iBiz | 🟢 100% renewable electricity in data centre operation<br><br>🟢 SBTi base year recalculation was made to include IBiz, Visolit and Hi5 during the year<br><br>🟢 The external revision passed without deviations and was expanded to include iBiz and Visolit during the year | 100% renewable electricity in data centre operation<br><br>Establish base line and target for energy efficiency in data centre operation<br><br>Initiate validation of net zero target at SBTi<br><br>Increase the share of electric cars in the company car fleet from 46% to 70% |
| **Advania works systematically to promote respect for human rights and workers' rights throughout the value chain, as well as to identify and manage negative impacts on people and the environment as a result of our operations.** | Advania Group's supply chain is transparent and traceable and they assess and cooperate with all major and strategic suppliers<br>*From 2024 replaced by*: 100% of the group's regular suppliers are assessed in a risk analysis based on ESG parameters (human rights, workers' rights, anti-corruption and environment) | Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers | 🟢 Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk. | During 2024, develop a basic process to assess risks of negative impact on people, planet and communities in the supply chain |
| **All products sold by Advania are recycled responsibly in a country with regulation and infrastructure once the products are at end-of-life** | *Added in 2024:* 100% of high-risk customers of used devices are assessed in accordance with Advania Sweden's process for risk evaluation when reselling electronics. (High-risk customers are identified in accordance with Advania's model for risk assessment within the framework of our customer verification program) | Perform an initial risk assessment of the value chain for e-waste | 🟡 Advania Sweden conducted a high level assessment of risks related to Advania Sweden's role as a reseller of used electronics. | In 2024, develop a basic process to assess and manage risks associated with the resale of used electronics |

## Sweden 🇸🇪

● Goal reached   ● Goal close to reached   ● Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania contributes to our customers' sustainability ambitions through digitalisation and innovation** | Sustainability is a recurring topic integrated in the collaboration forums with all Advania Sweden customers by 2030 | All managers in Advania Sweden are trained in sustainable IT and sustainable digitalisation | ● 34% of all managers completed the e-learning in sustainable digitalisation during the year | 100% of managers in Advania Sweden are trained in sustainable IT and sustainable digitalisation |
| | | All business units have representation in the sustainability ambassador's network | ● Succedded in having all business units represented in the network | 100% of selected key persons within Business Units Managed Services and Work place received advanced education in sustainability |
| | | In 2023, customer cases in all business units to calculate positive climate impact from Advania Sweden's solution | ● Zero customers cases where the positive climate impact from Advanias services was calculated | |
| **Advania is one of the leading actors in Sweden to drive the shift towards circular handling of IT hardware** | Reduce climate impact from scope 3 (category 1, 2, 3) by at least 70% per SEK in added value by 2030, with base year 2019 | Updated SBT to include the newly acquired companies | ● SBTi base year recalculation was made during the year to include iBiz, Visolit and Hi5 | During 2024 reduce the emissions from business travelling by air with at least 10% (measured as kg $CO_2$e per employee) |
| | 1:1 – by 2030 - take back as many used units of hardware as were sold three years earlier | Increase the number of hardware takeback with 75% compared to 2022 | ● Increased the number of hardware takeback with 85% compared to 2022 | Increase the number of hardware takeback with at least 25% compared to the number in 2023 |
| | By 2025, resell at least 95% of all recovered hardware | At least 90% of the recovered hardware resold for a second usage cycle | ● 85% of all recovered hardware resold for a second usage cycle | Develop standardised methods to calculate carbon footprint from products and services delivered by the business units data centre and real estate |
| | By 2025, all business units selling hardware offer customers a climate report of the life cycle emissions | Establish a service for upgrading and reselling of used equipment on the Swedish market | ● 2 pilot projects were completed to upgrade and reallocate used equipment on the Swedish market | |
| | | Develop a standardised method to report carbon footprints from managed services | ● A standardised method to report carbon footprint from managed IT services was developed | |

## Sweden 🇸🇪

🟢 Goal reached  🟡 Goal close to reached  🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers** | No information leakage<br>100% of employees trained in information security and GDPR | No information leakage during the year<br><br>100% of employees trained in information security and GDPR | 🟢 No information leakage<br><br>🟡 94% of employees trained in information security<br><br>🟢 99% of employees trained in GDPR | No information leakage<br><br>100% of employees trained in information security and GDPR |
| **All employees are engaged and committed to Advania's social responsibility** | All employees are offered the opportunity to contribute to Advania Sweden's social responsibility during working hours<br>*From 2024 replaced by*: 100% of employees have knowledge of the volunteer programs and anyone who has an interest becomes a volunteer<br>*Added in 2024*: Advania Sweden walks the talk and uses the tools they sell to their customers to demonstrate social responsibility also internally | Initiate at least one social responsibility project where employees are offered to be engaged | 🟢 2 projects initiated with Mattecentrum and Unga forskare | Employees took part in volunteering activities at least once during the year<br><br>Advania's employees conducted at least 14 lectures in cyber security<br><br>Software to detect illegal images of child abuse installed on all employees' machines during the year |

## Advania UK 🇬🇧

🟢 Goal reached   🟡 Goal close to reached   🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania is a prosperous, safe, and developing workplace** | In the annual employee survey maintain a result for commitment and engagement above 4.20 | Increase commitment and engagement scores to 4.2 | 🟡 🟡 | Commitment: 4.02 Engagement: 4.02 | Increase commitment and engagement scores to 4.2 |
| **Advania has a gender-balanced management team** | At least 30% women in all local C-level teams by the end of 2025 | Increase female representation ratio to 25% | 🟡 | Increase female representation ratio to 25% | Further reduce gender pay gap by 1% |
| | | Further reduce gender pay gap by 2% | 🟢 | 5% reduction achieved according to UK gender pay gap reporting | |
| **Advania systematically reduces its GHG emissions in own operation over time** | All companies in Advania group have implemented goals and programmes for GHG emission reduction reduction in accordance with GHG scope 1-3 | Publish a new Carbon Reduction Plan leading to net zero in 2030 | 🟡 | Carbon Reduction Plan drafted and under review | Review Carbon Reduction plan and devise SMART targets for 2024-2030 carbon reduction |
| | 100% renewable electricity in all data centre operations by 2025 | Engage the supply chain to encourage renewable energy programmes | 🟡 | 100% renewable electricity confirmed in six key data centres | 100% renewable electricity in all data centre operations by 2025 |
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity both internally and with our customers** | 100% of employees trained in information security and GDPR | 100% of employees trained in information security and GDPR | 🟢 | 100% of employees trained in information security and GDPR | Train 100% of eligible employees in information security and GDPR |
| **Advania has a systematic and proactive approach to regulatory compliance.** | All employees are regularly trained in the anti-corruption policy and Code of Conduct | 100% of employees are regularly trained in the Code of Conduct and the anti-corruption policy | 🟡 🟢 | Code of Conduct training: 95%, Anti-corruption training 100% | Code of Conduct training: 95%, Anti-corruption training 100% |
| **1:1 - Take back equal amounts of IT hardware that we put on the market** | All companies in the group increase the efforts to offer take back, reuse on the local market and other circular offerings | Engage key suppliers to discuss takeback programmes | 🟡 | Equipment recycling policy drafted | Implement an equipment recycling policy which is adhered to by all products |

