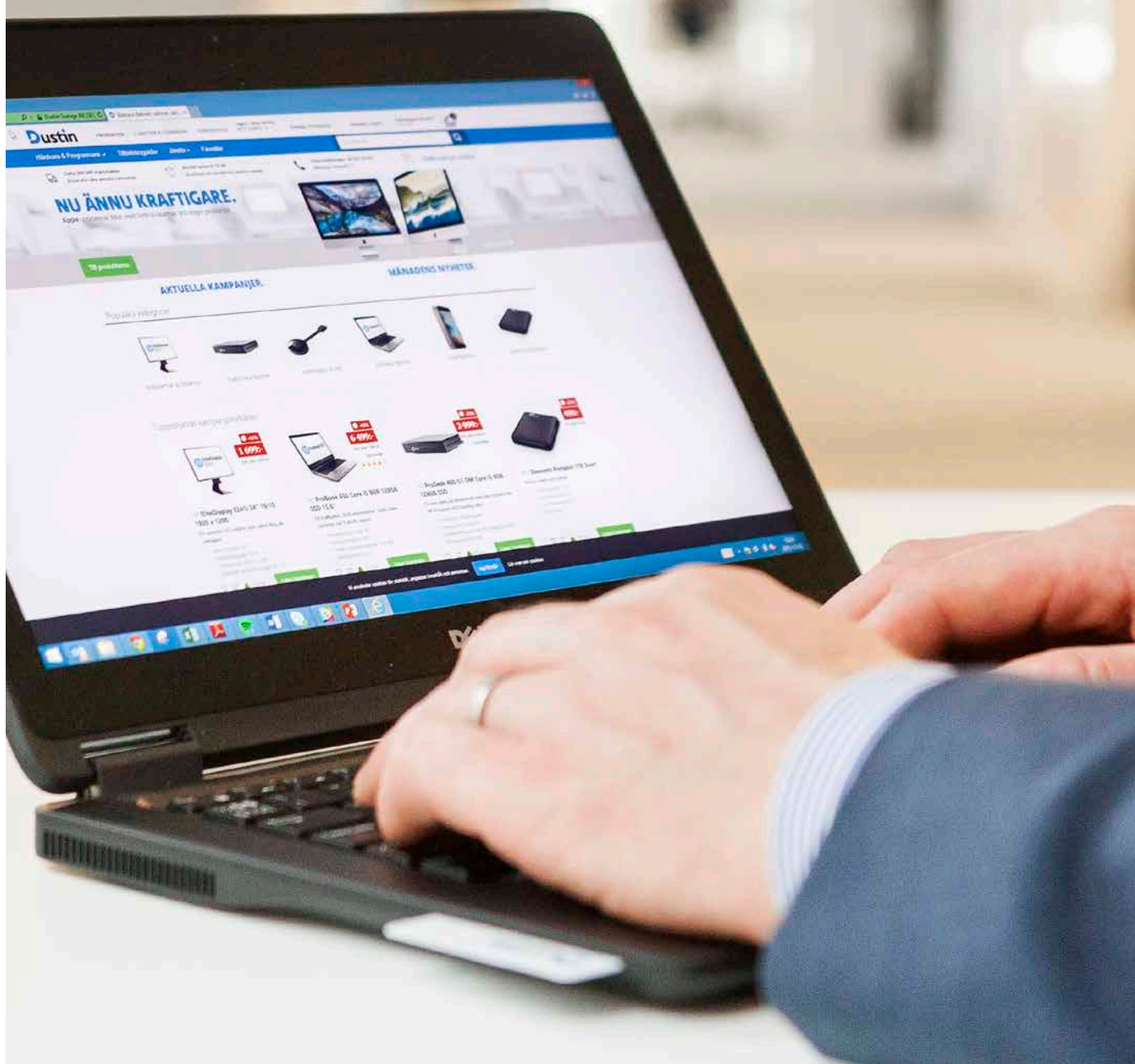


2014/15



## Sustainability Report

Step by step toward a sustainable Dustin

**Dustin**

Dustin is one of the leading Nordic resellers of IT products with associated services to companies, the public sector and consumers. Dustin offers approximately 200,000 products with associated services, functions and solutions.

The Group has operations in Sweden, Denmark, Norway and Finland, and has slightly more than 900 employees. Sales during the 2014/15 financial year amounted to approximately SEK 7.9 billion. About 90 per cent of Dustin's income derives from the corporate market. The Dustin Group is listed on Nasdaq Stockholm since February 2015 and has its head office in Nacka, Stockholm.

