

# Corporate Social Responsibility

Communication on progress 2019, UN Global Compact

Compliance with sections 99a of the Danish Financial Statement Act for the financial year 2019

Digital transformation  
for a better tomorrow



# Columbus in short

Columbus is a global IT services and consulting company with more than 2,000 employees serving 5,000+ customers worldwide. Columbus helps ambitious companies to maximize, transform and futureproof their business digitally.

Columbus' innovative solutions and services portfolio 9 Doors to Digital Leadership® delivers end-to-end digital solutions like cloud ERP, eCommerce, Data & Analytics, and Application Management that address the lifecycle and sustainability demands of the retail, distribution, food, and manufacturing industries.

Columbus was founded in 1989 and is headquartered in Denmark with offices and partners all over the world, delivering solutions and services locally—on a global scale.



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This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

# Statement from the CEO

As a global company, we are committed to drive positive social and environmental change on a global scale. In 2019, Columbus took an important step in contributing to making the world a better place by defining our corporate purpose and committing to the UN Sustainable Development Goals.

The UN's world goals are challenging thousands of companies to raise their level of ambition to the meet the needs of society by integrating sustainability into business strategy.

Columbus is committed to contributing to reaching the UN Sustainable Development Goals. In 2019, Columbus launched our corporate purpose statement "Digital transformation for a better tomorrow" which sets our direction for our business in the future.

An important part of our purpose is to contribute to the UN Sustainable Development Goals by acting responsible as a business and by helping our customers run a growing, profitable and sustainable business.

As we enter 2020, we enter a decade where digitalization and sustainability are becoming two of the most powerful market influencers. Each will change management practice, and more broadly, business and society.

Sustainability is no longer considered a cost burden in business but increasingly a business opportunity linking value to sustainability.

We help our customers optimize and improve their business processes and resource consumption, minimize waste in production, diminish emissions of

chemicals, reduce energy and water consumption and optimize distribution.

We know that advanced technology and services such as Business Intelligence, Analytics and Enterprise Resource Planning are core enablers to reach sustainability goals while optimizing and growing the business.

## Living the Columbus Values

Columbus is a people business. Our greatest asset is our people. During recent years, Columbus has been growing our organization to double size, both organic and acquisitive. The merger of different cultures, ways or working and experiences, creates a need to have a common understanding of how we treat each other, interact with customers and how we run our business.

Therefore, it is important that we have a common language and understanding of what defines Columbus.

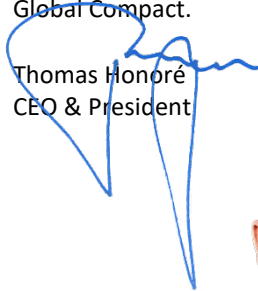
In May, we initiated a global value program with the purpose of creating a common understanding of the Columbus identity – our DNA. The Columbus DNA is deeply rooted with our Chairman of the Board, Ib Kunøe, who founded the values "Brains, Guts

and Heart" many years ago and have lived by them ever since.

With the Columbus values; Brains, Guts and Heart, we have a guiding star that unites across countries, cultures and communities. I am amazed and grateful of how our employees has embraced the values and have made them their own.

Columbus considers the overall achievements in relation to the company's corporate social responsibility to be satisfactory and in line with the 10 principles of the UN Global Compact.

Thomas Honoré  
CEO & President



# UN Global Compact Principles

Columbus's goal is to run a sustainable and profitable business. The CSR-efforts is an integrated part of our business model and comply with The UN Global Compact's ten principles.

Columbus has been part of the UN Global Compact since 2012, which shows our commitment to being socially and environmentally responsible.

Columbus supports and enacts ten general principles of corporate social responsibility.

These principles are based on internationally recognized conventions on human rights, labour standards, environment and anti-corruption.

With this document, we confirm our support of the ten principles of the United Nations Global Compact and describe our actions to continually improve the integration of the principles in our business.

**WE SUPPORT**



Columbus has been a signatory to the  
UN Global Compact since 2012.



# A global sustainable business

In Columbus, we are committed to take care of our customers for life and help them reach their goals for a sustainable, growing and profitable future through digitalization. Columbus's goal is to run a sustainable and profitable business.

