



# Idnet **Sustainability Report 2021**

2021:01

# Statement of the CEO 2021

2021 is a year dominated by Covid 19. Our major focus during the year has been on enabling all employees to carry out their work tasks in a safe manner, to secure a good working environment, that everyone should experience personal growth and feel part of team Idnet, despite distance working.

Being named as one of Sweden's best workplaces by "A Great Place to work" in March was a highlight and indeed a proof of the importance of strategic and ongoing work with values and company culture.

Another proud moment during the year was the launch of the company culture handbook, "the Idnet way". It is a booklet created and written by all employees and its purpose is to explain how we use our values on daily basis.

We also launched our own "Code of Conduct". It summarizes our policies and our expectations of partners and employees and it goes hand-in-hand with "the Idnet way".

And finally, we have put a great effort into looking on Idnet's value chain from a sustainable perspective. The most extensive outcome of this is a new business idea: "We create sustainable growth by digitalizing warehouse and shop floor processes". Another result of this work is the sustainability report you now are reading. We adopted a new sustainability goal; idnet will be a climate neutral business 2025.

This report describes the steps Idnet has taken in 2021 in our efforts to integrate the principles of the UN Global Compact into corporate strategy, corporate culture and business operations.

Gothenburg 2021-09-24  
Peter Hallinger, CEO







We are  
committed.  
**Always.**

# About Idnet ---

## in two minutes

### What we do

In an always-changing world Idnet create sustainable growth by digitalizing warehouse and shop floor processes. Clients achieve increased quality, efficiency, a better work environment and other sustainable and environmental benefits. This leads to increased profitability and a growth in a sustainable way. Customers consist largely of the leading Swedish chain stores as well as e-commerce, 3pl and production companies. Idnet currently has 70 employees, with headquarters in Gothenburg and local offices in Stockholm and Växjö.

### Sustainability at Idnet

In recent years, environmental and sustainability issues have become increasingly more in focus. Today, much more emphasis is placed on the sustainability of activities than it was in the past. At Idnet, we have always had a great passion for these issues. We always act from a sustainability perspective; it is a pillar of all the equations we face.

Whatever connection you have to Idnet, we have always thought about how we will benefit you in terms

of sustainability. How depends on the conditions and what we are working on together. It may be that the solution generates fewer returns, which reduces your emissions and any indirect and direct costs associated with this. It may be that the hardware contributes to better ergonomics, which creates a better working environment with fewer repetitive stress injuries and sick leave as a result. It may be that we review our suppliers so that they meet the requirements you place on them based on business ethics and human rights. Or perhaps some completely different issues. However, you can always be sure that our cooperation will significantly contribute to your sustainability efforts. Of course, we are ISO 9001 and 14001 certified.

### UN Global Compact

The driving force of our sustainability work is our commitment to the UN Global Compact - the UN's voluntary initiative for sustainable entrepreneurship. The initiative consists of ten principles based on the UN Declaration on Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development and the UN Convention against Corruption. Idnet committed in 2013, and today, there are around 350 companies

affiliated.

### So what does this mean

In concrete terms, it is about ensuring that all people are healthy, that we are concerned about our environment and that we conduct our business properly and ethically. But also, that we work to advance our positions within the principles of the initiative.

We do this, for example, through active supplier and customer dialogues and by linking different activities and goals to our deliveries. Often, our solutions contribute to a positive impact on our customers' sustainability goals, such as reduced environmental impact.



## Sustainability goal

Idnet will be a climate-neutral business 2025. This means that in our daily work, we must always keep people and the environment in mind. Our goals, policies and strategic documents are aligned with our significant risks and environmental aspects.

To be a climate-neutral business, we must:

- Economize our management of raw materials, water, and energy and primarily use more environmentally friendly alternatives, such as renewable sources.
- dispose of our waste material appropriately.
- monitor and ensure the environmental awareness of our suppliers, manufacturers, and sub-consultants.
- help our customers in their environmental work.
- create awareness among our employees.
- compensate for the business's negative impact on greenhouse gas emissions.
- comply with all applicable laws and regulatory requirements.
- work to continually improve our environmental performance and prevent pollution of water and air.



