Sustainability Report

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Sustainability – an integral part of our operations

Our efforts to make sustainability a fully integral part of every aspect of our operations are ongoing, because we are convinced that doing so is a prerequisite for our long-term success. Taking responsibility and conducting innovative sustainability work are how we live up to our stakeholders' requirements and thereby maximise our shared value creation work.

Proactive sustainability work enables us to lay the foundations for growth and to play our part in ensuring positive societal development. Our Sustainability Report contains a presentation both of our work and of the progress we have made. Our stakeholders are demanding more and more of us in terms both of our sustainability work and the ways in which we integrate it into our operations, and the aim of this report is to show how we are living up to these demands.

Our Sustainability Report starts with us looking outwards and examining the external factors that affect us as a business and the ways in which they correlate with our sustainability work, and the ways in which we work with the UN's global sustainable development goals. The report then goes on to present our new sustainability strategy and our new sustainability framework for the years ahead. This is followed by a description of

our sustainability work in 2021 and the progress we have made in our focal areas. And finally, we present more detailed results in accordance with the Global Reporting Initiative guidelines and associated result indicators.

About our sustainability work

Iver's corporate governance structure comprises our owners, the Board of Directors, the CEO, and external auditors. The Board of Directors appoints the CEO and the Annual General Meeting appoints the external auditors who are tasked with reviewing the accounts and the administration of the Board of Directors and the CEO during the financial year.

The Board of Directors and the CEO also determine the overall sustainability orientation and policy undertakings, as well as ensure that annual goals are set and followed up on, and that they are in line with the expectations of Iver's stakeholders. Responsibility for the sustainability work is delegated to sustainability managers who, together with a Sustainability Council comprising decisionmakers from key functions within the operations, progress the work. Feedback reporting to the Group's Board of Directors on the status of activities and goal fulfilment occurs a minimum of once a year. The sustainability work at Iver is conducted in a

structured manner under the supervision of the Board of Directors, who have ultimate responsibility for the supervision of the sustainability work. Feedback reports on progress are also provided within the framework of Iver Group AB's Sustainability Report, which forms part of the Group's Annual Report, pursuant to the provisions of the Swedish Annual Accounts Act.

About the Sustainability Report

ICG acquired the Iver Group from EQT in September 2021. The acquisition affects the 2021 Sustainability Report in that the purchase was conducted through the acquisition by a new holding company, Iver Group AB, of the former corporate group. This Sustainability Report refers to this new company. Iver Group AB has, in other words, only been operational for a limited part of 2021, but its component operations have been implementing a programme of active sustainability work for a number of years now, and have prepared several Sustainability Reports. To comply with reporting requirements and to make the operations' work in this area throughout 2021 clearly visible, we have used two columns in the tables presented in the 2021 Sustainability Report. One column refers to the period during which Iver Group AB has been operational (September-December 2021), while the other refers to the full calendar year (1 January-31 December 2021).

Iver's 2021 Sustainability Report has been produced in accordance with Global Reporting Initiatives (GRI), Core option. The Sustainability Report refers to Iver Group AB, company registration number 559324-0111, and the Iver Sverige AB, Iver Workplace AB, and Iver Norge AS subsidiary companies, which account for 84.2% of the Group's turnover. The Sustainability Report has been prepared in accordance with the provisions of chapt. 6, §12 of the Swedish Annual Accounts Act. The Parent Company's financial year is from 23 June 2021 to 31 December 2021. The Group was consolidated during the period from 6 September 2021 to 31 December 2021, which is the part of the year during which Iver Group AB has owned its Iver Group subsidiary companies. Iver's 2021 Sustainability Report has not been reviewed by an independent external party. For questions about the Sustainability Report, contact Jakob Tapper, Sustainability Manager, at jakob.tapper@iver.se.

External factors

Companies and other organisations are addressing the emergence of new conditions and new contexts.
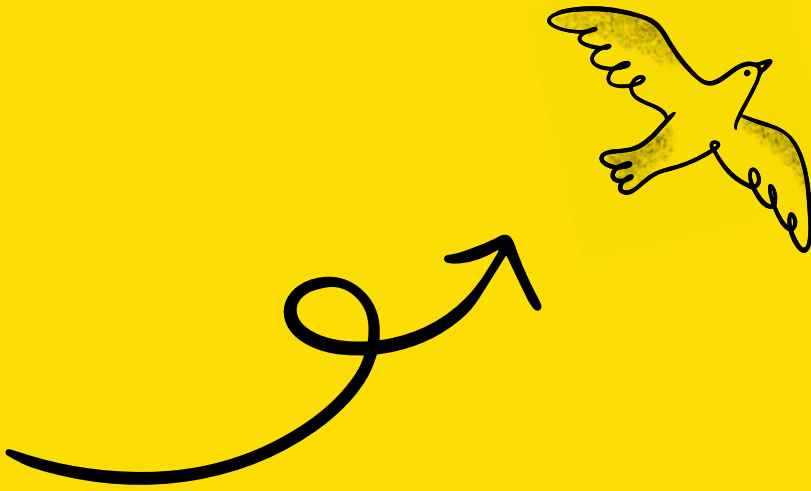
Pandemic crises, climate change, and environmental destruction, growing inequality, and changes to the expectations of clients, owners, employees, and other stakeholders all pose challenges to current business models.

If Iver is to be not only a long-term and sustainable partner, but also a relevant workplace, we must shoulder our share of the responsibility without thereby limiting our sustainability work and responsibility to our own operations. We must, at all times, take into account our operations' environmental, social, and economic effect throughout the value chain. Our stakeholders expect us to contribute to societal development and to manage our risks transparently. Climate change, circular business models, diversity and inclusiveness, security, privacy and the proper management of data, are some of the most important issues facing our industry. And we must use our sustainability work as a driving force for innovation, competitiveness, and value creation.

Climate is on everyone's agenda

Climate change and the effects of global warming are becoming increasingly apparent. When virtually every country in the world signed up to the 2015 Paris Agreement, the goal of which is to limit temperature increases worldwide, many regarded the goals as overly ambitious. And despite the measures that have been and are being taken, we are seeing daily proof that the trend is moving in the wrong direction, with extreme weather, recurring and more frequent natural disasters, higher average temperatures, and rising water levels all examples of this trend. The IT industry accounts for 2% of global CO_2 emissions and generates 50 million tonnes of e-waste every year. Several global companies have set ambitious goals of becoming climate neutral, CO_2 neutral, or climate positive within the next 5 to 15 years, which is important if the sector is to successfully reset and help achieve the goals of the Paris Agreement.

Digital solutions will play a key role in accelerating a transition to a circular economy. Those of us who work in the IT sector have a considerable responsibility in this respect, in that we possess the digitalisation and new technology expertise and know-how that will be vital tools in accelerating the speed of the essential green transformation.

Cyberattacks are one of the biggest threats to society

We have seen a number of major cyberattacks on businesses worldwide in 2021. Ransomware and other types of cyberattack are inflicting substantial damage on organisations, whatever their size or sector. Weaknesses in businesses' protection are still being exploited by means both of phishing and fraud, and of more sophisticated methods, such as supply chain attacks and exploitation of zero-day vulnerabilities. The most headline-grabbing supply chain attack during the year was, perhaps, the one that used the Kaseya VSA product and caused problems for hundreds of businesses worldwide. There are also plenty of examples of comprehensive ransomware attacks that have resulted in leaks of sensitive personal data.