Some

**900**

employees

Net sales 2014/15

**7,9** Billion SEK

Founded

**1984**

More than

**100 000**

corporate customers,  
primarily SMEs.

Adjusted EBITA margin 2014/15

**4,5** percent

Adjusted EBITA 2014/15

**354**  
MILLION SEK

Chairman of the Board:  
**FREDRIK CAPPELEN**

President and CEO:  
**GEORGI GANEV**

**75%**  
online sales





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# We create long-term value through our sustainability efforts

In the 2014/15 financial year, we took a number of key strategic steps toward a more sustainable Dustin. We base our efforts on working together with our customers and suppliers to, step by step, promote a more sustainable IT industry and move toward becoming part of a circular economy.

## Positive and negative impacts

We operate in an industry that has substantial impact on the environment and people. Some of the impact is positive in the form of technology that reduces the need for transportation and travel, and which increases possibilities for people to partake of social networks and an unceasing flow of information. In parallel, as an industry we have a substantial negative impact in the form of transportation, manufacturing and increasing utilisation of resources. Our industry is also immature in terms of setting requirements on suppliers, an area we have identified as a major challenge moving forward. We think it's important to take our responsibility and contribute to drive the development both internally and in the industry.

## Equality – a high priority

Dustin believes in ambitious targets and good examples to achieve real-world change. During the year, we introduced a gender-balance target, which means that neither gender should ever comprise less than 40 per cent or more than 60 per cent of all employees. To increase equality among managers, we have introduced a requirement that the final candidates for all management recruitments must comprise at least one candidate of each gender and, naturally, of equal competence.

## Out first sustainability report

In our first sustainability report, we aim to describe the progress made over the financial year in a transparent manner, and would also like to present the challenges we are facing. We face these challenges humbly and are aware of the work required to meet them.

## An internal and external focus

Following several years of internal focus, we can look back on a year during which we started to look outward and initiated efforts to more clearly involve our customers and suppliers in sustainability efforts. We have accepted the challenge of setting social, ethical and environmental requirements for our suppliers and we have developed a Code of Conduct with the long-term aim of all vendors signing



it or having their own equivalent code of conduct. These efforts will remain in focus over the coming financial year.

## Collaboration with the World Wide Fund for Nature (WWF)

Through our active partnership with the WWF, we have laid the foundation for a collaboration that will enable us to progress toward increasingly climate-friendly and resource-efficient operations. The collaboration builds on a commitment from us as well as a commitment from our customers and suppliers. This provides us with the possibility, over time, of becoming part of a circular economy and contributing to a more sustainable industry.

## Sustainability drivers

Our customers are making higher demands on us to work with sustainability issues and offer sustainable products. As an operation based on limited natural resources, we are strongly driven toward using resources in a sustainable manner. In this way, we will be able to continue to create long-term value for our customers, employees and owners.

Georgi Ganev  
President and CEO  
December 9, 2015



# The first step toward integrated sustainability efforts

Dustin strives to integrate sustainability into operations. This means that sustainability efforts must be integrated into our business strategies and values as well as our communication. During the financial year, we have taken several key steps on the path to achieving the above.

## Larger operations means greater responsibility

Dustin is one of the leading resellers of IT products with associated services in the Nordic market. Our customers include companies, the public sector and consumers.

In recent years, Dustin has grown substantially. We have expanded from 500 employees in Sweden to, currently, more than 900 employees in the Nordic region. Growth means increased responsibility and, perhaps most of all, an increased ability to exert influence.

## Increased customer requirements

Sustainability is also a requirement placed on us by our customers and other stakeholders to a greater degree.

Moving toward more integrated sustainability efforts is one method of meeting these requirements.

## Looking outside of our organisation

Over the past few years, we have been working with sustainability issues focused on our own operations. Among other items, we have set targets for reducing our climate impact and we are already certified in accordance with ISO 14001, OHSAS 18001 and AFS 2001:1.

To continue to develop in the long term, we must dare to think outside the box and look outside of our own organisation. We need to reach a stage where sustainability efforts take place in collaboration with our suppliers and customers. During the financial year, we have taken several key steps on the path to achieving the above.