## Advania UK 🇬🇧

🟢 Goal reached  🟡 Goal close to reached  🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania contributes to our customers' increased sustainability with digitalisation and innovation** | All companies in the group train employees in sustainable digitalisation and circular economy | Define the sustainable digitalisation and circular economy training audience and select or build the training programme | 🟡 | Identified senior management as the target audience for trainings, and had 7 senior managers complete a training held by EARTH 51 | All employees are required to complete Environmental training<br><br>All employees are required to complete Gender Bias training<br><br>All Heads of Departments are required to complete inclusion training |
| **Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct** | *New from 2024*: 100% of the group's regular suppliers are assessed in a risk analysis based on ESG parameters (human rights, workers rights, anti-corruption, environment) | Assess direct and indirect supppliers corresponding to at least 80% of the group's spend on suppliers | 🟢 | Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk. | 100% of the Advania UK's regular suppliers are assessed in a risk analysis based on ESG parameters (human rights, workers rights, anti-corruption, environment) |
| **Advania acts as a positive force in its local societies** | Reduce economic and workforce inequality by creating new jobs and skills | Mentor 25 pupils at schools from areas of high free school meal eligibility by end of 2023 | 🟢 | Hosted three Workplace Safaris, visited a local school. Over 100 schoolchildren in Greater Manchester were involved | Commit to influencing a further 100+ school children from underprivileged areas and supporting their career pathways into technology |
| | | Have at least 10 apprentices from under-represented groups by mid 2023 with a view to building those schools outside of London | 🟢 | Ten apprentices hired by mid-2023 | |

## Advania Norway 🇳🇴

● Goal reached   ● Goal close to reached   ● Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania continuously reduces its GHG emissions in its own operation** | Reduce Scope 1 and 2 greenhouse gas emissions by 50% by 2030 from a 2023 base year incl.<br><br>- 100% renewable energy in all data centres<br>- Less than 1.3 Power Usage Effectivness (PUE)-value in data centres<br>- 100% electrical company car park<br><br>Reduce scope 3 emissions from purchased goods and services with 30% per NOK value  from a 2023 base year | 100% renewable electricity in data centre operation | ● 83% renewable electricity in data centre operation | 100% renewable energy in all data centres<br><br>Power Usage Effectiveness (PUE) below 1.5 in all data centres<br><br>Reduce air travel by 10% measured by number of trips<br><br>Conduct annual dialogue meetings with a minimum of 10 of the 80% largest suppliers and distributors (measured by spend) with a focus on Scope 3 emissions and circular economy |
| **Advania's environmental management system complies with ISO 14001:2015** | Maintain the IS0 14001:2015 certificate | Recertify the management system according to ISO 14001:2015 during the year | ● ISO 14001:2015 recertification achieved | Maintain certification according to ISO 14001:2015 |
| **Advania drives the shift towards circular handling of IT hardware** | Annual increase of hardware takeback during the period 2024-2030<br><br>1:1 takeback by 2030, take back as many used units of hardware as were sold three years earlier | Increase the efforts to offer takeback, reuse on the local market, and other circular offerings | ● Not achieved | Double the amount of hardware takeback compared to 2023<br><br>Create a circular action plan by Q4 2024 |

## Advania Norway 🇳🇴

🟢 Goal reached   🟡 Goal close to reached   🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania contributes to our customers' sustainability ambitions through digitalisation and innovation** | Sustainability is a recurring topic integrated in the collaboration forums with all Advania Norway's customers by 2030 | Actively take part in the public debate by giving presentations to school classes, lectures to companies, member associations or other voluntary organisations | 🟢 | Three meeting points for customers were held during 2023 where we informed them on our ESG-progress. | Complete pilot project on sustainability services for customers |
| | | Inform our customers about Advania Norway's sustainability work through various meeting points. Host a climate webinar for customers in April 2023 | 🟢 | The webinar Tech & climate had 125 participants. | Sustainability on the agenda on 3 customer conferences. |
| **Advania Norway offers training to employees on sustainable business practices (environment, climate, and sustainability)** | 100 % of employees in Advania Norway have completed basic training in circular economy and digitalisation by 2026 | Conduct workshops on environment, sustainability, and climate to key personnel with responsibility for sustainable business practices | 🟢 | 106 key personnel recevided training in 2023 | 100 % of key personnel are offered annual training in ESG<br><br>All employees are offered e-learning |
| | All key personnel for sustainable business practise are offered yearly ESG-traning | All employees in Advania Norway are offered an e-training in the Sustainable Development Goals / circular economy and digitalisation | 🟢 | All employees were offered e-learning | C-suite presents sustainability at 1 yearly meeting for all employees |
| | | Arrange a climate competition for employees internally | 🟢 | Over 100 employees participated in our Climate Competition week with Ducky ECO | |
| | | Continue to present sustainability:<br>- During onboarding<br>- At business units' meetings<br>- For the C-suite locally | 🟢 | Sustainability was continuously presented internally | |

## Advania Norway 🇳🇴

● Goal reached   ● Goal close to reached   ● Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent** | *New from 2024*: Risk assessment: 100% of the Advania Group's suppliers must be risk assessed based on sustainability parameters, especially related to known risks* in the IT supply chain related to geography and industry<br><br>In addition, a deviation report must be developed for the high risk suppliers (which identifies specific and recommended corrective action) | Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers | ●<br><br><br><br><br>● | Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk.<br><br>Had annual dialogue meetings with at least 10 of our 80% largest producers and distributors in RBA. | Risk assessment:<br>- Conduct annual dialogue meetings with a minimum of 10 of our 80% largest manufacturers and distributors<br>- Improve the risk mapping system to consider all Advania Group suppliers<br><br>Resale of equipment: Map what the biggest risks are for the resale of used IT equipment and propose three solutions<br><br>Carry out a risk mapping of overtime, forced labour, living wages, and marginalised groups and emergency preparedness at factories in China and Vietnam |
| **Advania has a proactive and systematic approach to regulatory compliance** | All employees are regularly trained in all business ethics policies | Code of Conduct training: 100%<br><br>Anti-corruption policy training: 100%<br><br>Offer employees training on ethical trade and ESG topics (including human rights) | ●<br><br>●<br><br>● | Code of Conduct training: 76%<br><br>Anti-corruption policy training: 100%<br><br>Training completed: 106 employees attended | Code of Conduct training: 100%<br><br>Anti-corruption policy training: 100%<br><br>Training in ethical guidelines: have at least 1 annual gathering for key people for sustainable business practices during 2024 |
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers** | | All employees are trained in information security | ● | Information security training offered to all employees, the outcome is not measured | All employees are trained in information security and GDPR |

* Known risks in the IT supply chain are: Overtime, forced labour, living wage vs. minimum wage, marginalized groups and conflict minerals

## Advania Norway 🇳🇴

● Goal reached    ● Goal close to reached    ● Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|--------|-----------------|------------|--------------|------------|
| **Advania is a prosperous, safe, and developing workplace** | Maintain good results on the employee satisfaction surveys | Level of commitment and engagement above 4.20 | ● Commitment: 3.99  ● Engagement: 4.04 | Increase commitment and engagement scores to above 4.2 |
| **Advania has a gender-balanced management team** | At least 30% women in the C-level management team by 2025 | | ● 24% women in C-level management team | At least 30% women in the C-level management team by 2025 |
| **Advania has gender balance in all levels of divisions** | At least 40% women in all levels of divisions by 2030 | At least 17% women in all levels of divisions at year end | ● 16% women in all levels of division | At least 17% women in all levels of divisions |

