

Sustainability reporting 2023



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About the report

In this sustainability report, we present updated information on the sustainability work carried out by Iver Group AB and its subsidiaries (jointly referred to as Iver) during 2023 (1 January 2023 - 31 December 2023). The reporting period corresponds to the period for the financial reporting.

Here you can read about our latest efforts to promote a responsible value chain, including the management of economic, social and environmental issues. The content is guided by the universal GRI Standards and the UN Global Compact Ten Principles. Our climate-related emissions are reported in accordance with the Greenhouse Gas Protocol Corporate Standard (GHG Protocol). No errors were detected during the review of the previous sustainability report. During the current reporting period, we have neither made any changes to the previously reported information nor made any restatements.

The sustainability report is published voluntarily by the Iver Group and is not audited by an external independent party. The information reported is separate from the Group's audited financial reporting. Entities included in the voluntary reporting are Iver Group AB with organisation number 559324-0111 and its subsidiaries: Iver Management AB, Iver Sverige AB, Iver Workplace AB, Cleura AB, Nogui AB, Iver Accelerate AB, Iver Norge AS and Aztek Group AS (Accelerate at Iver).

Questions regarding our sustainability report or the sustainability work we conduct can be addressed directly to Jakob Tapper, Head of Sustainability at Iver, at jakob.tapper@iver.se.



CEO's statement

At the time of writing, I have been CEO of Iver for just over a year and have had the privilege of meeting many competent colleagues and many exciting customers. It has become clear to me that we at Iver have the right expertise to meet our customers' changing needs and expectations.

We are at the technological forefront and are now developing our offer to ensure we remain a relevant and long-term partner. We have the muscle and are big enough to make a difference, we are bigger and stronger than many of our smaller competitors. At the same time, we are not bigger than we can be flexible, nimble and agile. 2023 was characterised by external events, not least geopolitical ones, which affect our industry, our people and our customers in different ways. The macroeconomic situation, with high energy prices, high inflation and currency effects, is squeezing margins for us and many of our industry colleagues. At the same time, the role of infrastructure in our society and globally continues to change, partly due to the current geopolitical situation. The infrastructural stability that Western and Nordic societies have relied on for decades can no longer be taken for granted. The demands for stable, secure and high-performing infrastructure are thus increasing.

But in a challenging context, we also see how increased business and socially critical digitalisation is happening at an ever-faster pace, which means that the demands for a stable, secure and high-performance

IT infrastructure have never been greater.

Our customers are increasingly implementing digital business solutions for their end-customers, while their own operations are increasingly run on digital systems. Banks are now technology companies in the financial industry, healthcare is totally dependent on reliable IT for managing care processes and clinical activities, and logistics companies move goods in real time using end-to-end IT systems with extremely high availability requirements. In other words, our customers are fully dependent on our delivery of IT infrastructure and secure technology platforms.

In society's transition to more sustainable business models, digitalisation plays a crucial role and can help break the link between growth and rising emissions. As a provider of business and socially critical IT services, our customers expect us to deliver our services in a sustainable way. We need to have a business model that takes people and the environment into account throughout our operations but also contributes to positive change throughout our value chain. By protecting our customers' systems and data and



reducing the carbon footprint of our own operations, we help our customers achieve their sustainability goals. In our internal work, it is crucial that we maintain high business ethics, take responsibility for our own environmental impact and actively work to create a strong and inclusive corporate culture.

- In 2023, we continued to drive our sustainability efforts to further strengthen our business model. Here are some of the key sustainability events of the year that I am particularly proud of.
- The summer of 2023 marked a milestone for us when our climate targets were validated and approved by the Science Based Targets initiative

(SBTi). Our ambitious plan means we will continue to reduce our climate impact in line with the Paris Agreement. We are committed to leading our customers in the right direction to reach their climate targets.

- We have continued to develop our circular IT offering. During the year, we standardised and centralised the management of hardware in our new recycling, logistics and configuration centre. Here, together with our partners, we offer complete lifecycle management for clients and mobile devices, including ordering and logistics, financing, asset management, and environmentally friendly and safe take-back of IT equipment.

