

SUSTAINABILITY REPORT 2020

Netlight Consulting AB



Netlight Consulting AB (publ), 556575-6227, Stockholm, Sweden



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This annual sustainability report presents the statutory sustainability report for group and company, which is also part of the management report by Netlight Consulting AB, CRN 556575-6227. The annual Sustainability report is for the 2020 financial year.

1. INTRODUCTION



1.1. Our view on sustainability

Netlight continues to grow, and therefore we want to develop our responsibilities further within the society where we do business. Netlight is an IT and management consulting company with over 1,400 employees throughout Europe. We have some 700 employees in Sweden, and have an international presence in Denmark, Finland, Norway, Germany and Switzerland with approximately 700 additional employees. Netlight has been helping our clients accomplish their journeys into digitalisation since 1999. Together with our nearly 300 clients across the globe, we create a broad range of digital services. Our largest social footprint arises in our relationships and meetings, along with the services we produce.

To ensure we are a good partner in relation to sustainability goals, we continually work to address sustainability issues throughout our operations. We have kept track of sustainability data since 2013, and as of 2017 we started calculating Netlight's climate impact. We do this to gain greater understanding of our social and environmental footprint,

which enables the company to act where we have the most impact.

Netlight aims to be a role model for the IT industry. We have implemented our strategic equal opportunity initiative Vostok, and continue efforts to reduce our climate impact, which includes involving other companies in the IT industry in their climate protection efforts. Environmental activities at Netlight are characterized by transparency and focus on concrete results through our Climate First initiative.

The internal Netlight sustainability strategy Eternal Flame is a supplement to our occupational health and safety activities, including collaborating with various external partners and support our employees appropriately. This strategy promotes a healthy work-life balance.

In this report, we present activities conducted in 2020, including the findings of our sustainability measurement for the climate, environment and society, equal opportunity, and diversity.

1.2. Our climate journey

We started calculating selected portions of Netlight's climate impact in 2017. We identified travel as our largest source of emissions, since a strategic success factor for Netlight was the meetings between people in our organization. Our Climate First policy is based on this, and we introduced initiatives like Train First, Veggie First, and Fix First. This means take the train rather than air travel when possible, serve vegetarian food at all our events and meetings, and we repair or buy used products when possible. Our target for this is reducing emissions by 16% annually to comply with the Paris Climate Agreement. We succeeded with this for 2019 as we reduced emissions related to air travel by 19% and where 2020 showed a 93% decline, though this was strongly impacted by the Covid-19 pandemic.

This transition brought a positive experience, and a definite business benefit, so we decided to further highlight another aspect of the backside of meetings where serving food was a necessity.

The significance of these actions has grown along with the growth of Netlight. We have not only been able to inspire clients, but we have also inspired ourselves in our private lives creating over 1,400 climate evangelists in Europe who can have a positive impact. To emphasize

the responsibility as individual role models, we as a company also participate in climate investment for the annual footprint of all our employees. Through our partner, GoClimate, who has also helped us with our calculations, we compensate 11 tons per person (the footprint of the average European), in UN sanctioned projects.

In 2019, Netlight invested EUR 50,000 for climate purposes in solar energy companies in emerging markets through Trine. When these companies grow, this benefits the local population, and in 2020 Netlight reinvested the returns in new solar energy projects.

Our internal Netlight climate initiative Greenlight organized two larger climate-oriented events in 2020 that were reworked to be digital. These were designed to spread information and encourage commitment at Netlight and at our clients using internal and external speakers.

To strengthen our role modelship for the industry Netlight undertook a certification audit during 2020 where we were approved for ISO 14001 Environmental Management Systems at our office in Stockholm, which is our largest office. This is planned to continually improve our environmental activities and be able to meet requirements placed by our clients.



1.3. Calculations

A significant improvement from 2019 to 2020 is the availability and quality of data. Reducing the number of estimates has significantly improved the reliability.

2019 was the first year we collected data for our sustainability report. We collected data for CO2 emissions for 2017, 2018, and 2019 to measure, understand, and communicate the Netlight climate footprint and to set targets to manage change more efficiently. We followed the international standard for business climate calculations Greenhouse Gas Protocol, GHG1 guidelines and prepared data for scopes 1, 2, and 3. Through this process, we identified four areas that produce the largest emissions for Netlight.