## Advania Iceland 🇮🇸

🟢 Goal reached    🟡 Goal close to reached    🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania is a prosperous, safe, and developing workplace** | Maintain good results on the employee satisfaction surveys | Level of commitment and engagement above 4.20 | 🟢 🟢 Commitment: 4.21  Engagement: 4.37 | Level of commitment and engagement scores above 4.2 |
| **Advania has a gender-balanced management team** | Advania Iceland has a gender-balanced management team | Reach 30% women in overall gender balance | 🟢 🟢 63% women in c-level management  30% women overall gender balance | Update the Diversity, equity, and inclusion (DEI) strategy and set stretched DEI goals for the future during 2024  Gender pay gap to remain below 2% |
| **Advania has a proactive and systematic approach to regulatory compliance** | All employees are regularly trained in all business ethics policies | 100% of employees in Advania Iceland are trained in the Code of Conduct and anti-corruption | 🟡 94% of employees have completed training in the Code of Conduct  🟡 94% of employees have completed training in the Anti-Corruption policy | 100% of employees in Advania Iceland are trained in the Code of Conduct and anti-corruption policy |
| **Advania continuously reduces its GHG emissions from its own operations in line with scientifically set goals** | Advania Iceland operates according to its climate strategy to halve emissions by 2030 from a 2021 base year | 100% renewable electricity in all data centre operation  Have the GHG emission reduction targets validated by the SBTi | 🟡 99% renewable electricity in all data centre operation  🟢 GHG emission reduction targets have been validated by the SBTi | Reach 100% renewable electricity in all data centre operations  Advania Iceland commits to reduce absolute scope 1 and 2 GHG emissions 50% by 2030 from a 2021 base year  Advania Iceland commits to reduce scope 3 GHG emissions 52% per ISK value added withn the same timeframe  Provide all customers with a climate report for their hardware purchases during 2024 |

## Advania Iceland 🇮🇸

● Goal reached   ● Goal close to reached   ● Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania contributes to our customers' sustainability work through digitalisation and innovation** | Advania Iceland's digital offerings are a part of the solution and aligned with customers' sustainability goals | Educate customers about the sustainability impact of four different products by year-end 2023 | ● | Raised awareness of the environmental benefits of<br>- Moving IT infrastructure from customer premises and into data centres<br>- Hybrid events<br>- Extending the lifecycle of IT hardware<br>- Reducing printing by going digital | 100% of business units to reach their product-centric sustainability goals for the year 2024 |
| **Advania drives the development towards circular handling of IT hardware** | Double the number of units of hardware taken back through Advania Iceland every year for the next three years | Double the number of units of hardware taken back through Advania Iceland every year for the next three years | ● | Took back in total 92 units, which is significantly less than the stated goal | Take back 10% of sold units during the year 2024 |
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers** | 100% of employees trained in information security and GDPR | 100% of employees trained in information security and GDPR | ● | 88% of employees participated in formal security awareness training | 100% of employees trained in information security and GDPR |
| | | | ● | 83% of employees participated in GDPR training | |
| **Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent** | Advania Group's supply chain is transparent and traceable and they assess and cooperate with all major and strategic suppliers | Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers | ● | Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk | 100% of the group's suppliers are assessed in a risk analysis based on ESG parameters (human rights, workers' rights, anti-corruption and environment) |

## Advania Iceland 🇮🇸

🟢 Goal reached   🟡 Goal close to reached   🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Our employees are educated about the climate crisis and the role IT can play to be a part of the solution** | All employees are trained in sustainability and how IT can enable sustainable development | Train employees at least three times about Advania Iceland's approach to sustainability | 🟢 Rolled out 8 short videos explaining dfferent areas of sustainability to employees<br><br>🟢 Trained all managers in corporate sustainability | Train 100% of managers in relevant business units in upcoming regulations for corporate sustainability reporting |
| **Advania is a part of long-term partnerships with the goal of solving sustainability problems** | Advania Iceland is involved in long-term strategic partnerships aimed to accelerate solutions to sustainability problems | Participate in four partnerships related to sustainability in 2023 | 🟢 Participated in the following projects:<br>- Vertonet project to increase the share of women in IT in Iceland<br>- Partnership with Reykjavik University on Advania Iceland's leadership program<br>And continued parthership with both Lifekeys and Flow | 100% of business units to reach their product-centric sustainability goals for the year 2024 |

## Advania Finland 🇫🇮

🟢 Goal reached    🟡 Goal close to reached    🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania is a prosperous, safe, and developing workplace** | Maintain good results on the employee satisfaction surveys | Increase level of commitment and engagement to 4.0 | 🟡 Commitment: 3.83 🟡 Engagement: 3.88 | Increase commitment and engagement scores to above 4.2 |
| | Maintain a low but healthy employee turnover | Unwanted employee turnover maximum 10% | 🟢 Unwanted turnover 6,5% | Unwanted employee turnover maximum 10% |
| | Maintain healthy employees with a low sick leave | Maintain sick leave below 3% | 🟢 Sick leave 2.2% | Maintain sick leave below 2.5% |
| **Advania has a gender balanced manage-ment team** | At least 30% women in the management team by 2025 | Maintain the gender balance | 🟢 Women in C-level 36% | Maintain the gender balance above 30% |
| **Advania has a gender balance in operational and management roles corresponding to at least average in the IT industry** | At least 20% women in operational and management roles by 2025 | At least 20% women in operational and management roles by 2025 | 🟡 Women in operational roles 14.4% Female managers 14.6% | Increase the share of women in operational and management roles to at least 15% |
| **Advania has an inclusive culture** | All managers and supervisors implement Advania Finland's leadership principles and all act and behave in accordance with the company's values | All managers and supervisors are trained according to new leadership principles and values. | 🟢 Trained managers 100% | All managers and supervisors are trained according to new leadership principles and values |
| | | All roles and responsibilities are defined in objectives and development discussions | 🔴 Advania Finland was not able to objectively measure this in the project | |
| | | All employees to participate in value workshops; new employees are trained during orientation process | 🔴 Advania Finland was not able to objectively measure this in the project | |
| | Employee turnover for women does not exceed the turnover for men | Employee turnover for women does not exceed the turnover for men | 🟡 Total turnover women 17.1% 🟡 Total turnover men 14.5% | Employee turnover for women does not exceed the turnover for men |