Stakeholder group	Sustainability dialogue 2014/15	Prioritised issues
Customers	Customer survey Ongoing customer dialogue	Efficient IT solutions Code of Conduct Social and environmental responsibility Conflict minerals Quality Recycling Employee policies Children's rights
Suppliers	Meetings	Value creating business relationships Business ethics Fair business and payment terms
Shareholders	Meetings	Return on invested capital Sustainability issues Business ethics
Employees	Employee survey	Healthy work environment Development and career opportunities Diversity and equality Business ethics Health Social and environmental responsibility
Stakeholder organisations*	Meetings	Social and environmental responsibility Conflict minerals Chemicals Children's rights Diversity and equality

\* During 2014/15, we had a dialogue with the WWF, Save the Children, Swedwatch and TCO Development.



### Five focus areas

During the autumn 2014, Dustin's Executive Management team and the Board established five focus areas that will be addressed over the coming years. The focus areas have been selected in dialogue with Dustin's key stakeholders, including our owners, customers, employees, suppliers and stakeholder organisations. A number of key ratios and strategies have been defined for each focus area.

### Shared responsibility

Each focus area has one person responsible in the form of a manager from business areas, such as HR, purchasing and logistics. Each quarter, our Head of Sustainability compares the trend to our key ratios and strategies. The Sustainability Council, which includes the Executive Management team and the CEO, meets each quarter to review the results.

### Fundamental principles

Dustin is member of the UN Global Compact and complies with the UN's Universal Declaration of Human Rights, the ILO Conventions and the OECD guidelines. Our fundamental

values and principles for responsible behaviour are described in our Code of Business Ethics and the Code of Conduct for suppliers.

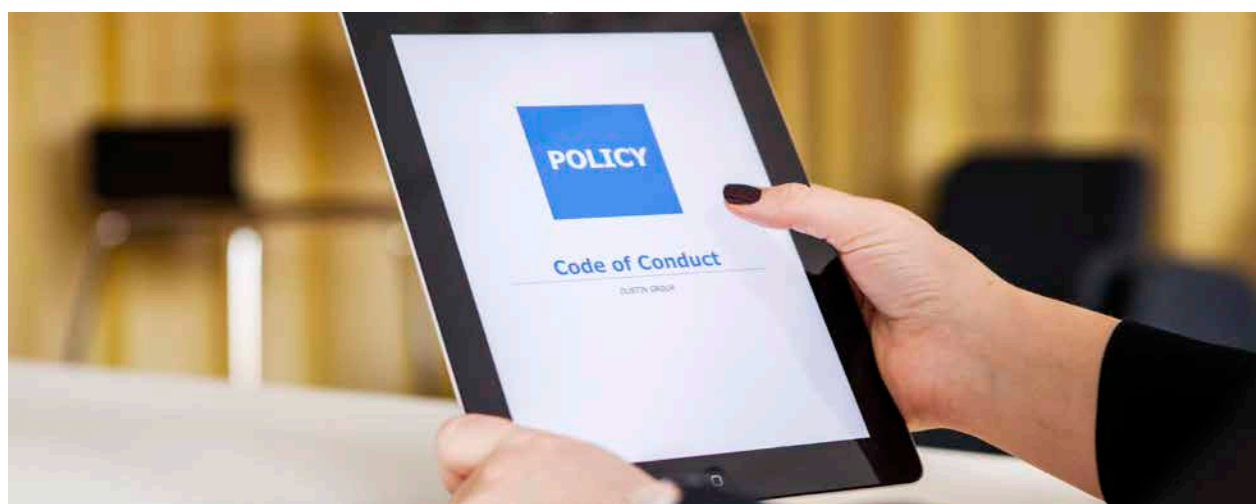
### Partnership with the World Wide Fund for Nature (WWF)

We initiated a partnership with WWF during the financial year. Together, we have set targets defining how we can contribute to more sustainable IT solutions and to a reduction in climate impact. The partnership requires that we reduce our carbon emissions and take greater responsibility for sustainable use of resources. Through this partnership, Dustin also supports WWF's Climate Solvers project, a WWF initiative to identify technological solutions that can combat climate change.



