

nORDLO

Sustainability Report

2025



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A trusted partner in a changing world

In an era of rapid technological transformation and an increasingly unpredictable security landscape, our purpose has never been clearer: strengthening our customers' competitiveness with sustainable and efficient IT. Being a close, engaged partner is at the heart of everything we do, and it is gratifying to see this strategy continue to deliver stable, positive development for Nordlo.



The foundation for this is our employees. It is their expertise and dedication that make our vision a reality for the customer. We are therefore extremely proud that our internal engagement (eNPS) is among the highest in the industry, which is also a direct prerequisite for the quality we deliver externally. Ranking at the top for supplier quality in Sweden for the thirteenth consecutive year, and now also in Norway, is proof that engaged employees create satisfied customers.

With this strong foundation, we support our customers through the major shifts of today and tomorrow. Artificial intelligence (AI) has become a concrete reality, and our role is to simplify the complex and ensure that AI is implemented responsibly, securely, and in a way that creates real business value. We do this, among other things, through Nordlo AI Hub, where we gather leading AI models in a single service.

Sustainability is an integral part of strengthening our customers' competitiveness. Our ability to deliver profitable growth creates sustainable development over time, which gives our customers the security of having a stable and long-term partner. The clearest evidence of how integrated this is in our business is that we have linked our financing to our sustainability goals. For us, this is proof that profitability and sustainability go hand in hand.

With climate targets validated by the Science Based Targets initiative (SBTi), we have a scientifically-based roadmap, and our responsibility is to translate this into concrete value for our customers – from circular IT to energy-efficient cloud services.

As the digital threat landscape intensifies, security becomes perhaps the most important currency. Our role as a trusted partner in the Nordics has become a fundamental security factor. We work proactively to build digital resilience to protect our customers' assets and personal integrity.

Our journey continues. With an engaged organization, a strong offering, and closeness to our customers, Nordlo is stronger than ever. With great confidence, we look forward to continuing to create business value together with our customers and partners in 2026.

Fredrik Almén, CEO Nordlo

“ In a world of AI and complex threats, closeness to the customer and understanding their unique reality are more important than ever.

The year in brief

Top five in supplier quality

For the thirteenth consecutive year, Nordlo is ranked among the top five in Radar’s annual supplier quality survey in the categories User-Centric IT and Infrastructure & Operations in Sweden. In Norway, where the survey was conducted for the first time this year, Nordlo ranked top in Managed Services.

SBTi validates Nordlo’s climate targets

The Science Based Targets initiative (SBTi) has validated Nordlo’s science-based climate targets during the year. This is an important milestone in driving the transition towards a more sustainable society through energy-efficient and circular services in close collaboration with our customers and business partners.

FSN Capital ESG Award 2025

Nordlo was named the winner of the FSN Capital ESG Award 2025. The award was given for strategic sustainability work with clear business value, including linking the company’s performance against set sustainability targets to its financing.

Read more about this year’s events at nordlo.com



Most engaged employees (eNPS):

42

Customers our ambassadors (cNPS):

39

Profitable growth (EBITA margin, %):

12

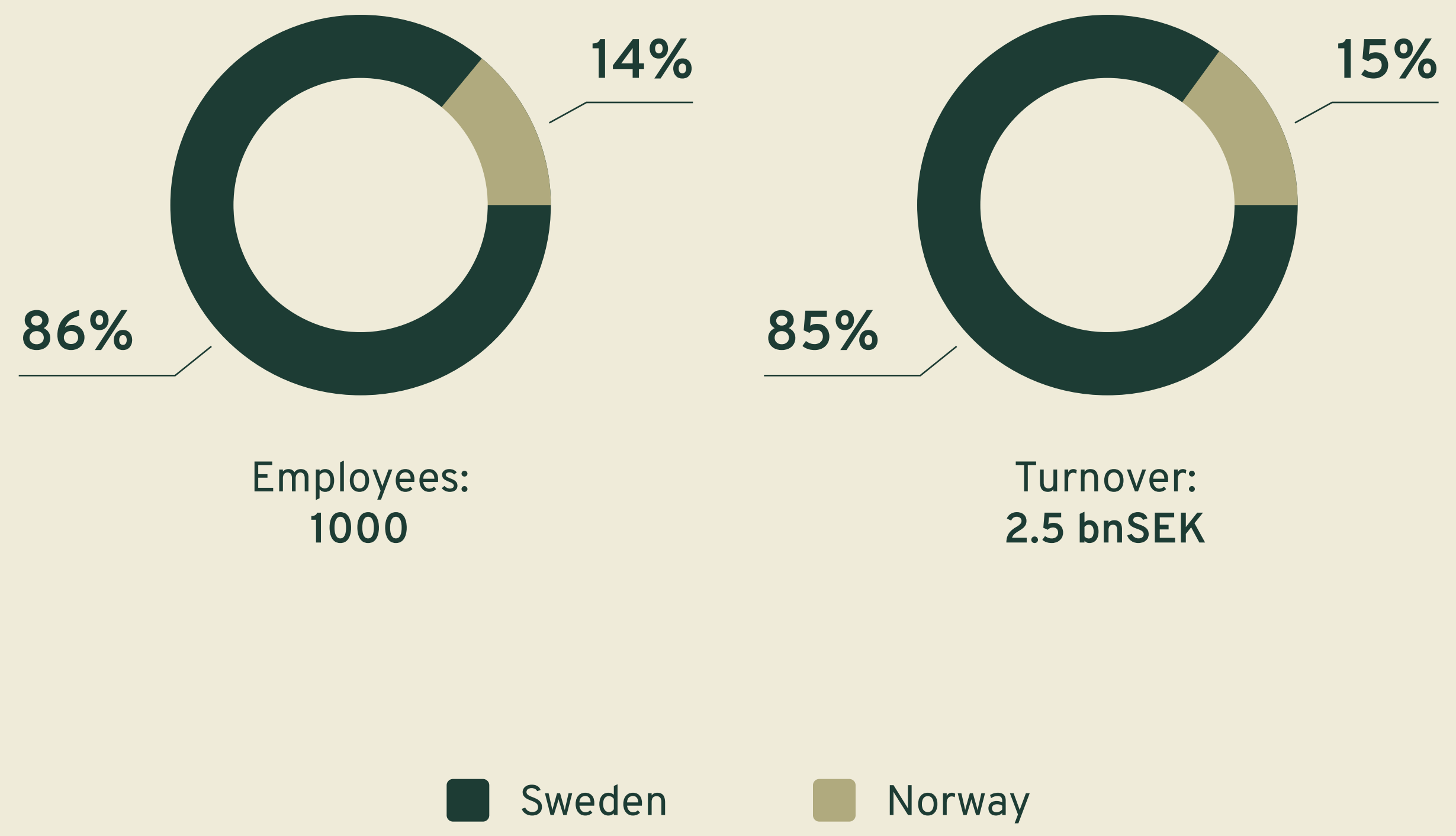
Net-zero greenhouse gas emissions (%):

-3

Business

A trusted partner to rely on

Nordlo is one of the leading players in the Nordics in cloud and infrastructure. We deliver scalable IT solutions that allow both businesses and people to develop in a healthy and secure way.



Business

Together we drive change

Close collaboration, short decision-making paths, and engaged employees are what define Nordlo as a partner. Through responsible choices of innovative technology, we help our customers strengthen their competitiveness and drive digitalization forward.

