



nORDLO

Get closer to sustainability

Sustainability Report 2021

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**We develop society
by strengthening the
competitiveness and
sustainability of Nordic
organisations – both
today and tomorrow.**



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In times of pandemic and political uncertainty in the world, the need for secure IT solutions has increased. As Nordlo grows in the Nordic market, we are stepping up our work towards more responsible technology, a better society and a greener world.

We know that the possibility of making a positive impact can start in a sustainable IT environment, which is why we want to help our customers make sustainable choices.

In this sustainability report, we describe our sustainability work, how we help organisations on their journey and our work to ensure that we have the most dedicated employees and customers who are ambassadors.

Sustainable progress

Despite the challenges around us, we at Nordlo have grown due to an acquisition and taken several important steps towards the green transition during the year. We have also grown due to many new employees who have had to be onboarded remotely, but I hope that we still be able to maintain the team spirit and closeness that is so important to us at Nordlo.

Crisis and uncertainty in the outside world have become part of everyday life for us. The COVID pandemic, war in Europe and global political turmoil are contributing to an increase in the need for secure IT solutions. The Swedish relaunch of the IT industry after the pandemic consists mainly of digitalisation, security issues and a sustainable transition; three parameters that go hand in hand and are constantly influenced by one another. Digitalisation is a major enabler for sustainability, for example through AI solutions that optimise entire production and transport flows. Increasingly stringent requirements are being stipulated for increased transparency throughout the production chain, where secure IT infrastructure plays a crucial role.

I would like to thank all the employees, customers and partners who have contributed to us taking several important steps in our sustainability work during the year, despite challenges. It is easy to forget that virtually all the IT that we produce and ultimately consume in our operations is actually produced in a physical data centre. I am proud that one of our data centres was certified according to Fossil Free Data during the year.

In addition to offering the best services, Nordlo wants to weave the sustainability perspective

with each customer into each undertaking. "Have you thought about how we could do this in a more sustainable way?" This question gives us a fantastic opportunity to participate in and influence organisations on multiple levels. The leadership conference we held during the autumn focused largely on the sustainability issue, and there were many good ideas about how to make sustainability an even bigger part of the customer offering. It became clear from the discussions that there were so many more sustainability aspects than just the environment and climate. At Nordlo, we talk a lot about psychological well-being in a digital society, which for many people is a new side of the concept of sustainability.

In the last three years, no global supplier has featured in the top five in Radar's Nordic customer satisfaction survey, which indicates that customers prefer local to global suppliers. Closeness and competence promote satisfaction, and this pleases us at Nordlo, as we have been using closeness as a catchword since the company was formed. Being close to both customers and the local community enables us to continue providing support in the development of a sustainable society.

Fredrik Almén, CEO Nordlo

"Closeness and competence promote satisfaction, and this pleases us at Nordlo."



The year in brief

2021 was yet another year in which the pandemic affected our everyday lives, with a lot of internal operations taking place remotely. Nordlo has continued to experience positive development as a company and started the year with a new acquisition.

New acquisition

Acon AB was welcomed to Nordlo at the start of the year. The company is an IT services provider that was founded in 2001 and has operations in Lycksele and Umeå. Acon came to Nordlo with a customer list in retail and the manufacturing industry – and a culture and values that align with Nordlo's.

Sustainable leadership

A leadership conference was held during the autumn where leadership representatives from all Nordlo's offices met and discussed sustainability. The focus was on the dialogue with our customers, and many experiences and good ideas were exchanged about different ways of helping customers improve their sustainability work using IT. The discussions were based on environmental aspects, social impact and sustainability as a whole.

Increased focus on security

IT attacks and cyber threats have come the fore during the year, with an increased need for secure IT solutions as a result. In 2021, Nordlo expanded the IT security and information security services relating to the prevention of threats, limitation of damage in the event of detected threats and the restoration of services in connection with security incidents. IT security issue training was also provided for our own employees during the year.

Closer to net zero

During the year, climate monitoring continued. Steps have been taken towards the net zero target and thus setting reduction targets in line with the Science Based Targets Initiative (SBTI). Nordlo continues to fully compensate for emissions on an ongoing basis.



Digitalisation as human craftsmanship

Nordlo is a growing Nordic IT and digitalisation partner that aims to develop society by strengthening the competitiveness and sustainability of Nordic organisations – both today and tomorrow. We help our customers improve their IT environment through a broad service offering and scalable solutions, for both business needs and employees.

We want to build close relationships and gain a deep understanding of customer operations. It is through this understanding that we can take responsibility for the whole, support our customers and meet both our aim and the customer’s goals. We are close at hand, whether the customer is in Sweden, Norway or further afield. We work constantly to put our solutions in a human context, to reduce the distance between technology and users. Our ambition and will is to never be satisfied, to constantly improve, challenge and change.

740
employees

Our human craftsmanship is driven by a daily commitment from our 740 employees, from Luleå in the north to Malmö in the south, from Bergen in the west to Stockholm in the east.

1.5
billion

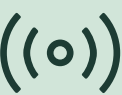
Today, Nordlo has a revenue of SEK 1.5 billion, and the goal is to become the leading IT services provider in the Nordic region.

41
offices

It is thanks to many offices and dedicated employees that we are able to be close to customer operations.

Our services

We offer overall responsibility for IT and digitalisation. We understand that our customers need a partner who is right for them, which is why we have a decentralised organisation with short decision paths and units adapted for different types of deliveries; from outsourcing to large companies and authorities to standardised IT solutions adapted for smaller companies.



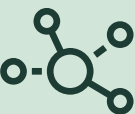
Digital business development

Development, automation, digitalisation and streamlining of business models, processes and working methods based on digital tools or data.



Security and risk management

Technical, tactical and strategic security. Examples of services: Advice, training, SIEM, EDR, SOC, penetration tests and threat hunt.



User-oriented IT

IT workplace, service desk, office network, telephony, print and document management, and much more. Examples of services: IT workplace as a service, service desk and WiFi as a service.



Applications and development

Licences, application management (AM), application development (AD), integration, SaaS, etc. Examples of services: AM services, Licensing as a Service, BI consultants, SharePoint developers and full stack developers.



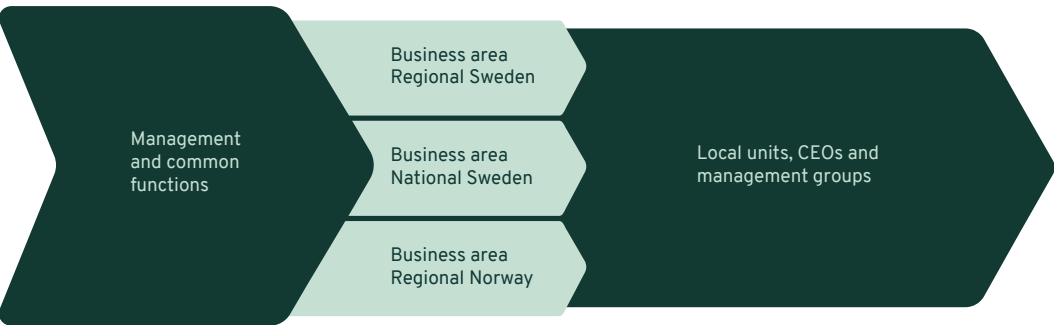
Infrastructure and operation

Data centre services, cloud services, communications, server operations, database operations, application operations, etc. Examples of services: IaaS, PaaS, Private Cloud, Public Cloud, WAN and Outsourcing services.