## A global business

Columbus is a global IT services and consulting corporation with more than 2,200 employees serving our customers worldwide.

Columbus holds a market leading position within the manufacturing, retail, distribution and food industries in our key markets.

We are experts in designing, developing, implementing, upgrading and maintaining digital business applications that help your business succeed in the digital transformation.

We offer a comprehensive solution portfolio with deep industry knowledge, extensive technology expertise and profound customer insight.

Columbus' business model is highly transparent, and is built on three value drivers:

- Sale of consultancy and project implementation services
- Sale of Columbus Software licenses
- Sale of Columbus Care, Columbus Software, third-party software subscriptions, cloud and hosting which is recurring revenue

Columbus' main deliverables are services related to software and consultancy. We operate with a global

delivery model that allows us to deliver 24/7 support to our customers.

## Columbus2020 strategy

Columbus' five-year strategy, Columbus2020 was born with the ambition to be a leading global value provider of digital business solutions in selected industries.

Columbus continues to invest in new innovative business solutions, while at the same time optimizing and streamlining our services business. Ensuring satisfied and successful customers is an essential focus area for Columbus, as well as engaged and motivated employees.

Columbus2020 comprises four strategic interconnected elements; Customer Success, Digital Leadership, Our People and Process Excellence.

## Risks related to CSR

As a global company operating in a highly competitive and rapidly changing global marketplace, Columbus is exposed to a number of commercial and financial risks. Consequently, it is essential for Columbus to ensure that risks are constantly identified, monitored and controlled in order to reduce potential negative impact on growth, activities and results.

As Columbus has grown and developed over time, focus on risk management

has increased and become an integrated part of the Group's business activities. By constantly monitoring and mitigating risks, Columbus aims to reduce risks to an acceptable level.

The Executive Board is responsible for the ongoing risk management and continuously considers and reviews key risks. Risk management is reported to and discussed with the Audit Committee at committee meetings during the year.

The main drivers for Columbus' CSR actions are related to employees. Employee retention and recruitment are important focus areas. Therefore, the main risk identified within CSR is the failure to attract and keep our skilled employees. Columbus considers stress as a risk factor to keeping a healthy working environment, and therefore we continuously focus on stress handling and prevention in the local business units.

In addition, the brand and reputation of Columbus is a key area as this is key in attracting talents to Columbus.

Our due diligence processes and guidelines for good business behaviour established for employees and suppliers is formulated in our Code of Conduct and include firm value-based principles that address any risk that could occur concerning these matters. Columbus therefore considers the risks related to anticorruption to be limited.

Columbus considers the risk related to negative climate and environmental impact to be limited as activities related climate are limited to energy consumption at data centres and

offices as well as business travel. As we do not produce any physical products the non-financial risks related to the environment are limited.

As part of the risk management, Columbus has established a whistle-blower function for expedient and confidential notification of possible or suspected wrongdoing.

Columbus has described our main risks and the measures installed to mitigate them in the Annual Report for 2019.





# Digital transformation for a better tomorrow

Columbus has a clear goal of contributing to making the world a better place, for our employees, our customers and the society.

In 2019, Columbus made an important step towards leading in sustainability within our industry. In April, we initiated a global program to formulate our corporate purpose statement, where a team of 26 purpose ambassadors across Columbus worked in virtual teams to develop the purpose statement for Columbus: *"Digital transformation for a better tomorrow"*.

With the launch of our corporate purpose, we address how we help our customers run a sustainable business through digitalization and how we as a global company contributes to the making the world a better place by supporting the UN Sustainable Development goals.

An important part of our corporate purpose is to work with two areas of "a better tomorrow"; we want to contribute to the UN Global Sustainable Development Goals (SDGs) by acting responsibly as a company and we want to help our customers futureproof their business by helping them run a growing and sustainable business.

In September, we gathered 200 leaders across Columbus at a Summit in Berlin. One of the key topics at the Summit was our corporate purpose and how we as a global company contributes to the sustainability agenda.

