



Every challenge **needs a partner.**

## Communication on Progress

UNGC 2021





## Communication on Progress report 2021

This report describes the sustainability and responsible business initiatives that Visolit has initiated since we committed to the UNGC principles. The report showcases how we, on an everyday basis, work to address social, ethical, and environmental issues. The report identifies our positive impact to the prioritized SDG goals, and our plans for the future.

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Terje Mjøs joined Visolit in 2017 as CEO. Mjøs was CEO of Evry ASA from 2010 to 2015 and before that CEO of Ergo Group AS from 2004 till 2010.

Terje Mjøs has a candidate science degree in Computer Science from the University of Oslo, and an MBA from Norwegian Business School BI.

## Letter from the CEO

Visolit aims to be the leading Nordic provider of Cloud Solutions to small and medium sized businesses. Our vision is: "Your Vision is our Mission" - and we strive to understand our customers vision to empower our customer's transformation. We are the customer's knowledge partner, and our motto is "Every challenge needs a partner". Our values also play an important role in how we run our business, and guide our sustainability approach: Embrace knowledge, Achieve together and Empower Change. Visolit is committed to being part of the global effort to create a sustainable world, an effort in which we must all take part if we are to reach targets set in Agenda 2030.

During 2020, we experienced an unprecedented digitalization acceleration, and demand for effective and modern cloud solutions soared among the many companies who now had

employees working from home. IT is no longer a support function, but an essential part of the DNA in organizations, and puts the ICT sector in the definitive forefront of transformation and innovation. As recent surveys indicate, the ICT sector is a great contributor to competencies in other sectors, thereby fuelling the transformation of society in all sectors. This increases the importance of technology and competencies in our society, and further underlines the role ICT can play in providing sustainable solutions. This is a challenge and an opportunity that Visolit has taken several steps to address, including high level dialogues with decision makers and relevant organizations in Norway and Sweden.

Visolit is committed to making sustainability a part of our strategy, culture, and day-to-day operations. This commitment will guide our work going forward. To Visolit, integration of the Global Compact and its principles into our business strategy, culture, and daily operations is important. Visolit remains committed to responsibilities in the areas of human rights, labour, environment and anti-corruption. In addition, Visolit takes into account the economic, social and ecological aspects of the Sustainable Development Goals (SDGs), and has structured the sustainability goals into three levels, namely biosphere, society and economy. We have put Partnership for the goals at the very top of the levels for three main reasons: It is a necessary way of working to reach other important sustainability goals, it is an integral part of our strategy and it is also in line with our core value of achieving together.

Our employees are the key to deliver quality to our customers. Our employees work continuously to share their knowledge, achieve together and to empower change for our customers. At Visolit, every employee is valuable, and the knowledge and experience they possess is essential. We encourage every employee to develop their competencies through relevant studies or courses, and structured development plans are followed up by managers. At Visolit, we know that continuous learning is important to keep delivering

value both for Visolit as a company, but also delivering value to the employee and to the society at large. Through 2020 we saw an unprecedented learning journey for our employees, where more than 600 courses within cloud and security were attended by employees, including a significant number of relevant certifications. This is truly what embracing knowledge is all about and will further enable sustainable business practices.

Continuing our efforts as a responsible business, Visolit partakes in active partnerships and dialogues with relevant authorities, both locally, regionally, and nationally. We remain committed to partnerships as an important way to create a more sustainable world. Examples of our efforts can be read in this communication of progress.

## Letter from the Sustainability manager



The key factor in ensuring that we have oversight over corporate sustainability is the Visolit Management System. This management system is the tool for the leaders in the company to relate all goals and requirements to the day-to-day operations through our business processes. All processes have an owner, who is responsible for documenting the way we are working and making sure that the processes work to reach the business and sustainability goals of our company. Our management system represents the common source of information related to the operation of Visolit.

We are on our way to making the sustainability principles and goals an integrated part of our management system in the same way as the other requirements and goals that give direction to the way we conduct our business. Even though we have carried out developments and changes in 2020 leading to this initial CoP report, it is important to understand that the operationalization of sustainability goals and principles started long ago. Visolit business processes have followed principles and goals related to human rights, labour, environment and anti-corruption since the company was established. Our certifications related to quality management, environment and information security represent an important basis for the work that we have carried out over the past year.