Nordlo aims to be an IT actor that takes responsibility for the entire value chain with solutions that reduce environmental impact, enhance security, and in the long run, protect the social and economic sustainability for all involved. We offer solutions that develop your organization and take responsibility for people, technology, and the future.

Our management system ensures that we continuously develop the business to enhance the quality of our deliveries. The work focuses on minimizing our climate impact, improving

the work environment, and securely managing customer information. That we meet high demands from customers, employees, and society is proven by our certifications, which are audited annually by an independent, external party.

“ We are scaling up our work with responsible technology for a more sustainable society.



ISO certifications

ISO 9001: Quality
 ISO 45001: Occupational Health and Safety

ISO 14001 & Eco-Lighthouse: Environment
 ISO 27001: Information Security
 ISO 27701: Privacy Protection



Strategy

Our strategy for long-term growth

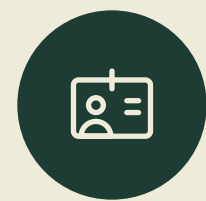
Nordlo’s strategy has been the same since the start. We are constantly working to improve in all areas, but we stick to our strategy. We are clear and consistent.

Our purpose

The overarching purpose of Nordlo’s business is to strengthen customers’ competitiveness with sustainable and efficient IT. To achieve this, we have a number of clearly defined goals.

Our goals

We strive to have the industry’s most engaged employees, which is a prerequisite for creating change for our customers. This is also the foundation for loyal and faithful customers who can become our ambassadors. When customers continue to trust us to support them on their journey, it gives us the opportunity to gain more customers. The combination of engaged employees and customers who become ambassadors leads to continued profitable growth.



Most engaged employees



Customers our ambassadors



Profitable growth



We strengthen our customers’ competitiveness with sustainable and efficient IT.

Our values

Our values form the basis of how we work and how we achieve our goals. That we work together means we share knowledge, support each other, and jointly take responsibility for the result. We act with our hearts by showing care, being attentive, and making decisions based on respect for both colleagues and customers. That we create business value means we always have the customer’s needs in focus and strive for solutions that make a real difference to their business. When we create business value for our customers, we also build business value for Nordlo.



We work together



We act with our hearts



We create business value

Strategy

Acquisitions since inception

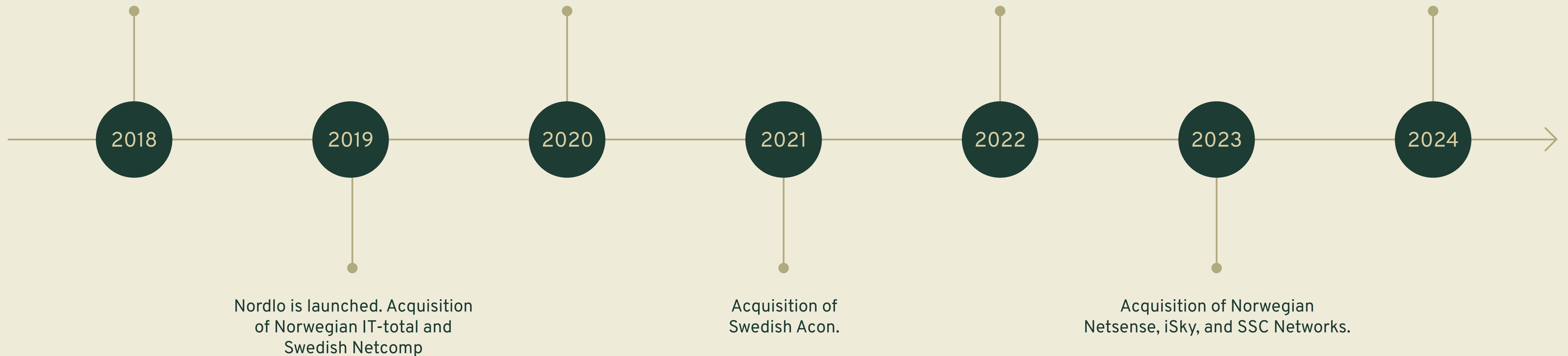
Acquisitions are a key part of Nordlo’s strategy, complementing the organization with new expertise and expanding the group with more similar companies but in new locations. The foundation for all acquisitions is that the companies must have high customer and employee satisfaction.

FSN Capital creates Nordlo by merging the Swedish companies Office IT-Partner, Zetup, and Dicom.

Acquisition of Norwegian Lerøen Datapartner, Nisec, and Appex Operations, as well as Swedish Insignis IT.

Acquisition of Swedish Interlan and Norwegian Fana Data.

Acquisition of Swedish EPM Data, Knowe, N62, IXX IT-partner, and Norwegian Promotek.



Services

Our services

Nordlo helps companies and organizations improve their IT environment through scalable solutions for both business needs and employees. Thanks to a broad service offering, Nordlo can provide a comprehensive solution for customers' IT environments.



Cloud and infrastructure

With a secure and scalable IT infrastructure, we help our customers build, operate, and optimize innovative cloud platforms tailored to their needs today and in the future.



Security

A turbulent global situation places high demands on IT security. Nordlo delivers robust security solutions for the entire IT environment – from strategy to technology and user behavior.



Digital business development

Develop and streamline work methods and processes, automate routines, and visualize data to make data-driven decisions.



Modern workplace

A complete solution for the customer's digital workplace, enabling employees to work securely and productively wherever they are.



Application and development

When standard solutions are not enough, we can develop, configure, integrate, and operate new applications according to the customer's specific needs.

Services

Secure and efficient lifecycle management

In a time of rising IT costs, Modern workplace as a service offers a cost-efficient alternative without capital commitment. With security as an integral part of every step, Nordlo manages the equipment’s entire lifecycle. By extending the lifespan of the equipment, we also address the IT industry’s single largest climate impact: the production of new hardware.