Comprehensive and proactive security work is a must in addressing the complex and constantly changing threat scenario faced by businesses nowadays. And this work must also include planning and readiness to handle the potential situations that may arise.

Talent scouting in an unequal sector

The all-pervasive, ongoing digitalisation, both in Sweden and globally, has resulted in the IT and telecoms sector becoming one of the most important engines driving employment and economic growth. TechSverige (Almega) estimates that in Sweden alone, there will be a shortfall of 70,000 people with IT- or digitally-related expertise by 2024. The shortage of IT skills also clarifies the challenge posed by the inequality in the sector. The low percentage of women in the IT and technology sector poses numerous challenges, not least the fact that far too few girls are applying for IT-related training courses. Sustainability and digitalisation are two of the most critical factors affecting the entire industry and society as a whole, and this is an area where the expertise issue and shortage of IT-skills are an important factor. It is vital that Iver, as a leading Nordic provider of cloud-based IT services, successfully retains and attracts new talents with the right skills.

Stakeholder dialogue

We work closely with our stakeholders to understand, prioritise, and manage our social and environmental impact, whether positive or negative. We endeavour at all times to be transparent and to take responsibility both for our successes and for instances when we fail to live up to our own expectations or those of our stakeholders.

The dialogues with our stakeholders provide us with key information and guidance in our ongoing improvement work. Our most important stakeholders are our clients, our employees, our owners, our partners, and our suppliers. The Stakeholder Analysis table overleaf provides an overview of our primary stakeholder groups, a short summary of the dialogues held during the year, and the ways in which Iver addresses these issues. We have conducted one-off interviews with 20 or so clients, Members of the Board, and employees in senior positions. All employees have also been given the opportunity to take part via an employee survey on the subject of our sustainability work.

Materiality analysis

Material sustainability issues for Iver reflect the issues given the highest priority by our stakeholders, or which emerge in targeted surveys, for example, or from external trends and the issues most key for the organisation as a whole. The conclusions are presented in the Materiality Analysis table.

The table overleaf shows the areas of the greatest importance to our operations and to our stakeholders. High levels of information security, attractiveness as an employer, efforts to promote gender equality, offering services with a low environmental impact, responsible and transparent operations, and a sustainable supply chain, are the areas assigned the highest priority. The results of our analysis provide a strong platform with a well-grounded orientation and ambition, and show the way ahead for our sustainability work.

External initiatives and memberships

We shall, to the extent we are able and where it is relevant, contribute to both global, national, and local initiatives designed to bring about a better world. We support the UN's Global Compact – an initiative designed to persuade companies to take more responsibility in connection with the UN's ten principles in the areas of human rights, working conditions, the environment, and anti-corruption. We also support the UN's global sustainable development goals and comply with the core conventions of the International Labour Organisation (ILO). In Sweden, we are members of TechSverige, an industry and employers' organisation for all companies in the tech sector, and which works, in partnership with its members, to create the optimum preconditions for a competitive Swedish IT and telecoms sector. We are also members of TechSverige's Sustainability Committee.

The UN's global sustainable development goals

Stakeholder analysis

Stakeholder group	How we conduct dialogues	Focal issues	Management
Clients	• Regular meetings as part of our collaboration model • During procurement processes • In conjunction with audits • During client surveys • Client dialogues during the service development process	• Client dialogue on data and information security, and privacy • Environmental impact – waste, data centres, processes • Iver's supply chain	• Sustainability framework, codes of conduct, and sustainability reporting • Management systems for information security, quality, and the environment • Collaboration model with assessments
Employees	• Performance management model with recurring check-ins • Conduct four Group-wide pulse measurements per year. Frequency can be increased if necessary. • Discussions during recruitment • Recurring meetings and forums – quarterly meetings, monthly meetings, etc. • In conjunction with training • Code of Conduct training	• Shared core values • Work environment • Working conditions • Career paths • Personal development • Iver's role in society • Environmental impact	• Employee handbook • Training • Role descriptions • Policies • Code of Conduct and shared values • Sustainability framework • Measurement and follow-up
Owners	• Board Meetings at least 6 times/year • Regular reporting • Active owner-initiated ambition level process • A designated Board Member with a special focus on sustainability	• Responsible conduct • Privacy and information security • Equal, decent workplace • Iver's environmental impact • Minimise risks	• Codes of Conduct • Policies • The Sustainability Framework
Partners/suppliers	• Regular meetings as part of our collaboration model • Supplier Code of Conduct • During certification processes	• Responsible conduct • Regulatory and legislative compliance • Reporting and information exchange	• Code of Conduct • Assessment

Materiality analysis

Priority	Materiality	High priority
• Human rights • Social engagement • Resource efficiency • Waste	• Work environment, working conditions, and health • Upskilling • Anti-corruption • Renewable energy • Emissions	• High information security • Attractive employer • Promote gender equality and diversity • Offer low environmental impact services • Responsible and transparent operations • Sustainable supply chain

We want to shoulder our share of the responsibility

In 2015, the countries of the world adopted the UN's "Agenda 2030", which comprises 17 overall global goals for the world we want to see by 2030. If the global goals are to be achieved, every operator at every level in society must work with the goals in the areas where they can make the greatest difference. We have, given the nature of our operations and industry, identified five goals as being relevant focal areas for us.

Goal 5
Gender equality

Men and women shall have the same rights, obligations, and opportunities. Iver operates in an industry with a clear male majority, and we are actively working to increase the number of women in the company. We train all personnel in our Code of Conduct as part of our efforts to make our workplace inclusive and welcoming for all.

Goal 7
Affordable and clean energy

Mål 13
Climate action

The transition to using sustainable energy sources and enhancing energy consumption efficiency are critical to reducing climate change. We want to take responsibility for our environmental impact and are working to reduce greenhouse gas emissions throughout the Group. We continuously measure and follow up on our emissions at the same time as we improve and refine our measurement methods. Our services shall help our clients achieve their sustainability goals. We also want to help our employees choose sustainable methods of travelling on business and to and from work.
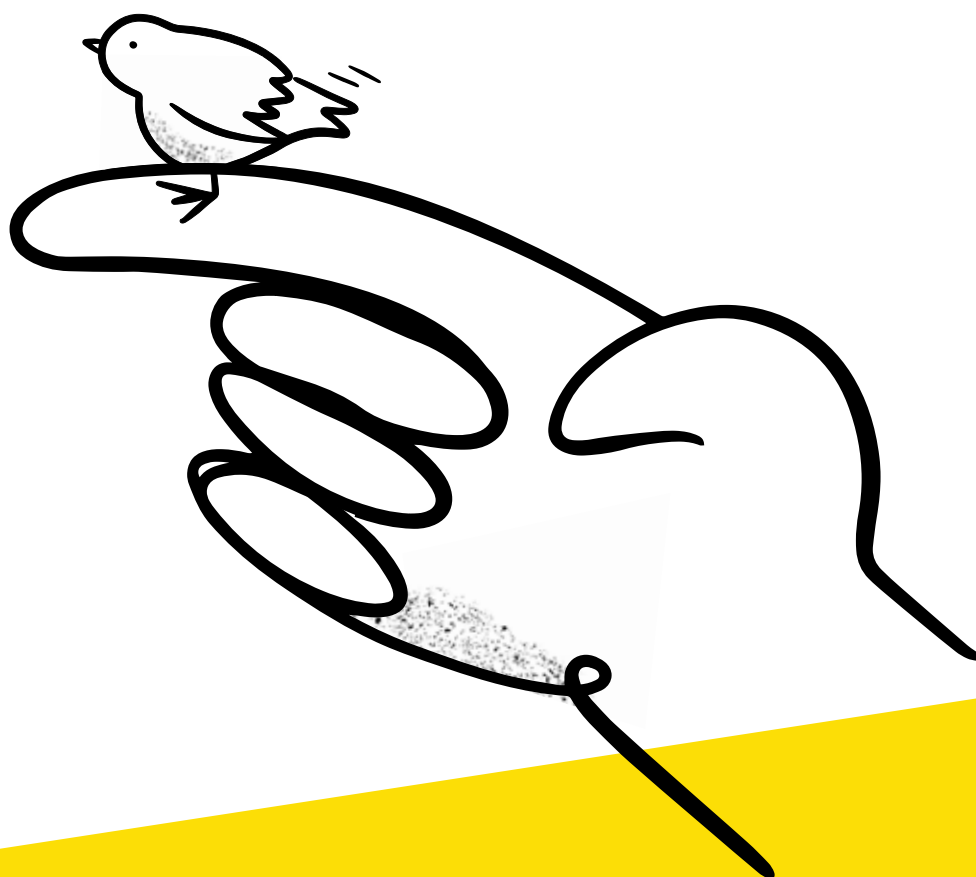
Goal 8