We have taken a risk-based approach in the work of improving the sustainability performance of Visolit. This means that the measures for improvement are focused on the areas where there are significant risks that may hinder the realization of Visolit's goals. This way we make sure that the initiatives have effect on the most significant areas.

Visolit has implemented a corporate sustainability policy that presents the ambition of sustainability in Visolit and gives direction to the development of the company.

In the coming year, Visolit will continue the communication and training of our employees to ensure that sustainability is fully embedded into the strategy and operations of our company. We will also actively work together with our stakeholders to better understand the impacts on the sustainability area that matter most to our stakeholders.



## Introduction to Visolit

Visolit is a fast-growing technology group with a strong geographic presence in the Nordic region, and a profound position as a partner for cloud services and digital transformation in the Nordic market. Visolit has a comprehensive portfolio of cloud-based end-to-end services, as well as consulting, security, and integration services.

We have a vast experience of providing corporate IT solutions, and cloud services have been part of our DNA from the start. Our history goes all the way back to 1997, when TeleComputing was established. To unite acquired companies under the same name and to create a common identity and culture, Visolit was launched as a new brand in January 2019.

Visolit is a constructed name, inspired by the phrase "We solve IT". The name refers to us taking responsibility for identifying the customer's challenges and opportunities, while at the same time proactively suggesting further improvements. We are the customer's knowledge partner, and our motto is "Every challenge needs a partner".

We have about 1200 employees in 14 locations and have more than 3000 customers. Our customers are both large public enterprises and private companies within different industries and segments. The headquarter of Visolit is in Asker, Norway with a subsidiary headquarter in Solna, Sweden.

Visolit is owned by IK Investment Partners.

## Stakeholders

Sharing experiences and setting priorities for corporate social responsibility with stakeholders is important in Visolit's work to work towards the goals that are material to Visolit.

Visolit has carried out a stakeholder analysis in 2020 providing the first insight to the concerns of both external and internal stakeholders. Our key stakeholders are our customers, the employees of Visolit and the owners of the company.

Many of our customers need Visolit to support and strengthen their own initiatives in sustainable development. Their needs and requirements are communicated to Visolit through supplier policies and contracts. We want to align our business to the demands of our customers to cater for their specific needs.

Our employees focus on diversity and social responsibility, a secure workplace, and a positive company profile to be proud of. Visolit strives to ensure that our employee's expectations to Visolit as their employer is met. Employee well-being is crucial to creating satisfaction and motivation in the everyday working lives of our employees.

In addition to these stakeholders, the national and local governments have a keen interest in that Visolit contributes to their commitment made to the 2030 Agenda for Sustainable Development.

We have identified the relevant stakeholders and during 2021 we will carry out a materiality assessment to better understand the impacts that matter most to our stakeholders. This means involving stakeholders to ensure that their concerns and aspirations are understood and considered.



## Sustainability in Visolit

Visolit has committed to the sustainability principles of the United Nation Global Compact initiative and will annually submit the Communication of Progress to describe the application of the 10 Principles. These principles and standards are together with a selection of the UN sustainability development goals and ILO, being implemented into our common way of working as part of Visolit's Management System.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture, and daily operations. We will also see them in the context with The United Nations Sustainable Development Goals (SDGs), which are a collection of 17 global goals that together represent a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity. Due to the nature of our business, we have identified eight prioritised goals where Visolit makes an impact. The goals were chosen both as a consequence of materiality considerations, but also as a natural manifestation of our core values: Embrace knowledge, Achieve together and Empower Change.

Visolit takes into account the economic, social and ecological aspects of the Sustainable Development Goals (SDGs), and has structured the sustainability goals and the UNGC-principles into three levels, namely biosphere, society and economy. We have put Partnership for the goals at the very top of the levels for three main reasons: It is a necessary way of working to reach other important sustainability goals, it is an integral part of our strategy and it is also in line with our core value of achieving together.