## DUSTIN'S FIVE FOCUS AREAS

FOCUS AREA	DESCRIPTION	TARGET	RESULT 2014/15
<b>RESPONSIBLE PURCHASING</b>	The products that we sell are manufactured in a socially, ethically and environmentally responsible manner.	100 per cent of our suppliers, from which the purchases amounted to more than SEK 200,000 or its equivalent per year, are required to meet the undertakings set out in our Code of Conduct.	We have initiated efforts to map and set requirements for our suppliers. During the financial year, our largest suppliers, which account for about 85 per cent of sales, signed our Code of Conduct or have their own codes of conduct that correspond to our expectations.
<b>REDUCED CLIMATE IMPACT RESPONSIBLE USE</b>	We will continuously reduce our climate impact.	We will reduce our climate impact by 40 per cent by 2020, compared with 2014/15.	We carried out a base year's measurement that shows that our climate impact amounted to 2,811 tons of carbon dioxide equivalents (CO2e).
<b>OF RESOURCES BUSINESS ETHICS AND</b>	We will use the resources, on which our business is based, responsibly.	We will extend the product lives of those products used in our business by 20 per cent.  We will have recovered 140,000 sold units by 2020.	We started 2014/15 result will be published 2015/16.  We have recovered 1,272 sold units.
<b>ANTI-CORRUPTION</b>	We will always act in an ethically correct way and counteract all forms of corruption.	100 per cent of our business areas will undergo a risk assessment concerning business ethics and corruption.  100 per cent of incidents reported will be followed up.	100 per cent of our business areas have undergone a risk assessment concerning business ethics and corruption.  No incidents were reported.
<b>EQUALITY AND DIVERSITY</b>	We will promote equality and diversity at all levels in the organisation.	By 2020, each gender will make up at least 40 and maximum 60 percent.	In total: 78 per cent men and 22 per cent women. Management level: 80 per cent men and 20 per cent women. Executive Management: 91 per cent men and 9 per cent women. Board of Directors: 83 per cent men and 17 per cent women.



# Responsible purchasing

One of Dustin's greatest challenges is to ensure that the products we sell, are manufactured in a socially, ethically and environmentally responsible manner. We will continue to prioritise this area moving forward.

## Risks at suppliers

During the financial year, we initiated efforts to map our suppliers to be able to identify any sustainability risks in the supply chain.

The largest risks pertain to the extraction of raw materials and in the manufacturing of products we sell. The products are mainly manufactured in Asia, in high-risk countries in terms of human rights, the environment and business ethics. A risk exists that a number of Dustin's products contain conflict minerals.

80 per cent of purchases are made through distributors. The remainder are primarily through major manufacturers.

Manufacturers are more closely linked to the factories in which our products are manufactured and, at the same time, have progressed further with their efforts to set sustainability requirements. Several of them are members of the EICC (Electronic Industry Citizenship Coalition). In parallel, there are manufacturers in our supply chain that we have assessed as high-risk suppliers.

We have identified distributors as a risk group since they seldom set requirements for the suppliers that they work with.

## Code of Conduct for Suppliers

During the financial year, Dustin has prepared a Code of

Conduct for Suppliers. At the end of 2014, this was sent to all suppliers used by our Nordic operations and from which annual purchases totalled more than SEK 200,000 or its equivalent. We have asked suppliers to sign the Code or send their own code of conduct to us. We have also implemented a requirement that all new suppliers, irrespective of amounts purchased, sign the Code or show that they have their own equivalent code.

During the financial year, our largest suppliers, which account for about 85 per cent of sales, were among those who signed our Code or sent their own codes of conduct to us. Over the next financial year, we will continue efforts to ensure that more suppliers in the target group sign our Code or demonstrate that they have an equivalent code in place.

## Follow up of suppliers

We conducted meetings in the financial year with those suppliers we assessed as high-risk suppliers. We have not terminated any partnerships with any supplier but we have maintained a dialogue with those that did not sign the Code. Following these efforts a few more signed the Code.

## Conflict minerals training

During the financial year, Dustin's purchasing and product departments underwent conflict minerals training. The training was organised by the organisation Swedwatch.

### Dustin's Code of Conduct covers the following areas:

- Legal requirements
- Freedom of association and the right to collective bargaining
- Prohibition of discrimination
- Salaries and benefits
- Working hours
- Occupational health and safety
- Housing conditions
- Prohibition of child labour
- Terms of employment
- Prohibition of forced labour and disciplinary measures
- Environmental protection and environmental work
- Conflict minerals
- Business ethics



## One year of following up suppliers

Interview with Robert Pap, Head of Purchasing

### What have you focused on during the year?

We have taken the first step in efforts to set social, ethical and environmental requirements for the distributors and manufacturers that we use. We have focused on mapping the supply chain risks and have started to prepare a system for evaluation and follow-up. A lot of work still remains before we have reached our goals but, in our assessment during the year, we obtained a good view of the risks and challenges that we face.

### What is your greatest challenge?

The greatest challenge lies in trying to get the distributors we collaborate with to work with sustainability issues. The manufacturers have made much more progress. Another major challenge is managing the large number of suppliers that we work with.