Our sustainability work is characterized by traceability between sustainability investments and prioritized business goals a structured approach and approach to continuous development using ISO standards proactivity through communication and dialogue with our stakeholders; employees, suppliers, customers, customers' customers, authorities, media, universities, owners and future generations.

# Agenda 2030

## and the SDGs

The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

The 17 SDGs are integrated—they recognize that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability. Countries have committed to prioritize progress for those who're furthest behind. The SDGs are designed to end poverty, hunger, AIDS, and discrimination against women and girls.

The creativity, knowhow, technology and financial resources from all of society is necessary to achieve the SDGs in every context.

### Our selected SDGs

To achieve the SDGs, the world is dependent on engaging the private sector. In 2017, Idnet started work on the Global Goals for Sustainable Development. By linking what we do to a specific goals, it is much easier to get a good structure and to prioritize activities. It is also easier to understand where we need to increase our efforts to contribute to the global goals.

We selected six goals where we see that our business impacts and where we have an opportunity to contribute to positive development. The goals we have chosen to focus on are:

1. No poverty
3. Good health and well-being
5. Gender equality
8. Decent work and economic growth
12. Responsible consumption and production
13. Climate action

### How this fits our commitment to the UN Global Compact

Our commitment is a central part of our sustainability work. The commitment is confirmed both internally and externally as the sustainability perspective is included in strategies and daily tasks.

Our compliance strategy for the UN Global compact and our “best impact” strategy goes hand in hand. Focusing on minimizing impact in one area and maximize in another. Both ways contributes to the selected goals.

### Communication

The communication of our concrete actions and actual results taken towards the SDGs strengthens trust in our brand and as a employee and partner. The main external communications channels are customer and partners dialogues, our website and the annual report sent to UN Global Compact. All employees can find all information, goals, actions and measurements on our intranet.

We at Idnet are keen to have good relations with all our stakeholders and to create value together. We appreciate that stakeholders contact us if they have questions or comments regarding the content of our code of conduct, our policies and routines, and how we live up to their expectations. Contact information is to be found on website, last page on the Code of Conduct and this report.

# How Idnet affect the SDGs



- Delivers solutions that affect work environment, human rights and economic sustainable growth
- Works and reports according to the UN Global Compact
- Is ISO-14001 certified
- Has a Code of Conduct
- Has active dialogue with manufacturers regarding sustainability
- Ensures that manufacturers do not use child labor or conflict minerals
- Ensures that manufacturers' employees have employment contracts
- Has policies on human rights, corruption, discrimination, and gender equality
- Participates in "Fair Trade Fika Challenge" and chooses Fair Trade and organic products
- Regularly has joint physical activities that promote health, team formation, and communication
- Supports Team Rynkeby/Barncancerfonden, Jontefonden and Ung Företagsamhet



- Delivers solutions that affect environment
- Reduces the number of physical meetings through investments that enable more and better online meetings
- Continuously reduces CO2 emissions of company vehicles through new company car policy
- Offers loan of company bicycle including helmet
- Has ongoing policies for digitalization to reduce printing
- Works to increase direct deliveries
- Reduces packaging by removing unnecessary cables etc. that the customer doesn't need



# Idnet

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## Code of Conduct

Wherever you are, whatever you do, you are part of a collaboration. A collaboration based on openness and honesty - that's how we build transparency and trust. Together, as humans, co-workers and business partners, we have a common responsibility to make our world a better place and to build for a sustainable future. At Idnet, we have always had a great passion for this. The driving force is our commitment to the UN Global Compact - the UN's voluntary initiative for sustainable entrepreneurship.

As a help, and a support we can refer to and stick (adhere) to, we have created a Code of Conduct. It summarizes our policies and our expectations of partners and employees. Openness, honesty, transparency and trust are key factors.