Decent work and economic growth

A successful company is built on a secure, decent workplace with good preconditions for entrepreneurship, development, and innovation. Iver endeavours to be one of the best workplaces in the industry – for everyone. This is why we offer our employees the right opportunities for training and development through our "My Journey" model.

Goal 16

Peace, justice, and strong institutions

Iver has zero tolerance of corruption and bribery. We have an internal programme that provides training for all employees to ensure that there is no corruption within the organisation. Information security and client privacy are fundamental to our existence. Work on the development and implementation of preventative and systematic measures based on the Information Security Policy and management systems is, therefore, continuous and ongoing. We have also established clear readiness in the event of incidents arising.

Sustainability and responsibility

Iver's biggest owner, ICG, is a global investment organisation that provides flexible solutions designed to help leading companies continue to develop and grow. ICG manages a total of USD 71 billion in assets within the framework of a number of different investment strategies, such as venture capital, direct loans to companies, property, infrastructure, and credit markets. In July 2021, ICG formed a partnership with Iver's management to support the next growth phase.

We met with Peter Berglund, who is responsible for ICG's investment in Iver and is also a Member of Iver's Board, to find out more about ICG's views on sustainability and owner responsibility.

Why is sustainability important to ICG?
"We enjoy a privileged position as part of the finance sector and a FTSE 100-listed company, and it is our responsibility to ensure that our investment activity focuses on a more sustainable and fairer future. ICG has a long-standing involvement in the sustainable investments sector and we have been a PRI (Principles for Responsible Investment) signatory since 2013."

"We recognise that environmental, social, and corporate governance issues can be an important driving force in investment value and reduced investment risk. By working actively with management groups to ensure that these issues are handled correctly, we are able to help build more companies with greater long-term success and sustainability and to create added value for our investors – our clients, in other words."

"Climate change is a major focal area for ICG, given its potentially devastating effects. We recognise that we can help reduce carbon dioxide emissions in our economy through the strategies we offer our clients, the investment decisions we take, and our focused engagement with our portfolio companies and colleagues in our industry."

How does ICG work with its portfolio companies on sustainability and what are your expectations?
"Our sustainability work starts long before we make an investment. ICG will not invest in companies that are incompatible with our values and sustainability goals. Compatibility is ensured through a company-wide exclusion list and fully integrated sustainability aspects during our due diligence and investment decision processes across the company."

"Strong sustainability methods are a key factor in conjunction with the launch of new products. When we launched ICG Europe VIII – the fund that has invested in Iver – for example, we introduced an improved sustainability framework, that covers three focal areas: climate change, human capital management, and diversity and inclusion. The focal areas all have goals tailored in line with the relevant UN global goals for sustainable development, and these themes form the basis of our work with portfolio companies' management groups."

"In November 2021, ICG undertook to support the goal of zero greenhouse gas emissions by 2040, or earlier, across our investments and operations. We are proud to be in the first wave of alternative asset managers to have set up a science-based emissions reduction target (SBT) in order to help us achieve net zero emissions. We believe that SBTs enhance competitiveness by building resistance and driving innovation. And we are very pleased to be working with our latest fund's portfolio companies to set their respective emissions goals."

How do you ensue that the companies you own live up to your expectations?
"The first activity as part of the implementation of our sustainability framework usually involves agreeing on someone with dedicated responsibility within the company's management group for each of the three focal

areas and all of the other critical sustainability aspects for each company. We believe that this is critical to ensuring that sustainability principles and praxis are fully embedded in the company's DNA in the long term."

"We understand that sustainability demands persistent engagement and targeted measures, and our investment team works closely with ICG's own specialist team for responsible investments in order to provide relevant expert support for the companies in which we invest."

"We monitor a set of core KPIs for our three focal areas, along with company-specific goals and action plans, and also engage in regular dialogues with management groups regarding progress and new areas. We also expect our portfolio companies to set their own science-based targets and plans for reducing carbon dioxide emissions, usually within the first 18-24 months, and support them in their work in these areas."

How do you rate Iver's current sustainability work?

"As a well-established provider of business-critical IT services for a broad spectrum of industries, I'm convinced that Iver can have a strongly positive influence on their clients' sustainability – not least by ensuring security and privacy for their data and employees with a minimal environmental impact. I also believe that when it comes to doing this on a larger scale, Iver has a responsibility to continue maintaining high business ethics standards and promoting an inclusive and supportive work environment for top talents."

"We're happy with the progress made in these areas to date and are equally enthusiastic about the ambitious sustainability goals that Iver has set for the next three years. Iver's four focal areas are all key to the organisation's continued success and are closely aligned with ICG's sustainability framework. One of the areas we've already begun working on and supporting the Iver team with involves the development of science-based emissions targets, to support Iver's CO_2 neutral long-term ambition."

What trends can you see going forward, and which sustainability-related risks and opportunities do you think will have the biggest impact on Iver and the IT sector over the next 5-10 years?

"We've seen an increased focus on reducing climate footprint within the IT and cloud services sector in recent years, and we definitely expect this to continue in the years ahead. Transparency in relation to energy consumption and associated greenhouse gas emissions are no longer enough for the larger companies that make up Iver's client base. The focus has accordingly quickly shifted to procuring services that use a sustainable infrastructure with low CO_2 emissions, with the specific focus on datacentres. We believe that Iver is strongly positioned to benefit from this trend and to establish itself as the partner of choice for companies looking to reduce CO_2 emissions in their IT environments."

"With Covid hopefully pretty much behind us, it's become clear that the workplace will no longer be as strongly linked to the office. Attracting and retaining talents will entail taking new working culture issues into account, and we believe that inclusiveness and gender equality will be very much to the fore in this respect."

Sustainability strategy and framework

As a leading Nordic provider of cloud-based IT services, we have a considerable responsibility. Our sustainability work focuses on the areas where we can have the greatest impact and make the biggest difference in enabling sustainable development.