Based on the output from 200 leaders, we have chosen to focus on five of the 17 SDGs and through our SDG targets commit to driving positive social and environmental change on a global scale.



Through our SDG targets, we commit to achieving gender equality and ensure high quality work conditions for our people, we help our customer to run a sustainable business by providing innovative digital solutions and we will reduce our environmental footprint.

Our employees are very committed about the sustainability focus in Columbus and more than 90% agree that it is important for Columbus to contribute to the UN Sustainable Development Goals.



Digital transformation  
for a better tomorrow



# Commitment to the UN SDGs

In Columbus, we are committed to contribute to the UN Sustainable Development Goals.

In 2019, we took an important step to focus on five of the 17 SDGs. In each of the SDG targets, we have formulated our commitment and focus points:

**SDG #5:** We commit to gender equality and continue to increase the proportion of women in Columbus.

**SDG #8:** We ensure high-quality work and safe working conditions for our people and we strive to foster an inclusive workplace where people thrive and grow with equal career opportunities for all.

**SDG #9:** We help our customers modernize their infrastructure by building new, innovative digital solutions that help our customers run a sustainable business.

**SDG #12:** We reduce waste generation through reduction, recycling and reuse in our offices globally. We develop innovative digital solutions that monitor, analyse and report production patterns in order to help our customers reduce waste and loss in production and optimize supply chain to enable sustainable production patterns.

**SDG #13:** We reduce our environmental footprint globally by reducing flight travel, recycle and optimize our consumption and energy mix.

### KPI and target setting 2020

Columbus is already working with focus areas within the 5 SDGs.

For the past 7 years, gender equality has been a strategic focus for Columbus and is measured annually in our “Statutory report on Gender Distribution”. The KPI and target setting can be found under “Corporate Governance – Diversity”.

Today, Columbus report on women managers in Columbus A/S and the Group. In 2020, Columbus will set KPIs and report on total gender distribution globally.

Employee wellbeing and working conditions has been key part of our CSR focus for the past 6 years and is reported through the of UN Global Compact framework.

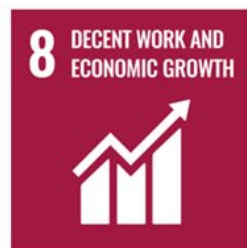
We continuously focus on reducing our environmental footprint.

Finally, helping our customers optimize their infrastructure, supply chain and production is the core of our business.

During 2020, Columbus will develop and set the KPI’s for the five committed SDGs and we will initiative global and local programs to progress and reach the SDG targets.



“Columbus commits to driving positive social and environmental change on a global scale. Through our SDG targets, we help our customer to run a sustainable business by providing innovative digital solutions, we achieve gender equality and ensure high quality work conditions for our people and we and we will reduce our environmental footprint”.





# Helping our customers run a growing, profitable and sustainable business

With the launch of our corporate purpose, we address how we help our customers futureproof their business by helping them run a sustainable, growing and profitable business through digitalization.

Columbus has strong domain knowledge within key industries based on more than 30 years of experience and profound customer insights with more than 5,000 customers. As sustainability is becoming increasingly important, we are stepping forward to leading our customers in creating a better tomorrow.

With ever increasing emphasis on sustainability, organizations seek out new, innovative business models to future-proof, transform and modernize their infrastructure. Columbus offers solutions towards building a sustainable business within energy management, waste management, route optimization, resource productivity and sustainable operation increasingly.

### **Fashion**

Fashion is one of the most resource-consuming and polluting industries, globally. It produces nearly 0.5 million tons of synthetic microfibers a year—equivalent to 50 billion plastic bottles. To tackle these and other issues related to sustainability in the fashion industry, Columbus is committed to advancing the UN Sustainable Development Goals into the Fashion Industry with the use

of Information Technology. We have experience in data analytics and machine learning and connecting the supply chain from sheep to shelf.

### **Food, Beverage & Process**

The last few decades have seen an infuse of IT in the food and beverage industry. Increased competition from medium and small companies and evolving consumer needs are necessitating food manufacturers and retailers to build capabilities around technology to forecast customer demand, ensure high levels of quality management, traceability of materials and products from field to fork. Columbus solutions help our customers react to changes in customer demands while minimising waste, optimize product development cycles and ensure that the products adhere to the quality standards demanded by the business.