## Advania Finland 🇫🇮

🟢 Goal reached     🟡 Goal close to reached     🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania has a proactive and systematic approach to regulatory compliance** | All employees are regularly trained in all business ethics policies | All employees are trained in Advania Finland's code of conduct and anti-corruption policy and new employees no later than two months after they have started their employment | 🟡 Code of conduct training 98% 🟡 Anti corruption training 98% | All employees are trained in Advania Finland's Code of conduct and anti-corruption policy and new employees receive these no later than two months after they have started their employment |
| **Advania continuously reduces its GHG emissions from its own operations** | Reduce GHG emissions | 100% renewable electricity in data centre operation | 🟢 100% renewable electricity in data centre operation | 100% renewable electricity in data centre operation |
| | Gain awareness of our GHG emission footprint and reduction possibilities | Implement a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3 | 🔴 Program plan and goals have been postponed to 2024 to achieve better understanding of the current GHG footprint and to ensure adequate resourcing for planning | Identify reduction possibilities and a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3 |
| | Setting net zero GHG emission reduction plan by 2025. Advania Finland has achieved net zero GHG emissions by 2045 at the latest. | | | Long term reduction goal and programme for reducing the GHG emissions in GHG scope 1 to 3 |
| | The management system for environment is certified according to ISO 14001:2015 | The management system for environment to be evaluated and the certificate renewed | 🟢 Certificate maintained | The management system for environment to be evaluated and the certificate renewed |
| **Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent** | Advania Group's supply chain is transparent and traceable and they assess and cooperate with all major and strategic suppliers | Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers | 🟢 Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk | |

## Advania Finland 🇫🇮

🟢 Goal reached   🟡 Goal close to reached   🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania works systematically to promote respect for human rights and workers' rights throughout the value chain, as well as to identify and manage negative impacts on people and the environment as a result of our operations.** | *New from 2024*: 100% of the group's regular suppliers are assessed in a risk analysis based on ESG parameters (human rights, workers' rights, anti-corruption and environment) | | | Five of Advania Finland's major suppliers that are not included in the group assessment are assessed in a risk analysis based on ESG parameters by 2024 |
| **Advania contributes to our customers' sustainability ambitions through digitalisation and innovation** | 100% of Service Owners trained in circular economy and sustainable digitalisation by 2025<br><br>100% of employees in the Advania Group have completed basic training in circular economy and sustainable digitalisation by 2026 | All managers and salespeople are trained in sustainable IT and sustainable digitalisation | 🔴 The training has been postponed and will be spread out over two years to include all employees | Circular economy and sustainable digitalisation training plan for Service Owners |
| **Advania drives the shift towards circular handling of IT hardware** | | Create a network, design processes and goals to implement 'Green IT' within the production and service network, including the value chain; both upstream in the supply chain and downstream during customer use (e.g., services to extend the life cycle) | 🔴 Advania Finland initially set individual goals that were too complex. These have now been broken down into smaller objectives within the framework of broader goal setting | |
| | 1:1 – take back as much IT hardware as they put on the market | Takeback hardware: 1,000 units | 🔴 Current takeback as part of services, not measurable yet | Build mechanisms to follow up the takeback in services and set a target of at least 1,000 units |
| | Used or refurbished hardware resold for a second usage cycle in 2025: 5,000 units | Used or refurbished hardware resold for a second usage cycle: 2,000 units | 🔴 904 units of refurbished hardware were resold for a second usage cycle | Build mechanisms to follow up the resold hardware and set a target of at least 2,000 units |

## Advania Finland  🇫🇮

🟢 Goal reached   🟡 Goal close to reached   🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|---|
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers** | *New from 2024:* No information leakage | | | This goal was added for 2024 and was not yet measured during 2023 | No information leaks |
| | 100% of employees trained in information security and GDPR | All employees are trained in information security and GDPR | 🟡 🟡 | 97.4% of employees trained in Information security 97.6% of employees trained in GDPR | All employees are trained in information security and GDPR |
| | | Managed Services (Capacity Services) certified according to ISO 27001:2013 | 🟢 | Certificate maintained | Managed Services (Capacity Services) certified according to ISO 27001:2013 |
| **All employees are engaged and committed to Advania's social responsibility** | Annual partner for yearly selected topic | Initiate at least one social responsibility project where the company is engaged and employees are offered to participate | 🟢 | One social responsibility project initiated | Initiate at least one social responsibility project in which the company is involved and employees are offered the opportunity to participate |

## Advania Denmark 🇩🇰

🟢 Goal reached  🟡 Goal close to reached  🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | | Goals 2024 |
|---|---|---|---|---|---|
| **Advania is a prosperous, safe, and developing workplace** | Maintain good results on the employee satisfaction surveys | Increase the employee commitment and engagement to above 4.2 | 🟡🟡 | Commitment: 4.1 Engagement: 4.1 | Increase commitment and engagement scores to above 4.2 |
| **Advania has a gender-balanced management team** | At least 30% women in the C-level management team by 2025 | Increase the number of women during the year | 🔴 | 0% (one recruitment is done) | Increase the share of women at C-level to at least 15% |
| **Advania has a proactive and systematic approach to regulatory compliance** | All employees are regularly trained in all business ethics policies | All employees are regularly trained in all business ethics policies | 🟢🟢 | Code of Conduct training: 100% Anti-corruption training: 100% | Code of Conduct training: 100% Anti-corruption training: 100% |
| **Advania continuously reduces its GHG emissions in its own operation** | | Ensure continued use of 100% renewable electricity in data centres  Implement a first goal and programme for reducing the GHG emissions in GHG scope 1 to 3 | 🟡 | Advania Denmark almost reached the target of 100% renewable electricity in their data centre operation with a total of 98% | All data centers run on 100% renewable energy  Decide on a local target for GHG emission reduction |
| **Advania partners only with suppliers that have a systematic approach to develop a more sustainable supply chain and comply with Advania's Code of Conduct or equivalent** | Advania Group's supply chain is transparent and traceable and they assess and cooperate with all major and strategic suppliers | Assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers | 🟢 | Advania assessed 100% of major suppliers, both direct and indirect in 2023. No direct or indirect supplier, nor supplier owned factory, was assessed as high risk | Continue to assess direct and indirect suppliers corresponding to at least 80% of the group's spend on suppliers |

## Advania Denmark 🇩🇰

🟢 Goal reached  🟡 Goal close to reached  🔴 Goal not reached

| Vision | Long term goals | Goals 2023 | Outcome 2023 | Goals 2024 |
|---|---|---|---|---|
| **Advania proactively and systematically manages information security risks and takes responsibility for personal integrity, both internally and with our customers** | | 100% of employees are trained in information security and GDPR | 🟢 100% of employees trained in information security and GDPR | 100% of employees trained in information security and GDPR |
| **Advania contributes to our customers' sustainability ambitions through digitalisation and innovation** | All employees are trained in sustainable digitalisation and circular economy | Implement a training programme for employees in sustainable digitalisation and circular economy | 🔴 Advania Denmark is still exploring several alternatives and aim to put in place a training plan to educate all employees on sustainable digitalisation and circular economy | Implement a training programme for employees in sustainable digitalisation and circular economy |
| **Advania drives the shift towards circular handling of IT hardware** | 1:1 – by 2030, take back as many used units of hardware as were sold three years earlier | Increase the efforts to offer takeback, reuse on the local market, and other circular offerings | 🟡 Advania Denmark is on a mission to achieve a 1:1 takeback rate by 2030, focusing on enhancing local market reuse and takeback services, a critical step towards a sustainable and circular future | Project defined and ready for execution in FY25 |

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# Sustainability data country level