Our Code of Conduct is about ensuring human rights, health, decent working conditions and promoting proper business ethics and environment principles along our supply chain. As we work today, we must not forget about tomorrow. We continuously strive to limit harmful environmental impact, and we favor sustainable practises.

To achieve this, we want to work closely with our customers and partners who share and apply the same principles detailed in the Code.

Our customers and also the future generation's trust in us is ours to live up to, and our commitment to continue to deserve that trust is why customers, partners and employees stay with us.

### Implementation and compliance

Business partners receive our Code of Conduct in connection with signing business agreements. They must then confirm that they accept the code and explain how they comply with it. They are also encouraged to give feedback regarding the content and are informed about our grievance mechanism.

The process for new employees is similar. During the onboarding, they need to confirm that they accept the code, are encouraged to give feedback regarding the content and are instructed about the ways to report suspicions of violation of the Code.

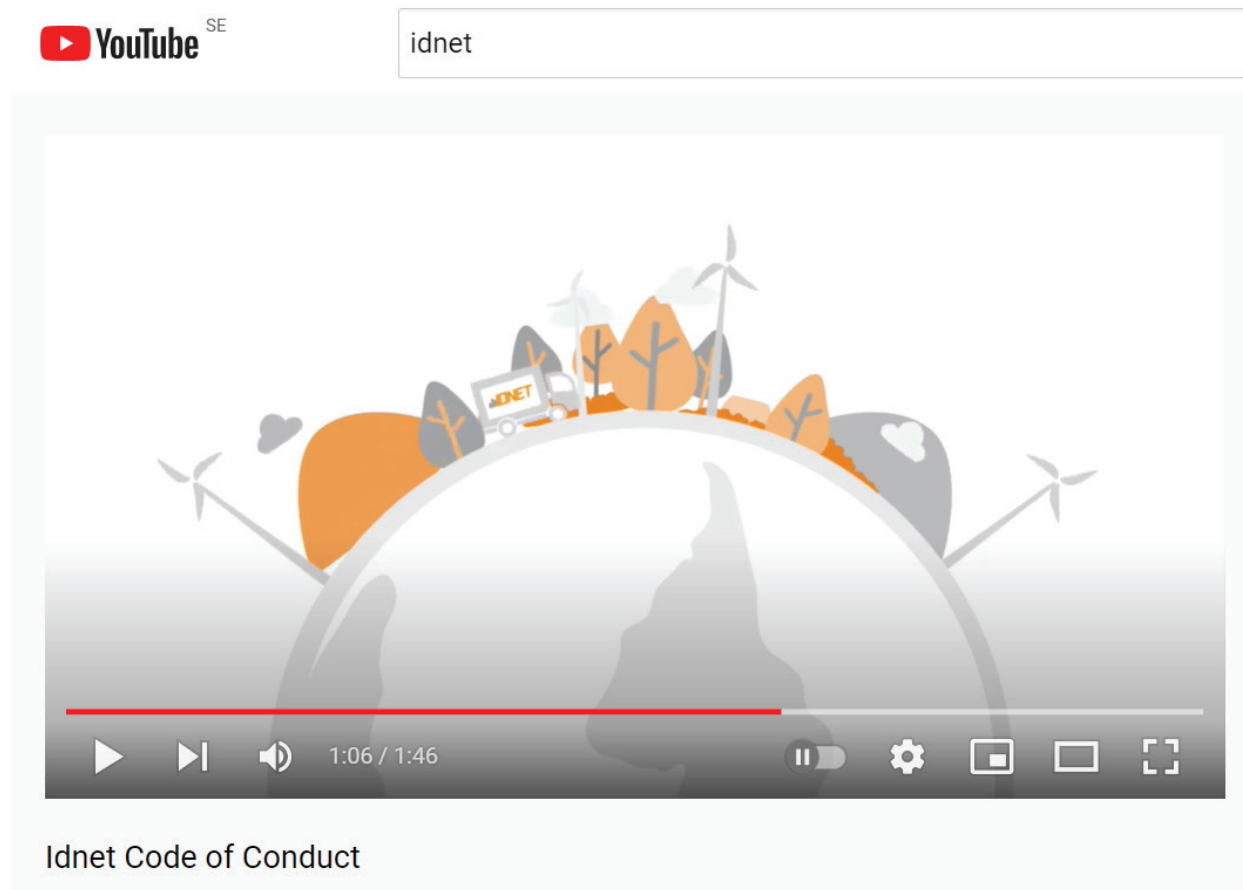
Any suspicion of violation of the Code of Conduct or legislation, must be reported. There are several ways to report suspicions of such violations. In the first instance, employees and business partners' employees report to their immediate manager. If this is not appropriate for various reasons, it is possible to report anonymously via our whistleblowing system.