Our sustainability work is founded on a combination of an active dialogue with our stakeholders and our materiality analysis. The aim of our sustainability work is not only to minimise risks but also to identify business opportunities, and our sustainability work shall generate value for our clients, our owners, our employees, and society as a whole.

The business-critical services we provide come with a very real responsibility, not just from an environmental perspective, but also from the perspectives of security, privacy, and business ethics. Sustainability is a well-rooted and priority part of our overall strategy, in that it makes Iver a better provider for our clients and a more attractive workplace for our employees. An uncompromising programme of sustainability work is how we lay the foundations for growth and contribute to positive societal development.

Foundations laid for the next step

In 2021, we conducted a comprehensive review of our sustainability work and sustainability framework to lay the foundations for our ongoing work in this area. The experience we gained from the last few years' sustainability work, coupled with an updated stakeholder dialogue, changed external factors, and a better understanding of the areas of our operations where we can have the greatest influence, have collectively laid the foundations for new objectives and strategies for our sustainability work going forward.

In 2021, we drew up a new sustainability framework, together with new goals and KPIs for our sustainability work that run between 2022 and 2024. This work began with an expanded stakeholder dialogue during which we collected comments and views from clients, employees, the Board of Directors, and Iver's new owners. This has given us a relevant and sound basis for our work going forward, and one that is well-supported within the organisation. The operations' strategy and sustainability work has been of considerable benefit, and the review led to our decision to continue working within the same prioritised focal areas. We also decided, however, to update the sustainability framework and to create a clear differentiation in ambition levels between our "Sustainable services", "Security and privacy", and "Employees" focal areas.

Climate change is one of today's biggest challenges and we are, therefore, keen to take our share of the responsibility by reducing the operations' negative climate impact and helping our clients to reduce their climate footprint. Raising our ambition level in terms of a more sustainable service provision is, therefore, of considerable importance to us, and our new objective is to be climate neutral throughout the value chain by 2030/2035*. To this end, we have decided to sign up to the Science Base Targets Initiative (SBTi) in 2022 in order to ensure that we are moving in the right direction. This will mean undertaking to reduce our operations' climate footprint in accordance with what the latest climate research deems necessary to achieve the goals of the Paris Agreement – keeping global warming well below 2°C, with the aim of maximising any increase in temperature at 1.5°C.

Our clients' security and privacy are vital to our business, and if we are to address the complex and constantly changing threat scenario that operations face nowadays, it is essential that we work even smarter to protect both our clients' environments and our own. We will continue to develop our work and follow-up activities in these business-critical areas.

If we are to succeed in our ambitious sustainability objectives and be a relevant provider for our clients, we need to be a workplace where employees develop and enjoy job satisfaction. We are, therefore, implementing new structures for follow-up work on these issues within the framework of our sustainability work to ensure continuous development in these areas.

Sustainability framework

We have developed our sustainability work through a combination of active dialogue with shareholders and an updated materiality analysis. The process shows

us both the direction we need to take if we are to focus on the areas where we can make the biggest difference, and how we can thereby help achieve the UN's global sustainability goals. Our sustainability framework comprises one basic area and three focal areas. The basic area of the framework is "Responsibility and transparency", which means that we shall be a decent employer, that we shall choose partners who share our values, and that we take responsibility for our economic, environmental, and societal impact. Our focal areas are "Sustainable services", "Security and privacy", and "Employees", and there is a clear ambition in both the basic area and each of the focal areas that shows both the way ahead and the underlying activities and KPIs.

Big progress

Our existing sustainability work has continued to progress unabated in parallel with the strategic work and the development of our sustainability framework.

We have expanded our knowledge of our operations' total climate footprint in 2021, giving us better insights into which areas have the greatest climate impact and resulting in our including the existing climate impact within the supply chain (Scope 3), over and above the operations' direct emissions (Scope 1) and indirect emissions (Scope 2). We are now able, as of 2021, to offer our clients climate reports showing the climate footprint of the services they purchase from Iver – which was one of our top priority sustainability goals for 2021.

Sustainability framework for 2022–2024

Sustainable services

Ambition
For our services to provide quantifiable environmental benefits for our clients and progress them towards their sustainability goals.

Goal
To be climate neutral throughout the value chain by 2030/2035*.

Security and privacy

Ambition
To protect our clients' information at all times.

Goal
To have a security and privacy index of at least 4.0.

Our employees

Ambition
To be one of the sector's best workplaces.

Goal
To have an engagement index of at least 80%.

Responsibility and transparency

We shall be a decent employer and choose partners who share our values. Our business ethics shall maintain a high standard and we shall take responsibility for our economic, environmental, and societal impact.

* Depending on the SBTi process.

Responsibility and transparency

The basis of our sustainability work is our desire to take responsibility for our operations and to be transparent about our impact. Transparency generates the right preconditions for engaging in a clear dialogue with our clients, employees, and other stakeholders. Identifying risks and working preventatively with follow-ups and change is an ongoing process at Iver.

Environmental and climate impact

Digitalisation has an important part to play in the transition to more sustainable business models and can break the link between emissions and growth. The IT sector consequently not only has a very real responsibility in the context of the transition to more climate-smart societies but must also, at the same time, work to minimise the negative impact entailed by the use of IT.

We are keen to play our part by taking greater responsibility for how we conduct our own operations, and the decisions we take matter. Iver recognises that our provision of IT services contributes to emissions that have a negative impact on the environment – running datacentres, for example, guzzles energy – but we can reduce the footprint of our operations on the environment and the climate by making active choices. And by setting concrete goals and following up on them, we can efficiently reduce our operations' climate impact.

Our climate impact primarily comes from energy consumption, travel, and transportation, and from hardware manufacture and waste management. Iver's environmental work is conducted in line with the Group's Environmental Policy and takes the precau-

tionary principle as its starting point. The Environmental Policy mandates that we endeavour to reduce our negative environmental impact and that we use renewable energy wherever possible. Our relevant processes and functions are currently certified in accordance with ISO 14001, and our goal for 2021 was for our regional centres to achieve certification in accordance with ISO 27001 (information security), too. Oslo's certification means that this goal has now been achieved.

We continued to focus strongly, in 2021, on investigating and analysing the climate impact of our operations across the board. We have previously analysed, measured, and followed up on our emissions in Scope 1 (our direct emissions from vehicles owned or operated by the company, and from our employees' private vehicles that are used for business travel), Scope 2 (our indirect emissions from electricity consumption in our datacentres), and some aspects of Scope 3 (indirect emissions from business travel by rail or air). Our Scope 2 reporting now also includes indirect emissions from the use of heating, cooling, and electricity in our datacentres and offices, while our Scope 3 reporting includes the operations' supply chain. The most complex calculations are those for
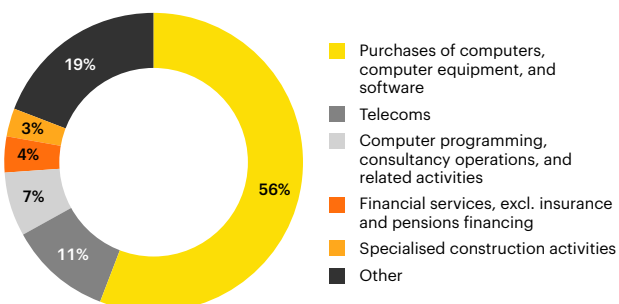
Iver's greenhouse gas emissions

Tonnes CO$_2$e	6 Sept 2021– 31 Dec 2021	2021
Scope 1, direct greenhouse gas emissions (vehicles owned or operated by the company, coolants, fuel consumption)	120	359
Scope 2, indirect greenhouse gas emissions (electricity, district heating, district cooling)	185	554
Scope 3, other indirect greenhouse gas emissions (rail, air, supply chain)	18 275	54 825
Total	**18 579**	**55 738**

The table presents Iver's greenhouse gas emissions by Scope, in accordance with the Greenhouse Gas Protocol. Conversion factors that include all relevant greenhouse gas emissions, i.e.CO2, CH4, N2O, HFCs, PFCs, SF6 och NF3, are wherever possible, used when calculating Iver's greenhouse gas emissions. Iver's location-based carbon dioxide emissions for electricity consumption: 1,012 tonnes CO$_2$e.