Purchase

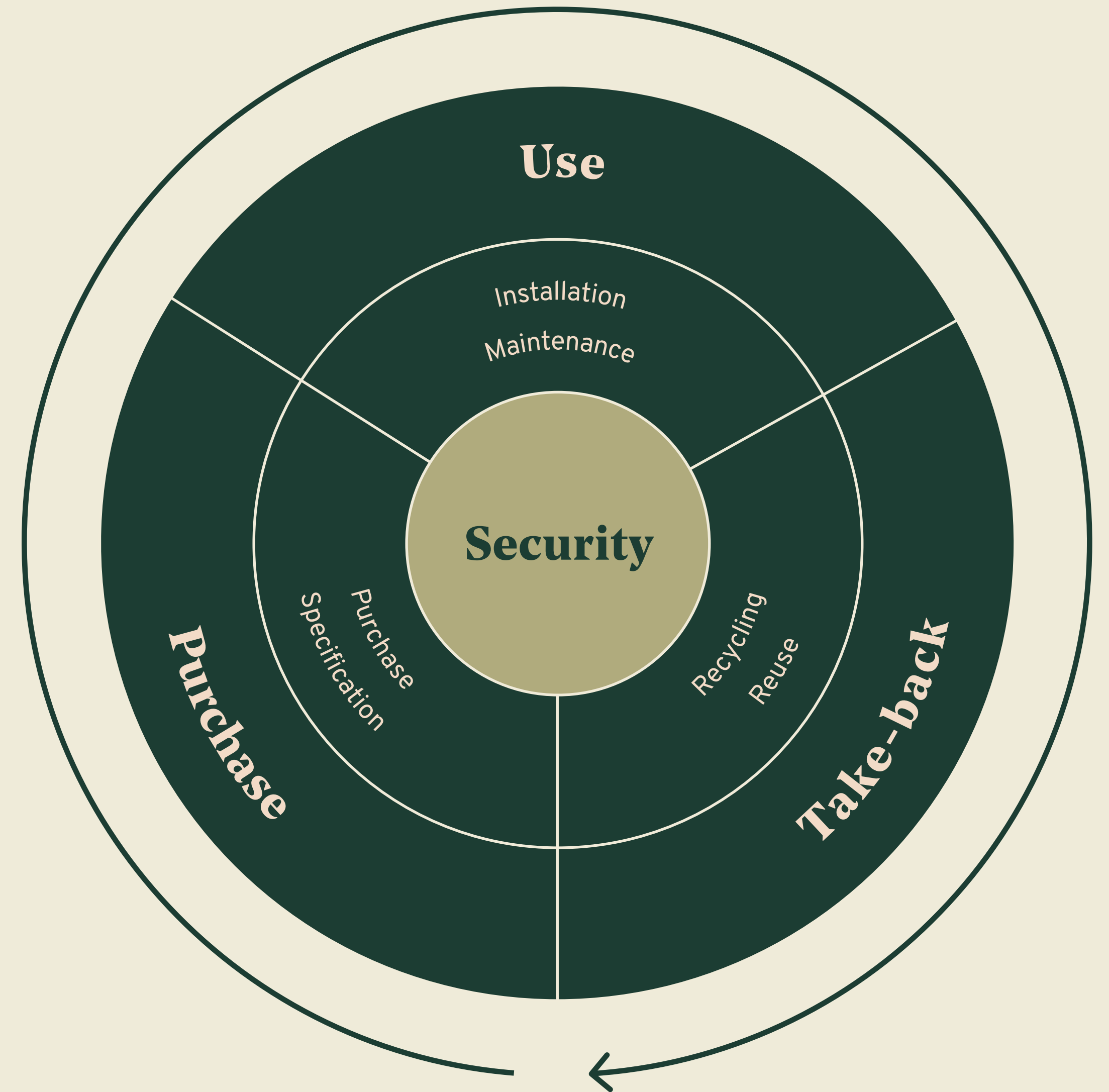
Through supplier assessments, we ensure that the hardware meets high standards of quality, environment, and security, which lays the foundation for a long lifespan.

Use

During the usage period, function and maintenance are ensured with a full warranty to maximize the equipment’s utilization rate and lifespan.

Take-back

After a certified and secure erasure of all data, reuse is prioritized to give the equipment a new life. Equipment that cannot be reused is sent for responsible material recycling.



Our responsibility as IT partner

As a leading IT company in the Nordics, we at Nordlo have a responsibility to be part of and drive the transition towards a more sustainable society. Our focus areas within sustainability are based on Nordlo's main impacts, risks, and opportunities in the value chain and are intended to support long-term and sustainable development in close cooperation with our stakeholders.



Climate & Circularity

Nordlo has committed to achieving net-zero emissions throughout the value chain by 2040. As a leading Nordic IT company, we take responsibility for reducing our climate impact and promoting energy-efficient and circular services in close collaboration with our customers and business partners.



Diversity & Inclusion

Nordlo strives to be an inclusive workplace with the industry's most engaged employees. For us, diversity is a prerequisite for driving innovation and sustainable growth. We work actively to attract talent with diverse backgrounds and to create concrete opportunities for our employees to grow.



Security

Nordlo aims to be a strategic partner that strengthens resilience against increasingly sophisticated security threats, driven by a high security culture that permeates our internal processes and how we support our customers. We make our customers more secure and competitive through robust IT security solutions that protect assets, business-critical information, and personal integrity.



Responsible Business

Nordlo bases all its growth, both organic and through acquisitions, on responsible business conduct. This means our values and business ethics principles guide us in every decision to ensure that we act with integrity. In this way, we build and maintain the long-term trust and loyalty we share with our customers, partners, and employees.

Climate & Circularity

From goals to action

In 2025, Nordlo had its climate targets validated by the Science Based Targets initiative (SBTi). The validation confirms that our targets are in line with the Paris Agreement’s 1.5-degree goal and forms the basis of our climate transition plan.

Setting science-based targets entails a concrete commitment. In 2025, we focused on building the structure required to deliver on our commitments. Among other things, we have:

- Implemented a new system to measure and act on our climate impact in a reliable manner.
- Prioritized overarching climate actions to reduce our greenhouse gas emissions in line with our targets.

Nordlo’s greenhouse gas emissions from its own operations (scope 1 & 2) decreased by almost 14 percent. This is primarily a result of our goal to increase the share of renewable electricity in our offices and data centers, which reached 55 percent during the year.

In the value chain (scope 3), which constitutes the largest part of our climate impact, we achieved a reduction of three percent. The decrease is partly due to more energy-efficient solutions, but also to updated emission factors used in the calculation. At the same time, we noted an increase in the purchase of goods and

services, which is linked to our growth and underscores the importance of continuing to work closely with our partners and integrating circular principles into our procurement processes.

In parallel, we have further developed our process for circular IT to address the IT industry’s single largest source of climate impact: the production of new hardware. In our operations in Växjö and Ljungby, which manage returned IT, this meant that 25 percent of the equipment could be given a new life through reuse. The remaining 75 percent was sent for responsible material recycling.

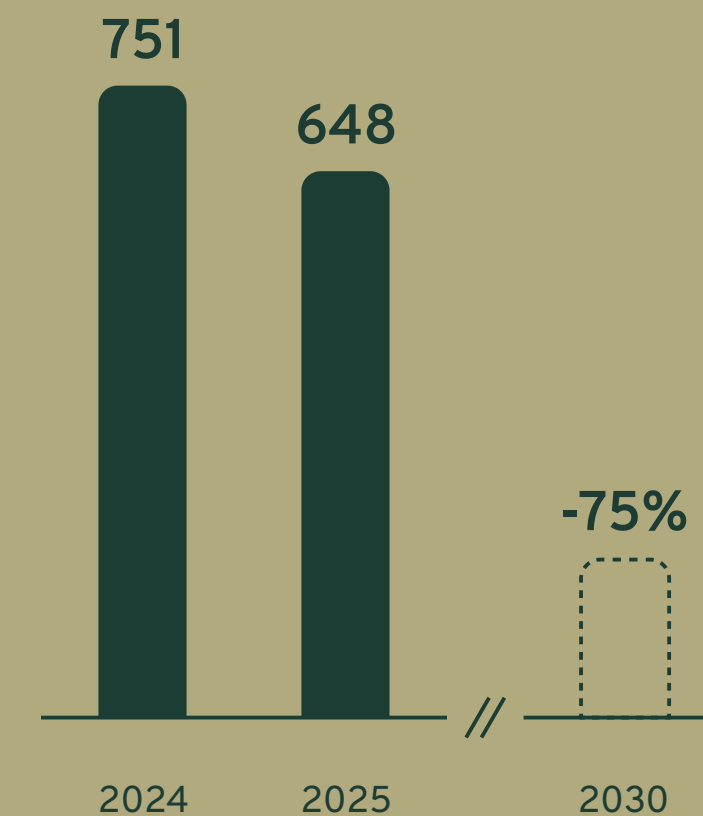
The work from 2025 has laid the foundation. For 2026, we are now accelerating the transition with three prioritized goals:

- Implement our group-wide climate transition plan.
- Increase the share of renewable electricity in our offices and data centers.
- Scale up our circular IT process to systematically increase reuse.