### What will you focus on moving forward?

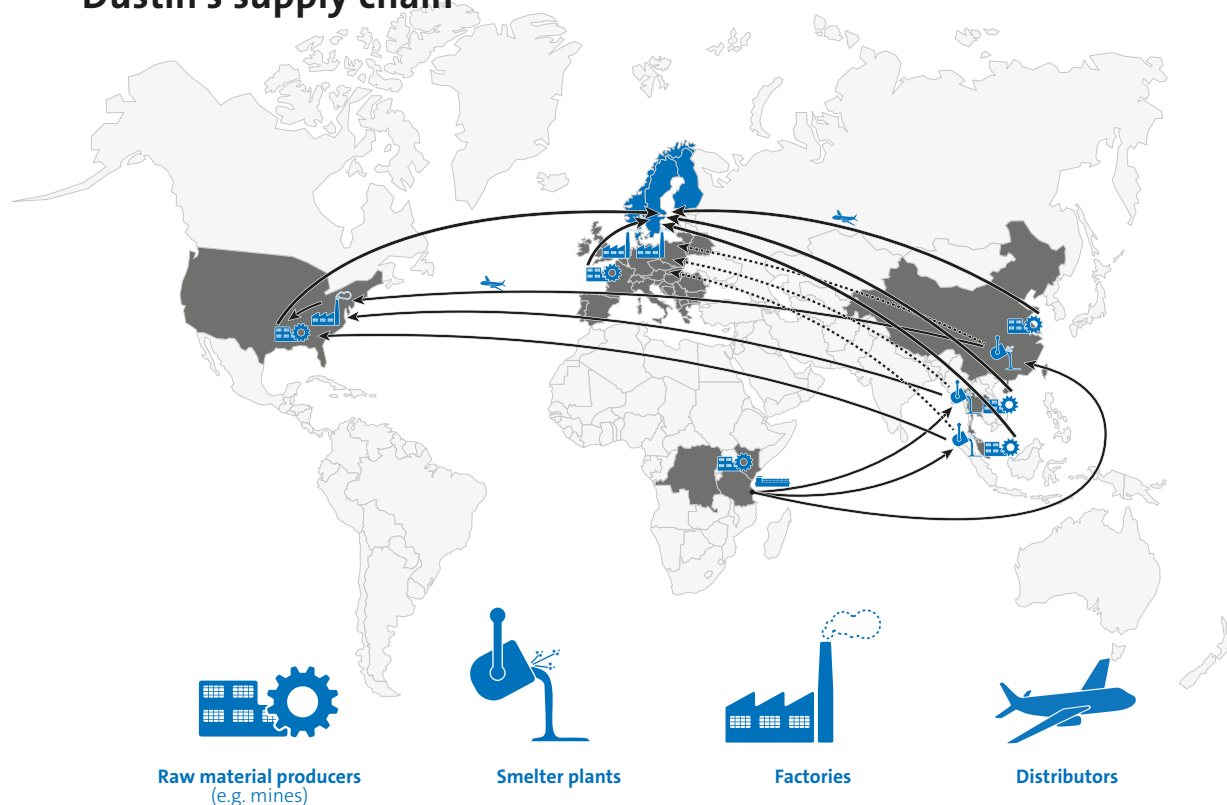
We drive the process forward and try to get suppliers to take a greater degree of social, ethical and environmental responsibility.

ROBERT  
PAP



By having a high ambition and continuously improve both setting and following up requirements we can drive the development in the right direction. In order to succeed both we and our suppliers have to follow a learning curve in order to increase our knowledge of and commitment to these issues.

## Dustin's supply chain



# Reduced climate impact

We endeavour to gradually decrease our climate impact. We measured this for the first time during the financial year, which has given us a target to base our efforts on moving forward. The target is to reduce our climate impact by 40 per cent by 2020.

## Dialogue with the freight carriers

Dustin's greatest opportunity to reduce climate impact is in logistics, where contact with suppliers is good and where emissions account for a substantial portion of our total emissions. We have therefore decided to prioritise this area.

We maintain continuous dialogue with our freight carriers to jointly develop a more efficient method of transporting goods. Within the framework of this dialogue, we discuss areas including choice of fuel, the development of new vehicle fleets, the possibility of using electric vehicles in cities and the benefits of Green driving.

## The importance of packing correctly

Our target is that the trucks carrying our goods are at least 80 per cent full. We have also engaged a packing instructor who is training our employees in how to pack products to minimise the quantity of paper used as filling in the packages.

## Trend in online sales

Dustin opened one of the first online stores in Sweden in 1995. E-commerce remains the core of our operations and accounted for 75 per cent of sales in the financial year.