- We joined the UN Global Compact's 'Forward Faster for 2030' initiative to drive gender equality and climate issues in the industry. We want to and can make a difference.

I look forward to continuing our work in 2024 together with a highly competent team of staff. We are now in the middle of our work to align our business with the new EU Corporate Sustainability Reporting Directive (CSRD). This work is futureproofing our business, and the directive will support us in better managing our resources. We have been reporting according to the Global Reporting Initiative (GRI) guidelines for several years. Through this process, we have actively identified material sustainability issues in our value chain and where impacts and engagement take place. This provides us with a good basis for the upcoming implementation of CSRD.

We continue to integrate sustainability into all aspects of our business. In concrete terms, this means measures that reduce our environmental and climate impact and promote social responsibility. All with the aim of creating a more sustainable future for us all. At Iver, we want to be a positive force for creating a better society, now and in the future.

Juko Hakala
CEO

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Our ambitious plan means that we will continue to reduce our climate impact in line with the Paris Agreement. We are committed to leading our customers in the right direction to reach their climate goals.

About Iver

The playing field for the entire IT infrastructure sector is constantly changing - now perhaps more than ever before. Businesses are increasingly operating on real-time IT systems and the need for reliable IT infrastructure and secure platforms is now a critical foundation for our shared society.

At the same time, the role of IT infrastructure is changing globally, partly due to the current geopolitical situation in the world around us. The stability that Western and Nordic societies have relied on for decades can no longer be taken for granted. The need for stable, secure and well-functioning infrastructure is now greater than ever.

Iver's services are critical not only for our customers - but for the digitalisation of society at large. We ensure that healthcare has access to the right patient data, that critical systems are never down and that aeroplanes land safely. As a responsive and business-centred end-to-end partner, we enable our customers' innovation.

Iver Group AB was established in June 2021 when ICG acquired the majority shares from EQT. With ICG as the current owner, we have continued to expand. In the beginning of 2023, Iver's consulting business was merged into "Accelerate at Iver". In March 2023, Juko Hakala took over as the new CEO of the Group. By the end of 2023, we had approximately 1,600 employees

working in one of our 25 offices in Sweden and Norway, and total revenue was SEK 3,080,000.

Vision, customer promise and ambitions

We have a clear vision: to co-create meaningful value and growth with our customers. Our customer promise "Beside you", "Behind you" and "Before you" symbolises our commitment to being a trusted workplace for our employees and a reliable partner for our customers. We stay close to their business and understand their needs, while providing innovative solutions along the way.

Our offering

The Iver Group, headquartered in Stockholm, operates through subsidiaries in Sweden and Norway with a presence in Poland, Germany and Canada. We deliver our services to companies and organisations in several sectors such as banking and insurance, the public sector, manufacturing, healthcare, retail and logistics, and hospitality, travel and entertainment. We divide our customer offering into the following service areas:



Clouds and infrastructure:

We offer infrastructure and operations from energy-efficient and security-classified data centres in Sweden, Norway and Europe. Through Iver Cloud, customers can utilise the various strengths of multiple clouds, both private and public, from a common platform. For businesses and organisations that need to strictly comply with European data legislation, choosing the right cloud is essential. And anyone else who wants to be on the safe side. We offer cloud solutions with built-in European compliance to meet the high demands placed on IT infrastructure and information security.

Digital innovation:

With our team of 300 consultants, we focus on supporting customers through cloud transformation, data-driven innovation and application modernisation. We work closely with selected partners such as HashiCorp, SUSE and RedHat to meet our customers' needs. Our specialists are trained and certified on the

About Iver, cont.

products and have practical experience from many qualified customer projects.

Cybersecurity:

With increasing digitalisation, security efforts need to adapt. Our security offering includes the operation of high-risk systems, proactive cybersecurity and incident response for organisations with high security requirements. Our information and cyber security services provide customers with customised protection against both external and internal threats.