Scope 3 emission categories, tonnes CO$_2$e

- **56%** / **11%** / **7%** / **4%** / **3%** / **19%**
- Purchases of computers, computer equipment, and software
- Telecoms
- Computer programming, consultancy operations, and related activities
- Financial services, excl. insurance and pensions financing
- Specialised construction activities
- Other

Energy consumption

MWh	6 Sept 2021– 31 Dec 2021	2021
Electricity	5 809	17 427
Heating	624	1 871
Cooling	311	933
Total	**6 744**	**20 231**

The table presents energy consumption for electricity, heating, and cooling in our data centres and office premises.

Scope 3 – the operations' indirect emissions from the supply chain, and we have, accordingly, performed a cost analysis based on our financial accounting and purchasing data in order, thereby, to classify every supplier and then apply an emissions factor in respect of kg/CO2 per SEK spent. The method gives us a standardised but total picture of the emissions across our entire value chain, and the data we have collected increases our understanding and knowledge of our operations' climate impact. We can use this knowledge to reduce our footprint by improving our purchasing. We are also often able, in our capacity as a provider and partner, to help our clients achieve their own sustainability goals through active choices and by means of reports showing the climate footprint of our service provision package for the client. One of our major focal areas in the years ahead will be on a closer dialogue with, first and foremost, our biggest suppliers, as our indirect climate impact is a direct consequence of our suppliers' climate impact. The dialogues with our suppliers and their own work with their climate footprint are key to successfully reducing our own climate footprint.

The "Iver's greenhouse gas emissions" table shows the emissions in absolute figures for Iver Sverige AB, Iver Workplace AB and Iver Norge AS in 2021, and for the Iver Group during the period from September to December 2021. Our emissions largely derive from our supply chain and, above all, from the hardware used to realise the service provision packages for our clients.
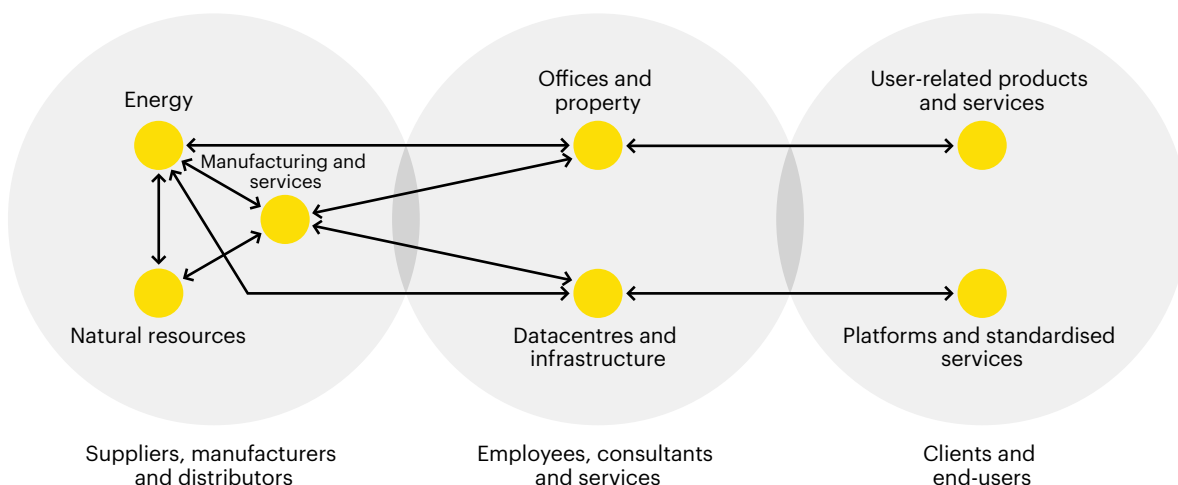
Our greenhouse gas emissions during the financial year totalled 18,579 tonnes of CO2e. Our direct emissions totalled 120 tonnes CO2e, energy consumption amounted to 185 tonnes CO2e, while business travel and the supply chain accounted for 18,275 tonnes CO2e. Iver's total emissions per SEK of spend totalled 22.8 tonnes CO2/SEK m. We consumed ca. 6,744 MWh for the operation of our IT infrastructure, and for electricity, heating, and cooling in our offices. Iver's energy intensity totalled 8.3 MWh/SEK m.

Supply chain

Iver has around 1,600 suppliers and by the year end, we had achieved a 16% consolidation of the supplier base. Our Group-wide purchasing department's work during this past year on categorising our suppliers and classifying individual suppliers by their degree of importance to Iver's core operations enabled them to consolidate our supplier base, establish more Group-wide supplier agreements, and reduce purchases from the less relevant suppliers. There were a total of 193 unique IT providers in the total supplier base during the financial year, corresponding to a reduction of 71 unique suppliers. Our consultancy purchases – whether from resource or expertise consultants – are bought in regionally by the part of the operations that need them and in close cooperation with the purchasing department, depending on the geography involved.

We have also begun evaluating selected suppliers by means of a self-assessment where we follow up

Supply chain

Suppliers, manufacturers and distributors   Employees, consultants and services   Clients and end-users

on our Supplier Code with regard to human rights, conditions of employment, sustainability work, health and safety, business ethics, and information and data security.

Recycling

Overconsumption of technology, and hence production of electronic waste, has a substantial environmental impact and is, therefore, an important issue for the entire IT sector. Our efforts to identify a Group-wide model for reuse and recycling of IT equipment and electronic waste generated in our own operations and in our service provision packages for clients, are proceeding apace. Our goal is to achieve resource-efficient lifecycle management to maximise investments and thereby reduce the investment's environmental impact.

We are continuing to consolidate our waste management process, which currently operates from a number of different locations. The starting point for our lifecycle management is that IT equipment is included in our "Modern workplace" service area offering. We reclaim just over one third of client site computers and phones within the framework of the service and are able to ensure that the hardware goes to a new user or is recycled in as environmentally friendly a way as possible. Demand for used hardware is a clear trend that we are noticing amongst our clients. Used equipment is reviewed and processed thoroughly via several stages involving deletion, upgrading, modification and renovation, and finally, testing. Extending the lifespan of a piece of hardware that has already been produced reduces the environmental load substantially, and our goal for 2022 is to achieve a marked increase in the percentage of products recovered from our client service provision packages and also to increase our sales of used hardware.

Anti-corruption

We operate in a world with complex and long supply chains that span the entire world. It is, therefore, important that we work systematically to identify and counter corruption risks. By working in accordance with the principles of the UN's Global Compact, we help reduce bribery and corruption. Our zero tolerance of corruption is clearly described in our Code of Conduct and our Supplier Code of Conduct, and these documents also include clear instructions on our attitude to, for example, giving or receiving gifts or other benefits that risk influencing decisions or behaviour.