We endeavour to continuously improve our online operations. This enables us to further reduce the need for transportation.

## Possibility of e-invoicing

We will also offer our customers the possibility of receiving electronic invoices. This will reduce transportation needs and paper consumption. During the financial year, 70 per cent of our customers chose electronic invoices.

## Energy-efficient properties

As far as possible, Dustin strives to reduce the climate impact of the properties we lease. Our measures include working to optimise use of space and by choosing Green electricity.

The building in which our logistics center is located is Green Building certified. Our new office in the town of Moss in Norway and our concept store in Stockholm are located in environmentally certified buildings.

During the financial year, energy consumption in these premises was 7,271 MWh. This figure included the energy consumed by our data center, which is located off-premises.

## Our climate impact in the 2014/15 financial year

Dustin's climate impact in the financial year was 2,811 tons of CO<sub>2</sub>e. Logistics account for the majority share of our climate impact, followed by premises and business travel. During the financial year, Dustin made a saving of 72 tons of CO<sub>2</sub>e by sorting and recycling waste. The method used to calculate climate impact was the GHG Protocol Corporate Standard.

Logistics, 1,691 tons CO<sub>2</sub>e  
Premises, 660 tons CO<sub>2</sub>e  
Business travel, 532 tons CO<sub>2</sub>e  
Waste, 72 tons CO<sub>2</sub>e



2,811  
tons  
CO<sub>2</sub>e

# Responsible use of resources

Dustin's operations are dependent on resources. Resources in the form of raw materials and energy, required to manufacture the products that we sell, and the fuel used to transport these products to our customers. We are building long-term sustainable operations through responsible use of these resources.

## Making choice easier for customers

We want to help our customers make informed choices. Our aim is to increase the share of eco-labelled products in our range and we work continuously to improve information on the website regarding the impact our products have on health, safety and the environment. We also strive to reduce the proportion of products that contain chemicals that we know negatively impact the environment and people's health.

## Product recovery

At Dustin, we endeavour to extend product lifetimes by encouraging our customers to return them to us when they no longer need them. Firstly, we ensure products are reused by selling them as second-hand products. Secondly, we ensure they are recycled. By 2020, we aim to have recovered 140,000 sold products.

Thus far, the possibility of returning products has only been used to a minor extent. During the financial year, 1,272 products were returned to us. This corresponds to 0.07 per cent of the number of products sold that could be returned, ie all products with the exception of services and software. 67 per cent of the returned products were sold on as second-hand while the remaining 33 per cent were recycled.

We also encourage our customers to reuse or recycle products that they do not return to us.

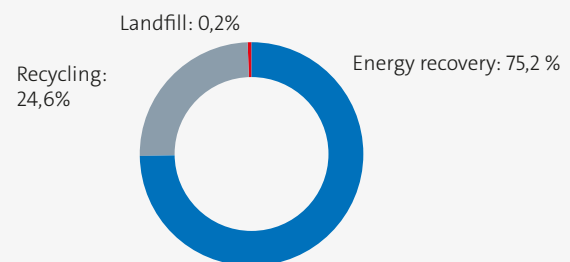
## Extending the life of internal products

We aim to extend the product lives of those products used in our business by 20 per cent. To reach this target, our IT department has been mandated to purchasing products that last longer. Employees whose computers or mobile phones break down primarily have to exchange these for second-hand products.

## Waste management

Dustin aims for as high a share as possible of the waste we create to be reused or recycled. During the year, we signed a new agreement with IL Recycling and have also worked on improving our own sorting of material for recycling. During the year, the amount of waste totalled 547.6 tons of which 18.3 tons was classified as hazardous waste. 25 per cent of the waste was sent for recycling.

Dustin's waste management in the 2014/15 financial year



# Business ethics and anti-corruption

We will never accept corruption or any other action that conflicts with our ethical guidelines. Therefore, we implement continuous risk assessments. We also invest in preventative efforts.

## New risk assessment process

In the financial year, we established a new process to identify risks within our business areas. The risk assessment provides the management teams for the respective business areas with the possibility of identifying the main risk areas, prioritising these, assessing the efficiency of current controls and, when needed, preparing an action plan.

## Identified risk

All of our nine business areas underwent a risk assessment during the financial year. The main risk identified were:

- The giving of bribes to obtain orders/contracts
- The acceptance of bribes prior to awarding orders/contracts
- External or internal fraud

These risks can have legal consequences and lead to loss of reputation and a weaker financial position for Dustin.