Entrepreneurship and participation

Nordlo is a decentralised organisation that is more comparable to an entrepreneurial network. Instead of a classic organisational chart, we usually compare Nordlo’s governance model to an arrow that illustrates the role of the business units and the Group in the organisation.



The springs at the bottom of the arrow govern the long-term direction, with the help of a smaller group staff that is responsible for Group-wide initiatives and selected key processes.

The business is run by our business areas, which are divided by customer segment, with each business area having similar customer groups, needs and challenges. Each Nordlo company is part of a business area, and the CEO of each company reports to the business area manager.

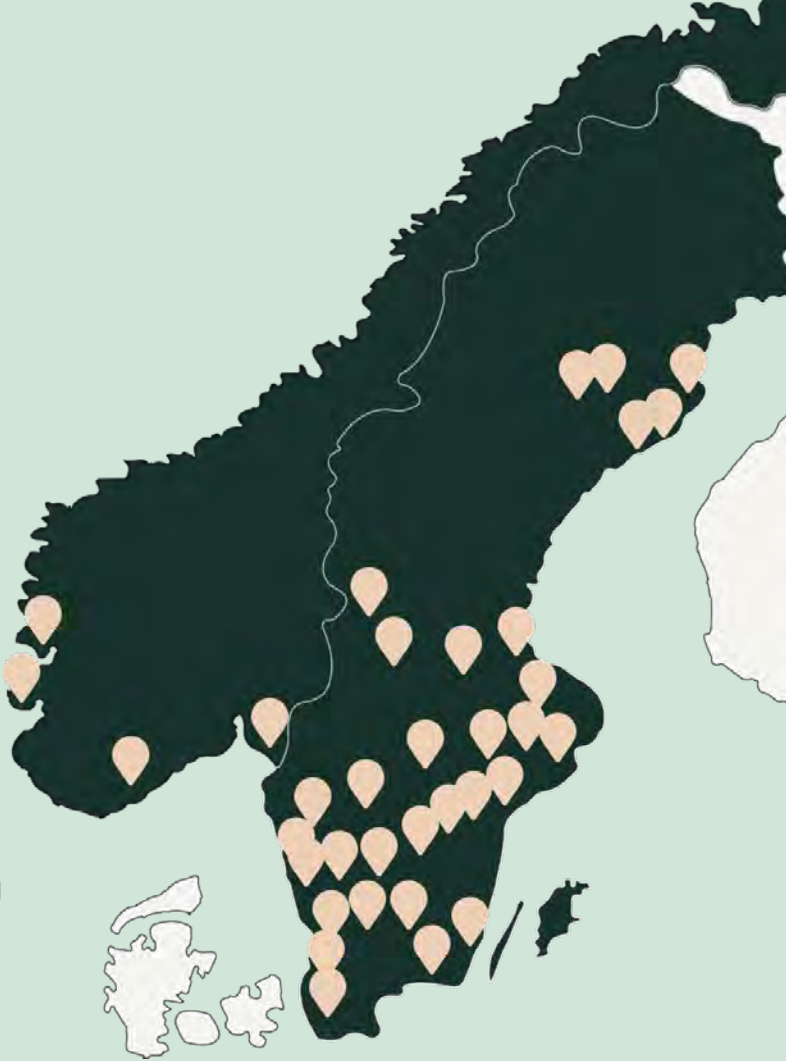
At the tip of the arrow are the business units, which run the businesses and make decisions close to customers and employees.

Our governance model should promote a high degree of entrepreneurship to ensure that we capture the customer’s needs in the local market. It also contributes to increased participation where our employees are more involved in our joint work and able to voice their opinions in areas they are passionate about. In line with our values, we work together, we do things from the heart and we create business value for our customers.

Our locations

Nordlo is a Nordic IT group with over 700 employees and operations in Sweden and Norway. The Group’s head office is located in Stockholm.

At the start of 2022, Nordlo had 41 locations, including four in Norway. Our ambition is to grow in the Nordic market, all while remaining close to the people and organisations we work with.



Management system and ISO

For Nordlo, the continuous improvement work is fundamental, both in our deliveries to customers and internally. One way to support this work is by working on the basis of international standards. This facilitates the prioritisation of improvement measures and at the same time provides a basis for legal compliance.

Nordlo’s business units have management systems and work on the basis of ISO 9001:2015 for quality, 14001:2015 for the environment and ISO 45001:2018 for work environment, where over 70 per cent of

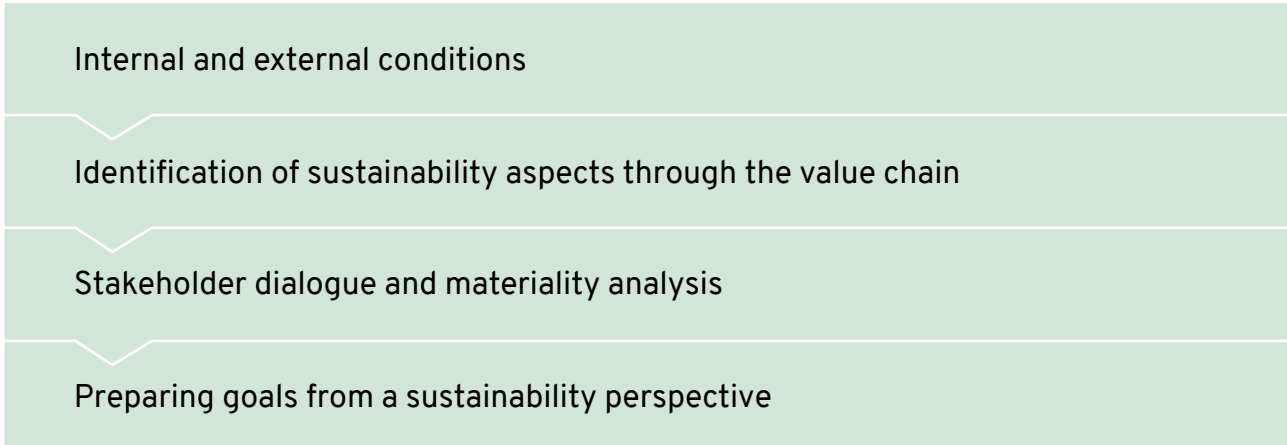
all employees work in business units that are externally certified in these respects. Several business units are externally certified according to IEC/ISO 27001:2013 (SE 2017), and all hosting in the strategic data centres in Sweden is included in the certifications. During the year, the certification work has continued; for example, some smaller business units have teamed up for a comprehensive revision of previous certifications. In Norway, the ambition is to certify all business units within the Eco-Lighthouse, where the first company was certified in 2021.

The next step in the sustainability strategy

Nordlo has been working strategically with sustainability issues since day one, when the Group was formed. In 2020, a materiality analysis was carried out and sustainability work was integrated into the Group’s joint strategy. In 2021, the strategic and operational work continued.

With the support of analysis and documentation from Ernst & Young, among others, we have verified the existing strategy and adaptation to new laws and EU directives, such as the Taxonomy Regulation, which is a common classification system of environmentally sustainable economic activities.

We have verified our five strategic objectives and defined more and clearer goals linked to them. Read more about the goals on pages 24–25.



“Many good sustainability ideas emerged at Nordlo’s leadership conference last autumn.”