Modern workplace:

Our organisation specialises in creating digital workplace solutions that encompass sustainable lifecycle management of IT-related equipment, collaborative work with Microsoft 365 and Compliant Office, as well as comprehensive cybersecurity solutions for an increasingly distributed workforce. Through our client management, customers gain full control of their company's computers and mobile devices while protecting data with a comprehensive security solution.

Iver's position in the market

In 2023, we worked intensively to analyse and understand how best to meet changing customer needs now and in the future. This work has resulted in a change in our strategy and operating model. Our strategic focus in 2024 is to strengthen the core of the company through improved customer quality, profitability and clarity around our direction towards both employees and customers. We are also focusing on defining our future technology platforms with a high degree of automation and shifting our delivery to these - as well as continuing the work of strengthening cybersecurity for all our customers.

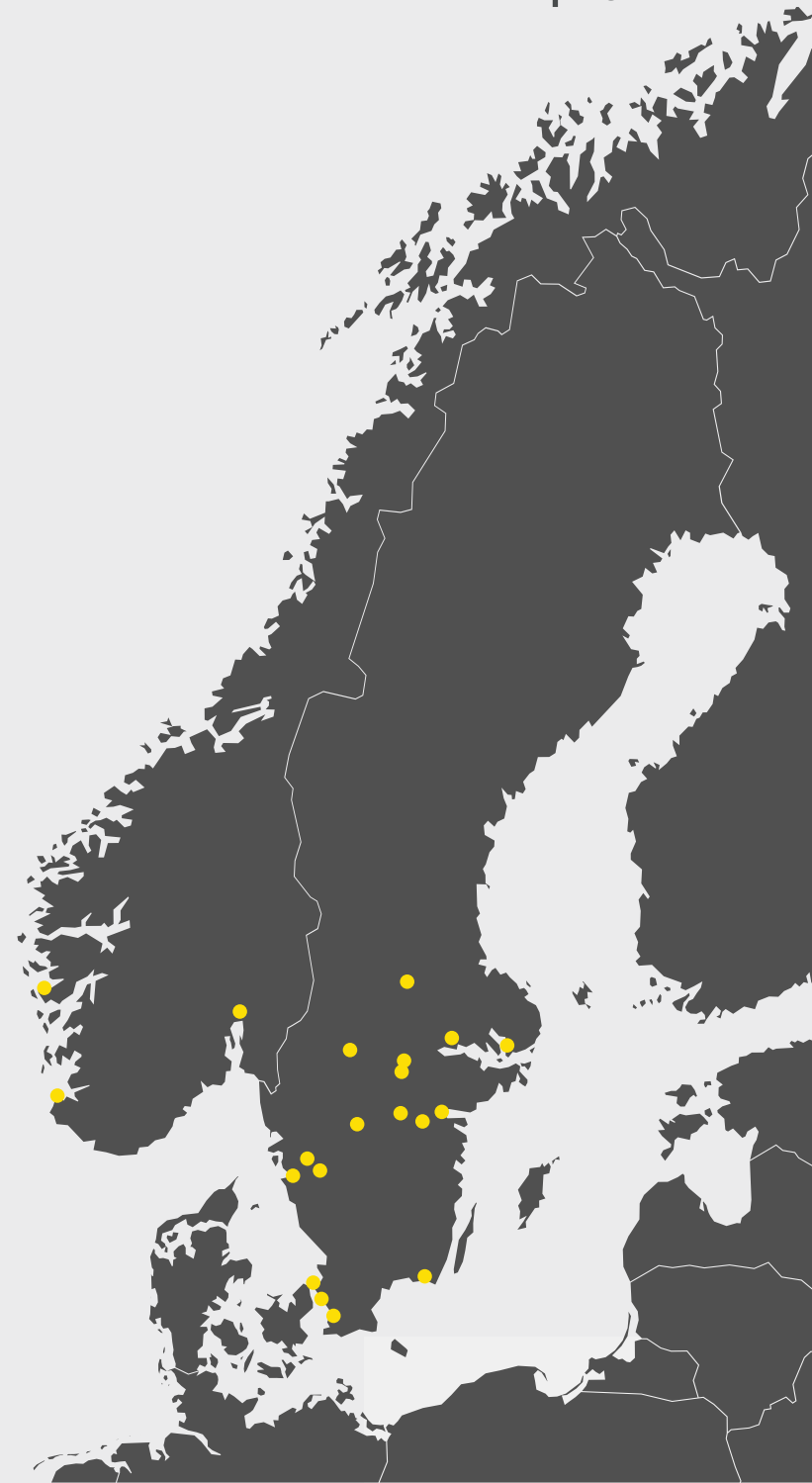
Our new strategy has four overarching objectives that will result in long-term success together with our customers, strengthen our competitiveness and give