## Policy for business ethics and hospitality

Dustin has a policy for business ethics and hospitality that all employees have been informed of. Business ethics is also included as part of our Code of Conduct for suppliers. As part of ensuring that our employees are aware of the policy, we utilised a system during the financial year

through which they confirmed by way of electronic signature that they had received the information. We have also followed up on this with a number of control questions, which they have had to answer.

Several of our business areas also underwent business ethics training during the year.

## Reporting system

The individual tasked with main responsibility for compliance at Dustin is the Chairman of the Audit Committee. Any deviations from adopted policies pertaining to business ethics or corruption can be reported by e-mail directly to the manager responsible and via an external whistle-blower function. This is made clear by, among other things, Dustin's adopted whistle-blower instruction.

The external service guarantees anonymity and further strengthens possibilities that suspected cases of corruption or other departures from our business ethics policy are reported. The external service is administered by the Head of Legal and Head of Reporting and Internal Control.

No cases of corruption were reported in the financial year.





# Employees

Our operations depend on being able to offer a high level of service to our customers. Without the commitment and skills of our employees, it would not be possible to maintain the required quality to continue to be a successful market player. In the latest employee survey we had an employee satisfaction index of 87 per cent.

## Equality and diversity

Dustin promotes a balanced gender distribution across the entire organisation. We are firmly committed to reaching our target that each gender will make up at least 40 and maximum 60 percent.

To achieve this, we have decided that all management recruitments must comprise at least one candidate of each gender with equal competence among those assessed as the foremost candidates. In Sweden, we are driving the “Women in Business” and are involved in “Womentor”.

Dustin also wishes to promote increased diversity in terms of age and share of employees with a foreign background. We disassociate ourselves from all forms of discrimination. No cases of discrimination were reported in the financial year.

## Health and safety

Health and safety are areas that we have worked with for a long time. We are work environment certified under OH-SAS 18001 and AFS 2001:1 and work continuously to obtain an enhanced work environment with lower absenteeism and fewer work-related injuries. During the financial year, we reported seven work-related injuries. These pertained primarily to fall and traffic-related injuries. Absenteeism was 3.4 per cent during the financial year.

## Competence development

Competence development is organised locally at Dustin and is based on the various roles and needs of our employees. The personnel in our sales and product departments already receive regular training. This also applies for specialists in, for example, IT. The challenge moving forward lies in creating a competence development structure that includes all our employees and which enables us to systematically offer training based on existing needs.

We initiated a leadership development program during the financial year. The executive management and the management in Denmark have undergone further leadership training and similar courses will be implemented in Sweden and Norway in 2015/2016.

## Two employee dialogues each year

Our aim is for all employees to be offered employee dialogues on at least two occasions each year. In certain business areas, such as sales, even more dialogues are conducted.

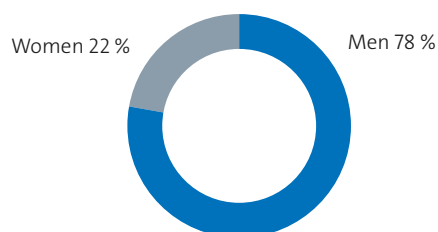
## Implementation of our values

During the financial year, we have worked with implementing our values. In conjunction with the Dustin Nordic Summit event, which took place in the autumn of 2014, these values were presented to our employees who were also involved in how Dustin will work with these going forward.

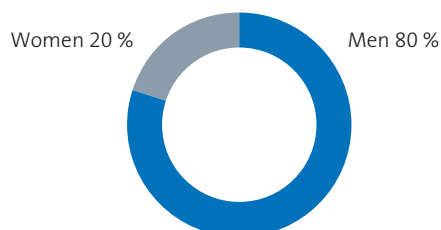


# Equality and diversity







## Gender balance at Dustin, total









## Gender balance at management level, total



## Breakdown by country\*

	Men	Women
 Dustin Sweden excl. IT-Hantverkarna	68 %	32 %
 IT-Hantverkarna	97 %	3 %
 Dustin Norway	82 %	18 %
 BusinessForum	79 %	21 %
 Resolute	100 %	0 %
 Dustin Denmark	83 %	17 %

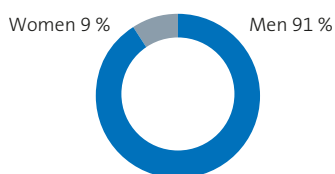
## Breakdown by country\*

	Men	Women
 Dustin Sweden excl. IT-Hantverkarna	68 %	32 %
 IT-Hantverkarna	90 %	10 %
 Dustin Norway	80 %	20 %
 BusinessForum	100 %	0 %
 Resolute	100 %	0 %
 Dustin Denmark	100 %	0 %

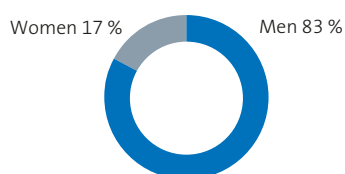
\* IT-Hantverkarna, BusinessForum and Resolute are separate brands and are therefore reported separately.