### **Manufacturing**

An acute shortage of skilled workforce, expensive machinery and increasing production costs have a high impact on the manufacturing sector. Columbus supports manufacturers to stay ahead of the competition curve by bringing Industry 4.0 best practices into the picture. We enable the players to upgrade their technological capabilities and build a sustainable, reliable, and resilient infrastructure. Our services include, but are not limited to efficient asset maintenance, data-driven talent and resource management, offering

clear visibility into production costs, and finding additional revenue streams.

### **Rental, Lease & Equipment**

A modern-day consumer goes through several touchpoints before making a purchase. The Digital Commerce Practice at Columbus enables retailers, distributors, and brands to ensure a seamless customer experience throughout this journey. Our solutions enable our customers with providing a unified customer experience, optimizing costs with centralized inventory management, increasing order values, maximizing revenue from existing customers, and gaining new customers.

### **Rental Lease and Equipment**

Columbus helps Rental, Lease, and Equipment providers increase and optimize utilization rates, facilitate the shift to 'as-a-service' model, optimize international fleet management, and plan and manage equipment and machinery lifecycles profitably.

Services like Data Lakes are offered to determine physical utilization, as well as financial utilization, of equipment. Periodic maintenance and corrective maintenance are offered as a part of global fleet management to empower the usage of the rental and lease fleet. These services help maximize the utilization of our customers' equipment and machinery.





CUSTOMER  
SUCCESS

## Customer Success – Taking care of our customers for life

Columbus aims to be widely recognized as a business partner that enhances our customers' success by improving the value realization of their business applications investments.

Therefore, we will intensify our focus on creating a unique customer experience, including an extensive focus on better quality and project delivery throughout our business.

Taking care of our customers is a fundamental goal for Columbus. An important foundation for reaching that goal is our lifetime support offering, Columbus Care, which ensures our customers high quality support around the clock. We will extend the Columbus Care offering with new services towards a total service concept that takes care of our customers – for life.



DIGITAL  
LEADERSHIP

## Digital Leadership – Accelerate business innovation

Columbus helps our customers accelerate business innovation by maximizing the value realization of business applications and by leading them in the digital business transformation. Digital Leadership comprises two different, yet closely connected types of innovation:

Columbus will continue to strengthen our leadership position within ERP and business applications. This means that we will invest in new business applications, new methodologies and new business processes to make the experience of buying and implementing business applications from Columbus faster, better, less risky and with high returns.

Columbus will extend our business and build a new leadership position in digital business transformation. Our customers are seeking a business partner that is able to lead them in the digital transformation of their business. Columbus wants to be that partner. We will build a leadership position using cloud, social, analytics and IoT (Internet of Things) technologies and business models, to enable our customers to take advantage of the digital opportunities.



PROCESS  
EXCELLENCE

## Process Excellence – Quality in everything we do

In Columbus, we constantly strive to optimize and streamline the business operations in order to achieve global sales excellence and deliver high quality services to our customer. Our goal is to create the best customer experience for our customers, when engaging with Columbus.

The focal point is quality in everything we do – from the initial contact with customers, over sales and design of

the business solution to the implementation process and lifetime support engagement. We want to be best in class in ensuring the value realization of the project and manage the inherent risks in the implementation. In order to reach that goal, we will optimize our sales, services and support delivery capabilities – always striving to improve the quality.



OUR  
PEOPLE

## Our People – Attract, develop and retain the best people

Columbus is a people business. Our greatest asset is our people and therefore it is crucial for our success that we attract and retain the best people in the industry. We want Columbus to be a company attracting highly skilled people to join, because it is the best place for competence development. We will achieve this goal by providing challenging career opportunities, attractive working conditions and professional and personal growth.

Furthermore, we want to create a customer success culture, where meeting the customers' expectation for high quality sets the direction in everything we do. This means that we always strive to deliver projects on time, within budget and at the highest quality.