**Click the picture and download the Code**



Click the picture [\\_\\_\\_\\_\\_](#)  
**and learn more about our Code**



# Sustainability — in our solutions

Our solutions create the most significant difference from a sustainability perspective. We are a part of the customer's sustainability work, there are always sustainability effects on our deliveries. During the year, we clarified our offer by reformulating the business idea to "We create sustainable growth" and have in several ways involved all employees to implement this concept in the business.

## Environmental sustainability

To achieve environmental sustainability operations should not have a negative environmental impact. In many ways, our solutions help the customer to achieve a better environmental sustainability:

- A better process accuracy leads to fewer returns: fewer emissions
- Fewer consumables: fewer emissions
- Offering direct deliveries: fewer emissions
- More efficient packaging: fewer emissions
- Long life cycle: less environmental impact production of IT
- Centralized upgrades: fewer emissions

## Social sustainability

To achieve social sustainability operations should not have a negative impact on human rights, the work environment, and or business ethics

These are some examples how our solutions affect the customers social sustainability:

- The ergonomic design of IT tools and standardized workflow gives less musculoskeletal disorders
- The ergonomic design of IT tools and standardized workflow gives less stress
- The ergonomic design of IT tools and standardized workflow gives satisfied employees
- The ergonomic design of IT tools and standardized workflow gives a safer work environment

## Economic sustainability

Economic sustainability means that economic growth does not have any negative consequences for environmental or social sustainability. How does our solutions contribute to this for the customers? In many ways! Here are some examples:

- Less wastage
- Direct deliveries: lower transport costs
- More efficient packaging: lower transport costs
- The ergonomic design of IT tools and standardized workflows: Less sick leave due to reduced musculoskeletal disorders, fewer workplace accidents, reduced stress
- Standard processes and flexibility: better resource utilization of staff and IT
- Fewer returns: less direct/indirect transport costs
- Long life cycle: high TCO (Total Cost of Ownership)
- Same IT equipment in multiple processes: smaller IT purchases

# Sustainability ---

## with Idnet as a partner





# Stakeholders dialogue

Stakeholder	Way of communication & interaction	Prioritized areas
Customers	In the agreement process Code of Conduct Through project meetings Customer surveys Information on web site Social media	Product quality Human Rights compliance and excellent business ethics in value chain Transparency, respect and trust
Employees	Training during onboarding process Code of Conduct. Employee interviews Employee surveys Dialogues about values Leadership program Monthly company staff meeting Safety committee Information on our intranet & web	Carbon footprint Human Rights compliance and excellent business ethics in value chain Transparency, respect and trust Leadership Security and wellness Gender equality
Partners	Partner dialogues Code of Conduct Self assessment surveys Supplier evaluations	Product quality Human Rights compliance and excellent business ethics in value chain Transparency, respect and trust
Customers customer	Competitive intelligence Customer dialogues	Carbon footprint Human Rights compliance and excellent business ethics in value chain
Authorities	Legislation	SDGs
Future employees, schools and education	Trainees Lectures	Carbon footprint
NGO	Reports	Carbon footprint Human Rights compliance and excellent business ethics in value chain
Owners and board	Board meetings Sustainable report	Profitability Transparency Business Ethics and human rights in value chain
Future generations	Competitive intelligence	Carbon footprint Human Rights compliance and excellent business ethics in value chain



# Highlights ---

## from 2021

In 2021, we have made lots of improvements and we really took a big step forward in our sustainability work.