Fredrik Almén, CEO Nordlo

Stakeholders

Nordlo’s most important stakeholders are those who influence or are influenced by our operations. By identifying our most important stakeholders, the work with different types of dialogues is facilitated, which gives us the opportunity to collect information about which sustainability areas the stakeholders consider the most important.

During the year, stakeholder dialogues have been conducted continuously with customers, suppliers, employees and the Board of Directors. They have taken different forms such as customer and employee surveys, dialogues in fora, requirements in procurements and business intelligence.



STAKEHOLDERS	AREAS	METHOD
Customers and market	• Production and resource efficiency • Social conditions in the value chain • Renewable electricity in operating supplies • Circular initiatives • Secure information management and privacy protection • Countering corruption	• Customer dialogues Private and public sector • Requirements in > 15 procurements • Business intelligence regarding sustainability requirements for public procurement
Employees	• Inclusion and transparency • Skills development and networking • Healthy workplace and good working conditions • Workplace that cares about sustainability at all levels	• Employee dialogues • Employee survey
Board of Directors and owners	• Sustainable growth • Reduced environmental impact from both Nordlo’s operations and customers’ • Positively contribute to the community in which Nordlo operates – both as an employer and as a member of that community • Inclusion, diversity and equality • Countering all forms of harassment • Countering fraud and corruption	• Ownership framework • Dialogue in strategy fora • Board meetings

Sustainability aspects of the value chain

🌿 Environment 👤 Social 📋 Governance



Provision of facilities and equipment

- 🌿 Greenhouse gas emissions (GHG) from hardware production.
Local emissions from mineral extraction in hardware production.
Electronic and hazardous waste.
Impact on biodiversity in the hardware supply chain and at data centre locations.
Greenhouse gas emissions (GHG) and energy consumption from leased data centre (DC) services.
Water and cooling in data centres.
- 👤 **Labour and human rights in hardware production.**
Employee health and safety.
- 📋 Socio-economic impacts of conflict minerals.
Corruption and bribery.



Own operations

- 🌿 E-recycling and lifecycle management of IT equipment and data centres.
Employee business trips and commutes.
Greenhouse gas emissions (GHG) and energy consumption from own data centre services.
Water and cooling in own data centres.
Impact on biodiversity and sound pollution at data centre sites.
- 👤 **Skills and development of employees.**
Inclusion and diversity.
Work-life balance.
- 📋 **Information security and personal data integrity.**
Professional integrity and honest advice.



Marketing and management

- 🌿 Office recycling/waste.
Energy consumption in own offices.
- 👤 Employee training and development.
Work-life balance.
Inclusion and diversity.
Employee pensions.
- 📋 Anti-corruption and bribery.
Anti-competitive behaviour.
Data security and privacy.



Customers and end users

- 🌿 Energy consumption of products and services.
Impact on the customer's production and resource efficiency.
- 👤 Digital literacy.
Contribute to more efficient work management.
Customer work-life balance (home office).
- 📋 System reliability (e.g. backlog, downtime).
Contract terms (B2B customers).



Nordlo's potential sustainability impact (E,S,G) based on industry, operations and legal jurisdictions. **Areas with a greater impact in bold.**



Five strategic objectives

Nordlo's sustainability goals are based on our desire to contribute to a sustainable society and sustainable climate development, which is also expressed in the company's overall aim: "We develop society by strengthening the competitiveness and sustainability of Nordic organisations – both today and tomorrow."

We have come up with a number of specific objectives and areas for improvement, in the short and long term, within the framework of our five strategic objectives, which in turn are linked to the Sustainable Development Goals.



We offer services and products that promote sustainable digitalisation.



We close the loop and deliver responsible tech that is considerate of the environment.



We are an attractive, inclusive employer committed to greater diversity and equality.



We are a trustworthy partner providing secure IT solutions.



We act with high ethical standards and transparency, while promoting human rights.



We offer services and products that promote sustainable digitalisation.

Long-term targets

- Sustainability integrated into the offering of products and services, continuously evolving.
- Help our customers in their business challenges, including challenges relating to digitalisation, security and the green transition.
- Customers experience/state that they receive this help (customer survey).

Goals 2022

- Continue to integrate sustainability into customer workshops and develop at least two case studies to show results.
- Develop service offerings related to the green transition and circular economy.
- Include sustainability issues in the customer survey and follow up on the metrics.



READ MORE ON PAGE 26



We close the loop and deliver responsible tech that is considerate of the environment.

Long-term targets

- Net zero carbon footprint.
- Circular alternatives are offered to all customers.
- 100 per cent renewable electricity in the data centres.

Goals 2022

- Increase GHG Scope 3 reporting and start process for reporting and targets according to the Science Based Targets Initiative.
- Scale the circularity pilot and formalise processes within Nordlo.
- Identify external parties to work with.
- Develop follow-up of circular initiatives.
- Maintain the goal of 100 per cent renewable electricity in data centres.



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We are an attractive, inclusive employer committed to greater diversity and equality.

Long-term targets

- Continuous increase in ESI and eNPS results.
- Be an inclusive employer that increases the share of women at Nordlo and in the IT industry.
- At least as low a staff turnover for women as for men.

Goals 2022

- Employee satisfaction index above 77, eNPS above 37.
- Continue the Nordlo More network.
- Continue sponsoring networks to promote an increased interest in IT among girls.
- Initiatives to increase proportion of women - taking internships - in trainee programmes
- Introduce a common method for following up on staff turnover (women/men).



READ MORE ON PAGE 36



We are a trustworthy partner providing secure IT solutions.

Long-term targets

- Nordlo is ranked as a reliable and secure IT provider.
- IT security services are being further developed in line with the business plan.
- 100 per cent of the business areas are ISO certified or equivalent (9001, 14001, 45001, 27001).
- Employees participate in regular training.

Goals 2022

- Further develop IT security services in line with the business plan.
- 100 per cent implemented GDPR update for all employees and continuously for new employees within two months of employment.
- Selected business units are preparing ISO certifications for 2022/2023.



READ MORE ON PAGE 42



We act with high ethical standards and transparency, while promoting human rights.

Long-term targets

- Sustainability policies and whistleblowing policies are kept up-to-date.
- All employees undergo annual code of conduct training.
- Best supplier management and follow-up. (High standard and in line with legal requirements and best practice.)

Goals 2022

- Update code of conduct, supplier code of conduct and whistleblowing policy.
- Introduce a digital whistleblowing channel.
- Launch e-learning; all employees to complete training.
- Follow-up and transparency regarding the supply chain and documenting progress in the sustainability report.



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A real difference

Nordlo offers services and products that contribute to sustainable IT solutions. We often talk about digital harmony. This is about us always doing the utmost to help our customers. They should feel safe with their IT systems, that they are secure and functioning in a stable manner, but also that there is a balance between cost and efficiency.



Our offering is scalable and flexible; we do not tie up our customers in long-term contracts. That being said, we always strive to create solutions that will last a long time. Harmony comes when you have a long-term plan for your IT.

Contributing to sustainable solutions for our customers is a matter of course. Digitalisation and automation lead to higher productivity and resource efficiency. But sustainability for Nordlo is also about helping customers to make sustainable choices wherever possible. This means that you have to look at the whole chain.

For example, for our customers in the e-commerce industry, we can help them with their specific sustainability challenges

by asking relevant questions. We do this because we really want to make a difference. The opportunity to make positive impressions often starts in the IT environment, where Nordlo both can and should be an important player.