# People and business growth

In 2016, we launched our 5-year strategy Columbus2020 with the strategic elements Our People as one of four strategic focus areas. Besides being a strategic focus, employee well-being and development is the main focus of our CSR effort.

Columbus is a people business and our employees are our greatest asset. Therefore, it is crucial that we attract, develop and retrain the best people in the industry. We want Columbus to be a company smart people join and where they stay longer. A key focus is thus to offer challenging career opportunities, attractive working conditions and professional and personal development.

Columbus is a global company with more than 2.200 employees across subsidiaries in 17 countries with very different cultures, religions and traditions. The employee handbooks in our subsidiaries treat local policies on working conditions. Despite that employees' working conditions are already on a high level compared to local standards, we continuously work on improving employee well-being and employee development aiming at common level across the company.

## Strong culture and values

Developing a strong common culture and a common set of values are important to foster a thriving working environment. In 2019, we took a major step in strengthening our common culture and values.

During the spring we rolled out a global Columbus Values program in order encourage and motivate our employees

to live and act by the same values; Brain, Guts and Heart.

All through the year, we have worked with our values both on management end employee level and today we have a strong common set of Columbus values which define who we are, how we make decisions and the way we treat each other.



With the Our People focus in Columbus2020, we execute two strategic programs that will further development Columbus' employees; Performance Excellence and Columbus Academy

## Performance Excellence

Columbus' goal is to support high performance across Columbus. Our strategic program Performance Excellence support individuals and organizations in Columbus to accomplish their goals.

To support that goal Columbus is using Columbus' Competence and Career Framework (CCF) across the company.

CCF is a system designed to ensure a targeted and structured effort on our employees' competence and career development. The framework includes specific and well-defined targets on how the employees can improve and develop their career to the next level. CCF is running on a digital platform, named GROW.

All employees participate in performance review each year to identify and follow-up on specific, individual targets related to the company's overall targets. The performance review enables employees to see and understand their personal contribution to the company's overall performance.

Columbus continued to improve our Competencies and Career Framework (CCF), which synchronizes and unifies our employees' objectives setup in all Business Units. During 2019, CCF was fully implemented in all acquired companies.

## Columbus Academy

In a company like Columbus, continuous learning is essential. We strive to become better, more educated and understanding how we can excel in our industry and deliver excellent customer experience.

The purpose of Columbus Academy is to attract, develop and retain the best people in the industry by ensuring a high learning curve and professional development for our employees.

Columbus Academy is our global virtual training setup which is based on our Competence and Career Framework (CCF) and a well-established consulting skills curriculum developed in Columbus Denmark and US based on internationally acknowledge research. All training is executed virtually combining the newest most modern technologies available. We have progressed significantly with our Columbus Academy Program which is our global curriculum and e-learning platform.

During 2019, more than 150 completed the consulting training courses, covering consulting skills, business modelling and change management. We also introduced a global onboarding program, a global leadership training and a comprehensive GDPR course which has been mandatory for all employees in Columbus in 2019.

### Launching Employee Value Proposition

Having an authentic Employee Value Proposition is essential to engage our employees and to attract new talents. During 2018, we started the journey to define and boils down the essence of working in Columbus to a clear message.

We engaged managers and employees globally in virtual workshops during the autumn and socializing webinars during December where more than 80% stated that they could relate to the new employee value proposition.

In 2019, we launched our new Employee Value Proposition "HEART". The key message is that Our People are the HEART at Columbus; without our employees Columbus could not be the company it is today.

The HEART framework guides the behaviour and decisions of leaders and employees in Columbus on an everyday basis as we believe our collective efforts will contribute to Columbus being the best place to work.

The HEART framework is also used to showcase why Columbus is the best place to work and is put in place to attract new employees and retaining our current employees.

The HEART acronym addresses the five values:

- **Help you grow;** support career development and enable skills and experience to grow
- **Empower you;** self-leadership, mindset of success, freedom and trust are key to be a trusted advisor for our customers

**Appreciate you;** we celebrate your success with local and global award programs, we give honest feedback, and we rate your job satisfaction each month to ensure that you feel appreciated in your job.