### Code of Conduct

Our new Code of Conduct will play an essential role in our future sustainability efforts. By being clear and transparent regarding our expectations towards employees and partners, transparency increases, and it becomes easier to work on improvements, compliance, and control strategically. This code has been implemented as part of the supply chain follow-up but will be implemented throughout the company in 2022.

### Idnet company culture - The Idnet Way

During the spring of 2021, the entire organization worked to describe our culture and how we use our values in everyday life. This work resulted in a small written piece, "The Idnet Way," that will be distributed to new employees and other stakeholders.

### A Great Place to work

We are very proud of what we have achieved together and place significant importance on protecting our vibrant corporate culture. We develop it by working purposefully on continuous improvements. In 2017, we were certified according to A Great Place to Work. We were also named one of Sweden's best workplaces in 2021. We are delighted about that.

### New business idea

Our solutions are what make the most significant difference from a sustainability perspective. We are part of the customer's sustainability work, there are always sustainability effects on our deliveries. During the year, we clarified our offer by reformulating the business idea to "We create sustainable growth" and have in several ways involved all employees to implement this concept in the business. In fact, this year's Kick Off, had this as a main focus.



# Risc analysis &— risc management

The following risks have been identified within our operations:

## Work environment

When the Corona pandemic hit in 2020, we were all affected in several different ways. From a work environment perspective, the spread of infection in the workplace was the first risk we considered. To avoid this, we were early in placing hand sanitizers around the premises and urging those able to work from home to do so. In addition, the IT equipment required to supplement the home workplace was purchased.

Another risk that the pandemic brought was stress and mental issues. So we invited all employees to a digital lecture on stress and mental illness linked to remote work. Through our Health Insurance, all employees can receive call therapy and help with ergonomics.

Every three months, we have conducted anonymous follow-ups regarding how employees make their workday function linked to Corona. The results are presented at monthly meetings and are published

on our website. Activities related to the outcome have since been carried out, e.g., digital lectures on ergonomics and daily digital breaks. Everyone has been offered height-adjustable tables for home use.

To further increase safety, when visiting customers, all employees are offered Covid-19 antigen tests performed by third parties.

Our guidelines linked to Covid-19 have a separate page on our Intranet to be easy to find and have become a fixed focus point at our monthly staff meetings.

Ongoing information about our corona guidelines and transparency regarding the business situation has been, and still are, essential for well being and success. Coffee breaks have been introduced, etc.

## Environmental

Our operations have a negative impact through electricity consumption, transport, production of the electronics we resell, and printing.

Electricity consumption is difficult to influence as we have rented premises and consumption depends on the temperature outside. In warm years we need to provide cooling; in cold years, heat is required. We have sensor-controlled lighting in certain parts of the premises and use Green Electricity. Regarding electronics production, we also do not have much opportunity to influence in other ways except through dialogues with the manufacturers. We depend on the manufacturers, and they are not interchangeable.

For years, we have been successful at getting our print volume down. It not only saves the environment from several different perspectives, but our employees can also use the time they save on printing and handling documents for something more value-creating.

Transport is our most significant negative impact. Where possible, we try to minimize the number of shipments through direct deliveries and packaging

optimization, but it is a small part of our deliveries. Instead, we have chosen to focus on business travel, which usually takes place using company vehicles for practical reasons. From 2021, it is only possible to choose an electric car or plug-in hybrid as a company car.

The pandemic resulted in reduced travel. To always question whether the trip is necessary or whether it can be replaced with a digital meeting is a mindset that is here to stay.

### Corruption

In all organizations, there is a risk of bribery and nepotism. To minimize this in our operations, we have developed a code of conduct with clear policies and guidelines and educate employees about business ethics.

Our whistleblower function reinforces these preventive measures and enables suspicion of violations of our guidelines to come to the surface in a transparent way.