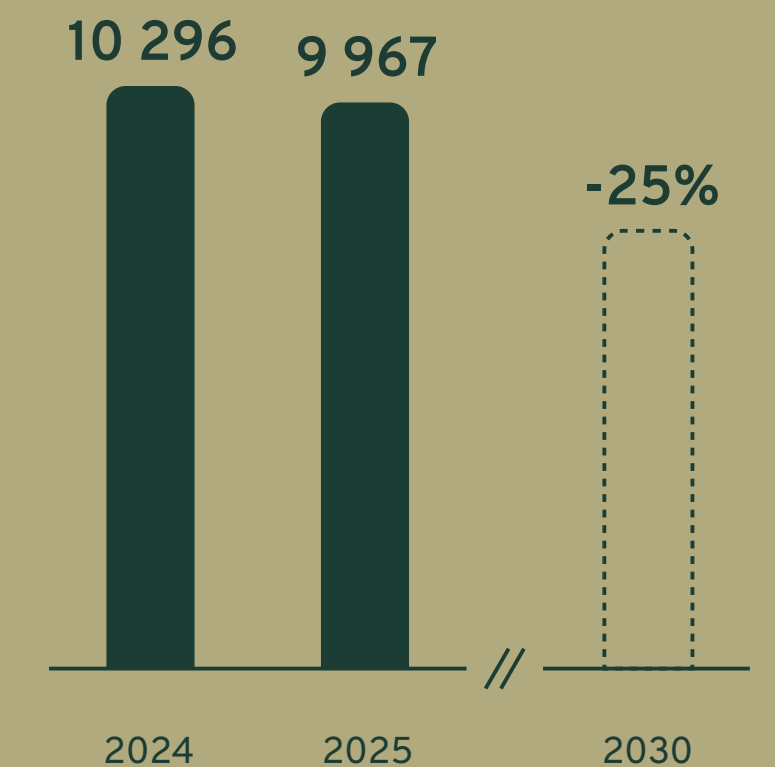
Target review 2025



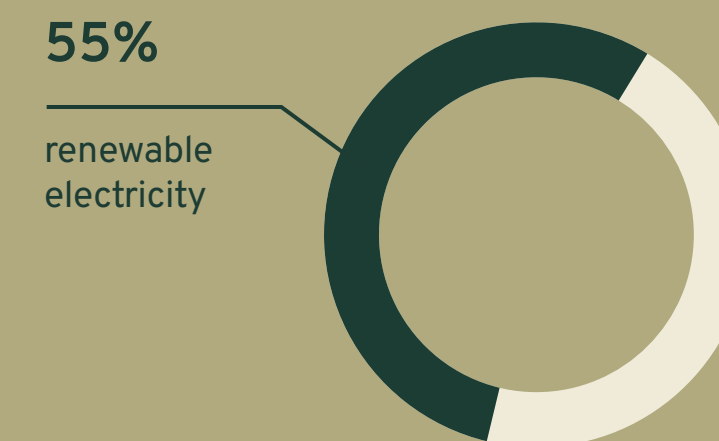
Target 2030: Reduce Scope 1 & 2 by 75% (SBTi)
tCO₂e



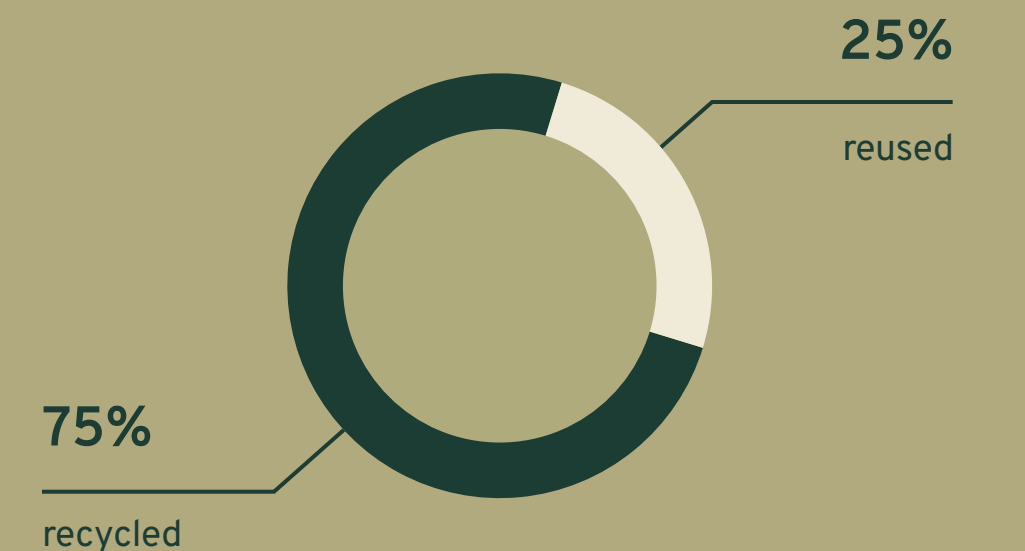
Target 2030: Reduce Scope 3 by 25% (SBTi)
tCO₂e



Target 2030: 100% renewable electricity
%



Target 2030: 100% reused & recycled IT
%



Read more about Nordlo’s environmental metrics.

Diversity & Inclusion

Diversity as a driver

Creating a workplace where our employees feel safe, included, and where everyone’s perspective is valued is Nordlo’s driving force for long-term growth. During 2025, we further developed our diversity and inclusion work to create an employee journey that engages and develops both new and experienced talent within the IT industry.

Nordlo’s work with diversity and inclusion, also known as **Nordlo More**, is an integral part of our employee processes and a fundamental pre-requisite for strengthening our innovation power.

During 2025, based on feedback from our employees, we analyzed our current and desired diversity and inclusion work together with the group management.

Our goal is to create a diversity that better reflects society, where we use gender distribution as a concrete and measurable driver. The proportion of female employees was 13 percent in 2025. To attract a diversity of talent, we have developed inclusive recruitment ads.

At the same time, we systematically work with active measures to ensure that all employees

have equal opportunities, which includes annual salary mapping to guarantee fair wages.

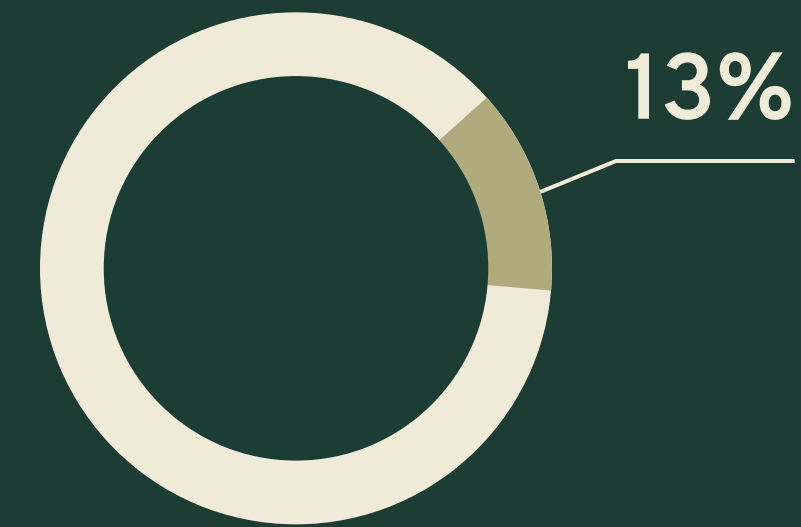
An inclusive culture is about creating a climate where all employees feel safe, respected, and have equal opportunities to perform. High psychological safety is therefore fundamental to building strong teams and our strongest proof of success. This is measured in our employee survey, where psychological safety, a new key metric for 2025, reached a result of 90 out of 100. Together with this year’s increased employee and customer satisfaction, this confirms that we are building the culture required to achieve our strategic goals.

