

Communication on Progress

29.03.21—29.03.22



United Nations
Global Compact

intility

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This is Intility’s first annual report. We are happy to share our efforts and contribution towards a more sustainable future.

The report showcases how Intility works to address environmental, social, and ethical issues. It identifies the company’s positive impact on UN Global Compact’s principles, prioritized Sustainable Development goals, and considers areas we can improve.

The report is divided into four categories: Human rights, Labor, Environment, and Anti-Corruption. It addresses their relevance and actions taken to support the UNGC principles.

The reporting period is the fiscal year starting 29th of March 2021.

Dear Stakeholders

I am pleased to confirm that Intility reaffirms its support of the Ten Principles of the United Nations Global Compact, in the areas of Human Rights, Labour, Environment and Anti-Corruption. As we observe the highest levels of atmospheric carbon dioxide in more than 3 million years, we witness more severe effects increasingly from rising average temperatures. This February (2022), the United Nations Intergovernmental Panel on Climate Change (IPCC) published part two of its sixth main report. *The report is clear – we have limited time to maneuver to ensure a viable and sustainable future. Climate change is a threat to the welfare of people and the state of nature we depend on. The longer we wait for emission reduction and adaptation measures, the more serious the adverse effects on nature and society.*

A responsibility rests on the business community to innovate, choose sustainable solutions and collaborate with partners to reduce the environmental footprint. Intility aims to conduct business to minimize the negative impact on the environment while ensuring sustainable development locally and globally.

Reducing the carbon footprint of our end-to-end platform solution is essential, as efforts to digitize core business are increasing across all sectors. Our business model, which revolves around a multi-tenant and industrialized service, is based on a shared platform where companies favor access over ownership, enabling them to use resources more efficiently.

Sustainability is essential for Intility. We continue our efforts on our chosen Sustainable Development Goals (SDG's) and are increasing our efforts to reduce the use of environmentally damaging resources. Furthermore, we are improving our environmental accounting standards, adopting suitable frameworks and audits by third parties.



A stylized, handwritten signature in blue ink, consisting of the letters 'A' and 'H' intertwined.

Andreas Hisdal
CEO



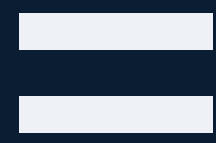
Introduction to Intility

A foundation for digitization of core business

Intility offers an industrialized and fully managed IT platform delivered as a service. We operate and secure nationally critical infrastructure. More than 600 companies across 2000 locations in Norway and globally utilize the platform's capabilities as a foundation for digital transformation while ensuring a modern and secure workplace environment. Intility includes end-to-end operations and support services from local infrastructure and devices to business-critical systems and cloud services. The platform comprises several service areas and sub-platforms. Each on its own can fulfill business needs, catalyst innovation, or act as vital components in companies' digital strategies. When integrated and orchestrated into one single solution, delivered as a service, Intility enables companies to utilize information technology more efficiently, increase their productivity and their competitive edge.

Intility's contribution to The UNGC principles and UN Sustainable Development goals

The Ten Principles of the UN Global Compact



Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. Make sure that they are not complicit in human rights abuses.



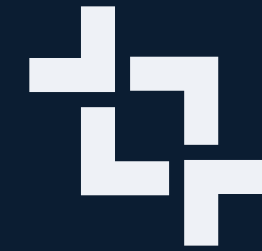
Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. The elimination of all forms of forced and compulsory labor;
5. The effective abolition of child labor; and
6. The elimination of discrimination in respect of employment and occupation.



Environment

7. Businesses should support a precautionary approach to environmental challenges;
8. Undertake initiatives to promote greater environmental responsibility; and
9. Encourage the development and diffusion of environmentally friendly technologies.



Anti-Corruption

10. Businesses should work against corruption in all its forms, including extortion and bribery.

Sustainable Development Goals

The UN's sustainability goals are the blueprint for achieving a more sustainable and better future. The goals are complex and address the global challenges we face. Intility has identified six prioritized goals where our efforts have the most significant potential for impact based on our business model, industry, and stakeholders' expectations.