1. Air and other travel.
2. IT hardware – Purchasing.
3. Offices – Heating and power consumption.
4. Food and events.

Identifying these four areas gave us the opportunity to address the issues we could affect the most and helped us improve our documentation for 2020. Through good communication with our landlords, internal skills development and documentation, we managed to prepare more certain and comprehensive data covering Netlight's CO2 emissions in 2020. We now have complete data for each of the Netlight offices,

all flights, IT purchase, and food for larger events (conferences). We could also obtain data for both rail and taxi travel in 2020. We plan to continue developing this process going forward and collect more information and data about Netlight's various emission sources.

Methods

Calculations are based on the international standard for company climate calculations (Greenhouse Gas Protocol) and conducted in partnership with GoClimate. We are aware that a significant portion of our emissions falls under Scope 3, and therefore take these calculations with greater concern even though this is not strictly required by the GHG protocol.

Delimitations

In 2020 we could measure Netlight's emissions with much greater accuracy based on better understanding within the company and improved data quality. We now have no emissions to report under Scope 1 (direct emissions) as Netlight did not own or lease any cars in 2020. Under Scope 2, indirect emissions from energy consumption, we now have greater coverage and more detailed data from all our offices to provide a fairer measure of Netlight's climate impact. Scope 3 involves emissions from the Netlight value chain, which have also broadened since we could consider additional aspects of our business travel (Scope 3.6). As previously mentioned, this has involved concentrating on the largest emission sources – IT hardware, air travel, and food.

1.4. Netlight and equal opportunity, culture, and social responsibility

Netlight is an IT and management consulting company with an open, encouraging, and unpretentious culture. Netlight's flat networking organization is characterized by strong commitment and accountability, where collaboration throughout the company includes each colleague having their own mentor and career coach. We have received several awards in recent years related to our growth and driving equal opportunity efforts.

A basic prerequisite for an equal opportunity company is a more balanced gender distribution. Equality is considered in everything Netlight does in our recruitment, sales efforts, and employees. We put added time and effort into contacting women to encourage them to enter our recruitment process, and work to ensure that women stay with us slightly longer on average than men. Netlight is a role model for equal opportunity and has a very strong brand as an employer in the forefront of equality activities.

A company has no values. People do. Every individual at Netlight enriches our culture with their various experiences and perspectives that they bring into the organization. Any of our employees can lead various projects they believe in, and can benefit them and the company, and in the end, also the customer. This may include encouraging eating more vegetarian at Netlight events or training clients for equal opportunity recruitment.

Netlight has the ambition to be a role model even outside the organization. Using equality initiatives and social responsibility like TechEq and The Code Pub, we want to influence the IT industry and society in general to promote equality within the industry. As part of our response to mitigate the effects of the pandemic, Netlight used temporary overcapacity for pro-bono projects supporting at-risk groups from the pandemic – e.g., God Hjälp (Good Help) in Sweden and Bring and Ring in Germany. Every year Netlight donates a gift that also gives back – as an investment in the climate or in society.

2. THE YEAR



2.1. Calculations and climate results

This year was shaped by the pandemic, which is also seen in our emissions. In 2020, our air travel was reduced by 93% while heating emissions declined 3%. Our largest emissions source instead became IT hardware, representing 53% of the total for the year.

Netlight pays climate compensation for the personal climate impact of all our employees, which started in 2019. We do this through GoClimate, investing in various climate projects that also contribute to UN global

sustainable development goals. These are calculated based on an average annual CO2 emission of 11 tons (in Europe) and is part of our employee offering.

Our environmental efforts, including Climate First, are a continuing process that requires continuous improvement, and which concentrate on individual opportunities to further develop Netlight through collaboration and joint initiatives.

“GoClimate supports companies taking inventory of their existing sustainability practices and calculating their specific carbon footprint in detail, offering advice on how to improve results going forward to keep targets in line with the Paris agreement.”

As a consultancy, Netlight has relatively low emissions for scope 1 and 2 because there is effectively no on-site production. Therefore, they are taking greater responsibility for their scope 3 emissions (up and downstream), as their travels, purchases and food consumption has a higher impact. They are taking great action to reduce these emissions by the use of progressive policies such as “veggie first” and “train first”, and minimising their scope 2 emissions by choosing green electricity.”

— Cecilia Lindén, Co-founder, GoClimate

TRAVEL 89 849 kg CO2

Emissions from air travel totalled 86,200 kg CO2 in 2020, 7% of that in 2019 (1,264,000 kg CO2). The average emission for each trip was 283 kg (305 trips in total). As stated in the Paris Climate Agreement, we want to reduce our CO2 emissions by 16 % annually, which we did in 2020 and 2019 (by 19%). The huge reduction in emissions is naturally due to the pandemic since travel between offices was restricted, why we held our conferences digitally. Going forward, we will review which meetings can be conducted digitally to continue reducing air travel emissions 16% annually as required by the climate agreement.