In 2021, we have provided our employees with Code of Conduct training, both in our various geographical areas and at company-wide events. These training activities are also recorded to enable them to be viewed at a later date. In the spring of 2022, we will once again update our Code of Conduct and provide additional internal training measures in connection therewith.

We encourage our employees to report all forms of deviation from policies, Codes of Conduct, or laws. Reports can be submitted anonymously via our whistleblower function. Our Code of Conduct states that anyone submitting a report or taking part in an investigation into reported deviations is not at risk of any form of reprisal. We have identified no cases of corruption during the financial year, either through internal or external reports or via our anonymous whistleblower function.

Human rights

Human rights are fundamental to our business, and we have undertaken to promote and respect human rights throughout our operations. Every human being has equal worth and equal rights. Everyone shall have the same opportunities for development and for contributing to society through their expertise and experiences, irrespective of gender, ethnic origin, or sexual orientation. Men and women shall have the same rights, obligations, and opportunities in every area of society. The overwhelming majority of our employees are, at present, based in Sweden and Norway, where levels of adherence to human rights are deemed to be high, and we have, therefore, chosen to focus on our suppliers, who are found worldwide. Our Group-wide purchasing function and our Supplier Code of Conduct are important components of this work. The Supplier Code of Conduct is based on our own Code of Conduct, our Environmental Policy, and international conventions and standards, such as the UN's Global Compact and the fundamental labour law principles of the International Labour Organisation (ILO). These international standards ensure that we conduct responsible operations that harmonise with our internal policies. Our Supplier Code of Conduct can also be used as a support tool by those of our suppliers lacking their own policies or guidelines on human rights, conditions of employment, sustainability work, health and safety, and information and data security. By the end of the financial year, 30 of Iver's most significant suppliers had accepted and signed up to Iver's Supplier Code of Conduct.

Security and privacy

We are seeing a continued and widespread interest in privacy and security issues on the part of our clients. We have also, over the past year, seen examples of large Swedish and Norwegian companies being subjected to intrusions and attacks that had a significant impact on both accessibility and privacy in societally important services and functions.

Uncertainty about regulatory issues

The regulatory compliance and cloud services issue continues to be high on the agenda within both Sweden and the EU as a whole, and the past year has seen a number of Swedish authorities and organisations publish position statements and clarifications on the subject and their attitudes towards it. Sweden is home to eSam, a member-driven programme for collaboration between 35 official bodies, whose members are keen to exploit the opportunities offered by digitalisation to make life easier for private individuals and companies and to make efficient use of shared resources. A working group within eSam, comprising representatives of official agencies, local authorities, and other public sector administrations, presented a report this past autumn, detailing the results of their testing and evaluation of several different "office services" that comply with the public sector's security, regulatory, and functional requirements. The "Compliant Office" service offered by the Iver-owned company, City Network, is one of two comprehensive solutions recommended. Compliant Office is provided from secure and certified datacentres whose processes ensure compliance with local and European data protection legislation and regulations. Information held in Compliant Office is stored and processed securely within the EU, is processed exclusively by a European company – City Network – and is administered exclusively by people subject to applicable national legislation.

Our work

Our clients expect our services to be available 24/7/365, and that we will manage their information assets in a high quality and secure manner. This is a huge responsibility, with availability, continuity, and information security critical to enjoying the continued confidence of our clients. We have the know-how, expertise, and organisation to prevent and to rectify the threats faced, whether to our own environments or those of our clients. Achieving our sustainability goals in the security and privacy sphere requires us to create a culture of security awareness amongst all of our employees and all of our clients by means of, amongst other things, recurrent training activities.

Our information security management system forms the basis for our information security work. Work on the system continued in 2021 and we have

implemented Iver's overall management system in a further two locations, namely Oslo and Bergen. All of our current geographic primary locations are consequently now certified in accordance with ISO 27001 (information security). Work on implementing our information security management system across additional sectors of Iver's operations is ongoing.

Security and privacy index

We conduct ongoing reviews of how well, in the opinion of our clients, Iver's services live up to the clients' security and privacy requirements. We use the response data to track a security and privacy index, and on a scale of 1 to 5 (where 5 is the highest), almost 4 out of every 5 clients stated that our services did precisely that. We recognise, however, that our goal of a result in excess of 4.0 poses a challenge, given that cyberthreats and attacks on digital environments are becoming more commonplace and more sophisticated, and that defence against them is hence becoming more difficult.

Incidents

We experienced three information security incidents with hostile motives during the year, all of which involved different types of ransomware attacks on clients to whom we have obligations.

We have not experienced any general availability attacks that had a deleterious effect on the availability of our services for a large number of clients during the year.

We experienced one incident in relation to personal privacy during the year. In the incident in question, personal information was accessible to a greater number of employees than intended in Iver's internal systems. These incidents were quickly addressed and the technical deficiencies speedily remedied. They have not been deemed to pose any risk to the registered party's freedoms and rights.

Rectifying and learning from these incidents is business-critical for us, here at Iver. The know-how and conclusions we draw from the incident response measures we take form the basis for the continuous expansion of our abilities in this area. We take the lessons we have learned forward with us to work with our clients and suppliers on developing processes, routines, and other structural capital that reduces the risk of similar incidents and attacks.

Employees and inclusiveness

Our employees are our most important asset, which makes attracting, developing, and engaging our employees important factors for the success of our operations. We work purposefully to create a working environment that contributes to increased engagement in which employees can be involved in and influence the day-to-day work.

A year of transformation

Successfully completing the merger of multiple operating spheres within the Group has enhanced the preconditions for continuing our efforts to establish Iver as one of the sector's best workplaces, and generated substantial potential for building a competitive Iver.

Transformation means change, and as part of the transformation programme that we initiated in 2021, we implemented a Group-wide methodology for handling change management that is based on the ADKAR model developed by Prosci – one of the world's leading research companies in the field of change management. The ADKAR model summarises the stages through which an individual passes en route to sustainable change, but can also be applied to the various phases of a change management project.

The "A" in the ADKAR model stands for "Awareness". An awareness of the need for change and of why and how it will be implemented is created during the first phase of the change. Communication is an important change tool during this phase, and we have, therefore, developed new communication channels and strengthened existing ones. We have worked on reinforcing messages that clarify why the transformation is being made and clarified the link with the

development of our new business model and the need for expertise as a part of this work. We also created new meeting forums for Iver's managers, where the focus is on developing a toolbox for our managers that includes everything from communication to handling resistance. These forums have also acted as an important piece of the puzzle in forging networks between managers, particularly during a time when holding face-to-face meetings was difficult, due to the pandemic.

The next phase in the model is "Desire" – to create engagement and a willingness to support the change. This phase is all about enabling and motivating employees to participate in the change management work, and we included several managers and employees in the change management work as part of the transformation programme, in order to increase engagement and extend the feeling of ownership out into the organisation.

The third phase is "Knowledge" – knowledge of how the change will occur. The fourth is "Ability" – the ability to perform when necessary – and the fifth and final stage is "Reinforcement". This final stage is about consolidation, enshrining, and following up. We have provided a number of training courses for Iver's personnel during the year as part of the transformation

process, and have also drawn up new job descriptions and tiering structures, implementation of which will continue in 2022.