## New employees and employee Turnover

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| Total number new employees | 115 | 367 | 314 | - | 93 | 256 | 9 | 261 | 153 | 99 | 121 | 80 | 18 | 68 | 43 | 15 | 19 | 28 |
| New employees women | 45 | 93 | 81 | - | 23 | 70 | 3 | 58 | 29 | 29 | 49 | 30 | 5 | 13 | 9 | 6 | 4 | 6 |
| New employees men | 114 | 274 | 233 | - | 70 | 186 | 6 | 203 | 124 | 70 | 72 | 50 | 13 | 55 | 34 | 9 | 15 | 22 |
| | | | | | | | | | | | | | | | | | | |
| Total number leaving employment | 63 | 216 | 170 | - | 80 | 194 | 4 | 138 | 115 | 75 | 96 | 84 | 10 | 37 | 33 | 7 | 11 | 21 |
| Number of women leaving | 14 | 42 | 33 | - | 11 | 46 | 2 | 25 | 21 | 25 | 24 | 21 | 0 | 6 | 7 | 2 | 3 | 7 |
| Number of men leaving | 49 | 174 | 137 | - | 69 | 148 | 2 | 113 | 94 | 50 | 72 | 63 | 10 | 31 | 26 | 5 | 8 | 14 |
| | | | | | | | | | | | | | | | | | | |
| Total turnover % | 10 | 17 | 12 | - | 9 | 20 | 8 | 18 | 14 | 14 | 16 | 14 | 15 | 14 | 10 | 15 | 17 | 35 |
| Women turnover % | 11 | 16 | 11 | - | 6 | 20 | 15 | 23 | 16 | 17 | 14 | 11 | 0 | 13 | 12 | 29 | 31 | 78 |
| Men turnover % | 10 | 17 | 12 | - | 10 | 20 | 5 | 17 | 13 | 13 | 17 | 15 | 17 | 14 | 10 | 13 | 15 | 27 |
| **Employee Satisfaction** | | | | | | | | | | | | | | | | | | |
| Commitment | 4.26 | 4.08 | 4.16 | - | 4.05 | 4.02 | 3.8 | 3.91 | 3.99 | 4.53 | 4.37 | 4.4 | 3.53 | 3.57 | 3.83 | - | 3.33 | 4.1 |
| Engagement | 4.25 | 3.99 | 4.09 | - | 4.03 | 4.01 | 4.19 | 3,91 | 4.04 | 4.24 | 4.21 | 4.2 | 3.69 | 3.67 | 3.88 | - | 3.41 | 4.1 |

[1] Including Advania South Africa

## Health and Safety

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| Total sick leave[2], % | 2.7 | 3.6 | 3.1 | - | 1.6 | 1.7 | 4.2 | 3.9 | 4.0 | 3.2 | 4.4 | 3.7 | 1.4 | 1.8 | 2.7 | 2.5 | 2.3 | 3.7 |
| Accidents, number | 2 | 6 | 8 | - | 4 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 4 | 0 | 0 | 0 |
| Reported cases of discrimination | 0 | 1 | 1[7] | - | 0 | 2[3] | 0 | 5 | 2[4] | 0 | 1 | 0 | 0 | 7 | 0 | 0 | 0 | 0 |
| Total % of employees covered by collective bargaining | 100 | 100 | 100 | - | 0 | 0 | 0[3] | 7.9 | 4.3 | 100 | 100 | 100 | 100 | 96.7 | 96.7 | 0[6] | 0[6] | 0[6] |

[1] Including Advania South Africa

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

[3] One of the incidents is being strongly contested by the organisation. The other, a minor case, has been investigated and remedial action taken.

[4] The incidents are no longer subject to action. Remediations plans have been implemented for both incidents and processes concerning disciplinary matters have been improved.

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

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

[7] Remediation plan have been implemented.

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## Diversity

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| **Gender balance** | | | | | | | | | | | | | | | | | | |
| Number of permanent employees on average | 619 | 1,285 | 1,419 | - | 847 | 980 | 53 | 753 | 846 | 585 | 609 | 605 | 68 | 268 | 325 | 47 | 62 | 61 |
| Number of female permanent employees on average | 130 | 263 | 312 | - | 183 | 230 | 13 | 106 | 131 | 160 | 175 | 186 | 10 | 45 | 56 | 7 | 10 | 9 |
| Number of male permanent employees on average | 489 | 1,033 | 1,107 | - | 664 | 750 | 40 | 647 | 715 | 425 | 434 | 419 | 58 | 223 | 269 | 40 | 52 | 52 |
| % women | 21 | 21 | 22 | - | 22 | 23 | 25 | 14 | 16 | 27 | 29 | 30 | 15 | 17 | 17 | 15 | 16 | 14 |
| % men | 79 | 79 | 78 | - | 78 | 77 | 75 | 86 | 84 | 73 | 71 | 70 | 85 | 83 | 83 | 85 | 85 | 86 |
| **Gender balance - roles** | | | | | | | | | | | | | | | | | | |
| % working full time | 99 | 97 | 100 | - | 100 | 100 | 100 | 98 | 100 | 95 | 96 | 100 | 100 | 95 | 100 | 100 | 96 | 100 |
| % women in administration | 76 | 76 | 80 | - | 64 | 50 | 40 | 56 | 66 | 53 | 55 | 59 | 56 | 68 | 78 | 75 | 60 | 25 |
| % women in operational roles | 14 | 15 | 17 | - | 16 | 16 | 17 | 11 | 13 | 24 | 25 | 26 | 11 | 11 | 14 | 7 | 13 | 8 |
| % women in C-level management team | 14 | 20 | 20 | - | 11 | 10 | 29 | 24 | 30 | 29 | 31 | 63 | 17 | 33 | 36 | 17 | 0 | 0 |
| % women managers in total | 20 | 24 | 26 | - | 26 | 28 | 50 | 18 | 17 | 27 | 30 | 36 | 13 | 13 | 15 | 2 | 0 | 18 |

[1] Including Advania South Africa

## Diversity

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| **Age** | | | | | | | | | | | | | | | | | | |
| Average number age <30 | 125 | 261 | 317 | - | 170 | 196 | 10 | 139 | 201 | 69 | 67 | 65 | 3 | 16 | 15 | 10 | 10 | 11 |
| Average number age 30-50 | 341 | 734 | 785 | - | 581 | 657 | 37 | 412 | 450 | 335 | 372 | 365 | 41 | 185 | 229 | 25 | 32 | 29 |
| Average number age >50 | 153 | 289 | 317 | - | 97 | 127 | 6 | 203 | 196 | 180 | 169 | 174 | 24 | 68 | 81 | 12 | 19 | 21 |
| % employees age < 30 | 20 | 20 | 22 | - | 20 | 20 | 19 | 18 | 24 | 12 | 11 | 11 | 4 | 6 | 5 | 21 | 16 | 18 |
| % employees age 30-50 | 55 | 57 | 55 | - | 69 | 67 | 70 | 55 | 53 | 57 | 61 | 60 | 60 | 69 | 70 | 53 | 52 | 48 |
| % employees age >50 | 25 | 22 | 22 | - | 11 | 13 | 11 | 27 | 23 | 31 | 28 | 29 | 36 | 26 | 25 | 26 | 31 | 34 |
| **Temporary employees** | | | | | | | | | | | | | | | | | | |
| Number of temporary employees | 0 | 5 | 5 | - | 24 | 34 | 2 | 20 | 17 | 8 | 5 | 5 | 2 | 1 | 3 | 0 | 0 | 0 |
| Number of temporary women | 13 | 2 | 2 | - | 10 | 13 | 2 | 4 | 2 | 2 | 1 | 1 | 0 | 0 | 3 | 0 | 0 | 0 |
| Number of temporary men | 40 | 4 | 3 | | 14 | 21 | 0 | 17 | 15 | 6 | 4 | 4 | 2 | 1 | 0 | 0 | 0 | 0 |
| **Contractors** | | | | | | | | | | | | | | | | | | |
| Number of contractors [2] | - | - | 83 | - | - | 83 | - | - | 98 | - | - | 32 | - | - | 13 | - | - | 2 |
| **Local board** | | | | | | | | | | | | | | | | | | |
| % women in local board | 17 | 40 | 40 | - | 25 | 25 | 29 | 40 | 40 | 42 | 40 | 40 | 43 | 40 | 40 | 17 | 40 | 40 |
| **Salary** | | | | | | | | | | | | | | | | | | |
| % average salary women to average salary men - total | 84 | 87 | 87 | - | 84 | 83 | 76 | 94 | 89 | 97 | 97 | 99 | 79 | 84 | 82 | 65 | 74 | 68 |