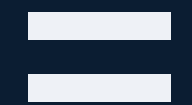


Intility's Sustainability Principles

To make the Business Principles and the UN Sustainable Development Goals operational to the company's business, we have incorporated these in our principles, strategy, and internal policies.

- Intility shall be an organization with a clear relationship to sustainability throughout the business and takes responsibility for contributing to solutions to the climate and environmental challenges facing society.
- Intility shall contribute to technological development that benefits society and the world.
- Intility has a precautionary approach to environmental challenges and will engage employees at all levels to take responsibility for developing sustainable solutions.
- Intility shall always respect human rights, labor rights, freedom of association, and ensure safe workplaces.
- Intility shall value quality, sustainability, and costs while evaluating suppliers.
- Intility shall ensure that all forms of forced and child labor do not occur, either at Intility or in the company's value chain.
- Intility must always ensure honest, fair, and responsible operation and has zero-tolerance for all forms of corruption, money laundering, or bribery.

Four main areas



Intility's main objectives

- Intility shall always respect human rights, labor rights, freedom of association and ensure safe workplaces.
- Intility shall contribute to technological development that benefits society and the world.
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Supporting SDGs



Labor

A better place to work

Intility is experiencing strong growth resulting in a high-paced working environment. Nevertheless, we have maintained a relaxed social atmosphere where people take care and bring out the best of each other. We are team players, influencing our workday and the company’s development. We strive to develop talent in-house and create opportunities and long-lasting careers for young employees.

Intility employs nearly 500 full-time employees. The pandemic has resulted in home offices most of the time during the reporting period. To help our employees feel connected, several measures have been implemented. This includes frequent morning meetings with the teams, “activity-bingo,” and remote social nights with quizzes. Every Friday, a general meeting takes place, where employees from all disciplines share their projects with the rest of the company.

Further means for increasing health and wellbeing have also been implemented. All full-time employees have received adjustable working desks, ergonomic chairs, and monitors for their home offices. Every week, “Jobbstrekken” (in English: the workplace-stretch) visits via Teams, giving employees

light exercises to prevent common occupational injuries.

Engaging Employees

Intility strives to spread sustainability awareness internally, and all employees are responsible for promoting sustainable solutions. During the reporting period, we have put in place an ESG (Environmental, Social, and Governance)-policy. The policy applies to all employees of Intility AS and its affiliate companies. It forms the basis for decision-making and day-to-day operations and addresses how Intility shall work with corporate governance, investments, suppliers, employees, social responsibilities, and sustainability reporting.


We have held two sustainability weeks and sustainability sessions at general and departmental meetings. Key personnel have been made responsible in all departments to ensure sustainable operations and engage employees at all levels and in the company.

Educating for tomorrow’s workforce

Intility’s commitment to quality education revolves around internal and external dissemination of knowledge spread and remains an important focus area. Exponential technological growth calls for lifelong learning amongst

employees. We encourage all employees to take part in educational programs and courses, both internal and external. A dedicated program called Intility Academy facilitates this. We collaborate with universities and colleges like Oslo Met University, Kristiania University College, and Norwegian University of Science and Technology to promote quality education and offer relevant internships.

Apprenticeships and bachelor groups have a long tradition at Intility and are offered every year. After an apprenticeship is completed, several candidates pass their trade test as part of their training at Intility. Most of the apprentices continue their careers in Intility and become valuable resources for the company.

 During the fiscal year, eight groups of **30** bachelor students have worked on their bachelor thesis at Intility.

The students work with real cases from the company. They get complete equipment, their own space in the office, breakfast, lunch, and invitations to meetings and events. Several of the students will be offered employment.