us solid and sustainable finances. We will be the best Nordic player in business-critical infrastructure and technical platforms. We will be a leader in high-performance infrastructure, cyber security, data and compliance. And - as a trusted partner, we will be the enabler of our customers' business innovation and real business development.

Right now, no other IT company in the Nordics has our complete offering. Iver is a one-stop shop that also creates customised solutions. With our new strategy, we are strengthening our position as the leading digital transformation partner for medium-sized companies and organisations in the Nordics.

Organisations and networks we are members of:

WE SUPPORT



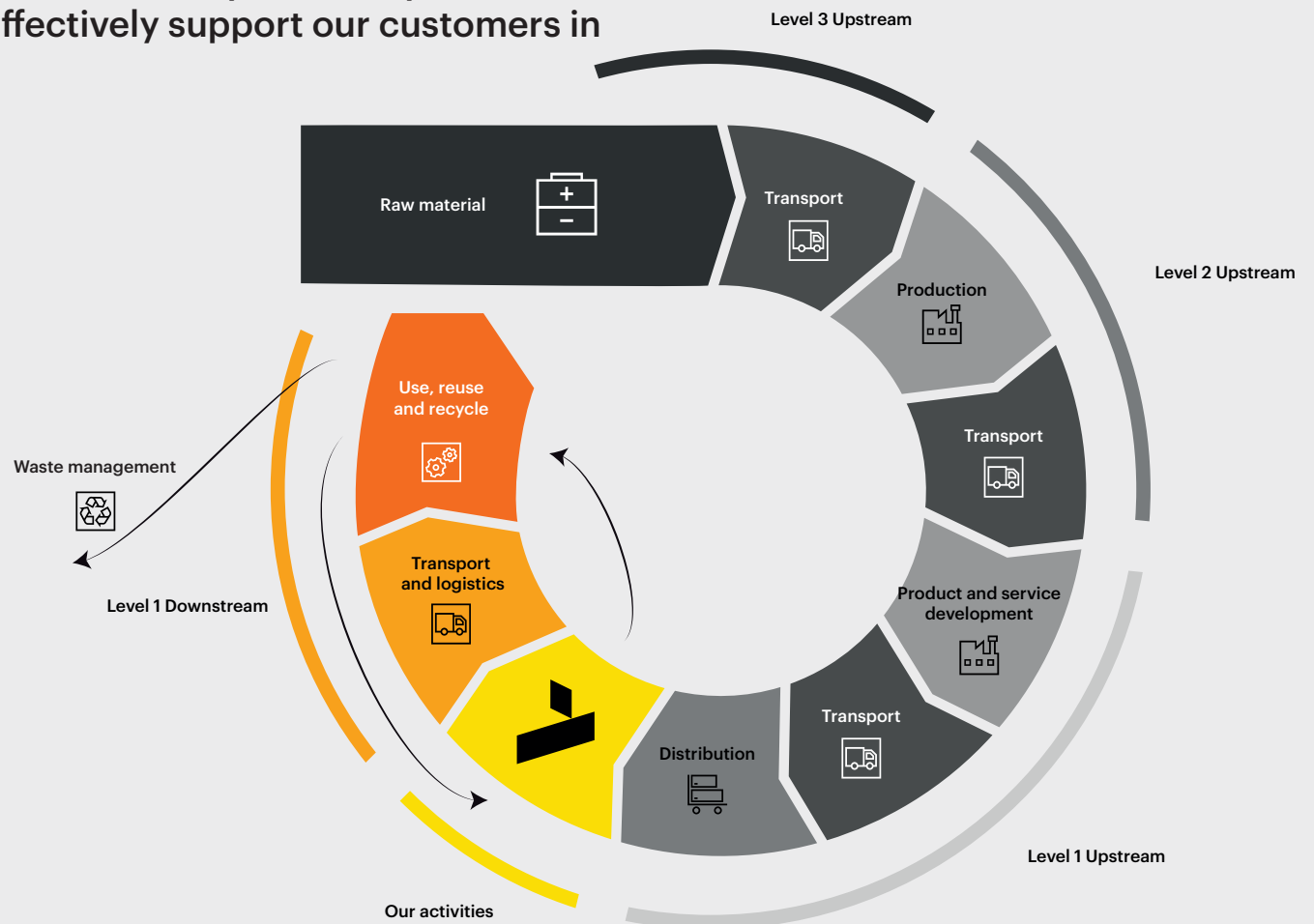
Our value chain

Our value chain includes a comprehensive portfolio of services that meet our customers' needs and improve their business operations. Thanks to in-house service development in close partnership with global technology leaders, we can effectively support our customers in their digital transformation.

Our multi-cloud solution provides efficient management of traditional loads and a fast and secure release of new services. The sustainability perspective is integrated into our business processes to ensure corporate responsibility and continuous improvement throughout the value chain. This includes working with suppliers who share our values of environmental sustainability, social responsibility and good business ethics.

Data protection and cybersecurity are crucial to our customers' businesses. That's why we place great emphasis on offering stable and available solutions supported by reliable network infrastructure and well-maintained IT equipment. We work with professional data centre providers who guarantee operational reliability and efficient energy use.

By effectively following circular principles in the management of electronic waste, we are reducing the environmental impact of waste. A significant step forward in 2023 is our ongoing effort to consolidate and centralise our workplace hardware supply and business operations. By centralising hardware management, we are meeting the growing demand for circular IT. Our logistics centre promotes efficient and sustainable lifecycle management of IT hardware, and, with a circular model of reuse and recycling, we can better capture the residual value of products and reduce their environmental impact.