[1] Including Advania South Africa

[2] Contractors are not employed and can have different types of contractual terms such as self-employed persons, and persons employed by other organisation but whose work is controlled by our organization.

Contractors at Advania are mainly involved in IT-related work. Data not reported for 2021 or 2022.

# Emissions and energy

| Tonne $CO_2e$ | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022[2] | 2023 | 2021 | 2022[2] | 2023 | 2021 | 2022[2] | 2023 | 2021 | 2022[2] | 2023 | 2021 | 2022[2] | 2023 | 2021 | 2022[2] | 2023 |
| GHG Scope 1 (tonne) | 71 | 186 | 233 | - | 31 | 84 | 1 | 24 | 31 | 196 | 234 | 236 | 3 | 10 | 22 | 27 | 12 | 3 |
| GHG Scope 2 Market based (tonne) | 39 | 292 | 212 | - | 632 | 433 | 186 | 851 | 2,157 | 32 | 34 | 36 | 17 | 183 | 133 | 87 | 92 | 39 |
| GHG Scope 2 Location based (tonne) | 479 | 690 | 577 | - | 406 | 541 | 124 | 798 | 620 | 41 | 43 | 48 | 317 | 467 | 659 | 102 | 61 | 19 |
| GHG Scope 3 (tonne) | 91,889 | 99,420 | 91,894 | - | 872 | 1359 | 20,515 | 27,387 | 15,158 | 8605 | 7,452 | 5,922 | 1,151 | 3,113 | 2,261 | 7,727 | 12,616 | 11,380 |
| Total Energy (kWh) | 4,418,819 | 9,279,257 | 11,095,990 | - | 1,594,033 | 1,662,900 | 473,376 | 7,280,724 | 8,022,612 | 7,148,839 | 6,183,234 | 6,688,281 | 760,300 | 4,265,614 | 5,785,550 | 329,446 | 434,362 | 245,566 |
| Energy Intensity (kWh/employee)[3] | 7,139 | 7,221 | 7,820 | - | 1,882 | 1,697 | 8,932 | 9,669 | 9,483 | 12,220 | 10,153 | 11,055 | 11,181 | 15,916 | 17,802 | 7,009 | 7,006 | 4,026 |
| Emission Intensity (tonne $CO_2$/employee)[4] | 148 | 78 | 65 | - | 2 | 2 | 387 | 38 | 21 | 15 | 13 | 10 | 17 | 12 | 7 | 164 | 205 | 184 |

[1] Including Advania South Africa

[2] For 2022 several recalculations are done for all countries. Find the climate audit report in the Reports and policies section on https://www.advania.com/our-business/sustainability

[3] Types of energy included in the intensity ratio are fuel, electricity, heating and cooling.

[4] Included are all GHG gases within scope 1, 2 (market based) and scope 3 emissions.

## Business Ethics

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| % Employees educated in Anti-corruption policy | 99 | 89 | 98 | - | 100 | 100 | 100 | 100 | 100 | 92 | 94 | 93 | 99 | 73 | 98 | 98 | 95 | 96 |
| % Employees educated in Code of Conduct | 99 | 89 | 99 | - | 85 | 95 | 100 | 100 | 76 | 93 | 94 | 95 | 99 | 97 | 98 | 100 | 100 | 100 |

[1] Including Advania South Africa

## Information Security and Integrity Indicators

| | Sweden | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| % Employees educated in information security | 92 | 77 | 94 | - | 94 | 100 | 10 | [2] | [2] | 62 | 90 | 88 | 75 | 0 | 97 | 40 | 67 | 100 |
| % Employees educated in GDPR policy | 94 | 76 | 99 | - | 88 | 92 | 93 | 25 | 100 | 50 | 76 | 83 | 75 | 82 | 98 | 93 | 92 | 94 |
| Total number of complaints received from outside partied concerning breaches of customer privacy | 0 | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 | 1 | 0 | 0 | 0 | 0 |
| Total number of substantiated complaints received from regulator bodies concerning breaches of customer privacy | 0 | 0 | 0 | - | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total number of identified leaks, thefts, or losses of customer data | 0 | 4 | 0 | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 6 | 0 | 0 | 0 | 0 |

[1] Including Advania South Africa

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

## Hardware

| | Sweden[2] | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| Number of sold hardware | 327,846 | 474,506[3] | 439,628 | - | - | 3,250 | - | 78,268 | 63,707 | 14,023 | 12,391 | 8,565 | - | 8,987 | 5,798 | - | 26,311 | 26,425 |
| Number of used hardware taken back | 41,158 | 92,403 | 163,830 | - | - | 0 | - | 6,211 | 3,005 | 78 | 174 | 92 | - | 0 | 0 | - | 2,250 | 2,901 |
| Number of used hardware resold | 36,631 | 76,065 | 139,408 | - | - | - | - | 0 | 3,005 | 78 | 174 | 92 | - | 600 | 129 | - | 0 | 0 |

[1] Including Advania South Africa

[2] The share of sale of used IT equipment related to the total sales of IT equipment for Advania Sweden is 24% =139408 / (439628+139408)

[3] The IT hardware sales data for 2022 in last year's report was misreported and has been updated.