Sharing knowledge among customers is essential for Intility. Rapid development in technology enhances this need. Cyber security, for instance, is viewed to be one of the significant barriers to sustainability and more environmental-friendly solutions. However, for companies to take advantage of the opportunities of digitization and technology, the risks must be both **understood** and reduced. Any attacks on critical infrastructure would damage the affected parties and weaken the trust to the technology.

Customers are regularly invited to online meetings and larger events with guest speakers, like the Intility Security Month. Starting this reporting period, Intility invited all customers to a new concept called “Meet the Team.” It is an offer to get customers better acquainted with updates on the platform and allow them to meet and ask questions directly to the operational owners.

Enabling Digitization

Our commitment to decent work and economic growth is anchored in our mission to assist customers with digital initiatives. Intility seeks to continuously develop and provide secure and efficient tools for our customers to take advantage of technology.

Fundamental for Intility's business model is facilitating digitization and "seamless IT" for our customers. Exponential technological growth demands continuous upgrades and development of companies' underlying IT platforms. Equally important is that updates and new functionality are secure and maintained based on a holistic approach to the underlying platform. A key element in the business model is that all customers, no matter size or industry, gain access to the same IT infrastructure, which is included in their partnership with Intility. In comparison with dedicated IT platforms per company, companies on Intility utilize all the benefits of continuous development as an included part of the service. This promotes **digital inclusion** by enabling more customers to take advantage of technology and prepare for the changes ahead of us. Cyber security is an essential part of the platform infrastructure as we operate and safeguard nationally critical infrastructure. All companies on Intility are protected by an industrialized security platform delivered as a service.

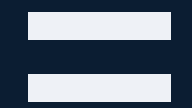
Relevant Policies

- Ethical guidelines at Intility
- Corporate Environmental, Social and Governance Policy
- Corporate Information Security Policy
- Guidelines for Deviations
- Privacy Statement for Employees

Measurement of Outcomes During Fiscal Year

- 100 new hires
- 44 students with part-time jobs
- 100+ employees enrolled in education
- Eight bachelor groups (including 30 student internships) signed
- 40 apprentices enrolled in training
- 19 apprentices completed training and passed the "trade test."
- Continued collaboration with Oslo Met, NTNU, and Kristiania University
- "Girls Day" at the office with 50 girls from 4 upper secondary schools
- ADA
- A 6th week of paid vacation for employees starting 2022
- «Activity Bingo» for employees
- 11 "Meet the Team" sessions
- Intility Security Month with guest speakers
- Release of the blog Engineering@intility

Four main areas



Intility's main objectives

- Intility shall be an organization with a clear relationship to sustainability throughout the business and takes responsibility for contributing to solutions to the climate and environmental challenges facing society.
- Intility shall contribute to technological development that benefits society and the world.
- Intility has a precautionary approach to environmental challenges and will engage employees at all levels to take responsibility for developing sustainable solutions.
- Intility shall always value quality, sustainability, and costs while evaluating suppliers.

Supporting SDGs



Environment — Efficiency is lack of waste

Providing Sustainable Data Centers

Throughout 2021, there has been a tremendous global focus on the environmental impacts represented by an ever-increasing number of data centers. Datacenter operations are energy-intensive and account for around 2% of the world’s energy demand and CO₂e emissions. A great deal of focus has been placed on the environmental footprint of energy-intensive crypto mining. At the same time, the enormous data growth in the consumer and business segments continues to be an area of focus. In 2021, we continued our sustainable delivery of data center services with environmentally conscious data center suppliers, 100% renewable energy, good resource and capacity planning, energy-efficient hardware, multi-tenancy, a high degree of industrialization, and fully virtualized data centers.

We have started adopting the Greenhouse Gas Protocol (GHGP) for reporting and monitoring emissions. GHGP is used to calculate large parts of the environmental footprint of our data center operations.

Using data points from our hardware partners, we have started the work with reporting on scope 3 emissions originating from the manufacturing and transportation of hardware used in our data centers. For 2021 scope 3 emissions will be calculated for over 70% of our server hardware.