Nordlo wants to be the supportive partner that customers trust, whether through holistic commitment to the IT environment or guidance during the digitalisation journey. We are proud to be technology agnostics. By this we mean that we tailor our offer entirely based on customer operations instead of presenting a ready-made standard solution.

We do this by bringing together the four aspects cost, efficiency requirements, security and sustainability.



We offer services and products that promote sustainable digitalisation.

Progress in 2021:

- ✓ Internal leadership workshops have been held with the aim of developing the service offering related to the green transition and circular economy.
- ✓ Sustainability has been more clearly integrated into strategic customer workshops.

”

Harmony comes when you have a long-term plan for your IT.

The customer in focus

Nordlo strives for the highest customer satisfaction, and we work to constantly improve our services, our implementation and our internal work, which is a prerequisite for everything we do. To be able to constantly develop and achieve our goals, Nordlo conducts customer surveys, where customer satisfaction and willingness to recommend are followed up.

Each business area and business unit follows up on its customer survey results and reconnects with customers about areas for improvement. Account managers maintain a continuous dialogue with customers about customer satisfaction. For customers who have service desk services, surveys are conducted with end users. These are followed up together with delivery and support teams for continuous improvement.



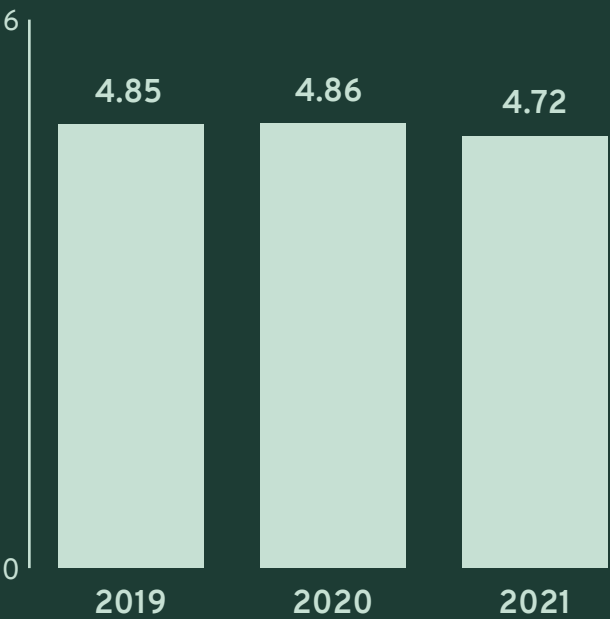
Nordlo has been placed top in Radar's annual survey on customer-perceived values and quality for several years in a row. The latest survey was presented at the beginning of 2021, and Nordlo distinguished itself by placing at the top in the most categories in the IT industry.



4.72 in customer satisfaction

491

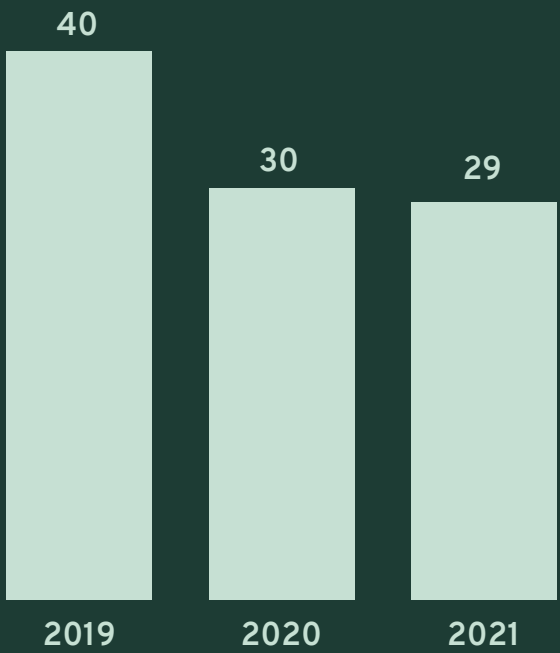
responses were received to the 2021 survey, with an average value for all areas of 4.72.



Customer satisfaction is measured by a survey that tracks satisfaction on a six-point scale from 1, "completely disagree", to 6, "completely agree", for a number of areas and issues.

The target group is Nordlo's customer contacts: CEOs, CIO/IT managers or managers in IT areas.

29 in NPS – Net Promoter Score



NPS measures customer willingness to recommend via the question:

"How likely are you to recommend Nordlo to a friend or colleague?"

In the 2021 survey, 491 respondents answered with an NPS of 29.

- 44 per cent answered 9–10
- 41 per cent answered 7–8
- 15 per cent answered 0–6

About NPS: NPS can assume a value between -100 and 100; you count the proportion of answers given that scored 9–10 and subtract the proportion that scored 0–6. All responses between 7 and 8 are excluded.

The NPS has decreased over the past two years. This may be partly due to the extra challenging situation with less opportunity to interact directly with customers, although the work has generally gone well with a large part being done remotely.



The pursuit of a circular economy

The global transition from a linear production and economy to a more circular economy is underway, where waste as a concept will disappear and resources will remain in the economic cycle through reuse, repair or recycling.

Sustainable material flows

The Swedish government has decided on a national strategy for a circular economy that points out the direction and ambition for a long-term and sustainable transition of society. The rate of transition to a circular economy needs to increase for the environmental and climate goals to be met, as is the case for several global sustainability goals to be met by 2030.

In 2021, the Norwegian government also presented its climate plan, which among other things means that the country will triple its carbon tax by 2030 when greenhouse gas emissions also have to have been reduced by 95 per cent.

Changes need to be made in both the public sector and the private sector. For some players, this means redefining the entire business model, while for others incremental improvements to existing operations may be enough.

The challenge for Nordlo's customers and for us internally is to find suitable improvement steps within circular initiatives. Nordlo does not manufacture its own IT products but works together with large, established suppliers and partners in the search for suitable new circular alternatives that in the long run can help Nordlo's customers and employees make more sustainable choices.



We close the loop and deliver responsible tech that is considerate of the environment.

Progress in 2021:

- ✓ Complete calculation and reporting according to Scope 1 and 2 and parts of Scope 3 in all business units.
- ✓ Screening performed in order to identify relevant areas for Nordlo within Scope 3.
- ✓ Nordlo climate-compensated in 2021 for the 2020 footprints calculated for scope 1, 2 and 3. The project is: GS 1385 Energy efficiency and improved clean burning cookstoves in Ghana.
- ✓ Circular alternatives are offered in selected business areas.
- ✓ One of the data centres has been certified according to Fossil Free Data.

Renewable electricity in the data centres



2021: 100%*

2020: > 85%

2019: 78%

*A few data centres still use partially renewable energy.

Energy efficient data centres

An important part of Nordlo's service offering is the company's Nordic data centres, which are currently located in Sweden and Norway. We work to continuously improve the design and operation of the data centres to reduce energy consumption and increase energy efficiency. This is also done by stipulating requirements for our suppliers in the area. In 2021, Nordlo almost met its goal of 100 per cent renewable electricity in the strategic data centres.

Nordlo's data centres provide good conditions for accelerating customers' sustainability and security work through IT. To ensure sustainable digitalisation, during the year one of Nordlo's data centres was certified according to Fossil Free Data, a global label for sustainable data management that meets strict energy-efficient measures. One of our data centres has also been assigned a security class so high that its location is confidential.