## Financial Data

| | Sweden[3] | | | UK[1] | | | Norway | | | Iceland | | | Finland | | | Denmark | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 | 2022 | 2022 | 2023 | 2021 | 2022 | 2023 | 2021 | 2022 | 2023 |
| Turnover (MSEK) | 4160.3 | 5,421.8 | 6,275.5 | - | 1,574.7 | 1,837.0 | 1342.0 | 3,017.2 | 2,762.2 | 1016.1 | 1,193.4 | 1,342.4 | 217.1 | 665.9 | 945.0 | 314.6 | 375.0 | 469.3 |
| Cost of operation (MSEK) | -2924.6 | -3,953.9 | -4,570.1 | - | -736.2 | -925.3 | -985.2 | -2,089.7 | -1,796.5 | -370.8 | -464.2 | -540.1 | -135.2 | -496.3 | -602.5 | 255.7 | -307.8 | -391.3 |
| Salaries (MSEK) | -768.8 | -1,204.0 | -1,402.1 | - | -728.1 | -798.9 | -271.2 | -789.8 | -834.6 | -524.8 | -644.3 | -704.9 | -69.7 | -222.2 | -340.4 | -45.2 | -63.2 | -97.8 |
| Interests and other financial costs (MSEK) | -30.2 | -152.9 | -199.4 | - | -217.2 | -351.0 | -55.7 | -202.3 | -191.8 | -5.8 | -8.8 | -6.7 | -6.3 | -45.2 | -101.5 | -5.6 | -7.4 | -21.5 |
| Tax (MSEK)[2] | -28.5 | -40.5 | -20.6 | - | -28.5 | -24.8 | -0.67 | 0.0 | -0.1 | -11.2 | -12.5 | -12.2 | -0.2 | -5.8 | -4.5 | -1.1 | -1.4 | -5.2 |
| Investments in society | -0.15 | -0.3 | -0.4 | - | -0.3 | -0.5 | -0.16 | -0.3 | -0.2 | -0.4 | -0.6 | -0.7 | 0.0 | -0.1 | -0.1 | -0.03 | 0.0 | 0.0 |
| Result before depreciation (MSEK) | 466.9 | 562.4 [4] | 561.2 | - | 216.7 | 229.7 | 85.6 | 312.8 | 292.6 | 120.5 | 141.4 | 160.6 | 12.2 | 11.9 | 101.7 | 13.6 | 14.2 | 9.5 |
| Profit operating % (based on EBITDA) | 11.2 | 10.4 | 8.9 | - | 13.8 | 12.5 | 6.4 | 10.4 | 10.6 | 11.9 | 11.9 | 12.0 | 5.6 | 1.8 | 10.8 | 4.3 | 3.8 | 2.0 |

[1] Including Advania South Africa

[2] In addition to tax payments made for each local company, Advania AB paid 10,5 (18.2) MSEK in income tax

[3] Financial data for Advania Sweden also includes RTS as of the date of the acquisition in November 2023

[4] Result before depreciation was incorrectly reported in last years sustainability report

# Serbia and Sri Lanka

## New employees and employee Turnover

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| Total number new employees | 16 | 0 | 9 | 10 |
| New employees women | 4 | 0 | 1 | 2 |
| New employees men | 12 | 0 | 8 | 8 |
| | | | | |
| Total number leaving employment | 5 | 11 | 12 | 6 |
| Number of women leaving | 0 | 2 | 0 | 3 |
| Number of men leaving | 5 | 9 | 12 | 3 |
| | | | | |
| Total turnover % | 13 | 34 | 26 | 12 |
| Women turnover % | 0 | 22 | 0 | 38 |
| Men turnover % | 18 | 39 | 31 | 7 |
| **Employee satisfaction** | | | | |
| Commitment | - | 4 | - | 4 |
| Engagement | - | 4 | - | 4 |

## Health and Safety

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| Total sick leave[1], % | 1.2 | - | 2.0 | - |
| Accidents, number | 0 | - | 0 | - |
| Reported cases of discrimination | 0 | - | 0 | - |
| Total % of employees covered by collective bargaining | 0 | - | 0 | - |

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

## Diversity

| Gender balance | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| Number of permanent employees on average | 37 | 32 | 46 | 49 |
| Number of female permanent employees on average | 10 | 9 | 8 | 7 |
| Number of male permanent employees on average | 27 | 23 | 38 | 41 |
| % women | 27 | 28 | 17 | 14 |
| % men | 73 | 72 | 83 | 84 |
| **Gender balance - roles** | | | | |
| % working full time | 100 | 100 | 100 | 100 |
| % women in administration | 100 | 100 | 50 | 67 |
| % women in operational roles | 24 | 27 | 18 | 12 |
| % women in C-level management team | 0 | 50 | 0 | 0 |
| % women managers in total | 50 | 50 | 25 | 33 |

## Diversity

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| **Gender balance** | **2022** | **2023** | **2022** | **2023** |
| **Age** | | | | |
| Average number age <30 | 16 | 13 | 18 | 17 |
| Average number age 30-50 | 21 | 18 | 28 | 31 |
| Average number age >50 | 0 | 1 | 0 | 1 |
| % employees age < 30 | 43 | 41 | 38 | 35 |
| % employees age 30-50 | 57 | 56 | 61 | 63 |
| % employees age >50 | 0 | 3 | 0 | 2 |
| **Temporary employees** | | | | |
| Number of temporary employees | 0 | 0 | 0 | 0 |
| Number of temporary women | 0 | 0 | 0 | 0 |
| Number of temporary men | 0 | 0 | 0 | 0 |
| **Salary** | | | | |
| % average salary women to average salary men - total | 83 | 89 | 72 | 66 |

## Business Ethics

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| % Employees educated in Anti-corruption policy | 100 | 100 | 100 | 100 |
| % Employees educated in Code of Conduct | 100 | 100 | 100 | 100 |

## Emissions and energy

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| GHG Scope 1 (tonne) | 5 | 5 | - | - |
| GHG Scope 2 Market based (tonne) | 16 | 53 | 138 | 26 |
| GHG Scope 2 Location based (tonne) | 14 | 54 | 231 | 31 |
| GHG Scope 3 (tonne) | 90 | 25 | 28 | 60 |
| Total Energy (kWh) | 46,159 | 93,343 | 465,434 | 84,915 |
| Energy Intensity (kWh/employee) | 1,248 | 2,917 | 10,173 | 1,733 |
| Emission Intensity (tonne CO2/employee) | 3 | 3 | 4 | 2 |

## Information security and Integrity Indicators

| | Serbia | | Sri Lanka | |
|---|---|---|---|---|
| | **2022** | **2023** | **2022** | **2023** |
| % Employees educated in information security | 100 | 100 | 100 | 100 |
| % Employees educated in GDPR policy | 100 | 100 | 100 | 100 |
| Total number of complaints received from outside partied concerning breaches of customer privacy | 0 | 0 | 0 | 0 |
| Total number of substantiated complaints received from regulator bodies concerning breaches of customer privacy | 0 | 0 | 0 | 0 |
| Total number of identified leaks, thefts, or losses of customer data | 0 | 0 | 0 | 0 |

# GRI-Index

| GRI INDICATOR | | OMISSIONS/COMMENTS | SDGs | PAGE/LOCATION |
|---|---|---|---|---|
| Disclosure number | Disclosure name | | | |
| GRI 2: General Disclosures 2021 | | | | |
| The organisation and its reporting practices | | | | |
| 2-1 | Organisational details | | | 4-6 |
| 2-2 | Entities included in the organisation's sustainability reporting | | | 64 |
| 2-3 | Reporting period, frequency and contact point | | | 64, 115 |
| 2-4 | Restatements of information | | | 104, 107 |
| 2-5 | External assurance | | | 64 |
| Activities and workers | | | | |
| 2-6 | Activities, value chain, and other business relationships | | | 4-6, 37-38, 41-50, 54-56, 75-77 |
| 2-7 | Employees | | 8.5 | 14-18, 64, 100-103 |
| 2-8 | Workers who are not employees | | | 103 |
| Governance | | | | |
| 2-9 | Governance structure and composition | | | 67-70 |
| 2-10 | Nomination and selection of the highest governance body | | | 69 |
| 2-11 | Chair of the highest governance body | | | 67, 69 |
| 2-12 | Role of the highest governance body in overseeing the management of impacts | | | 67, 70 |
| 2-13 | Delegation of responsibility for managing impacts | | | 67, 70 |
| 2-14 | Role of the highest governance body in sustainability reporting | | | 67 |
| 2-15 | Conflicts of interest | | | 69 |
| 2-16 | Communication of critical concerns | | | 69 |
| 2-17 | Collective knowledge of the highest governance body | | | 67-68 |
| 2-18 | Evaluation of the performance of the highest governance body | | | 69 |
| 2-19 | Remuneration policies | | | 69 |
| 2-20 | Process to determine remuneration | | | 69 |
| 2-21 | Annual total compensation ratio | In 2023, the annual total compensation ratio (Group CEO/median employee) was 4,31 (2022: 3,04) | | 111 |