Virtual workloads

The Intility Cloud Platform is built to handle the highest security, stability, and performance requirements. On behalf of our customers, we manage business and mission-critical

workloads and support critical societal functions. Our delivery of data center services is built on a virtualized multi-tenant platform with a high level of computing density and minimal degree of dedicated customer hardware. This aligns with Intility’s business strategy of industrialization and standardization, which is reflected in all aspects of the platform. As a result, energy efficiency in our data centers’ is in the very nature of our delivery model. Alternative models where organizations are running workloads on dedicated hardware often represent less energy efficiency, as it is challenging to achieve the same levels of resource utilization compared to pure multi-tenant models.

Improving our sustainable workplace delivery

Intility takes end-to-end responsibility for the entire Workplace environment of all companies on the platform. This includes more than 50,000 machines and mobile devices across 2,000 customer locations. Intility works to minimize climate impact through all phases of the unit’s life cycle with technology development and strategic choices. Intility handles over 10,000 annual purchase orders for companies on the platform. A key role is to advise companies in finding equipment that meets their needs. The companies



have access to detailed overviews of their machine inventory to help them have a conscious relationship with a sustainable management and replacement rate. The freight volume is reduced by choosing the right equipment and making more extensive, coordinated replacements.


Central management and error correction

The core of Intility’s delivery is to produce services centrally and efficiently per user. All PCs and mobile devices are managed centrally. Several technologies and proprietary software form the basis for the devices to be as stable and well-functioning as possible. Intility Client Health is an included service that runs on all machines and removes underlying errors in real-time. Among other things, the tool detects whether the laptop battery should be replaced. This keeps the devices in better condition over time and reduces the need for repair and onsite calls.

An average Intility user has yearly CO₂e emissions of 0.28kg, equivalent to:

Calculating scope 2 + 3 electricity from Intility’s data centers

-  4 km driven with diesel car
-  A mouthful of beef (12 grams)
-  1 cup of coffee

 In fact, in 30 days, around **2,600** errors can be avoided, which would otherwise trigger a support case.



Remote meetings

We equip offices with technology to enhance user collaboration experiences, both in the workspace and in hybrid or entirely virtual situations. While our customers are increasing office presence and seeking advice on their hybrid workplace model, Intility actively encourages customers to adopt a “video first” approach to professional communication. Travel is made redundant and ultimately provides an equally effective option for collaboration with significant environmental benefits.

Lifecycle management for user devices and hardware.

The production and disposal of electronic devices have a significant environmental impact. Production of new units requires large amounts of raw materials and results in CO2 emissions. The removal of old units generates large volumes of E-waste containing toxic substances that are hazardous to the environment and human health. Intility offers environmental disposal of PCs, printers, monitors, servers, network equipment, and mobile phones. The service includes secure data deletion in collaboration with our partner Foxway. After secure deletion of data, the equipment is subject to resale in the secondary market. Foxway safely handles equipment in

line with ISO-certified processes such as 9001 for quality and 14001 for the environment. We are committed to continuously improving our lifecycle service for our customers and our own devices to recycle and reuse more devices in the future.

Logistics

Efforts are made to minimize the use of plastic when packing goods. Environmentally friendly packaging produced from renewable, natural materials is used. For courier deliveries, electric cars are widely used in the greater area of Oslo. Emphasis on automation and streamlining processes also helps reduce the need for shipping, like remote installation of devices.

Increasing our efforts to measure, map, and reduce emissions

Intility has since 2014 reported its emission activities through the Eco Lighthouse. This carbon accounting includes activities mainly from Scope 1 and 2. In 2021 the company made efforts to advance its carbon accounting by investigating more indirect emissions from Scope 3 related to the platform services.