Nordlo's climate footprint

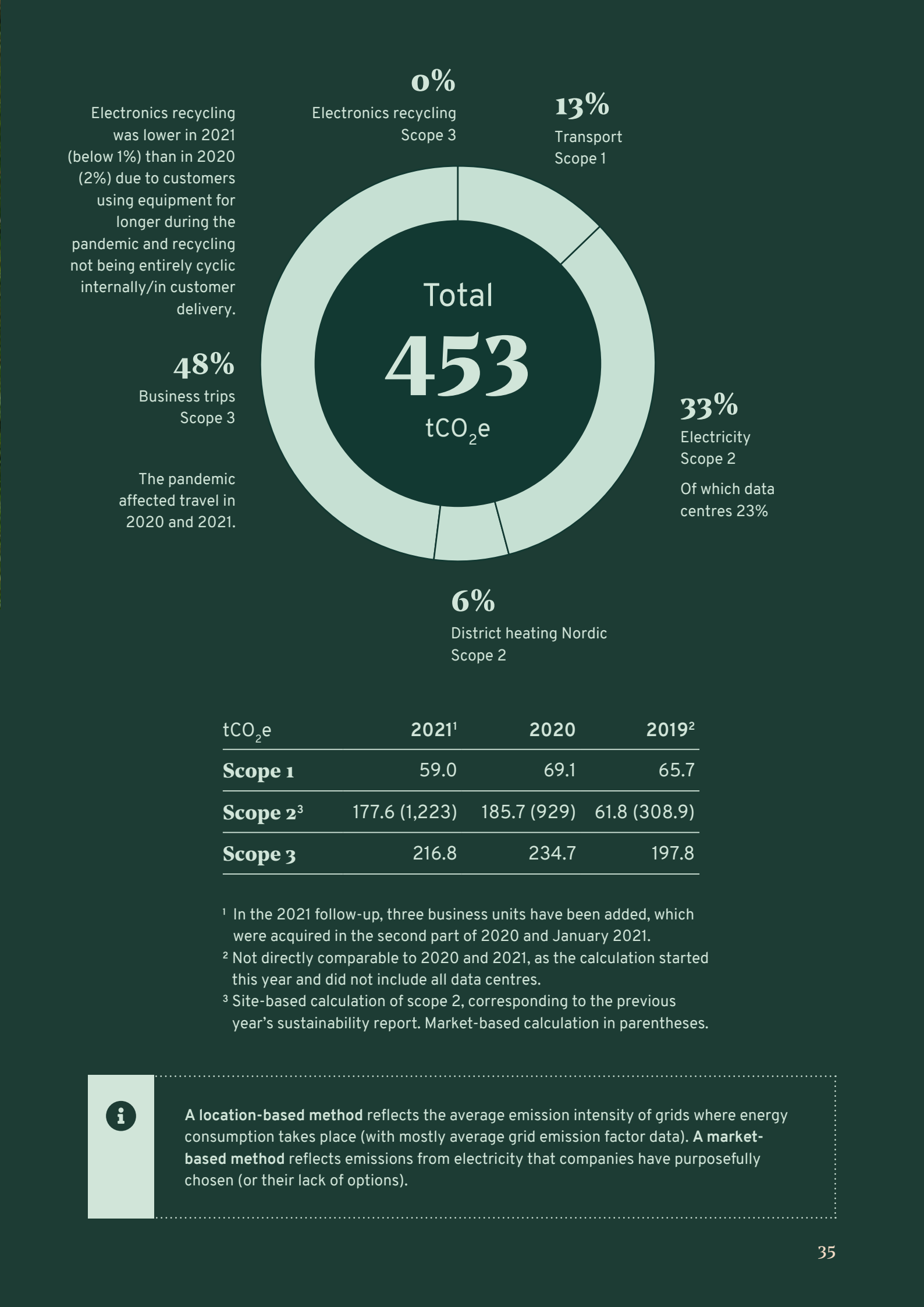
After working with the implementation and follow-up of climate footprints since 2019, Nordlo is now ready to set the long-term target of net zero.

Having net zero as our target means that we will continue to calculate full scope 1, 2 and expand to full scope 3 as well as setting reduction targets in line with Science Based Targets Initiatives' (SBTI) 1.5-degree targets. Full climate compensation will continue. Planning and work has started, and during this work, the timeframe for the goal will also be worked out.

- **Scope 1** includes Nordlo's pool and transport vehicles.
- **Scope 2** includes electricity and district heating/cooling from both owned and leased data centres and all premises.
- **Scope 3** includes business trips by car and air, hotel stays and electronic recycling for Nordlo, including repossessions of equipment made by Nordlo as part of the service provided to the customer that could not be reused.

For a detailed description of Nordlo's calculation according to the Greenhouse Gas Protocol (GHG Protocol), see the table on page 56.

Climate footprint is a calculation of the total amount of greenhouse gas emissions that a person or company is responsible for. The calculation is made in so-called carbon dioxide equivalents (CO₂e), which is a measure of how the amount of emissions contributes to the greenhouse effect and global warming. In the GHG Protocol, the areas are divided into so-called scopes.



tCO ₂ e	2021 ¹	2020	2019 ²
Scope 1	59.0	69.1	65.7
Scope 2 ³	177.6 (1,223)	185.7 (929)	61.8 (308.9)
Scope 3	216.8	234.7	197.8

¹ In the 2021 follow-up, three business units have been added, which were acquired in the second part of 2020 and January 2021.

² Not directly comparable to 2020 and 2021, as the calculation started this year and did not include all data centres.

³ Site-based calculation of scope 2, corresponding to the previous year's sustainability report. Market-based calculation in parentheses.

A **location-based method** reflects the average emission intensity of grids where energy consumption takes place (with mostly average grid emission factor data). A **market-based method** reflects emissions from electricity that companies have purposefully chosen (or their lack of options).

Development together

High employee satisfaction in the statistics is important, but above all we strive for a tangible commitment that can be seen in everyday life, where you thrive at Nordlo, are passionate about helping the customer and in this way develop both yourself and the company. Our aim is to have the most committed employees and customers who are ambassadors.

Employee satisfaction has decreased somewhat during the year, which we see as a natural consequence of a pandemic year where we have not been able to meet physically to the extent required to develop, exchange experiences and get that spontaneous confirmation of what we do from both customers and colleagues.

A positive trend in the survey is the trust in managers, which is gratifying given the leadership efforts that have been made during the year in order to support managers in finding new ways to maintain the commitment and drive in their teams.

Our industry is constantly changing, with an increasing rate of development that presents new challenges. Finding, attracting, developing and also retaining the right skills is therefore continuous work. The next generation of employees are demanding new career paths with continuous learning and the opportunity to make a difference in their role, rather than a classic managerial career.

” Our employees are of the utmost importance to us. According to Nordlo’s philosophy, the employee owns their own development, while the manager supports them with their coaching approach.

75/100

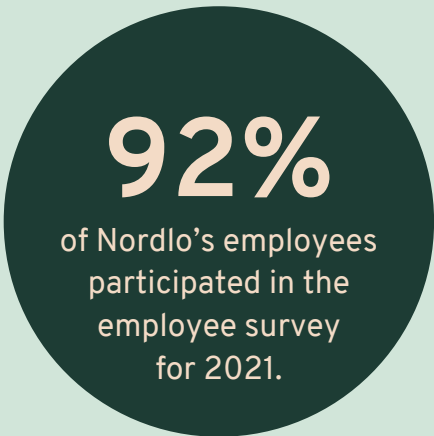
in Employee Satisfaction Index (ESI) 2021.