### Human rights

In all organizations, there is a risk that human rights violations may occur in the form of, for example, harassment or discrimination. There is also a risk that irregularities will not be detected. We work purposefully within our culture, values, and leadership to reduce the risk of this happening. We have clear policies with zero tolerance and follow up annually on how these are carried out through the employee interview process. As a preventive activity, HR were educated in how to avoid bias in the recruitment process.

A new policy for responsible sourcing was adopted. Policies and governance documents are now written in English for increased accessibility.

# 2021 results

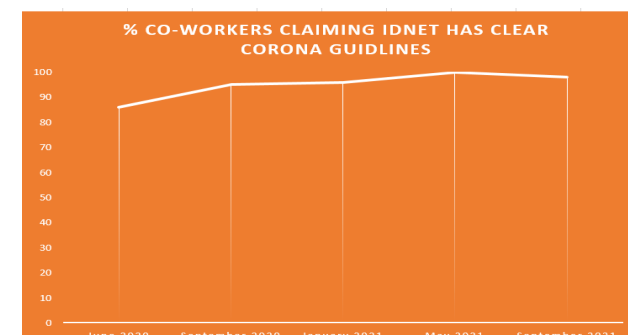
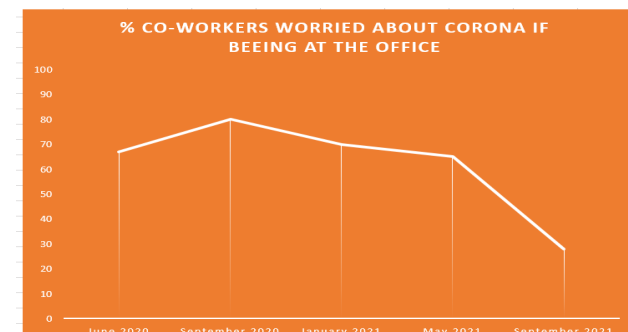
## Work environmental

Idnet offer a safe and healthy workplace. Our workplace is and will continue to be free from violence, harassment, threats and other dangerous or disruptive elements caused by internal or external threats. We are dedicated to our goal to have zero (0) accidents, injuries and exposure to health risks. We encourage all employees to physical activity, to have balance between work and private life and that everyone finds working at Idnet beeing enriching and joyful.

Goal	Result
100% should feel that it is fun to work at Idnet	90% (+0% from prior year)
100% should feel that their work is meaningful.	86% (+12% from prior year)
100% of newly hired colleagues should feel that they were well received	95% (-1% from prior year)
100% should feel that the office environment has a positive impact on work.	83% (+11% from prior year)
100% shall use the wellness allowance	72% (+2% from prior year)
100% should feel that this is a physically safe workplace	97% (+1% from prior year)
100% should feel that they will informed about major changes in the business.	86% (+14% from prior year)
100% should feel that this is a mentally healthy workplace	83% (+11% from prior year)

The health and security employee handbook got new paragraphs concerning ergonomics, protective equipment and machine safety, and was translated into English for increased accessibility. On the national “Work environment day”, all employees were invited to a digital meeting about work environment legislation. Other improvements during the year are; a sponsor programme for new employees was adopted, the work environment policy was fit to meet the demands in ISO 45000 and the wellness allowance was raised to encourage physical activity.

During the year we have had 3 surveys connected to Corona. The surveys have lead to various activities, adressng both practical and psychological issues. . Over all, almost everyone thinks that they can perform their tasks just as well, despite distance working.