- **Respect you;** we strive to foster an inclusive working culture with equal career opportunities for all.
- **Your team;** we are a winning team with colleagues from all over the world that carry out projects together and share knowledge and experience globally.

The HEART framework forms the focus in our employee development programs, working conditions & well-being programs and employee dialogue.





**Employee Well-being**

Employee well-being is a key focus in Columbus, and each month employees rate their job satisfaction through Columbus Heartbeat, our global employee satisfaction survey.

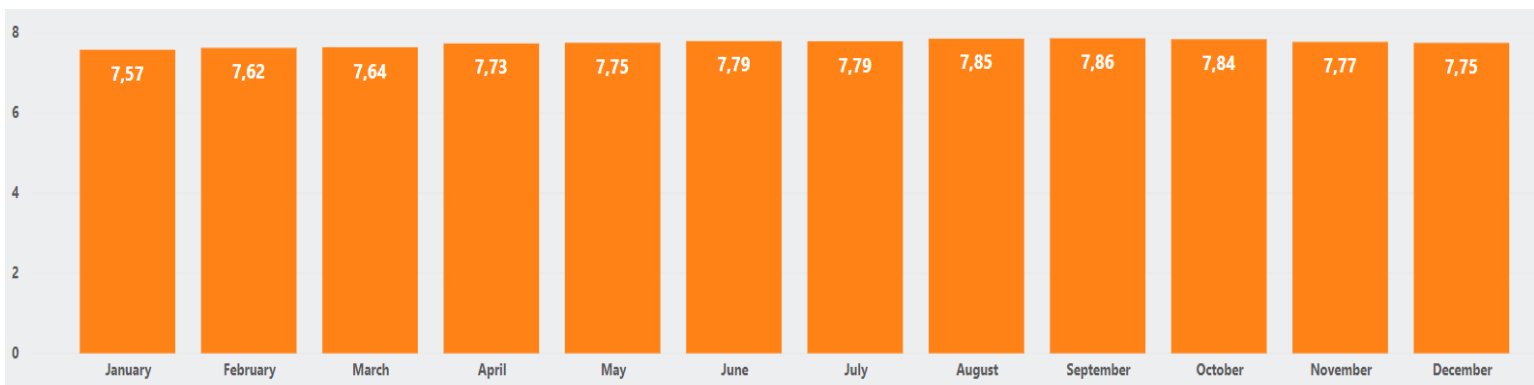
Heartbeat is a simple survey, where employees are asked to answer one question: On a scale from one to ten, the employee are asked to rate their job satisfaction.

The purpose of Heartbeat is continuously to improve the employee satisfaction in Columbus. The survey is not anonymous, and this makes us able to follow the development in employee satisfaction on department, country and on a global level in Columbus.

In 2019, we reached the highest level of job satisfaction in our history.

**Our People continues as key focus**

The Columbus2020 strategy runs until the end of 2020, thus Our People will continue to be one of the main focus areas in Columbus' strategy as well as in our CSR effort.



### New Chief People Officer

In December, we announced the appointment of our new Chief People Officer, Mary Hunter, who is moving from a position as Business Unit Executive for our UK business to lead our global people strategy.

Mary Hunter has led the growth of one of our most successful business units for 18 years, growing our UK business from 13 to more than 200 dedicated employees living a strong customer centricity and people focused culture.

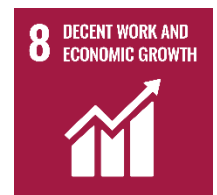
By taking one of our most successful Business Unit Executives to lead our global people strategy, we empower our business with the right understanding of business and people growth, thus having a strong focus on ensuring that we attract, develop and retain the best people in our industry.

One of the key focus areas for Mary Hunter will be to roll out our Employer Value Proposition "HEART" with focus on empowering our people by building market leading career and retention programs, including focus on leadership and mentoring programs, mental health and wellbeing initiatives, enhanced cross border communities and a diverse and inclusive culture as well as recruitment programs to attract the best new people.