2021: 75 2020: 77 2019: 77

ESI PER CATEGORY:	2019	2020	2021
Work climate	76	75	73
Leadership	79	80	80
Organisation	73	73	70
Visions and goals	79	79	76

- Anonymous employee survey conducted at least once a year.
- The survey includes questions about the work climate, leadership, organisation, and visions and goals. In connection with the survey, employee willingness to recommend eNPS, employer Net Promoter Score, is also mapped.

- In the survey, this is expressed:
- | | |
|--------|---------------------------|
| 70–100 | On the right track |
| 60–69 | Potential for improvement |
| 0–59 | Take action |
- The results of the survey are followed up per business unit and business area. For this, there are workshop materials and guides for generating feedback and prioritising improvement measures.
 - HR and sustainability managers follow up on the areas relating to security and any perceived harassment.



29% in eNPS

The overall eNPS for Nordlo was 29% of -100 to 100.

2021: 29%
2020: 37%
2019: 40%

eNPS measures employee willingness to recommend via the question:

“How likely are you to recommend Nordlo as a workplace to a friend or acquaintance?”

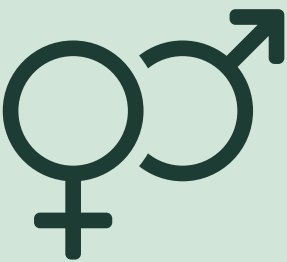


We are proud that we differ from other industries in our recruitment. Instead of starting from CV and track record, we look primarily at personality, overall experience and attitude. We consider it a strength to hire new employees who contribute new approaches and perspectives. We have also hired a number of employees who do not speak fluent Swedish or English, but where other qualifications are seen as an advantage. In 2021, we have communicated in our recruitment processes that applicants can work anywhere; geographical distance should not be an obstacle to working at Nordlo.

A great deal of work has taken place during the year to build internal communication channels, such as the development of our intranet, Nora, and to continue to develop

the common templates and guidelines that ensure a uniform way of working in the business units.

Internal knowledge sharing is the basis of Nordlo’s skills development, while external lecturers can complement this with new approaches. Training and technical certifications are continuous elements of development in various technical areas. Our salary audits comply with laws and applicable collective agreements. Salary mapping is done in order to prevent, detect and remedy unreasonable salary differences; at present, each business unit does this itself, and it is not aggregated by the Nordlo Group. There is a guide for both managers and employees that shows what Nordlo considers important prerequisites for wage setting in terms of both skills and values.

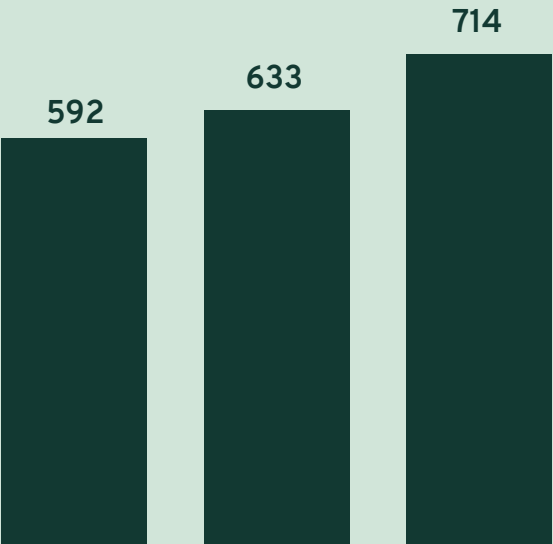


Total women
2021: 15%
2020: 14.5%
2019: 15%

Female managers
2021: 19%
2020: 23%*
2019: 22%*

Female technicians
2021: 4%
2020: 3%*
2019: 4% *

* New companies were added in 2019 and 2020. The percentage of female managers and technicians was measured in October 2020.



Average number of employees



We are an attractive, inclusive employer committed to greater diversity and equality.

Progress in 2021:

- ✓ The leadership program was completed but run online due to the pandemic. Great focus on leadership and supporting managers during the pandemic.
- ✓ A pilot health project at Nordlo began with health tests, a survey and personal coaching.
- ✓ Major focus on developing internal communication and the intranet Nora.
- ✓ Common templates for employee goals and individual plans have been implemented.
- ✓ Development of the salary mapping with a focus on Nordlo More and equal pay for equal work.

More is more

At Nordlo, we know that diversity of all kinds strengthens our entire organisation. We know that more perspectives contribute to better decisions and strengthen our innovative power. Nordlo More is our Group-wide initiative to constantly improve and develop our entire organisation.

Diversity questions tend to fall into the lap of the minority in focus. With Nordlo More, we turn things around and do exactly the opposite. Questions around gender equality, diversity and inclusion need to be present at all levels of the business and driven from above.

Nordlo More is like an extra value base for Nordlo that permeates everything we do and is included in the mandatory intro for all new employees. Using Nordlo More, we constantly remind ourselves and each other that we strive for dynamism and differences in all our teams and business units.

Equality and non-discrimination

Nordlo will offer equal rights and opportunities between men and women, but also equality in a broader sense. All employees should have the same rights and opportunities regardless of age, ethnicity, gender, sexuality, disability or religion.

Diversity

Variation in terms of age, ethnicity, gender, sexuality and religion gives more outlooks within the business units. By embracing our differences, we strengthen our position in the market, gain new perspectives and find more alternative ways forward.

Inclusion and integration

Nordlo takes responsibility for including individuals from all social groups: young, old and those with migrant backgrounds. We will contribute to the integration opportunities of young people and new arrivals. We do this in various ways, such as thinking outside the box in our recruitment.



Ensuring security

Increasing digitalisation is creating fantastic opportunities, and if IT security is not to stand in the way of innovation, we must assume that cyber attacks will take place and therefore invest in the skills and capacity required for what happens both before and after an incident has occurred.

According to the World Economic Forum's Global Risk Report 2021, cyber security shortcomings are the fourth greatest risk in the world after infectious diseases, supply crises and extreme weather. During the year, we have seen an increase in phishing where the pandemic has been used as bait. Our flexible new working life, where more and more people have set up their own home offices, has also created new challenges for IT organisations. Finally, the global political situation entails an increased risk of cyber attacks, which not least came to the fore in 2021 and in early 2022.

For Nordlo, IT security has always been one of the most important services in our offering, and this is continuously adapted based on the increasing demands of the outside world. We are seeing an increased interest in new security solutions among our customers, and not least that the needs of smaller companies are also increasing. In addition, IT security podcast (IT-säkerhetspodden), which is produced by two committed Nordlo employees, is



constantly reaching new listeners with its episodes.

Nordlo regularly monitors its own infrastructure and internet activity to draw attention to any violations. We also provide training in employee security to improve awareness of IT security and to minimise the number of information security incidents. We work in accordance with the national laws of the countries in which we operate, as well as in accordance with European laws and regulations such as the GDPR.

Updated GDPR training was implemented during the year for all employees and within two months at the latest for new employees.



We are a trustworthy partner providing secure IT solutions.