| GRI INDICATOR | | OMISSIONS/COMMENTS | SDGs | PAGE/LOCATION |
|---|---|---|---|---|
| Disclosure number | Disclosure name | | | |
| **GRI 2: General Disclosures 2021** | | | | |
| **Strategy, policies and practices** | | | | |
| 2-22 | Statement on sustainable development strategy | | | 9-10 |
| 2-23 | Policy commitments | | | 21-24, 27-29, 32-35, 37-39, 70-74 |
| 2-24 | Embedding policy commitments | | | 21-24, 27-29, 32-35, 37-39, 67, 70-74 |
| 2-25 | Processes to remediate negative impacts | | | 71-74 |
| 2-26 | Mechanisms for seeking advice and raising concerns | | | 29 |
| 2-27 | Compliance with laws and regulations | | | 17, 28, 29, 40, 46, 67, 71-74 |
| 2-28 | Membership associations | | | 75-77 |
| **Stakeholder engagement** | | | | |
| 2-29 | Approach to stakeholder engagement | | | 65, 66 |
| 2-30 | Collective bargaining agreements | | | 101 |
| **GRI 3: Material Topics 2021** | | | | |
| 3-1 | Process to determine material topics | | | 65-66 |
| 3-2 | List of material topics | | | 12, 66 |
| **GRI 200 ECONOMIC** | | | | |
| **GRI 200: Economic performance 2016** | | | | |
| 3-3 | Management of material topics | | | 67 |
| 201-1 | Direct economic value generated and distributed | | 8.1, 8.2, 9.1, 9.4, 9.5 | 107 |
| **GRI 205: Anti-corruption 2016** | | | | |
| 3-3 | Management of material topics | | | 27-29, 71-74 |
| 205-2 | Communication and training about anti-corruption policies and procedures | Omission (partial); Advania has a process for communicating the policies and procedures, however do not track the communication in number/percentage. | 16.5 | 27-29, 105 |
| 205-3 | Confirmed incidents of corruption and actions taken | | 16.5 | 29 |

| GRI INDICATOR | | OMISSIONS/COMMENTS | SDGs | PAGE/LOCATION |
|---|---|---|---|---|
| Disclosure number | Disclosure name | | | |
| **GRI 300 ENVIRONMENTAL** | | | | |
| **GRI 302: Energy 2016** | | | | |
| 3-3 | Management of material topics | | | 30-35, 71-74 |
| 302-1 | Energy consumption within the organisation | For complementing details (302-1-c), see Advania Climate Statement 2023 | 7.2 | 30, 104 |
| 302-3 | Energy intensity | | | 30, 104 |
| **GRI 305: Emissions 2016** | | | | |
| 3-3 | Management of material topics | | | 30-35, 71-74 |
| 305-1 | Direct (scope 1) GHG emissions | For complementing details (305-1-d-g), see Advania Climate Statement 2023[1] | 13.1 | 31, 104 |
| 305-2 | Indirect (scope 2) GHG emissions | For complementing details (305-2-d-g), see Advania Climate Statement 2023[1] | 7.2, 13.1 | 31, 104 |
| 305-3 | Other indirect (scope 3) GHG emissions | For complementing details (305-3-d-g), see Advania Climate Statement 2023[1] | 13.1 | 31, 104 |
| 305-4 | GHG emissions intensity | | | 104 |
| **GRI 308: Supplier environmental assessment 2016** | | | | |
| 3-3 | Management of material topics | | | 37-40, 71-74 |
| 308-2 | Negative environmental impacts in the supply chain and actions taken | | 13.1 | 39-40 |
| **GRI 400 SOCIAL** | | | | |
| **GRI 401: Employment 2016** | | | | |
| 3-3 | Management of material topics | | | 14-18, 73-74 |
| 401-1 | New employee hires and employee turnover | Omission (partial): Not by age group. Adjustment from previous year part of preparation for European Sustainability Reporting Standards (ESRS). Hence indicator remains partial. | 5.1, 8.5 | 100 |
| **GRI 403: Occupational Health and Safety 2018** | | | | |
| 3-3 | Management of material topics | | | 14-18, 73-74 |
| 403-1 | Occupational health and safety management system | | 8.8 | 14-18 |
| 403-2 | Hazard identification, risk assessment, and incident investigation | Omission (partial): Certain details are not described in the report. | 8.8 | 14-18 |
| 403-3 | Occupational health services | | 8.8 | 14-18 |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety | Omission (partial): Certain details are not described in the report. | 8.8 | 14-18 |
| 403-5 | Worker training on occupational health and safety | | 8.8 | 14-18 |
| 403-6 | Promotion of worker health | | 8.8 | 14-18 |
| 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | As an IT service provider, we have limited impact on our business relations' occupational health and safety impact. | | 37-40 |
| 403-8 | Workers covered by an occupational health and safety management system | | | 14-18 |

[1] Find Advania Climate Statement 2023 in the Reports and policies section on https://www.advania.com/our-business/sustainability

| GRI INDICATOR | | OMISSIONS/COMMENTS | SDGs | PAGE/LOCATION |
|---|---|---|---|---|
| **Disclosure number** | **Disclosure name** | | | |
| **GRI 405: Diversity and equal opportunity 2016** | | | | |
| 3-3 | Management of material topics | | | 21-24, 73-74 |
| 405-1 | Diversity of governance bodies and employees | Minorities not reported in compliance with Nordic laws. | 5.1, 5.5, 8.5 | 102-103 |
| 405-2 | Ratio of basic salary and remuneration of women to men | Omission (partial): Data for employee categories is not reported. | 5.1 | 103 |
| **GRI 406 Incidents and discrimination and corrective actions taken 2016** | | | | |
| 3-3 | Management of material topics | | | 21-24, 73-74 |
| 406-1 | Incidents of discrimination and corrective actions taken | | 5.1 | 101 |
| **GRI 414: Supplier Social Assessment 2016** | | | | |
| 3-3 | Management of material topics | | | 37-40, 71-74 |
| 414-2 | Negative social impacts in the supply chain and actions taken | | 8.8 | 39-40 |
| **GRI 418: Customer Privacy 2016** | | | | |
| 3-3 | Management of material topics | | | 44-47 |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | | 9.1 | 105 |
| **COMPANY SPECIFIC METRICS** | | | | |
| - | Sick leave | | 8.8 | 101 |
| - | Hardware takeback and sales | | 8.4, 12.2, 12.5 | 106 |

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