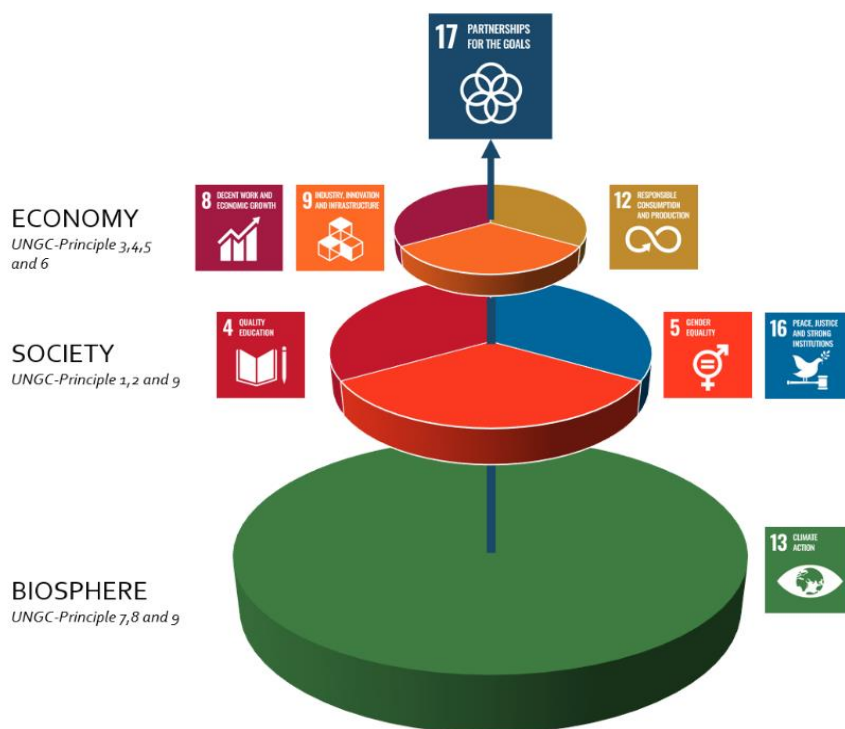


Figure 1: The relations between the selected UN Sustainable Development Goals and the UNGC-principles

## Visolit's contribution to The United Nations Sustainable Development goals



### Partnerships for the goals

As a responsible business, Visolit partakes in active partnerships and dialogues with relevant authorities, both locally, regionally, and nationally. This is also in accordance with the sustainable goal of partaking in partnerships to achieve the goals, as well as aligning with our core values of achieving together.

In Norway, we are represented in the IT-sectors organisation, IKT-Norge, through representation in the board, as well as participation in the Sustainability network and Competency network. In Sweden, we are participating in The Competency Network as well as the Sustainability Network of the Swedish IT-organisation IT&Telekomföretagen.

Visolit actively cooperates with the local Asker municipality, both as a consequence of our main office being located in Asker, but also because Asker is recognized as a frontrunner in active dialogues with the businesses and as an active municipality regarding incorporating sustainability in planning and strategies. Visolit participates through both dialogue meetings with the municipality, as well as providing input to society plans and business plans for the coming years.

Cyber criminals are increasingly exploiting existing vulnerabilities in all organizations. An increasing proportion of the activities that threaten critical national interests are also taking place in cyberspace, which is why Visolit are active dialogue with relevant national security organisations in, such as National Security Agencies in Norway and Sweden.



## Quality Education

As part of our ongoing commitment to quality education, we are offering apprenticeship schemes in the field IT and trade and service. Each year, several candidates pass their trade test as part of their training in Visolit. It remains important to Visolit to provide vocational training, in order to provide relevant skills for students and also in order for Visolit to ensure competent employees within core subjects for our business.

Through 2020 we saw an unprecedented learning journey for our Visolit employees, where more than 600 courses within cloud and security were attended by employees, including a significant number of relevant certifications within fields like Cloud, Security and Integration.

Visolit actively engages in the conversations in society regarding quality education as well as the need to increase the number of people with relevant IT- competencies in order to fuel the digital innovation agenda in Norway and Sweden.

As part of our ongoing engagement in society, we have a long-standing partnership with the Swedish educational organisation, EC Education, in which Visolit partakes in an advisory capacity in the board of the institution. The partnership aims to create studies that are relevant for the businesses, in order to ensure the students receive high quality tutoring. Visolit partakes through the board representation, and also actively recruits students from the school. Visolit is also assisting by informing about the market trends, providing input to improve the curriculum to better reflect the trend toward cloud solutions in close cooperation with the school.