"The Iver Way"

Our new brand platform, The Iver Way, was developed on the basis of our business strategy and is illustrated in what we call "The yellow book" – a handbook on how to be Iver yellow. The book describes what it means to be part of Iver and our shared culture. Here at Iver, we make the same promise to our clients as we make to our employees: we promise to always be "Beside you", "Behind you", and "Before you". Here at Iver, different personalities are welcome and our basic philosophy is that different people think about and solve problems better than a team where everyone is, and thinks alike.

Our new brand platform, The Iver Way, was launched in 2021 at our Group-wide event, Next Step. The Iver Way will be integrated into existing processes such as My Journey (our process for ensuring employees' goal and development journeys), our Code of Conduct, job vacancy ads, and our leadership model, amongst other things. Work also began, during the year, on strengthening and enshrining our shared

values via a number of workshops, and in the autumn, we held a roadshow at which we live-streamed to the entire organisation from seven of our offices in the Nordic region.

"My Voice"

Employee engagement is one of the cornerstones of a successful business. "My Voice" is our Group-wide method of measuring engagement and is carried out on a regular basis, four times a year, via what we call "pulse measurements". The results show that we are moving towards a higher level of engagement amongst our employees, but that local differences do exist.

In 2021, we saw a positive trend in an absolute majority of the questions included in the pulse survey. Employees feel that Iver has a strong team spirit, that people see and hear one another, and that they support their colleagues. The organisation also feels that it has the expertise needed to carry out its professional duties. More and more employees also feel that it is becoming clearer where Iver is heading, and that we are heading in the right direction. We regard this as a positive trend for our eNPS, which improved from -20 to -16 during the year, which is an incredibly positive development, given the massive changes and growth rate we are currently

experiencing, and is a trend that we will be working actively to retain and reinforce in 2022.

We have developed My Voice in a number of dimensions during the year, including the clarification and development of a process for managing what we call "Red Teams" – teams with an engagement index of less than 50%. We draw up a clear development plan for these teams and assign support for the period until the next pulse measurement, when we measure whether the plan and the support has yielded satisfactory results or whether they need to continue for a while longer. We also developed our measurement and following up of leadership results, with more in-depth analyses of the overall leadership result and at different managerial levels. The result forms a vital basis for the expansion of our leadership profile and leadership development.

Leadership

Leadership is a key component of our business strategy to motivate and engage all employees during our shared journey ahead. Employee engagement is, in many cases, a reflection of engaged and competent leaders, and we have accordingly developed a number of new initiatives during the year with the aim of developing and strengthening our leaders and managers. We have, for example, developed a new leadership model in line with our strategy and our brand promise. The leadership model is the basis for a clear leadership profile and acts as a common language for describing the sort of leadership Iver needs in a concrete and usable way. The work on developing a new leadership model has been carried out in cooperation with a number of reference groups and the full, finished version was presented at the end of the year. The next stage involves launching the leadership model and developing our leadership programme.

Gender equality and diversity

We are convinced, here at Iver, that our innovativeness, expertise, and client focus are all strengthened by diversity. We must improve when it comes to recruiting women and attracting foreign-born and other under-represented groups to exciting positions at Iver. If we improve when it comes to recruiting these groups, we will become a better provider for our clients and thereby enhance both our competitiveness and our capacity. Placing additional specific focus on inclusiveness and being an attractive employer for under-represented

groups is an important part of our recruitment process.

The percentage of women working in the technology-related parts of the IT industry as a whole is low, and the same is true at Iver. On 31 December 2021, a total of 17% of our employees were female. Improving the gender balance at Iver is one of the KPIs we will be prioritising in our work on gender equality and diversity in the years ahead.

Ensuring that no Iver employee is discriminated against is one of the most important issues when it comes to employeeship at Iver, and is also one that is linked to human rights. We have policies and guidelines for gender equality and equal treatment. No cases of discrimination were submitted during the financial year.

Upskilling

Iver Alliance works continuously to maintain high levels of expertise in the technological areas in which Iver operates or plans to operate. Working strategically with our service development enables us to start planning for impending skill requirements, right from the market analysis and strategy approval stage of proceedings.

Iver Alliance has coordinated over 20 training programmes in the technology sphere in 2021. The training primarily related to Microsoft products, but Cisco, Citrix and Fortinet products were included too. Other training courses have also been conducted directly from client groups and central operations groupings, such as ITIL.

We now have a collective skill database in which 300 new certifications have been documented, 50 or so of which are new certifications in AWS, IBM and VMware, etc., this year.

Career Company of the Year

Iver has been designated a "Career Company of the Year, 2022" by Karriärföretagen, who have, since 2011, presented the award to employers in Sweden offering the best career and development opportunities for "young professionals". We are proud of the award citation and are naturally looking forward to welcoming tomorrow's talents to Iver.

"Iver is an innovative and highly ambitious company. It is a company where employees are challenged to become their best selves while simultaneously working towards the shared goals that symbolise "The Iver Way". A more engaging company would be hard to find!"

Employees, 31 Dec 2021

no.	Number	Women
Sweden		
Permanent employees	1 135	16%
of whom, full time	1 119	16%
of whom, part time	16	31%
No. fixed term employees	19	42%
Total no. employees	**1 154**	**17%**
Norway		
Permanent employees	75	8%
of whom, full time	75	8%
of whom, part time	0	0%
No. fixed term employees	0	0%
Total no. employees	**75**	**8%**
Total number of employees	**1 229**	**17%**

All data is taken from Iver's personnel register, with 31 Dec. 2021 as the record date.

Staff turnover, 31 Dec 2021 [1]

no.	Number	Women
New hires during the year		
<30 years of age	181	19%
30–50 years old	183	17%
>50 years of age	38	13%
Total number of new hires	402	18%
Percentage of new hires	**28%**	
People leaving the company during the year		
<30 years of age	100	17%
30–50 years of age	146	9%
>50 years of age	45	16%
Total number leaving the company	291	13%
Percentage leaving employment	**20%**	

1. Refers to January–December.

We're not big blue. We're yellow.

Iver Group AB, 559324-0111
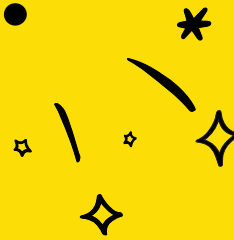
Employees and inclusiveness, cont.

Composition of the company, 31 Dec 2021

no.	Number	Women
Board of Directors		
<30 years of age	0	0%
30–50 years of age	4	25%
>50 years of age	1	0%
Management		
<30 years of age	0	0%
30–50 years of age	8	13%
>50 years of age	8	13%
Other employees		
<30 years of age	317	17%
30–50 years of age	717	14%
>50 years of age	186	21%

Engagement index, 2021
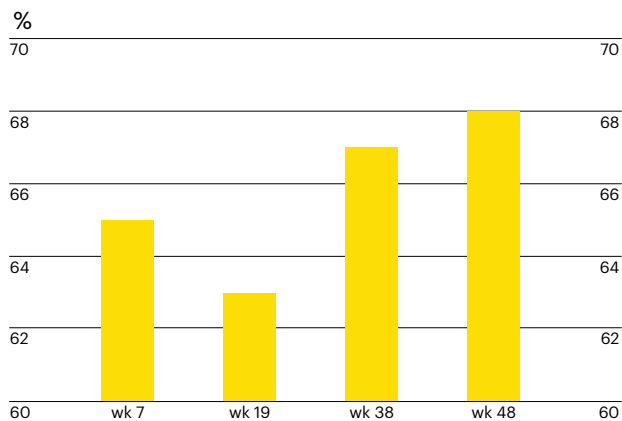
Sick leave

%	6 Sept 2021-31 Dec 2021	2021
Short-term sick leave	0,89	0,89
Long-term sick leave	0,05	0,05
Total	**0,94**	**0,94**

Sustainable services

Our services shall provide quantifiable environmental benefits for our clients and help progress them towards their own sustainability goals. Our services shall reduce our clients' environmental impact through the use of energy-efficient datacentres and 100% renewable energy.