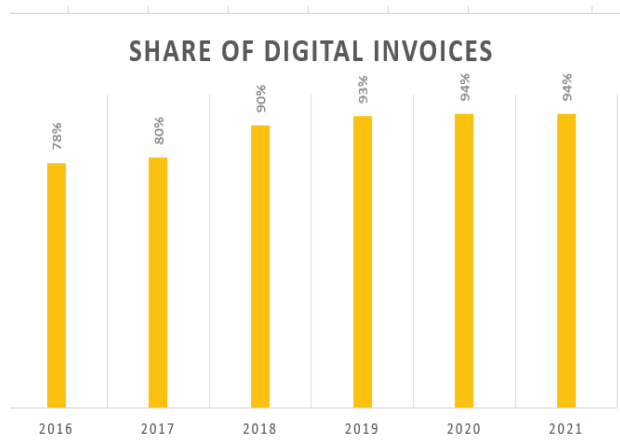
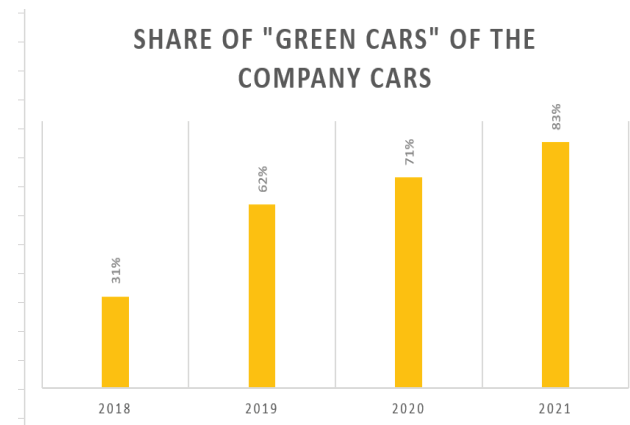
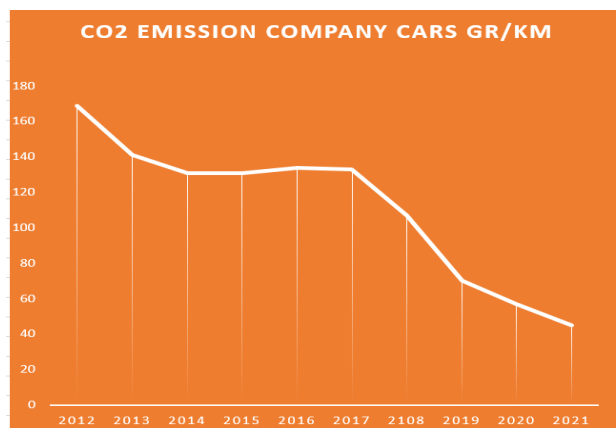


## Environmental

In the beginning of the year, our environmental policy was updated with sections regarding greenhouse gases and clean air. To support this, the company car policy was changed into only allowing electrical or plug-in hybrids. As a result of this and work done previous years, the share of "green cars" is now up to 83% of the fleet.

The Co2-emissions from the company cars has decreased from 57 gr/km to 45 gr/km.

The share of digital invoices has increase of 16% since we started to measure this back in 2016. The result this year is the same as 2020, 94%, but is in reality a better result than 2020 as the number of invoices is much higher this year than last year.



### Human Rights

Due Dilligence in our supply chain was done without any remarks. No suspected human rights violations within one's own business or in the supply chain have been reported. The preventive work has continued with further improvements. One of these improvments is related to our onboarding program which now has a session about Human rights, as well as our intranet now has a Human Rights section.

### Business Ethics

Due Dilligence in our supply chain was done without any remarks. No suspected Business Ethics violations within one's own business or in the supply chain have been reported. The preventive work has continued with further improvements, as our onboarding program has been supplemented with a session on our Code of Conduct. We have also had a digital lecture about corruption.

Honesty, trust,  
openness and  
respect in all  
relations.  
**Always.**

# We are ————— stronger together

## Internships

We offer internships in several different professional roles and have interns regularly from high schools, universities and vocational schools.

## Collaborations with schools

We lecture at different schools about our different professional roles, our values and our organizational model.

## Stronger Together Friends

We think it is important to share our success. We want to do so with organizations that are doing well in society and that we feel special about. That is why we have chosen to be sponsors of Team Rynkeby/Swedish Childhood Cancer Fund, Jontefonden, Hand in Hand, WWF, SOS Children's Villages and the Red Cross. In addition, we usually sponsor so called Enkronas matches and local youth teams. We also have a partnership with Junior Achievement Sweden, whose activities are aimed at supporting young entrepreneurs.



GÖTEBORG

Vi stödjer



JONTE  
FONDEN





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