Progress in 2021:

- ✓ The IT security offering has been expanded with new services.
- ✓ A GDPR update has been developed as e-learning and implemented.

”

The podcast IT-säkerhetspodden is produced by two committed Nordlo employees and is constantly reaching new listeners.

Ethical compass

Nordlo's code of conduct is a cornerstone of our sustainability work and an integral part of our business. The code of conduct, which includes human rights, working conditions, gender equality, diversity, anti-corruption and environmental responsibility, sets the overall framework for how we behave and work. The code of conduct applies to everyone at Nordlo and inspires and guides employees, management and board members to do the right things every day – even when no one is watching.

Correspondingly, we work with a governing code of conduct for our suppliers and partners. The supplier code of conduct covers human rights, workers' rights, children's rights, the environment and corruption, and

a responsibility to participate in follow-up throughout the delivery stage.

All Nordlo employees are encouraged to report actual or suspected violations of our code of conduct in line with a whistleblowing policy that applies to the entire Group. The whistleblowing policy can also be used by people associated with Nordlo such as business partners or suppliers. The policy includes protection and disciplinary measures to counter any retaliation against someone who in good faith has reported a violation of the Group's code of conduct and ethics.

A review of the code of conduct with signature and of the whistleblowing policy is part of our introduction for everyone new to Nordlo regardless of role.

The policies are available to all employees via the intranet, and the supply chain policy is disseminated through the partner and purchasing function.

In 2021, the code of conduct, supplier code of conduct and whistleblowing policy were verified based on changes in the outside world and legal requirements. Updates are ongoing and will be implemented in 2022. In connection with this, internal ethics training is being planned for employees. We are also coordinating information for and follow-up of suppliers in connection with an update to the code of conduct.

Some guidelines that apply to all of Nordlo include:

- Nordlo's values
- Code of conduct
- Supplier code of conduct
- Whistleblowing policy
- Compliance and authorisation guidelines
- Internal control with heatmap
- Finance handbook
- HR guidelines and guides
- IT and information security policy

Everything we do at Nordlo is based on our values



We work together



We do things from the heart



We create business value

Policies and guidelines

Nordlo has described its way of working in a number of governing documents. The Group-wide policies and guidelines constitute the framework for business unit-specific governing documents and local equivalents.

The code of conduct aims to respect the UN Global Compact, ILO's core conventions and the OECD guidelines for multinational enterprises and corporate governance.

Within the business units, there are policies for quality, environment and work environment prepared in accordance with the framework of the ISO standards.



We act with high ethical standards and transparency, while promoting human rights.

Progress in 2021:

- ✓ The codes of conduct and whistleblowing policy have been verified, update ongoing in 2022.
- ✓ Planning for ethics training was carried out.
- ✓ Formalised assessment and follow-up of suppliers.
- ✓ Annual sustainability report was produced for the first time.

Closer to society

Nordlo's local presence is a strength that we cherish. One way to manage this presence is by giving back to the local communities where our business units are located. The collaboration with Situation Stockholm is an example of a not-for-profit project where Nordlo is contributing to society.

Situation Stockholm is a street magazine sold by homeless people. In order to focus on the core business, helping and supporting vulnerable people, a functioning IT environment is absolutely crucial for the organisation. Pia Stolt, CEO of Situation Stockholm, was told that Nordlo could be a good partner. We had a conversation, and then the collaboration started. Ten years later, our relationship has grown stronger.

"We have very personal contact with the employees at Situation Stockholm, who get in touch with various questions, both big and small, that they cannot solve themselves," says Joakim Bachelard, systems specialist at Nordlo.

"The collaboration means a lot to us at Situation Stockholm. Nordlo is genuinely committed to our business and our values match up well. We always feel like a priority customer. Nordlo contributes with skills

that we do not have and would not be able to do without," says Pia Stolt.

Nordlo supports Situation Stockholm with all forms of IT operations. We make sure that the computers used by the magazine sellers for both private use and for work-related tasks such as writing pieces for the magazine function, provide technical support, and ensure that networks and servers work as they should. Nordlo has also donated used computers to Situation Stockholm.

"We want the activities and projects that Nordlo chooses to support to be permeated by a solid commitment, a passion, to help. We felt this when Pia contacted us and told us why she and others in the organisation are involved in the work with Situation Stockholm," says Erika Tollmén, Sustainability Manager in the Nordlo Group.

” Nordlo has become a key player for us. Without a functioning IT infrastructure, we cannot get the magazine out, which would mean that the more than 230 people who sell the magazine on the street would be out of a job.

Pia Stolt, CEO Situation Stockholm



Situation Stockholm

- Non-profit limited liability company that publishes the street magazine Situation Stockholm, which is sold by homeless and vulnerable people around Stockholm.
- Social and cultural magazine published 11 times a year. The first issue came out in 1995.
- In addition to magazine sales, Situation Stockholm has a social function that aims to support and give structure to the lives of vulnerable homeless people.
- Nordlo has contributed IT operations and support to Situation Stockholm for almost ten years.

Championing the heroes

Contributing to initiatives that make the local community a better place is important to Nordlo. That is why when Hjältarnas hus, a temporary home for sick children and their families, was to be established next to the University Hospital of Umeå, there was no doubting a long-term collaboration.

It all started when an employee from Nordlo attended a lecture about Hjältarnas hus, which at the time had just begun planning. The collaboration with Nordlo started shortly thereafter. Hjältarnas hus would become a facility that provides security for families with seriously ill children, a place where there is scope to nurture the healthy. This was an opportunity for us at Nordlo to help, lay the foundation for something really good and make a real difference.

“Hjältarnas hus and their activities are extremely important, and it was therefore a matter of course that we would be involved right from the start,” says Kristofer Lindström, Key Account Manager at Nordlo.

“Nordlo is invaluable to us; we are surrounded by competent people. Sometimes we wonder where we would be without Nordlo! Thanks to Nordlo, we can provide a silver lining for the everyday lives of sick children and their families,” says Carola Espinoza Lestander, Operations Manager at Hjältarnas hus.

Nordlo helps Hjältarnas hus, employees and residents with all IT operations, corrective maintenance of networks and IT equipment. The collaboration also includes some licensing costs and sponsored hardware. When something malfunctions, Nordlo is only a phone call away to solve the problem.

“We have a huge amount of confidence in Nordlo. They’ve basically told us to call as often as we like for technical support. In each room in Hjältarnas hus, there is a sign with contact information for Nordlo so that the families themselves can call if they need technical support,” says Carola Espinoza Lestander.

“It always feels extra good when we are able to help other people, and of course our employees are extremely proud that we are able to support such an admirable and important endeavour. The staff and residents at Hjältarnas hus are also always so grateful, which is nice and warms our hearts,” says Kristofer Lindström.

” **Sometimes we wonder where we would be without Nordlo! Thanks to Nordlo, we can provide a silver lining for the everyday lives of sick children and their families.**

Carola Espinoza Lestander, Operations Manager at Hjältarnas hus

Hjältarnas hus

- Hjältarnas hus is owned by Västerbotten County Council and is run and managed by the association Hjältarnas hus.
- Hjältarnas hus is a temporary home where seriously ill children and their families are given the opportunity to live a functional life.
- Nordlo has supported Hjältarnas hus since it opened in 2016.

Risk management

Nordlo reviews and assesses risks and opportunities in its strategic sustainability work. Below are some of the most significant sustainability risks and how they are managed.