In Norway, we are partaking in similar partnerships with both Noroff University College and University of South Eastern Norway (USN). The goal is to ensure quality education, to ensure the students are receiving relevant education that is relevant for the business sector as well as improving the relations and knowledge sharing between academia and businesses. The importance of increased focus on Cyber Security in society is also a contributing factor to the advisory cooperation with Noroff University College regarding their updated Bachelor of Cyber Security, a partnership that we will further develop through 2021, involving our Cyber Security specialists.

Visolit takes active part in the society dialogue and high-level dialogues regarding the competency issues in Norway and Sweden, including direct dialogue with ministers of digitalization and innovation as well as ministers of higher education and relevant organisations.



## Decent Work and Economic Growth

Through 2020 we saw an unprecedented learning journey for our employees, where more than 600 courses within cloud and security were attended by employees, including a significant number of relevant certifications within fields of cloud, security and integrations.

Through our activities and engagement in IKT Norge and IT & Telekomföretagen, we are highlighting the need for further investments in digitalization and competitive ability of the Norwegian and Swedish countries. Our engagement for further investments in competencies in both countries is a concrete example of this. Not only in relation to the number of study places available for students of IT, but also continuing and further education available to employees across Nordic countries. Visolit has, both in a capacity as a company, but also in partnership with other organisations, highlighted the need for further investments

from the government in regard to resources in education and technology. Visolit believes that further investments in competencies will enable further economic growth going forward, and sees competencies and technology as important drivers of change.



## Industry Innovation and Infrastructure

Visolit enables customers innovation and development through modern IT-operations and Cloud solutions that supports customers digital transformation. This is responsibility we do not take lightly, which is why Visolit actively partakes in input and dialogue with relevant authorities regarding innovation and technology. Visolit's engagement regarding technology and competencies are part of our continued effort to improve innovation in Norway and Sweden. Recent reports on the IT-sector and contributions to the innovation of all sectors are underlining the importance of further investments in competencies. Visolit is partaking in several initiatives to place industry innovation higher on the agenda, namely the partnerships with relevant schools as well as the dialogue with local, regional, national and European authorities.

Visolit's engagement in the competency issues of Norway, has also resulted in invitations to participate in the Horizon Europe-activities of NTNU and SINTEF. Visolit's Managing Director Hege Støre also participated in a high-level seminar in Brussels, where Visolit also underlined the competency issues in a meeting with the EU

Commissioners. Visolit has also participated in the European Strategy Summit held by NTNU and SINTEF. Through our commitment, Visolit has lifted the importance of increasing the digital competencies in Norway and Europe, to improve the competitiveness. Our message: We need to invest more heavily in knowledge going forward. To put it in simple terms: We need to make "A Europe and Norway fit for the digital age".

Visolit's local engagement in Asker also aims at improving the society, through both policies regarding business friendly municipality, as well as investments in innovation and infrastructure.



## Responsible consumption and production

The Visolit Management System is oriented around the business processes of the company and considers the requirements of laws, standards, certifications, and internal guidelines. Visolit has certifications for standards related to quality, environment, and information security. The goals and principles related to sustainability are being implemented in the management system.

We continuously monitor the maturity and process adoption in all parts of our organization. The management system offers a robust and structured way of handling non-conformances that occur in any of our processes. The cause of the non-conformance is identified, and corrective and preventive actions are carried out.

The Visolit Management System ensures that we carry out processes in compliance with the goals and requirements that we have committed to. The effect of the management system is that we can deliver products and services in a consistent and sustainable way.

Visolit's ISO 14001 certification is a key factor in optimizing use of resources for the company and our customers.



## Gender Equality

In addition to policies in place internally when it comes to recruitment practices to ensure diversity, Visolit engages actively in initiatives to increase the number of women who work in IT. Visolit has through the past 4 years actively engaged with ODA-network, Abelia and NHO to nominate and communicate the nominations of the 50 most influential tech women in Norway, a yearly initiative to inspire more women to choose tech. Visolit's Managing Director in Norway is recognized as an established leader in tech, and Visolit nominates candidates every year in order to support the initiative, and actively recommend other peers to nominate candidates as well.