We can now detect more emission activities and take the right strategic actions to reduce them and give customers better insight into

their part of the footprint at Intility. GHGP is used to calculate the environmental footprint. We acknowledge that carbon accounting will steadily improve with more data points and more significant insights into the supply chain emissions.

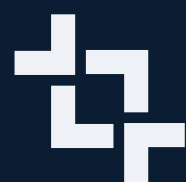
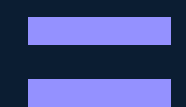
Relevant Policies

- Sustainable Datacenters
- Eco Lighthouse
- ESG-policy

Measurement of Outcomes During Fiscal Year

- Reduced the average CO2e footprint per user from our datacenter operations by 36 %
- 474 t CO2e saved from refurbishment and recycling of electronic devices
- POC of Intility Sustainability Dashboard to measure, map, and reduce our carbon footprint
- “Sustainability Week” for employees in May and November
- Continued collaboration on sustainable solutions with Digiplex, Bulk and Green Mountain (on Data centers) and HPE and Cisco (on hardware)
- Continuous improvement of the multi-tenant platform model
- Resource planning using live monitoring in data centers
- Continued virtualization of physical servers where possible for new and existing customers
- New tool for remote installation of devices: Intility Autopilot Onboard

Four main areas



Intility's main objectives

- Intility shall always respect human rights, labor rights, freedom of association and ensure safe workplaces.
- Intility shall ensure that all forms of forced and child labor do not occur, either at Intility or in the company's value chain.

Supporting SDGs



Human Rights

Supporting Human rights

Respecting human rights is not a choice; it is a responsibility. Intility is committed to respecting and supporting human rights as articulated by the UN Guiding Principles on Business and Human Rights and internationally recognized human rights. Intility has strict policies related to human rights.

All employees have an employment contract compliant with relevant labor, HSE, and human rights regulations. Intility values the diversity and individuality that each employee represents. We want a positive, open, and inclusive work environment for everyone. It is expected that all employees are treated with fairness and respect. Discriminatory or harassing behavior based on race, gender, creed, ethnic origin, sexual orientation, way of life, political opinion, or behavior is not accepted.

Sponsorships

Intility has continued our efforts to engage in collaborative initiatives and partnerships. We have continued sponsorships and partnerships focusing on children, especially in the local community (Vålerenga, Sarpsborg, KFUM, BSK, and Norway Cup).

Supply chain

Intility has zero tolerance for human rights violations and expects our value chain partners and suppliers to share this approach. Our expectations have been formalized through a Code of Conduct, which will be implemented into key partnerships and supply chain contracts. This Code of Conduct addresses relevant aspects from the Ten Principles, the UN Sustainable Development Goals, and Intility's sustainability and ESG-strategy.

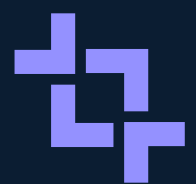
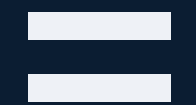
Relevant Policies

- Business Ethical Guidelines
- Guidelines for Deviations
- Corporate Environmental, Social and Governance Policy
- Code of Conduct – Suppliers

Measurement of Outcomes During Fiscal Year

- Started a review of our existing supply chain regarding human rights, labor, environment, and governance
- Formalized a code of conduct for suppliers
- No reported deviations on human rights in the value chain

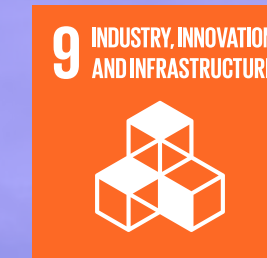
Four main areas



Intility's main objectives

→ Intility must always ensure honest, fair, and responsible operation and has zero-tolerance for all forms of corruption, money laundering, or bribery.

Supporting SDGs



Anti-Corruption

Responsible Operations

Intility has strict policies that showcase the ambition and direction in questions related to the Anti-corruption principles. We are committed to conducting business by the ethical standards reflected in these policies. All employees are responsible for reporting any potential or actual breaches of ethical guidelines.