The Netlight policy Train First tells us to choose rail travel when possible. Other preferable transport modes include bicycling, public transport, or electric carpools. When air travel cannot be avoided, the entire trip shall be climate compensated. For 2020, rail travel cost 683 kg CO2, averaging only 1.3 kg each trip (520 trips). This is partly due to the many short rail trips reported. The Stockholm and Zürich offices had the most

of this type of travel. For 2019 the total number of trips increased 500%. For 2020, rail involved nearly twice as many trips as air travel. To a certain extent, this was also due to some air travel involve four rail trips for each flight – as with rail travel to and from Arlanda airport and the destination airport.

Taxi is calculated per krona spent, which is less exact than calculating per kilometre, but data is not available for that. This likely underestimates emissions for most offices since these are calculated at Swedish values. Still, including taxi travel provides an indication of the proportion of emissions – we know that the emissions from taxi travel are approximately four times greater than rail, but only 5 % the emissions of air travel.

Cars show low emissions since the company neither owns nor leases any, rather hire when needed, and then most often electric cars.

Travel emissions (kg CO2e)	Germany	Sweden	Finland	Norway	Denmark	Switzerland
Flight	22700	21400	6700	24800	5900	4700
Train	180	311	20	40	33	99
Taxi	1095	1374	162	196	83	n/a
Cars	n/a	8	49	n/a	n/a	n/a
TOTAL	23975	23092	6931	25036	6016	4799

IT HARDWARE 193 485 kg CO2

Total emissions from IT hardware: 193,485 kg CO2 This is interesting since it is now the largest source of emission after air travel declined significantly during the pandemic.

2018: 188 972 kg CO2

2019: 307 511 kg CO2

2020: 193 485 kg CO2

Still, while IT hardware is now our largest emissions, these have also declined compared to the previous year. This is largely due to our new policy from 2020 regarding reusing equipment, where Netlight offers used hardware rather than new to both new hires and current

employees.

The largest portion of emissions in 2020 from IT hardware is from new machinery representing 53% of the total. 22% of emissions came from new mobile phones and 18% from leased screens. Emissions per employee for IT hardware was 134 kg CO2. This is due to growth in the company which involved the occasional new computer purchase for new hires. Netlight has also rented screens for employee home offices rather than purchased new, to avoid eventually discarding them. Additionally, we moved into new, renovated, offices in 2020 which included larger floor space with more workstations necessitating purchase of new hardware.

OFFICES 69 460 kg CO2

2020	Heating	Electricity (market based)*	Electricity (location based)*	Food
Stockholm	4821	0	1688	970
Zurich	1066	995	973	84
Oslo	4839	18387	322	144
Helsinki Kluuvikatu 3	16588	0	1430	70,4
Helsinki Vuorikatu 20	2268	0	511	0
Munich	13464	0	18055	498
Hamburg	0	0	18903	208,8
Berlin	3043	0	36452	148,2
Copenhagen	403	0	859	85
Frankfurt	750	628	1005	0
TOTAL	47241	20010	80196	2209

2019	Heating	Electricity (market based)*	Electricity (location based)*	Food
Stockholm	4450	0	6441	2583
Zurich	n/a	n/a	n/a	1441
Oslo	2673	21270	5513	847
Helsinki Kluuvikatu 3	4761	0	1558	555
Helsinki Vuorikatu 20	n/a	n/a	n/a	n/a
Munich	21163	0	7809	498
Hamburg	15089	1635	5227	208,8
Berlin	550	0	1783	148,2
Copenhagen	n/a	0	483	85
Frankfurt	n/a	n/a	n/a	n/a
TOTAL	48686	22905	28814	11929

* The market-based method involves trade with guaranteed origin green electricity being included in the calculation. The local method involves using only average emissions in the appropriate power grid, that is, the allocation method does not consider trade with green electricity.

Frankfurt and the second Helsinki office, Helsinki Vuorikatu, were added in 2020.

For heating, we see a decline in total emissions by 1,445 kg CO₂, corresponding to 3%. This is due to having more offices in the calculation. The same applies to emissions from electrical power consumption, which show a decline of 2,895 kg CO₂, or 13%. Emissions from food also declined significantly by 9,720 kg CO₂, but this is likely mostly due to holding fewer events and having fewer participants at each event. The total calculated emissions from offices in 2019 were 83,520 kg CO₂.