During 2026, we will continue to develop our diversity and inclusion work by focusing on clarity, structure, and secure processes throughout the entire employee journey.

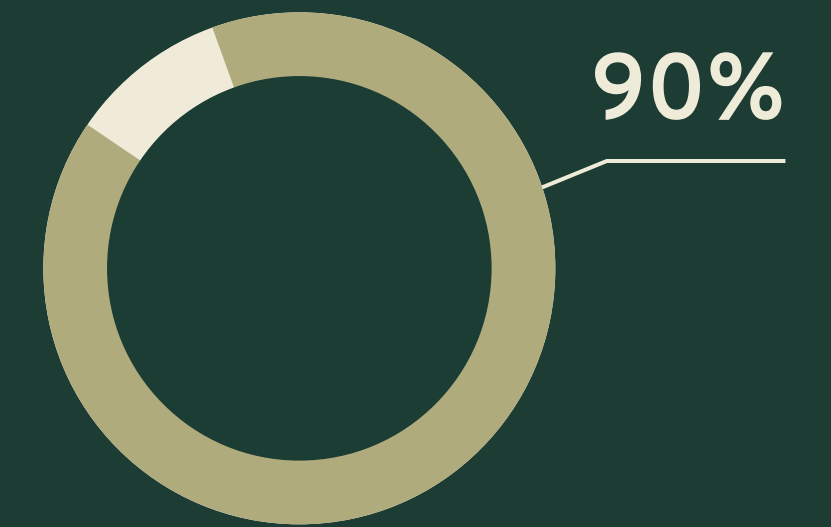
Target review 2025



Target 2030: Increase share of female employees %



Target 2030: High psychological safety (>85) %



[Read more about Nordlo’s social metrics.](#)

Security

A proactive security culture

Digital development, with new technology like artificial intelligence (AI), creates new opportunities but also an increasingly sophisticated threat landscape. For Nordlo, security is about both protecting against external threats and creating a robust and proactive security culture, which is a fundamental prerequisite for the competitiveness of Nordlo and our customers.

Nordlo’s security work is based on the group’s common framework for IT and information security, which aims to ensure a high level of security for us and our customers. We work proactively with, among other things, systematic incident management and regular reviews to constantly improve our resilience.

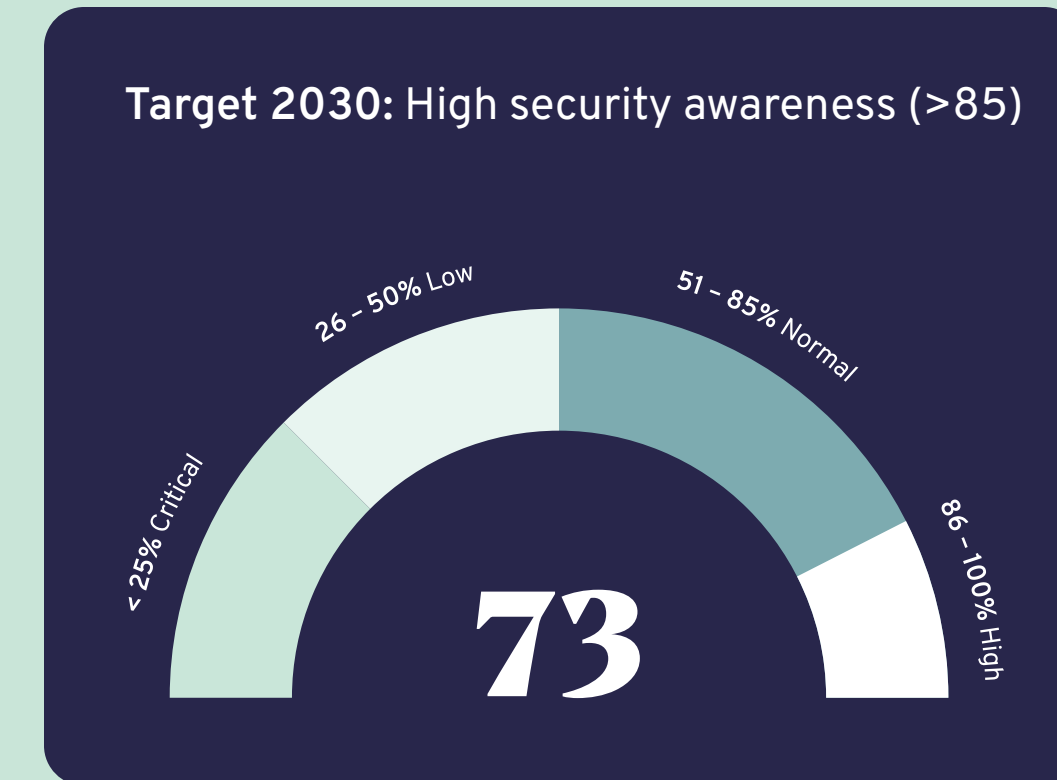
Our operational business units work actively with certified management systems for information security (ISO 27001). As a result, the business units that were previously certified maintained their status in 2025, while another business unit received certification for the first time. All units also conduct annual self-assessments to evaluate their maturity level in security.

Building a strong security culture requires high awareness among our employees and customers.

Through regular training and testing, we have increased our internal security awareness from 59 to 73 percent during the year. In parallel, we develop our employees’ competence through various security specializations and we also train our customers to strengthen their resilience as part of our responsibility as an IT partner.

In the coming year, we will further strengthen our focus on security, with clear delivery and revenue goals. This includes, among other things, expanded partnerships and a common baseline of security for all of Nordlo’s customers and business units. We will also continue to work with our new service, Nordlo AI Hub, which enables our customers, regardless of size, to create competitiveness and efficiency through secure management of customer information.

Target review 2025



Target 2030: Operative units ISO 27001-certified

Existing certifications maintained and one new added during 2025.