## Climate action

Visolit works continuously with decreasing environmental footprint and support the global sustainable agenda. Being able to offer sustainable services and products requires close collaboration with partners, suppliers, and customers. To help suppliers make the best choices for the environment, Visolit has included environmental requirements in its supplier Policy. Our suppliers shall endeavour to conduct its operations in an environmentally sustainable manner, and shall comply with, or exceed, those standards stipulated by laws and regulations.

Visolit actively cooperates with suppliers to reduce emissions and optimize the use of resources. The best way to minimize the environmental impact of computer hardware is by extending the lifespan of components. Visolit have asset recycling agreements with suppliers in Norway and Sweden, and market these solutions to our customers and potential customers. We also have actively

communicated the opportunities in moving IT-operations to the Cloud, thereby reducing the environmental footprint generated by local/on-prem data solutions.

Visolit are ISO14001 certified, which is an internationally agreed standard that sets out the requirements for an environmental management system. We work with these standards to improve our environmental performance through more efficient use of resources and reduction of waste, in all our processes. We are committed to ensuring that the environmental impacts of our operations are reduced wherever possible.





## Peace, justice, and strong institutions

As a responsible business partner, we are committed to conducting our business with utmost regard to ethical business principles and acting in line with applicable laws, ethical environmental and community norms. We work to ensure that all employees representing Visolit are aligned with our goals and act in a fair and ethical manner.

Visolit is committed to safeguard the right to data privacy of all our employees, customers, and business partners in compliance to the GDPR. Our operational model for protection of information, Information Security Management System, are based on ISO 27001-2017. These standards enable us to manage the security of assets such as financial information, intellectual property, employee details or information entrusted by third parties. Suppliers shall be compatible with ISO 27001-2017 or equivalent certifications. To reflect the organization's practices on data

privacy, including standard operating procedures for data being processed by our external partners, we have developed and implemented a data privacy policy.

Visolit take a stand against corruption and are committed to conducting business in accordance with the ethical standards reflected in our personal policy. To prevent and identify illegal and/or unethical violation of company policies/rules, national laws, regulations, or threat to public interest, fraud and corruption, Visolit's employees, customers, suppliers and others can use our whistleblowing process.

## Visolit's positive impact

Visolit has identified a significant impact on eight of the UN Sustainable Development Goals. Partnerships are fundamental in ensuring a sustainable development in the areas we operate in. It is an integral part of our strategy and it is also in line with our core value of achieving together. Through the partnerships Visolit believes that we can contribute to positive development within all the areas of the UNGC and the UN Sustainable Development Goals. The illustration below indicates Visolit's relative positive impact on the selected Sustainable Development Goals, based on the activities and initiatives we do today.



Figure 2: Degree of impact on UN SDGs

## Visolit's contribution to the UNGC- principles

Commitment to the Ten UNGC-principles showcase that Visolit is operating to meet the fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption. It is important for us to see them in context with The United Nations Sustainable Development Goals (SDGs), and initiatives and activities related to the 10 principles are described under each of the SDGs above. The relations between the selected SDG's and the UNGC-principles is shown in figure 1.

### Human Rights

At Visolit, respecting human rights is a fundamental principle of our daily business. We support and respect internationally recognised labour rights, including the freedom of association and the right to collective bargaining within national laws and regulations. We ensure that all employees are familiar with the human rights standard and have acknowledged their commitment by signature.

### Equality and diversity

Visolit practices equality and aims for diversity in our workforce. Women, men, and colleagues from all cultures shall have the same rights and opportunities for development in their work. Our expectations for managers to follow up on these guidelines are stated in Visolit manager handbook.



Visolit practices equal opportunities for all, and all recruitments are based on business needs, relevant job requirements and individual qualifications, without regard to race, religion, sex, marital status, age, or disability. Visolit is committed to creating an inclusive work environment for all employees.

## *Relevant policies*

To ensure that we work with the Universal Declaration of Human rights in all our organizations, we have a code of conduct, Staff handbook and Manager handbook.