Zürich – we have data for this year. Green electricity is assured going forward when we move to new offices in 2021.

Oslo – emissions are significantly higher than the previous year due to our nearly doubling the size of the office during 2020. We could make a notable difference here by switching to green electricity (guarantees of origin) since Oslo represents 92% of all emissions from electricity. Netlight is therefore currently tendering for a new electricity contract which will generate a reduction in emissions in 2021.

Helsinki – emissions from electricity seem higher since we did not have exact data for

2019, and Netlight hired extra temporary offices in Helsinki for the pandemic.

Munich – the footprint from heating was reduced significantly as the office reported gas as heat source in 2019, but for 2020 this is reported as district heating, which has a much smaller footprint per kWh.

Hamburg – could not be properly calculated in 2019 due to incomplete data. Now, office heating is from electric heating, which, due to the use of green electricity, means the footprint is zero.

Berlin – reported significantly higher consumption of heat for 2020 compared to 2019. This was due to a move to new offices with a new landlord.

Copenhagen – like Zürich could report consumption for the first time in 2020.

Frankfurt – is calculated using average figures from Germany (Frankfurt) and estimates regarding the WeWorks office since we received no data from WeWork.



FOOD (Summits) 3 842 kg CO2

2020

1,848 people (two events, the first with one meal, and the other with five). 302 chose meat, 1,466 vegetarian, 80 chose vegan.

3 842 kg

If everyone at the summits had chosen meat in 2020 the footprint would have been 11,544 kg.

2019

1,685 people (two events). 0 meat, 365 fish, 1,227 vegetarian, 39 vegan.

8 465 kg

If everyone at the summits had chosen meat in 2019 the footprint would've been 23,590 kg.

2018

1,403 people (two events). 8 meat, 529 fish, 808 vegetarian, 58 vegan.

7 423 kg

If everyone at the summits had chosen meat in 2018 the footprint would've been 19,642 kg.

Emissions allocated by Scope as per the GHG protocol: Food (Scope 3.1)

Emissions for food at events at Netlight office for 2020.

Zurich	84 kg CO2
Oslo	114 kg CO2
Helsinki	70 kg CO2
München	498 kg CO2
Hamburg	208 kg CO2
Berlin	148 kg CO2
Köpenhamn	85 kg CO2
Frankfurt	0 kg CO2

We held few physical events or meetings due to the pandemic, which is reflected in our emissions for food. The Netlight Veggie First policy has a significant impact on our events so that few request meat or fish. Berlin and Helsinki stick out for having 0 meat or fish dishes served during 2020. Munich had the most vegan servings.

Stockholm office emissions allocated by Scope as per the GHG protocol:

Scope 1

No emissions Rental cars for work travel are outside the company's operation control and are therefore classified under Scope 3.6.

Scope 2

Electricity and heating

4,821 kg CO2 for district heating, 0 kg for electricity (using the market based calculation method) since Netlight has chosen a green contract.

If the Netlight Stockholm office did not have the green electricity contract, then emissions from electricity consumption would have been 31,737 kg CO2.

Scope 3

IT hardware (Scope 3.2) – 26,208 for only mobile phones. Data for purchased laptops and screens are not allocated to specific offices.

Travel (Scope 3.6) – 23 092 kg CO2

Air travel – 21,400 kg CO2

Rail travel – 311 kg CO2

Taxi – 1,373 kg CO2

Auto – 7.5 kg CO2

Food (Scope 3.1) – 970 kg CO2

Emissions for food at the Stockholm office's events for 2020. If all the food served had been meat dishes, the footprint would have been 2,198 kg, or twice as high.

Risks and opportunities

As a service provider, Netlight has a relatively small environmental and climate impact whereby related risks are assessed to be low and directly associated with office-based activities, purchasing, business travel, and commuting to work. Netlight intends to reduce emissions by 16% annually as prescribed in the Paris Climate Agreement, and we, therefore, have implemented our Climate First environmental policy to adapt to renewable energy and fossil-free business travel.

Future calculations

Our next step is to calculate emissions from hotel stays and commuting. We will start with calculating for larger events and plan to determine a way to log our hotel stays. Commuting to offices is difficult to calculate during the pandemic since most of our employees work from home. When we return to primarily working from the office again, we will start collecting data through an employee questionnaire. For 2021 we have several planned office moves which will bring calculation of other purchasing, such as furniture.