Mary Hunter will ensure that we reach our goals within the following SDG goals which will be defined in 2020:

**Goal #5:** Gender equality: We commit to gender equality and continue to increase the proportion of women in Columbus.

**Goal #8:** Decent work and economic growth: We ensure high quality work and safe working conditions for our people and we strive to foster an inclusive workplace where people thrive and grow with equal career opportunities for all.





# Increasing diversity in Columbus

It is essential that all employees experience that Columbus has an open and unprejudiced culture where everyone is able to make the best use of his/her competencies, and that all regardless of gender have the same possibilities for career development and management positions.

The Board of Directors has set the following targets for gender distribution in Columbus:  
The proportion of women in the Columbus Board of Directors to 20% by the end of 2019.

The proportion of female managers in Columbus A/S to obtain a minimum of 20% by the end of 2020 (Columbus only reports on the progress in the Danish Parent Company, Columbus A/S, according to the Danish Business Authority's guidelines).

At the Annual General Meeting in April 2018, a female Board member was elected, thus the target to increase the proportion of women in the Board of Directors to 20% by the end of 2018 has been obtained.

At the end of 2018, the gender distribution at management level in Columbus A/S constituted 16.67% women and 83.3% men. At the end of 2019, the percentage of women at management in Columbus A/S level had increased to 20.59%.

For detailed information, please find the report on Gender distribution at Columbus' Investor site under Corporate Governance/Diversity: <https://ir.columbusglobal.com/diversity>  
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# Talent Program in Columbus

In a business like Columbus, we want to foster an inclusive and diverse workplace where people thrive and grow with equal career opportunities. Having a diverse workplace and nurture culture means that we attract the young talents to our business and help them innovate and grow. Columbus has a long history of employing fresh graduates or people who have 1-2 years of work experience and we train them to become fully-skilled consultants. In 2019, we employed more than 60 young professionals across our Business Units in Sweden, UK, Norway, Russia, Denmark and India.

One of Columbus' Graduate Programs runs in our Global Delivery Center in India. In 2019, we on-boarded 10 bright trainees which included 9 women.

We follow a comprehensive approach to attract candidate from premier institutes across the region. This includes pre-placement talks at the campus and academy-industry collaboration through internship program. They are now integrated into different BU teams based on their skillset and performance during the year.

The results are also a testimony to the strong women talent pipeline that we have in India in technology sector.

In the coming years, we aim to tap into this talent pool to help grow our business organically. Additionally, we will also achieve diversity in age, gender and new ideas.



Graduate hiring program at GDC, India

# Code of Conduct

Respecting human and labor rights is fundamental to our business. Columbus has established **Code of Conduct**, which is our general ethical guideline for business conduct to ensure that we in Columbus on a global level are dedicated to promoting ethical business practices and protect Columbus against corruption and other unethical business behavior, which we believe is incompatible with the operation of a healthy business.

## Complies with the requirements

Columbus complies with the requirements of the Universal Declaration of Human Rights and The United Nations Convention against Corruption.

## Transparency and Creditability

In Columbus, we are committed to show complete openness towards customers, employees, shareholders, suppliers and other stakeholders. It is essential that their understanding of our services and products is accurate, updated and truthful. Therefore, there is no incongruence between what we communicate within the company and what we do externally.

## Anti-corruption

We will not tolerate corruption, money laundering, bribery or other illegal or unethical business activity. Our performance and competitiveness are strengthened solely through lawful conduct. The Group's anti-corruption position has been clearly communicated to all subsidiaries. Furthermore, we have implemented Columbus Authorization and Risk Management Rules (CARMR), which encompass rules on the authorization hierarchy and ensure the senior management's involvement in major contracts and investments.

## Whistleblower function

As part of the risk management, Columbus A/S has established a whistleblower function for expedient and confidential notification of possible or suspected wrongdoing. At the end of 2019, no cases have been reported through the whistleblower scheme.

## Human Rights

All employees in Columbus have been carefully selected on the basis of professional competencies without regard to religion, race, skin color, gender, age, disability or sexual or political orientation. We regard multiplicity as a strength, and we will not tolerate discrimination or harassment.

Columbus A/S' Working Environment Council continuously Work to create optimal work conditions for employees and secure the absence of workplace accidents.