## *Our key associated SDGs for 2021*



## *Labour*

A culture of complying with laws and regulations is fundamental to protect our company values and employee's satisfaction. Compliance is about operating within the legal framework of the countries in which we operate. We are committed to safeguarding the health and wellbeing of all our employees, which means that the company work to comply fully with all applicable laws and regulations relating to workplace health and safety.

## *Working environment*

In Visolit we work to create a working environment where our employees can achieve their full potential and build a rewarding career. We encourage employees to take part of external and internal education and have tailored development plans for all personnel leaders. We collaborate with both Noroff University College and University of South Eastern Norway (USN) to ensure quality education and offer internships that is relevant for the business sector.

Through 2020 we saw an unprecedented learning journey for our employees, where more than 600 courses within cloud and security were attended by employees, including a significant number of relevant certifications within fields of cloud, security and integrations. Relevant certifications are eligible for bonuses, and development plans are followed up regularly through managers.

The pandemic resulted in most of our employees working from home, and physical attendance has been very limited for all our employees. Visolit's managers have put in place several measures to make colleagues feel more connected during the pandemic, including "Coffee talks", "walk and talks", digital quiz-nights and other digital events to foster team feeling in a challenging time.

## *Relevant Policies*

- Personal Policy, including competency bonuses
- Supplier Policy
- HR policy

In addition to the principles within this UNGC category, Visolit complies to principles of the International Labour Organization ILO.

## *Our key associated SDGs for 2021*



## *Environment*

In Visolit we strive for all our activities, services, and processes to have low negative effect on the environment. We are ISO14001 certified and work with standards to improve our environmental performance through more efficient use of resources and reduction of waste. We are involved in initiatives and projects that have positive impacts on the society and environment, and work with both suppliers and customers to reduce emissions and optimize the use of resources.

Covid 19 has created a new working day for most people and led to a reduction of travel and accelerated the development and use of highly efficient video- conferencing and communication tools.

## *Relevant Policies*

- Visolit Sustainability Policy
- Supplier Policy

## *Our key associated SDGs for 2021*



## Anti-Corruption

Visolit take a stand against corruption and work to abolish the use of corruption, bribery, and facilitation payments. We are committed to conducting business in accordance with the ethical standards reflected in the personal policy. We expect our suppliers to hold the same level of ethics as we do and require them to adhere the requirements set out in our Supplier policy.

### *Relevant policies*

- Personal policy
- Supplier policy

### *Our key associated SDGs for 2021*



## Measurement of outcomes

The monitoring of progress on goal realization is a central part of the Visolit Management System. Visolit has established a baseline for many of the indicators and is in process of measuring the first full year for these indicators. Further results will be presented in the 2022 CoP. The following are indicators are being used or will be used in 2021 as indicators on the progress of sustainability in Visolit.

### *Non-conformances:*

- In 2020 there were not any significant non-conformances reported in the management system related to the UNGC principles. One example of such a non-conformance is that there were documentations written in other languages than the official English. This has relation to the Labour principles of the UNGC requiring that employees are not being discriminated.

### *Environment:*

Visolit have defined a set of indicators related to travel, resource utilization and waste management. A few examples of these are:

- Reduced impact of consultant and sales travel by using electric/hybrid cars
- Reduced impact of Visolit branded delivery vehicles (use of petrol)
- Reduced footprint of CO<sub>2</sub> in production due to reselling and reuse of old equipment
- Improved waste handling from VLC and Sales
- Percentage of virtualization (getting more customers in to our datacentres – more customers per kWh)
- Energy reduction in data centres

Visolit sees a positive development in all these indicators related to our impact on the environment. Monitoring of virtualization and consumption throughout 2020 shows a positive trend.

### *Labour:*

Visolit performs an annual employee survey every year to monitor the employee satisfaction related to specific aspects of being employed in Visolit.

In addition to the survey other indicators are used, such as:

- Absence due to illness
- Proportion of women in managerial positions

## *Human rights and Anti-corruption:*

Visolit have strict policies that set the level of ambition and direction in questions related to the Human rights and Anti-corruption principles. Visolit are committed to conducting business in accordance with the ethical standards reflected in these policies.

The status of the principles and the commitment to the principles are regularly audited by internal and third-party auditors.