ISO certification for environmental and quality management

In 2020 Netlight completed a certification audit with independent consultants Qvalify AB resulting in our approval for ISO 14001 Environmental Management and ISO 9001 for Quality Management at our largest office in Stockholm. This is planned to continually improve our environmental activities and enable us to meet requirements placed by our clients. The ongoing Netlight ISO activities are documented in a transparent and structured manner in our Intranet where every employee can report failures or improvements. ISO activities will continue at the Stockholm office where a team will continue monitoring to ensure that the processes measurements are performed as planned. Additionally, we will have continual audits, both internal and external to test our environmental and quality management systems.

Sustainable offices

Netlight's offices are our workplace, but also an important meeting place between colleagues, clients, and recruits. These offices also represent a large portion of our climate impact and we continuously work to use smart solutions and processes to reduce our emissions.

The central location of all our offices makes them accessible by bicycle and public transport. Company growth has brought a series of relocations

and renovations in recent years. 2020 saw us expanding or moving offices in Munich, Berlin, Oslo, and Helsinki. When renegotiating and entering new office leases, we have chosen to work with landlords who can offer green electricity contracts and smart recycling possibilities.

Everyone needs to be involved in climate activities and so all Netlight employees receive a review of our Climate First policy and an introduction to how we work with waste management at the office.

When renovating and purchasing new fittings and fixtures we actively try to reuse existing furniture, as well as using sustainable material. We have also worked to improve energy efficiency at our offices using LED lighting and energy conserving technology. In Oslo, we chose to remain at current office premises and renovate these to match needs with new floor space. To save resources, we have also worked to upgrade existing furniture to extend the lifecycle of these products.

2020 was the year of the office at home. To ensure a good work environment at home, we offered delivery of office furniture and technology to our employee's homes. We have primarily used current furniture at our offices and otherwise leased furniture and technology. This enabled us to avoid short-term investments in furniture and technology we do not plan to use in the future.

Environmental and climate training

Netlight has global sustainability committees which plan and operate environmental activities at the company. The Greenlight committee has regular meetings where employees at all levels who are interested in environmental issues discuss our environmental activities, and how we can make the greatest difference. Green Consulting drives Netlight environmental issues at our clients. We also have local sustainability committees that continually improve our environmental activities on a local scale, as with improving source separation or replacing plastics use with more sustainable options. GoClimate, our climate partner, conducts training for us regarding climate issues.

Greenlight

In 2020, Greenlight started the initiative “Make green noise” with the aim of arranging climate- oriented events and challenges. These were

designed to spread information and encourage commitment at Netlight and at our clients. This initiative was not started due to the pandemic, though we have held several digital events. This includes informing about Netlight’s climate related activities at our knowledge-sharing event EdgeX in Oslo for clients and recruits. Netlight in Copenhagen arranged a global remote-event, Global Sustainability Hygge, hosting external environmental and climate experts.

In the fall, Greenlight initiated several outdoor environmental activities in Stockholm, one was named “plogging” (combining jogging with picking up litter), while others combined hiking with picking up litter.

First Impression works on events, office, and purchasing for Netlight offices received training from GoClimate for climate activities within the company.

2.2. Equality initiatives

The Netlight strategic equality program, Vostok, started in 2013, includes everything Netlight does in relation to recruitment, sales, and employees. Netlight also has an equal opportunity policy, Declaration of Equality, that every partner in the company has signed, and actively follows to achieve our high standards.

Vostok opened our activities for more equality initiatives including starting a network for women working in the IT field, The Code Pub, which now has 5,000 members in Europe. They are working to attract more women from within the IT and technology industry. The

Code Pub is a meetup for women who want to become better programmers, and for those looking for more role models in the industry. Their objective is to be inspired, and to inspire others.

Our industry initiative, TechEq, which was started in 2014, is a challenge to tech companies to address their equality activities. In terms of equal opportunity, we are not competitors, but rather gain from everyone working to create greater equality in the industry. In signing this agreement, companies undertake to actively work for more equal gender distributions of women and men throughout their company, to collaborate with

other companies within TechEq, and to track the share of women to follow their activities. Currently, over 100 companies have joined TechEq.

Women of Netlight is an internal initiative that started in 2018 when we noticed that too many women at the company were leaving. We understood that concentrating externally on attracting new women recruits was not enough, and that we needed to address keeping everyone we had already hired. The objective of the network is to gather women from every level in the company to meet, find new role models and support each other career-wise in our male dominated profession.

Men for equality

Currently, Netlight is 28% women. 28% of the company cannot do all equality activities. Therefore, men at Netlight launched the Purple Pill initiative in 2018 where men could join to work on our equality activities. This is a forum where you can discuss actual cases and share experiences at regular lunches. We also have a group for the Slack initiative with some 200 men at Netlight where they discuss equality and share inspiration. The objective here is for all men at Netlight to have attended at least one lunch, and every participant is assigned to invite another male colleague to the next lunch.