Sustainability trends and Iver's sustainability development

We are continuously working to make sustainability a fully integrated part of all our activities as we are convinced that it is a prerequisite for our long-term success.

With active sustainability work, we pave the way for growth and contribute to positive social development. Our stakeholders are placing increasing demands on our sustainability work and how it is integrated into our operations. Through responsible and innovative sustainability work, we will meet our stakeholders' requirements and thus maximise joint value creation.

Sustainability developments are influenced by several factors, in recent years more by an uncertain geopolitical situation, high inflation and increased production costs leading to financial challenges for many businesses. Digital innovation and digital transformation play a central role here, where we at Iver and our industry colleagues can help to develop more sustainable services and solutions. These include modern cloud services that reduce the need for physical servers, energy-efficient data centres and software solutions that optimise resource use.

Of course, increasing customer demands also have a major impact on our sustainability performance. With increased awareness, we and our customers realise that sustainability is no longer a matter of moral responsibility but also a factor affecting long-term profitability.

Legislation and regulations will require adjustments for many companies, leading to a stronger focus on environmental, social and governance issues. The EU Sustainability Reporting Directive (CSRD) and associated standards aim to improve quality and facilitate comparison of companies' sustainability performance and delivery. The new directive will hopefully have a major impact on public awareness of sustainability issues.

At Iver, we have identified several challenges and areas for improvement in our sustainability development. We need to improve our documentation to ensure clarity and transparency in our sustainability actions. In addition, we need to carefully evaluate our targets in our focus areas to ensure effective integration of our sustainability framework into the overall business strategy. We also need to improve on providing more detailed and transparent information to our stakeholders. It is necessary that we review and strengthen our policies and guidelines to ensure full compliance with international standards that we support.