Data and IT systems are essential resources for businesses in the digital world. At the same time, these resources are exposed to an increasing number of risks, such as malicious code, hacking, and fraud attempts. To preserve and increase our customers trust in technology, Intility continuously works on the integrity, confidentiality, and transparency in the security eco-system we take part in. These include preventive actions and controls to mitigate the risk and the incentives for corruption and unethical behavior.

Security Awareness and Confidentiality

Intility’s Legal and Compliance department is responsible for planning and coordinating cyber security awareness and training courses for Intility’s employees to ensure a strong security culture within the organization. Personnel in the department receive in-depth

privacy and security training and regularly attend classes and conferences relevant to their job responsibilities and required competencies. All new hires receive information security and privacy awareness training as a comprehensive introductory course. Security awareness courses and seminars are organized for all Intility employees regularly. All employees of Intility have signed confidentiality agreements. Intility’s Legal and Compliance department issues periodic reminders to all employees, underlining the importance of their signed confidentiality agreements and end-user policies. Upon resigning, all employees must sign a termination contract where they are reminded that the duty of confidentiality also applies post-employment.


Information Security Management System

Intility’s Legal and Compliance department supports Intility’s customers with security, privacy, and compliance-related issues. To reduce the risk of incidents that threaten the confidentiality, integrity, and availability of information and data, Intility continuously assesses and improves its information security measures and efforts. This is managed using Intility’s Information Security Management System (ISMS), which consists of policies, procedures, risk assessments, contingency

plans, and other relevant documentation. The management system is based on the Cloud Controls Matrix (CCM) issued by the Cloud Security Alliance.

Continuous Independent Auditing

To provide quality assurance of Intility’s information security and privacy services, Intility is subject to continuous auditing conducted by an independent auditor. The continuous audit activities result in an ISAE 3402 Type II for insight into Intility’s information security measures and controls and ISAE 3000 Type II for privacy and personal data protection. The audit reports are issued and made available to Intility’s customers annually.

 In 2021, **21 754** electronic signatures with E-sign.

24/7 Security Monitoring and Support

Intility Security Portal is designed to provide customers with insight into security-related information. It’s available for all customers on the Intility Platform. Intility Security Center is a customer portal that provides insight in real-time over the security and governance posture of each unique customer IT environment

on the Intility platform. Intility aims to give the customers as much relevant information as possible concerning the security posture of their IT environment. The security center is therefore subject to continuous developments and improvements.

Relevant Policies & Reports

- Ethical guidelines at Intility
- Corporate Environmental, Social and Governance Policy
- Corporate Information Security Policy
- ISAE 3402 and ISAE 3000 for Intility and customers
- Guidelines for Deviations
- Privacy Statement for Employees

Measurement of Outcomes During Fiscal Year

- ISAE 3402 and ISAE 3000 available for all customers
- Launch of Intility Security Portal
- RISMA tool for internal governance, risk, and compliance management
- BankID and Vipps Anti-Money Laundering (AML) API made available as a service to be integrated with customers' tools
- Implemented Secure Admin Workstations for employees managing platform and customer services
- 21754 secure and efficient signatures performed with Intility's electronic signature service (E-sign)
- The Cloud Security Alliance has recognized and granted Intility the status of a Trusted Cloud Provider
- Launch of Intility Threat Intelligence platform

The Way Forward

Sustainability continues to be a priority for Intility. We aim to find better and more sustainable solutions and continuously improve our platform. We will continue to work towards our selected SDGs and support the UNGC principles. A part of this is to continue to map, measure different areas and reduce the emissions related to the platform services, focusing on our scope 3 emissions. As described in this report, we are well underway with the data centers and will continue to do so in all departments.

Another area of interest will be gaining more insight and set requirements for partners and suppliers in our value chain.

Intility shall actively find and develop partnerships and alliances that prioritize long-term and sustainable solutions.



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