Measurable targets and continual activities

In 2020, we continued concentrating on finding and recruiting more women to Netlight. We are therefore very satisfied that nearly one-third of our new hires for 2020 were women (31.6%), which was greater than the previous year. Netlight's budget includes clear equality targets. Our target for 2021 is to recruit 30% women, the same as last year. The recruitment team breaks targets into number of offers, interviews, and meetings. Every Friday the team keeps track of the number of women we have in the interview process, how many we meet, and how many receive offers so we can ensure we reach our targets. This requires continual monitoring and that

every person takes responsibility.

Equality clause

We have an equality clause in our contracts placing demands on our clients. This clause allows Netlight to cancel the contract with companies that discriminate based on gender or ethnicity.

Equal pay

We achieve equal pay using a transparent salary model applying equal pay at every consultant level and which is available to everyone in the company.

More the equal board of directors.

The board of directors is challenging the norm with 67% women and 33% men (Ingrid Engström, Helene Willberg, Lena Edström, Sofie König, Jonas Hovmark, Henrik Sidebäck).

Training in equality

Netlight holds training for various stakeholders in equality activities. This includes helping the student consultancy, We Know IT, providing workshops and lectures where we coach them on equality recruitment and tracking targets or figures.

We use our mentor program Empower women in tech to address women studying for technical degrees early, so they easily find

role models in the IT industry. This way we can link students with women at Netlight who then act as mentor or career coach. Netlight also shares its knowledge about recruiting more women with clients to help create a more inclusive culture.

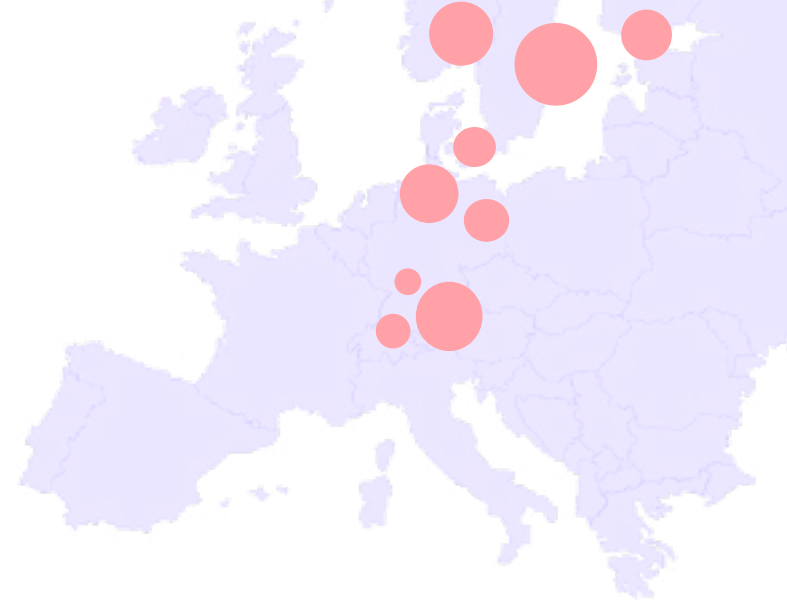
Internal equality training

Netlight recently added equality and diversity into our onboarding process for all new hires. In our training course, Inclusive Leadership, employees learn about Netlight's equality activities and how to incorporate inclusion in their leadership at Netlight and our clients.

All those working in sales and the interview process at Netlight take this course learning about unconscious prejudice and inclusive leadership.

Equality in family life

In 2020 Netlight in Munich opened a preschool for all employees to ensure that they could combine work with family life. Munich residents find that pre schooling is difficult and expensive to obtain. In making preschool available to the children of all our employees, they have the opportunity to restart working after parental leave, helping to create greater equality in family circumstances.

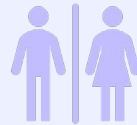


2.3. Culture and employees



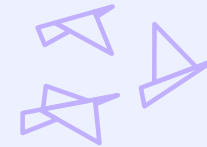
Employees per office 2020

Stockholm	701
Copenhagen	43
Hamburg	101
Munich	262
Berlin	70
Frankfurt	8
Helsinki	91
Oslo	140
Zurich	26



Total men/women

Group:
1025 men = 71 %
416 women = 29 %



Total employees at year end

Group: 1441

The internal Netlight sustainability strategy *Eternal Flame* is a supplement to our occupational health and safety activities, including collaborating with various external partners and support our employees appropriately. This strategy promotes a healthy work-life balance.