[Read more about Nordlo's social metrics.](#)

Responsible Business

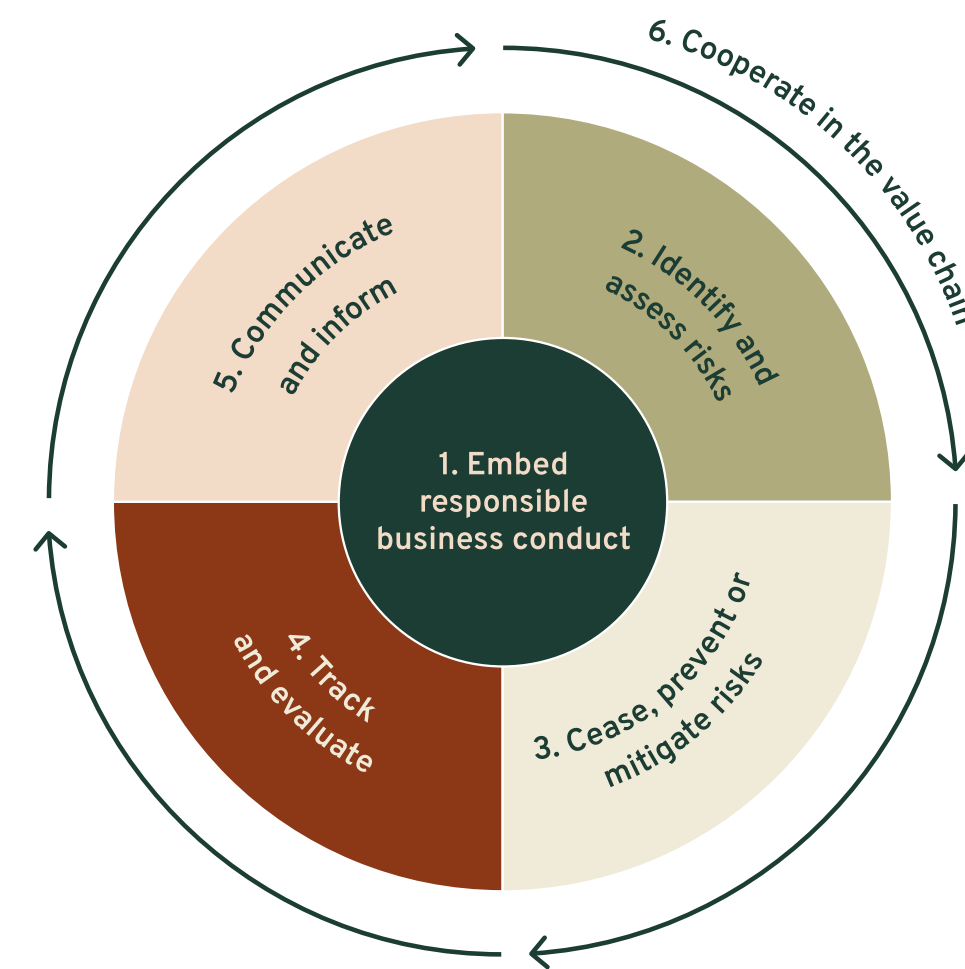
Growing responsibly

For Nordlo, responsible business is about turning values into action. In 2025, we therefore moved from principle to process by systematizing our work with our Code of Conduct and our value chain.

Nordlo’s Code of Conduct is the foundation of our responsible business conduct. It guides us to act with integrity and covers fundamental principles within human rights, labor conditions, environment, and anti-corruption. To ensure these principles are embedded throughout the organization, we developed a new, annual, and interactive training course in 2025, which will be rolled out to all employees in 2026. To ensure an open culture, our digital whistleblower channel, managed by an independent party, is available for confidentially reporting irregularities.

Our responsibility also extends to our collaborations, which is described in our Supplier Code of Conduct. In 2025, we implemented a group-wide system for due diligence linked to sustainability criteria. This gives us a structured and risk-based process for monitoring our value chain according to internationally recognized frameworks such as the OECD and UN guidelines. The process is integrated into our certified management systems to ensure systematic compliance.

Our growth must also be responsible. We have further developed our process for acquisitions by integrating sustainability criteria. Although no acquisitions were made in 2025, this ensures that our future expansion occurs in line with our business ethics principles.



Target review 2025



Target 2030: 100% of employees conducted Code of Conduct training



Training to be implemented during 2026

Target 2030: 100% ESG due diligence of material suppliers



Implemented ESG due diligence system

Target 2030: 100% ESG due diligence of material acquisitions



No material acquisitions performed in 2025



Sustainability Notes

Nordlo strives for increased transparency, comparability, and quality in our sustainability reporting. We see this as a way to further strengthen the dialogue with our stakeholders and to demonstrate our ambition to drive long-term and sustainable development.

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Reporting principles

Basis for the sustainability report

Scope

Nordlo AcqCo AB ("Nordlo"), corporate identity number 559502-2079, has prepared the sustainability report for the period 2025-01-01–2025-12-31 on a consolidated basis, which includes the parent company and all its subsidiaries.

Time horizons

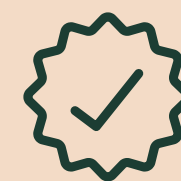
Nordlo has defined time horizons based on ESRS 1, which describes the short term as the reporting period for financial reports (the financial year), the medium term as the end of the financial year up to five years, and the long term as more than five years.

Changes and estimates

Changes and estimates have, where applicable, been described in the methodology for each relevant disclosure, where any uncertainties in the metrics are also reported.

Standard for sustainability reporting

To provide sustainability information in a structured way, this year's sustainability report is inspired by the principles of the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS). As a complement to the ESRS standards, Nordlo has been guided by the SASB Standards – Software & IT Services to provide entity-specific disclosures of relevance to the business.



Nordlo is not currently covered by the EU's Corporate Sustainability Reporting Directive (CSRD) due to the changes under the regulatory relief presented within the Omnibus. Nordlo is monitoring the regulatory developments and will adapt its sustainability reporting accordingly.

Governance

Organization



Board of Directors

The Board is responsible for Nordlo’s organization and management. This also includes overseeing Nordlo’s sustainability-related impacts, risks, and opportunities, as well as approving the company’s sustainability-related targets and governing documents.



Group Management

Group Management consists of functional and area managers, who operate and are responsible for Nordlo’s future development and establish the company’s group-wide business strategy.



Organization

Nordlo is a network organization. By working in a decentralized manner and focusing on local operations, Nordlo ensures that important decisions can be made when and where they have the greatest benefit, close to the customer and close to the employees.



Governance model

Our governance model is designed to foster a high level of entrepreneurship to ensure that we capture customer needs in the local market. It also contributes to increased engagement where our employees are more involved in our common efforts and have a say in areas they are passionate about.



Governance

Oversight of sustainability matters

The Group CEO, together with Group Management, is responsible for ensuring that the company's sustainability work complies with the owners' framework, as well as applicable laws and regulations. This also includes prioritizing Nordlo's sustainability-related impacts, risks, and opportunities, and ensuring progress and integration of the company's prioritized sustainability topics and targets into the business.

Nordlo's business areas and business units drive the business and make decisions close to our customers and employees. They manage the company's material impacts, risks, and opportunities within the business, which also includes implementing relevant actions and governing documents to ensure progress towards Nordlo's group-wide goals.

Nordlo's Sustainability Manager is responsible for driving the company's group-wide sustainability work in close collaboration with the

business. This includes defining Nordlo's group-wide sustainability work and coordinating internal and external sustainability reporting. The Sustainability Manager regularly informs Group Management about the company's group-wide sustainability work. Furthermore, reporting to the Board occurs at all meetings, typically six times per year.

Nordlo's focus areas relate to the company's prioritized sustainability issues. Each focus area is driven by a focus area manager and representatives from the business to ensure progress and engagement at the group, business area, and business unit levels. The focus areas, together with Nordlo's Sustainability Manager, are responsible for, among other things, identifying material impacts, risks, and opportunities in the value chain, as well as developing targets, metrics, governing documents, and actions for each respective focus area.



Governance

Policies

Nordlo's policies are common to the entire group and set overarching principles for how we work and act. Our policies are complemented by local guidelines, processes, and management systems.