Not only are we winning new clients, we are also seeing an increase in demand for digital services. Our growth entails an increase in our consumption of materials, resources, and energy and it is, therefore, of considerable importance that we ensure that our services are as efficient and climate-smart as possible. The economies of scale created through the coordination of IT infrastructure lead to increased efficiency in resource and energy consumption, and Iver's large scale operations give our clients the potential for efficiency gains in terms both of their environmental impact and their costs.

We maintained our heavy focus on investigating and analysing the climate impact of our entire operations in all Scopes (Scopes 1–3) in 2021, in order to improve our understanding and knowledge of the environmental impact of our operations. Our analysis and increased know-how laid the foundations for achieving one of our priority sustainability goals for 2021 – developing client-specific reports that show the climate impact of the services that a client purchases from us. We are seeing a clear increase in engagement in sustainability issues in general and climate footprint in particular on the part of our clients,

and open and transparent reporting of the climate's climate footprint based on their service purchases from us enables us to engage in a dialogue about how we can make further reductions in our collective climate impact.

Enhanced energy efficiency at our datacentres
Operating a datacentre demands vast amounts of energy. The operation of server equipment generates surplus heat that must be cooled which, in turn, demands more energy. All of the electricity used in our datacentres comes from renewable sources, and in addition to using renewable electricity, we are also actively working to optimise the server infrastructure and data storage systems by means of monitoring and resource optimisation. We are enhancing the efficiency of our platforms by consolidating and standardising servers and storage, and by maximising utilisation rates. We are also working to enhance the efficiency of our datacentres and platforms by actively choosing more efficient components and thereby achieving a higher utilisation rate, which results in reduced energy consumption per service provided. Our energy consumption relative to turnover has

declined during the year, with the improved energy efficiency primarily due to the fact that we have reduced the number of datacentres and transitioned to increasingly energy-efficient platforms.

We will continue to consolidate and modernise our datacentres in 2022, which will further improve our ability to provide more detailed monitoring of energy consumption in our datacentres. This will, in turn, improve our preconditions for implementing the right efficiency enhancing measures where they will make the biggest difference. Work on reducing the number of datacentres will continue for a number of years,

and will not only generate greater energy efficiency, but will also result in enhanced coordination and an improved security classification. The use of groundwater cooling for climate control purposes is just one example of the way in which we are working with sustainable solutions in connection with our datacentres. A number of datacentres also offer the option of recycling the heat generated to heat office premises or garages, for example, or to contribute to the district heating networks. The groundwater cooling and heat recycling projects are examples of how we can reduce our environmental impact.

Energy consumption, datacentres

MWh	6 Sept 2021– 31 Dec 2021	2021
Energy consumption	4 649	13 947
Energy consumption, MWh/ SEK m [1]	5 697	5 697

1. Energy consumption per SEK of turnover.

GRI index

Iver reports in accordance with the GRI Standards, Core option. All data is from 2016, with the exception of GRI 403: Occupational Health and Safety, which refers to 2018.

GRI 102: General Disclosures

GRI Indicator	Disclosure	Page number	Comment/Boundary
	Organisational profile		
102-1	Name of the organisation		Iver Group AB
102-2	Activities, brand, products and services		See full report, 10–23
102-3	Location of headquarters		See full report, 6
102-4	Location of operations		See full report, 60
102-5	Ownership and legal form		See full report, 60
102-6	Markets served		See full report, 60
102-7	Scale of the organisation		See full report, 61, 70
102-8	Information on employees and other workers	21	
102-9	Supply chain	16–17	
102-10	Significant changes to the organisation and its supply chain	16–17	
102-11	Precautionary Principle or approach	14–17	
102-12	External initiatives	6	
102-13	Membership of associations	6	
	Strategy		
102-14	Statement from senior decision-maker		See full report, 8–9
	Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	21	
	Governance		
102-18	Governance structure	2	See full report, 56–59
	Stakeholder engagement		
102-40	List of stakeholder groups	6–7	
102-41	Collective bargaining agreements	62	See full report, 62
102-42	Identifying and selecting stakeholders	6–7	
102-43	Approach to stakeholder engagement	6–7	
102-44	Key topics and concerns raised	6–7	
	Reporting practice		
102-45	Entities included in the consolidated financial statements	3	
102-46	Defining report content and topic Boundaries	6–7	
102-47	List of material topics	3	
102-48	Restatements of information		No information restated
102-49	Changes in reporting		See full report, 60–61
102-50	Reporting period	3	
102-51	Date of most recent report	3	
102-52	Reporting cycle	3	
102-53	Contact point for questions regarding the report	3	
102-54	Claims of reporting in accordance with GRI standards	3	
102-55	GRI content index		See full report, 52–53
102-56	External assurance	3	

GRI 200–400: Material sustainability issues

GRI Indicator	Disclosure	Page number	Comment/Boundary
	Economic disclosures		
GRI 205	**Anti-corruption**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 17	
205-3	Confirmed incidents of corruption and actions taken	17	
	Environmental disclosures		
GRI 302	**Energy**		
103-1, 103-2, 103-3	Sustainability management	2, 12–16, 26–27	
302-1	Energy consumption within the organisation	15	
302-2	Energy intensity	27	
GRI 305	**Emissions**		
103-1, 103-2, 103-3	Sustainability management	2, 12–16, 26–27	
305-1	Direct (Scope 1) GHG emissions	15	
305-2	Energy indirect (Scope 2) GHG emissions	15	
305-3	Other indirect (Scope 3) GHG emissions	15	
GRI 306	**Effluents and waste**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 17	
306-2	Waste by type and disposal method		New process, 2022
GRI 308	**Supplier environmental assessment**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 16–17	
308 Company-specific	Iver's priority suppliers have signed up to a Code of Conduct	17	
	Social disclosures		
GRI 401	**Employment**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 20–22	
401-1	New employee hires and employee turnover	23	
GRI 403	**Occupational health and safety**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13	
403 Company-specific	Sick leave	25	
GRI 404	**Training and education**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 22	
404 Company-specific	Number trained in information security and privacy issues	18–19, 22	
404 Company-specific	Engagement index	25	
GRI 405	**Diversity and equal opportunity**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 22	
405-1	Diversity of governance bodies and employees	25	
405 Company-specific	Diversity and inclusiveness index	16	Data gathered in 2022
GRI 406	**Non-discrimination**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 22	
406-1	Incidents of discrimination and corrective actions taken	22	
GRI 414	**Supplier social assessment**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 16–17	
414 Company-specific	Iver's priority suppliers have signed up to a Code of Conduct	17	
GRI 418	**Customer privacy**		
103-1, 103-2, 103-3	Sustainability management	2, 12–13, 18–19	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	19	
418 Company-specific	ISO 27001 – certified primary locations	19	
418 Company-specific	Security and privacy index	12	

Where technology
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