Employees

Our employees are our most important asset, so their well-being is vital to our sustainability efforts. We work proactively to ensure our employees can lead a sustainable work life. We track and follow up on staff turnover and sickness absence. For 2020, the latter was 2.5% (3%). We work to ensure that our work environment encourages good health and well-being. Our employees shall feel comfortable and be able to grow at Netlight, both professionally and personally. We, therefore, prepared our sustainability policy that all partners in the company have signed. We also have a health and safety policy to ensure that everyone feels safe and secure at the workplace. We uncompromisingly do not accept any form of harassment or bullying. Our work environment is characterized by openness, respect, and equality.

Sickness absence

Group 2.5 %
Men: 2 %
Women: 3 %

Work environment during the pandemic

From the beginning of the pandemic, Netlight has based all our actions on listening to experts to then form our own strategy based on recommendations from government authorities. Our course of action has been a balance between quick, decisive decisions and accurate, long-term decisions characterized by inclusion and participation. Our focus was to find new working methods that addressed the changed circumstances through continuous communication, transparency and presence. For this strategy, we addressed both the physical and psychological health of our employees taking both group-oriented and individual measures. Offices were kept open for those who couldn't work from home. We have implemented extensive measures to create safe offices, such as additional cleaning, distance markings, extra hand hygiene, and limits to the number of persons allowed in the offices at one time.

To reinforce the work environment at the employees' homes we implemented a series of ideas where modifications were based on the individual needs regarding ergonomic equipment. Working to maintain psychological health of employees, Netlight's internal mentors maintained continual checks on well-being and used new procedures with their adepts. On the group level, the company used directed measures to capture employee

needs.

Digital opportunities for relaxation or re-energizing through physical activity were offered. Individual support from HR or external partners was offered where the need arose as challenges to mental or physical health.



Culture

The challenge raised by not being able to meet physically brought on enormous creativity throughout the organisation. All of Netlight joined together to create a sense of belonging through presence in various channels and digital events, and by creating safe meetings. In this way, we created new platforms for interaction that also enabled global collaboration and belonging to a greater degree than before. We also re-engineered our training courses digitally to enable continuing building competencies, career growth, and relationships. Netlight does not cancel, but rather reset so we can grow through any challenges together.

Employee satisfaction

Netlight conducts annual employee surveys to measure employee satisfaction regarding learning, sustainability, mentorship, support,

compensation, the workplace, cooperation, and sense of belonging. This year's employee survey was conducted using a scale of 1 to 5. The final findings were an index of 4.17 for the entire survey.

Risks and opportunities

The greatest occupational safety and health risks are stress related symptoms and repetitive strain injuries. Netlight offers labour law courses for our mentors who lacked this competency or wanted to update their knowledge. Netlight has external partnerships for both proactive and reactive activities to address psychological ill health, as well as physical. The company also created an ergonomic guide for work from home that is available on the Netlight Intranet. Netlight has a risk assessment and action plan designed to maintain a safe office in the event of disease with a clear infection tracking process.

2.4. Human rights

Netlight has always actively supported diversity and inclusion that leads to greater innovation and quality. Our diversity policy, Declaration of Equality, provides for Netlight to treat every person equally regardless of gender, ethnicity, religion, or sexual orientation. The Netlight anti-discrimination policy, Netlight's Policy Against Harassment, provides for addressing every person with respect and enabling them to have the same rights and opportunities. All employees at Netlight live up to this policy and strive to prevent discrimination at the company and our clients. Netlight has also published guidelines for prevention of harassment of all kinds including when sexual in nature, offensive discrimination, and retaliation. HR conducts an annual risk assessment involving reviewing potential risks and consider measures for these.

2.5. Social responsibility

Netlight has the ambition to be a role model even outside the organization. Previous sections have described Netlight's activities to lay the foundation for greater equality in the industry through external initiatives. Our ambition is to act as a role model, and therefore we want to highlight two examples from 2020 where Netlight invested in and ran pro bono work to support public advocacy organisations.

GodHjälp (Good Help)

GodHjälp was started in 2020 to help individuals in at-risk groups receive free delivery of groceries and pharmacy products during the pandemic. A platform that allowed individuals to sign up as 'home heroes' was created. Netlight helped by implementing the platform

and assigning several of our consultants to the pro bono project. The app was released free of charge to the public within weeks after the initiative was started. By year-end, GodHjälp had linked volunteers to 2,617 at-risk individuals who received assistance with their delivery needs.