Following Danish legislation, Columbus carries out the mandatory APV (workplace assessment survey) every three years. Actions based on the results of the survey are taken.

An APV (workplace assessment survey) was carried out in 2019, it revealed no critical items. A new APV will be carried out in

2022 at the latest.

Columbus has not been subject to any investigations, legal cases or incidents involving human rights violations in 2019.

## Diversity

It is essential that all employees experience that Columbus has an open and unprejudiced culture where everyone is able to make the best use of his/her competencies, and that all regardless of gender have the same possibilities for career development and management positions.

For detailed information, please find the report on Gender distribution at Columbus' Investor site under Governance and CSR.

## Corporate Governance

Columbus' commitment to run a sustainable business is firmly based on the company's core values, our Code of Conduct and our Corporate Governance Guidelines.

Columbus is committed to follow the Danish Recommendations for Corporate Governance as implemented on 1 June 2013 by NASDAQ Copenhagen in its Rules for Issuers of Shares.



# Environmental and climate impact

As part of Columbus' commitment to the UN Sustainable Development Goals, Columbus has chosen to focus on goal #13 Climate Action.

Columbus is committed to operate our business in a way that respects the planet. We have committed to the UN SDG #13, Climate Action, where we will focus on reducing our environmental footprint globally by reducing flight travel, recycle and optimize our consumption and energy mix

As Columbus' "product" consist of knowledge, software and services, as well as being mostly office-based, our business' impact on environmental impact is relatively small.

Being a global company, our business activities include travel, which have an impact on environment. Furthermore, transportation by cars constitute a necessary part of delivering our services to customers.

As transportation constitutes Columbus' the major environmental impact, we aim to minimize unnecessary travel by plane and cars. One important action is that we have installed video equipment in all major offices and in general simplified the use of virtual meetings to facilitate virtual meeting, which also improve the efficiency in our business.

Columbus has chosen to host our entire data center at GlobalConnect which is using green cooling in their data centers. Green cooling systems are intelligent cooling systems that offer considerable operational savings and is installed according to the principle of free cooling which saves more than 50% of the used energy compared to conventional system

Columbus will continue to focus on reducing the use of resources and the environmental impact of our business activities.

During 2020, Columbus will formulate KPI's and initiate actions to further minimize our climate impact globally





# Social Commitment

It is essential, that we are involved in community and charitable initiatives. We have decided to emphasize these initiatives in our CSR report.

## Charity in Columbus

In Columbus, many of our subsidiaries are engaged in community and charity initiatives. We regard this as an expression of commitment and team spirit and the initiatives are important in two ways: They contribute to the employee well-being internally in Columbus, and they promote Columbus as a company, which engages in sustainable development in the communities, in which we operate.

It is essential, that we are involved in community and charitable initiatives. We have decided to emphasize these initiatives in our CSR report. By emphasizing local community and charity initiatives in Columbus, we hope to generate similar initiatives. However, these must always be based solely on our employees' voluntary commitment.

Below is a brief description of some of our local CSR initiatives:

- Columbus US have a strong culture of contributing to charity work in local communities. Leaders in Columbus US has participated in activities that support women, education and healthcare in East Africa and animal rescue.
- Columbus DK has supported the foundation Medicins Sans Frontiere (Læger uden grænser) with an amount of DKK 15,000
- Columbus Lithuania organize pies day to collect money for underprivileged children
- Columbus Sweden organize CoderDojo to learn to code. In addition, they also support CoderDojo with location and fika.
- Columbus Norway in the program "P3 aksjonen" which donates to give women of the world's vulnerable areas a better life.
- Columbus UK raised well over £40,000 for different charity causes: Tommy's the baby charity, Cancer research, Alderhey Children's hospital and the British Heart Foundation. One of the activities was country manager Mary Hunter who raised over £12,500 for Tommy baby charity by running a sponsored half marathon.
- Columbus Global Delivery Center in India participated in different charity activities such as a water bottle challenge to help needy people during summer heat. In addition, GDC contributed to help an orphanage with their monthly grocery and raised money during Diwali through an auction.



For more information about Columbus visit  
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