Code of Conduct

Describes Nordlo's overarching principles for responsible business conduct for employees, board members, and parties representing the company. The Code of Conduct includes, among other things, legal and regulatory compliance, respect for human rights, promotion of diversity, inclusion, and health; responsibility and approach to reducing climate footprint; business ethics, anti-corruption, and fair competition.

Supplier Code of Conduct

Describes Nordlo's expectations and requirements for suppliers, including compliance with relevant laws, regulations, and international conventions, such as the International Labour Organization (ILO), the United Nations (UN), and the Organisation for Economic Co-operation and Development (OECD).

Privacy Policy

Describes how Nordlo handles personal data in accordance with GDPR, among others, and covers all employees and customers.

IT Policy

Describes Nordlo's overarching principles regarding the handling of IT assets that can be used to store, process, or transfer data.

Information Security Policy

Describes Nordlo's IT security framework for achieving a high level of information security, including the use of generative artificial intelligence (AI).

Whistleblower Policy

Describes Nordlo's reporting and handling of non-compliance with laws and regulations, as well as violations of internal governing documents.



Impacts, risks & opportunities

Double materiality assessment

To understand and prioritize Nordlo's impacts, risks, and opportunities related to sustainability topics in the value chain, the double materiality assessment is a cornerstone of our sustainability work. The analysis is based on the EU's standards for sustainability reporting (ESRS) and the implementation guidance developed by EFRAG.

1

Understand activities & business relationships in the value chain

2

Identify impacts, risks & opportunities

3

Assess impacts, risks & opportunities

4

Prioritize impacts, risks & opportunities



Impacts, risks & opportunities

1. Understand activities & business relationships in the value chain

Upstream activities

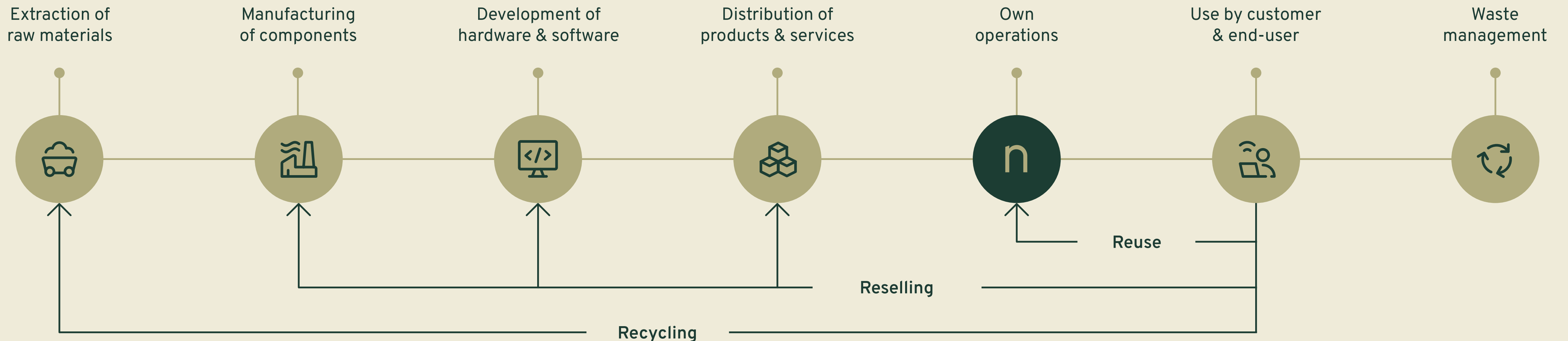
The upstream value chain includes the purchase of hardware, software, and cloud services that form the basis of our deliveries. Here, indirect impacts arise from manufacturing, social risks in the supply chain, and energy consumption from our partners' data centers. A critical aspect is also the security in our supply chain, where we must ensure our partners meet high information security requirements to protect us and our customers from external threats.

Own operations

In our own operations, value is created through our employees' expertise in service delivery, operations, and support, as well as through robust management of information security to protect customer data and our own information. Our direct impact comes primarily from energy use in offices and data centers, business travel, and our responsibility as an employer to ensure a healthy, safe, and developing workplace.

Downstream activities

Downstream lies our greatest opportunity to contribute positively. This is done by helping our customers optimize their IT usage and maintain high digital security and resilience. The value chain ends with the management of end-of-life IT equipment, where we see a business opportunity in driving the circular economy through secure data erasure, take-back, reconditioning, and recycling, which minimizes both e-waste and information risks.



Stakeholders

An active and continuous dialogue with our stakeholders is an important part of our double materiality assessment. By listening to our stakeholders, we ensure that we capture the sustainability matters that are most relevant to them. The stakeholders' perspectives provide an important basis for identifying which sustainability topics are most material for us to work with. The table summarizes the sustainability topics that have emerged in dialogue with our prioritized stakeholder groups: customers, employees, board, and owners.

Stakeholders	Sustainability topics	Method
Customers	<ul style="list-style-type: none"> – Production and resource efficiency – Social conditions in the value chain – Renewable electricity in service delivery – Circular initiatives – Secure information management – Protection of personal integrity – Anti-corruption 	<ul style="list-style-type: none"> – Customer dialogues – Customer surveys – Market intelligence – Trend analysis
Employees	<ul style="list-style-type: none"> – Inclusion and transparency – Competence development and networking – Healthy workplace – Good working conditions – Workplace that values sustainability 	<ul style="list-style-type: none"> – Employee dialogues – Employee surveys
Board & Owners	<ul style="list-style-type: none"> – Sustainable growth – Reduced environmental impact in the value chain – Contribute positively to the society where Nordlo operates – Inclusion, diversity, and equality – Anti-harassment – Anti-fraud & corruption 	<ul style="list-style-type: none"> – Ownership framework – Strategy forum – Board meetings

Impacts, risks & opportunities

2. Identify impacts, risks & opportunities

To identify Nordlo’s impacts, risks, and opportunities related to sustainability matters in the value chain, a review was conducted of potentially relevant sustainability topics for Nordlo based on sustainability reporting standards and an analysis of external, industry, and sustainability trends.

3. Assess impacts, risks & opportunities

Each identified impact, risk, and opportunity was assessed based on its potential or actual impact on people and the environment (impact materiality), as well as its financial effect on Nordlo (financial materiality) in the short, medium, and long term. The assessment was conducted together with relevant stakeholders and was based on quantitative and qualitative elements.

4. Prioritize impacts, risks & opportunities

Impacts, risks, and opportunities related to sustainability matters in the value chain that were deemed material were categorized into four prioritized focus areas and form the basis for Nordlo’s sustainability work. The result has been approved by Group Management and the Board of Directors.