Bring & Ring

Bring & Ring is another assistance project for at-risk groups during the pandemic, comparable to GodHjälp but in Germany. Netlight supported the project with pro bono consultants who built the app within a week. The project has helped tens of thousands of at-risk individuals in Germany safely shop their groceries.

Hack your Future

In Copenhagen, Netlight partnered with Hack your Future in 2020. They are a coding school for refugees where our consultants provided CV and career coaching.

Investing in psychological health

2020 was a tough year for many and both Swedish and international public health has been tested. The internal Netlight sustainability strategy 'Eternal Flame' openly advocates employees' well-being and a healthy work-life balance. Following our internal sustainability strategy, we chose to invest EUR 50,000 in the organization 29k.org to support their efforts in promoting psychological development in society. 29k.org operates with the objective of achieving a general improvement in psychological health and prevention of ill health.

2.6. External suppliers

Netlight has high demands for business ethics and sustainability. This also applies to our partners. Netlight, therefore, established a code of conduct for our vendors in our Supplier Code of Conduct.

Netlight endeavours to be role models for equality and sustainability, where we want to influence others by collaborating with other companies and organisations who are willing to do the same. We want to work with organisations who recognize the principles of the UN Global Compact and fulfil the basic responsibilities for human rights, work environment, climate, and anti-corruption. Our partners care about environmental issues and take action to minimize their own negative impact on the environment and on issues related to equality and sustainability. We want to contribute to mutual and advantageous vendor relations that build on common values.

We now have new suppliers in 2020 that include Weride, a taxi service using only electric cars, and Aimo, a carsharing business using only electric cars. We use these to reduce our climate impact when we need to travel long distances.

2.7. Corruption

Netlight ensures we maintain our responsibility and business ethics with a strong commitment against bribery and corruption. Our firm conviction is that corruption is a threat to economic, social, and democratic development. It deters competitiveness and represents serious, long-term risks for companies. As a role model and trusted business partner, we feel others should also maintain a firm stance against bribery and corruption to act legally and ethically.

- We expect our suppliers to comply with all applicable anti-corruption laws.
- We expect our suppliers to neither take nor offer bribes or take part in any form of corruption.
- We expect our suppliers to comply with all applicable laws and international agreements regarding intellectual property and refrain from infringing these rights whether they belong to Netlight or a third party.
- We expect our suppliers to respect fair competition and open markets, and to therefore comply with applicable antitrust and fair competitiveness legislation.
- We expect our suppliers to respect and comply with all applicable confidentiality restrictions.

Our employees may not receive gifts or other benefits and work actively to combat corruption and unethical conduct.

Risks and opportunities

To ensure that our supplier invoices contain correct information, our finance department reviews all bills before they are processed for payment in two steps or more by Netlight authorized signatories and the bank. Internal controls and random sampling of accounts are conducted in regular intervals. To ensure that our vendor registry is updated with current information, we conduct semi-annual audits of our contract registry. Employees responsible for contracts are then asked to review all their contracts and to update these in conjunction with the finance department.

3. LOOKING FORWARD

Netlight is one of Europe's fastest growing IT consultant businesses. We have long-term ambitions stretching beyond 2050. We plan to continue our sustainability efforts by:

- Regularly measuring and monitoring our environmental impact and our global CO2 budget.
- Continually track and report total global climate emissions and environmental impact.
- Follow a CO2 budget that means we reduce our total emissions 16% annually.
- We make significant investments in our offices every year. For 2021, we plan to review our processes and procedures for creating sustainable offices and office moves.
- Increase the number of vegetarian meals.

- Review our IT hardware and continue to rebalance to more used equipment.
- Continue to follow and meet more women and work together with other companies in the industry for equality and inclusion.
- Measure experienced discrimination and harassment in our employee survey 2021.
- Require that suppliers assure compliance in their entire supply chain following the Supplier Code of Conduct by conducting audits either internally or using independent auditors and requiring contractual consequences for when these requirements are met.
- Act transparently to enable sharing our solutions between each other and creating greater impact together.

The Board of Directors and the CEO of Netlight Consulting AB (publ), in Stockholm, on the date set forth by our electronic signature

Ingrid Engström
Board Chair

Helene Willberg
Director

Henrik Sidebäck
Director

Jonas Hovmark
Director

Sofie König
Director

Lena Edström
Director

Erik Ringertz
CEO

Our audit report was submitted on the date set forth by my (our) electronic signature

Ernst & Young AB
Beata Lihammar
Certified Public Accountant