RISK:	DESCRIPTION:	MANAGEMENT:
Emissions to air	Greenhouse gas emissions from areas such as energy consumption, district heating, district cooling, transport, business travel, IT products.	Nordlo strives to minimise the company’s impact on the environment by, for example, reducing the amount of waste and promoting the efficient use of energy. Follow-up of greenhouse gas emissions, target of 100 per cent renewable electricity, development and implementation of data centre strategy, including improvements for energy efficiency. Meeting and travel guidelines and a culture that advocates digital meetings when travelling is not crucial for the purpose.
Use of chemicals	The use and discharge of chemicals can be harmful to human health and the environment.	Nordlo’s code of conduct stipulates that local environmental rules or international standards, if these are stricter, should be followed. Cooperation and requirements for suppliers regarding substitution work. Supplier code of conduct.
Work-related ill health, injuries and accidents	Employees may be exposed to the risk of work-related social ill-health, workplace accidents and threatening situations.	Nordlo must be a professional and safe workplace in accordance with applicable legislation. Health and safety instructions must be kept up-to-date and accurate. The code of conduct expresses the responsibility of each employee to carefully follow instructions and regulations relating to health, safety and the environment at the workplace. Systematic health and safety work, HR guidelines and leadership guidelines, employee surveys and employee interviews for the purpose of taking preventive measures and managing situations that arise.

RISK:	DESCRIPTION:	MANAGEMENT:
Discrimination or other abusive treatment	Employees risk being subjected to discriminatory or abusive treatment.	The code of conduct states that Nordlo shall be considerate of all individuals and take active measures to ensure a good and inclusive working environment characterised by gender equality and diversity. HR guidelines and leadership guidelines, employee surveys and employee interviews are in place for the purpose of taking preventive measures and managing situations that arise. Group-wide initiative in the area, so-called Nordlo More.
Human rights violations	Risk of individuals being subjected to violations in connection with the activities of suppliers and subcontractors.	Nordlo’s suppliers must agree to follow Nordlo’s supplier code of conduct or present their own equivalent code of conduct. The code requires them to pass on Nordlo’s requirements regarding labour law conditions and decent working conditions to third-party suppliers as well. Annual follow-up with self-assessment and a supplier risk assessment, with extra focus on social conditions and working conditions.
Information security incidents	Our customers and we ourselves trust us to handle information security with the utmost professionalism. Risk of information being leaked, tampered with or destroyed. Risk of information not being available when needed. Negative impact on customers, employees and society.	Nordlo’s code of conduct includes maintaining the confidentiality of confidential or protected information. Policies and guidelines for the business units involved in IT and information security. Skills development and dissemination in the area. Continuous improvement work based on ISO 27001, among other things.
Financial irregularities, bribery and corruption	Risk of individuals being exposed to undue influence and risk of negative impact on society.	Nordlo’s code of conduct for employees and business partners serves as a guide to business ethics issues. Group-wide decision-making and certification procedure and internal control with heatmap.
Climate-related risks	Climate-related risks in the long and short term: physical, regulatory, technical and market-related.	Climate risks and opportunities are integrated into the company’s overall business risk and opportunity management, and Nordlo’s overall strategy planning. Risk and opportunity evaluation linked to climate-related factors is carried out based on a working model influenced by the Task Force for Climate-related Financial Disclosures (TCFD).



Sustainable division of responsibility

Nordlo's **CEO** has overall responsibility for sustainability and ensuring that the work follows the majority shareholder's defined framework as well as applicable laws and regulations. Nordlo's **management team** makes decisions on Group-wide policies and guidelines.

The **sustainability manager/ESG manager** (Environmental, Social, Governance) is responsible for coordinating the strategic sustainability work, supporting Nordlo Group functions and business areas with regards to sustainability, and reporting on sustainability to the Board of Directors, owners and externally.

The **CFO** is responsible for financial strategies and the proactive work on business ethics and anti-corruption.

The **HR manager** is responsible for the company's work environment and labour law work, in consultation with the **CFO/finance function** and the **sustainability manager**. The HR manager coordinates the Group-wide initiative Nordlo More to pursue issues relating to equality, gender equality, diversity and integration within the Nordlo Group.

Quality managers can be found within the business areas and/or business units.

Information security officers and **data protection officers** can be found within the business areas and/or business units.

The **internal IT and strategy manager** is responsible for information security within joint internal IT.

A designated **contact person** for Nordlo has overall responsibility for information security issues and any notifications to the Swedish Data Protection Authority.

The development of the service offering with sustainable IT products and digital solutions is driven within the business areas with the support of **business developers** and the **sustainability manager**.

Partner cooperation, requirements and follow-up of suppliers are the responsibility of the **partner function manager** with the support from the **sustainability manager**. **Purchasers** in the business areas/units are responsible for and manage suppliers and partnerships that are business unit-specific, where joint agreements/partnerships are not relevant.

Each **business unit's CEO** is responsible for running and developing the local business unit as well as ensuring that the business unit follows Group-wide policies/guidelines and works towards common goals.



Background to the report

This is Nordlo Group AB's sustainability report for the financial year 2021. This is the second year that Nordlo has published its sustainability report. In this report, Nordlo Group AB with subsidiaries is referred to as Nordlo or the Nordlo Group. For a summary of Nordlo's sustainability work in 2021 as part of FSN Capital's ESG report, see: fsncapital.com/en/responsibility.

The Group was formed in 2018 through a merger of Swedish Zetup, Office IT-Partner and Dicom. Since then, additional companies have been added through acquisitions: Norwegian IT total, Swedish Netcomp, Swedish Insignis IT, Norwegian Lerøen Datapartner, Appex Operations and Nisec, and establishment of new offices in Helsingborg in Sweden. In 2019, the group name Nordlo Group AB was adopted and Nordlo as a brand was launched. In January 2021, Swedish Acon AB was acquired.

2020 is the base year for the report. In cases where reliable data is available, key figures are also reported for 2019 and 2018. All reported tasks and activities took place between 1 January and 31 December 2021, unless otherwise stated. Data about our staff and organisation is mainly collected through our financial and payroll systems. Environmental data is calculated based on data from the GHG Protocol with the support of the system tool CEMAsys.

If you have any questions about the accounting, feel free to contact us at info@nordlo.com.

The company’s climate calculations were made using the system tool CEMAsys, which has a database including global emission factors based on the GHG Protocol (Greenhouse Gas Protocol).
The following describes follow-up areas and data collection.

GHG SCOPE	ACTIVITY	DATA COLLECTION	SOURCES
Scope 1	Nordlo’s own pool and transport vehicles	Refuelled volume of fuel or km driven with conversion factor to litres (factor 0.007)	Receipt, meter reading
Scope 2	Purchased electricity, district heating, district cooling	Consumption in kWh Some smaller office premises have been calculated using a flat rate from other premises’ metrics based on size of office (m²)	Electricity meter, electricity bills
Scope 3	Electronics recycling for Nordlo and equipment repossessed from customers that could not be reused	Recycled electronics in kg or m³	Documentation from recycling supplier
Scope 3	Business trips by car	Km driven in service by type of fuel	Mileage allowance from payroll system/time tracking system
Scope 3	Business trips by air	Number of flights domestic/continental/intercontinental	Financial system from invoices and expenses
Scope 3	Business trip hotel stays	Number of hotel stays inside/outside Europe	Financial system from invoices and expenses