## Gender balance in the executive management and the Board

### Executive Management

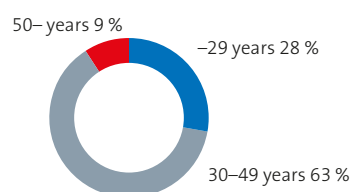


### The Board of Directors

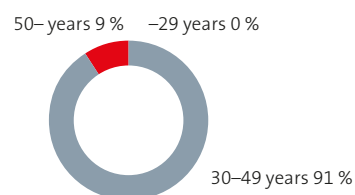


## Age breakdown at Dustin

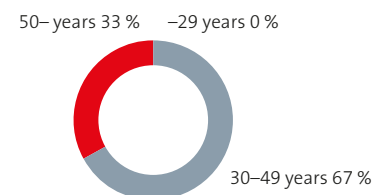
### Total



### Executive Management







### The Board of Directors











## Dustin's staffing

**Total 944**

<b>Permanent employees</b>	<b>906</b>	<b>Full-time employees</b>	<b>892</b>	<b>Sweden</b> 	<b>614</b>	<b>Finland</b> 	<b>98</b>
Men	703	Men	707	Men	464	Men	81
Women	203	Women	185	Women	150	Women	17
<b>Temporary employees</b>	<b>38</b>	<b>Part-time employees</b>	<b>52</b>	<b>Norway</b> 	<b>117</b>	<b>Denmark</b> 	<b>115</b>
Men	34	Men	30	Men	96	Men	96
Women	4	Women	22	Women	21	Women	19









## Health and safety

Absenteeism	Total	Work-related*	Total work-related injuries
<b>Total</b>	<b>3,40 %</b>	<b>0.20 %</b>	<b>Total 7</b>
Sweden 	4.01 %	– %	Sweden  2
Norway 	2.86 %	0.19 %	Norway  0
Finland 	1.60 %	0 %	Finland  4
Denmark 	3.51 %	1.32 %	Denmark  1

\* Work-related absenteeism includes Norway, Finland and Denmark. Data from Sweden was not available.

## Staff turnover

**Staff turnover 12 %**

Number of leavers	Number of new employees
<b>Total 168</b>	<b>Total 158</b>
Men 133	Men 107
Women 35	Women 51
–29 years 73	–29 years 72
30–49 years 89	30–49 years 79
50+ years 6	50+ years 7
Sweden  102	Sweden  110
Norway  34	Norway  11
Finland  4	Finland  10
Denmark  28	Denmark  27

# About this Sustainability Report

This is Dustin Group AB's first sustainability report. It encompasses the Group's sustainability work during the financial year from September 1, 2014 – August 31, 2015.

We follow the guidelines in the international Global Reporting Initiative standard and report in line with G4 – Core level. The report showcases our sustainability work within the framework of the five focus areas established by Dustin's Executive Management and Board. The focus areas were selected in dialogue with our key stakeholders.

The report was prepared in collaboration with Hållbar Utveckling Sverige AB.

If you have any questions please contact:

Georgi Ganev  
President and CEO  
georgi.ganev@dustin.se

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G4-32	The report is in accordance with GRI Core	16
G4-33	Process regarding external review	The report has not been reviewed by an external party

Governance		
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Etik och integritet		
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## SPECIFIC STANDARD DISCLOSURES

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Emissions	G4-EN15 Direct emissions of greenhouse gas (Scope 1)	10
	G4-EN16 Indirect emissions of greenhouse gas (Scope 2)	10
	G4-EN17 Indirect emissions of greenhouse gas (Scope 3)	10
Transport	G4-EN30 Environmental impact of transportation	10
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Products and Services	G4-EN28 Percentage of products returned and recycled	11
Supplier assessments	G4-EN32 Percentage of new suppliers that were screened using environmental criteria	8-9
	G4-EN33 Supplier assessment based on environmental criteria	8-9

Material aspects	Indicator/Disclosures on Management Approach	Page
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Competence development	G4-LA11 Percentage of employees receiving regular reviews	13
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