Management of impacts, risks & opportunities

Sustainability topics	Description of material impacts, risks & opportunities	Management of material impacts, risks & opportunities	Policies
Climate & Circularity	Nordlo’s main climate and resource impact occurs during the purchase and use of produced IT equipment. Energy-efficient and circular services are promoted by increased customer demand and volatile prices in the supply chain.	<ul style="list-style-type: none"> – Nordlo has set science-based climate targets and is developing measures to reduce greenhouse gas emissions in its operations and value chain. – Our circular offering ensures responsible lifecycle management to extend the life of IT equipment. 	<ul style="list-style-type: none"> – Code of Conduct – ISO 14001 – Eco-Lighthouse
Diversity & Inclusion	Attracting and developing key competencies is crucial for Nordlo’s growth. An inclusive and fair culture with a diversity of perspectives and good working conditions is fundamental to creating an attractive workplace.	<ul style="list-style-type: none"> – Nordlo has a systematic work environment management and works to create an inclusive culture characterized by diversity. – Regular employee surveys and performance reviews capture areas for improvement. 	<ul style="list-style-type: none"> – Code of Conduct – HR & leadership guidance – ISO 45001
Security	Cyberattacks and shortcomings in information security can affect Nordlo’s and our customers’ operations, assets, and personal integrity. Secure and robust services are fundamental to creating trusted and long-term partnerships.	<ul style="list-style-type: none"> – Nordlo’s security services create a robust IT environment. – Our framework for IT and information security increases the security level according to applicable legal requirements (e.g., NIS2, GDPR). – Through continuous training, we strengthen security awareness. 	<ul style="list-style-type: none"> – Information Security Policy (incl. AI) – IT Policy – Privacy Policy – ISO 27001
Responsible Business	A lack of business ethics and compliance with applicable legislation and international conventions in the business or value chain can damage the brand and lead to legal and financial consequences.	<ul style="list-style-type: none"> – Business ethics principles for employees and suppliers. – Assessment and follow-up of significant suppliers. – Whistleblower system for reporting potential misconduct. 	<ul style="list-style-type: none"> – Code of Conduct – Supplier Code of Conduct – Whistleblower Policy – Management Systems

Metrics

Environmental metrics

Greenhouse gas emissions

Greenhouse gas emissions are reported based on operational control for significant emissions in Scope 1, 2, and 3 according to the Greenhouse Gas (GHG) Protocol Corporate Standard and Corporate Value Chain (Scope 3) Standard. Acquisitions are included in the reporting for the full financial year.

Scope 1: Direct GHG emissions

- **Company cars:** Consumed amount of fuel from company cars.
- **Stationary combustion:** Consumed amount of backup power in data centers.
- **Refrigerants:** Refilled amount of refrigerants in data centers.
- **Emission factors:** DEFRA and IEA.

Scope 2: Indirect GHG emissions (energy)

- **Energy:** Use of electricity, district heating, and district cooling in premises based on actual consumption, and standard values where actual consumption is missing. Nordlo reports market-based GHG emissions for the use of fossil-free and renewable energy based on guarantees of origin or similar certificates.
- **Emission factors:** IEA, AIB, Swedenergy and supplier-specific emission factors.

Scope 3: Indirect GHG emissions (value chain)

- **Purchased goods and services:** Number of IT equipment purchases, GHG emissions from public cloud services, and costs for services and network equipment.
- **Capital goods:** Number of company cars acquired, and acquired value of IT equipment for data centers and inventory.
- **Fuel- and energy-related activities:** Upstream emissions from consumed fuel and energy, as well as transmission and distribution losses.
- **Upstream transportation and distribution:** Costs for transport with third parties.
- **Waste generated in operations:** Amount of electronic waste from offices, and standard values for office waste based on internal survey and number of employees.
- **Business travel:** Business travel for air, rail, and road transport based on number of trips

and distances, and some costs where number of trips or distances are missing.

- **Employee commuting:** Standard values for commuting based on internal survey and number of employees.
- **Upstream leased assets:** Amount of fuel from company and staff cars (leased) that generate mileage reimbursement.
- **Use of sold products:** Use of IT equipment based on the number of items sold to customers.
- **End-of-life treatment of sold products:** End-of-life IT equipment based on the weight of items sold to customers.
- **Emission factors:** Exiobase, DEFRA, NTM, AIB, IEA, and supplier-specific emission factors linked to Product Carbon Footprint (PCF).

Changes from the previous period

Greenhouse gas emissions for the period 2024-01-01 - 2024-12-31 relate to Nordlo's base year and have been adjusted according to the Science Based Targets initiative (SBTi) Corporate Net Zero Standards and Guidance. Adjustments to the base year have also been made to correct identified calculation errors. These adjustments are lower than SBTi's recalculation requirement for the base year and are made to create comparability at the business unit level.

In 2025, Nordlo switched platforms for measuring greenhouse gas emissions, which has some impact on this year's results due to updated sources for emission factors.

Metrics

Greenhouse gas (GHG) emissions, tCO₂e

Scope 1: Direct GHG emissions

Stationary combustion

Company cars

Refrigerants

Scope 2: Indirect GHG emissions (energy)

Electricity**

District heating & cooling

Scope 3: Indirect GHG emissions (value chain)

Purchased goods and services

Capital goods

Fuel- and energy-related activities

Upstream transportation and distribution

Waste generated in operations

Business travel

Employee commuting

Upstream leased assets

Downstream transportation and distribution

Processing of sold products

Use of sold products

End-of-life treatment of sold products

Downstream leased assets

Franchises

Investments

Total GHG emissions

2025

2024

95

91

0,6

0,9

66

66

28

24

553

660

513

628

40

32

9 967

10 296

7 148

6 323

499

392

101

105

31

44

0,2

4

384

601

507

547

71

80

*

*

*

*

1 225

2 150

0,2

51

*

*

*

*

*

*

10 615

11 047

* Categories in Scope 3 not deemed significant and excluded from Nordlo's base year.

** Location-based GHG emissions in Scope 2: Electricity amounts to 78 tCO₂e.



Metrics

Energy consumption

Energy consumption in premises is reported based on actual consumption, and standard values for smaller premises based on kilowatt-hours per square meter where actual consumption is missing. Energy consumption in company cars is reported based on consumed amount of fuel and electricity.

Energy consumption, MWh	2025	2024
Electricity	6 252	6 170
– of which renewable electricity	3 436	3 669
– of which non-renewable electricity	2 816	2 501
District heating	967	896
District cooling	109	57
Fuel from company cars	290	306
Electricity from company cars	21	25
Stationary combustion	7	7
Total energy consumption	7 646	7 461



Metrics

Social metrics

Gender distribution

The number of employees is reported based on the average number of full-time equivalents (FTE). Acquisitions are included in the reporting from the date of acquisition.

Employee survey

Employee satisfaction is reported based on Nordlo’s annual employee survey.

- **Employee Satisfaction Index (ESI):** Measured based on a number of categories and the scale:
 - 0-59 Act
 - 60-69 Potential for improvement
 - 70-100 On the right track
- **Net Promoter Score (eNPS):** Measured based on employees’ willingness to recommend on a scale of -100 to 100.
- **Response rate:** Measured based on the percentage of employees who responded to the survey.

Changes from the previous period

The “Psychological safety” index has replaced the “Inclusion & diversity” index following changes from the system provider.

	2025	2024
Gender distribution		
Employees	969	895
Men, %	87	87
Women, %	13	13
Sweden, %	86	86
Norway, %	14	14
Group Management	11	10
Men, %	73	80
Women, %	27	20
Board of Directors	5	5
Men, %	80	80
Women, %	20	20

	2025	2024
Employee survey		
Engagement	84	81
Psychological safety	90	-
Organizational and social work environment	77	79
Leadership	84	81
Team effectiveness	77	79
Management	77	73
Net Promoter Score, eNPS	42	29
Response rate, %	88	88

Metrics

Security awareness

Security awareness is measured based on the group's average for the completion of micro-training and is measured on the scale:

- < 25% Critical
- 26 - 50% Low
- 51 - 85% Normal
- 86 - 100% High

Changes from the previous period

The scale for security awareness has been adjusted following changes from the system provider.

Säkerhetsmedvetenhet

Security awareness score, %

Business units with security awareness score > 70, %

2025

2024

73

59

64

12



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