In 2024, we will continue to evolve to achieve our sustainability objectives and improve our sustainability performance. By continuously improving our ability

to meet sustainability requirements and stakeholder expectations, we create positive and long-term impacts for both society and the environment.



Highlights 2023

Here are some of the highlights of Iver's sustainability and corporate responsibility achievements in 2023.



Launch!

We are launching our new onboarding programme for all new employees. Becoming part of the team is crucial in our efforts to be one of the best places to work in the industry.



Increased focus on sustainability

Iver is strengthening its sustainability team with a Sustainability Business Partner at team level for increased knowledge and experience in the field of sustainability, including laws, regulations and best practices.



SCIENCE BASED TARGETS

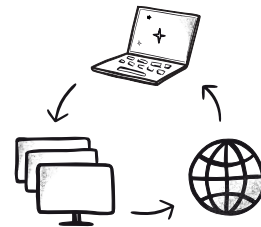
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Incredible!

Iver's climate targets are validated and approved by SBTi. This shows that Iver's targets are science-based and in line with the Paris agreement.

Forward Faster 2030

Iver joins Forward Faster 2030 - the Gender Equality and Climate Action initiatives.



Circularity hub

We have continued to develop our offer in circular IT. Iver's logistics centre for the circular management of hardware has undergone an approved ISO quality and environmental audit.



Iver is at the forefront!

Iver named as Karriärföretag (Career Company) 2024 by Karriärföretagen. Iver is a company at the forefront of technology with a strong focus on innovation and skills development.



Silver från EcoVadis

Iver was awarded a silver medal in EcoVadis' annual sustainability review 2023. This means we are in the top 25 per cent of global companies that have been audited.

Sustainability management

In Iver's corporate governance structure, there are owners, the Board, the CEO and external auditors. The Board of Directors appoints the CEO, and the General Meeting appoints external auditors to review the accounts and the management of the Board and CEO during the financial year.

Iver has no legal violations to report for the reporting year and has not been ordered to pay damages or fines for violations of environmental or other legislation in 2023. There are also no damages or fines to report from previous reporting years.

The Board of Directors sets the overall sustainability direction, and the CEO has overall responsibility for sustainability in the Group. The CEO delegates the management of sustainability issues within the company to Iver's Head of Sustainability, who drives the work forward together with decision-makers from key functions in the business. Underlying processes, procedures and instructions, which describe how the guidelines are to be complied with, are established and maintained by each department manager or sustainability manager. All managers and employees have a responsibility to comply with and strive to improve Iver's environmental and sustainability work.

Iver's Head of Sustainability is responsible for reporting on critical activities and target fulfilment, which is done at least once a year to the owners and the Board. Progress in Iver's sustainability work is described in the group's annual sustainability report. The

Board does not need to approve this report. For the Group as a whole, there is no statutory requirement for a sustainability report for 2023, which is because the parent company does not fulfil the specific criteria according to Chapter 7, Section 31 of the Annual Accounts Act. Iver Sverige AB fulfils the requirements for a statutory sustainability report, which is prepared in accordance with Chapter 6, Section 11 of the Swedish Annual Accounts Act.

Election and composition of the Board of Directors

The Board is elected by the General Meeting and appoints its Chair from among its members. The composition of the Board is based on diversity in terms of skills, gender and age and should include independent directors. Iver's Board consists of nine members - three women and six men. Four members of the Board are employee representatives, including alternates.

All individuals elected to the Board must be able to re-direct relevant contacts and initiatives based on strategic ideas. They must also fulfil all legal, regulatory, corporate governance and risk management requirements. To contribute to the group's



development by scrutinising and challenging decision-making, it is important that board members:

- have an in-depth knowledge of the Group, the industry and the key players in the activities in which the Group is engaged
- adds value to the business strategy, challenges the mindset and increases the ambition of the Management team
- a talent for persuasion and motivation and strong decision-making skills
- have good supervisory and mentoring skills

If a conflict of interest arises for a board member, he or she has a duty to disclose the existence of such a conflict of interest as soon as he or she realises that the relationship may be perceived as a conflict. No member of the Board should participate in a discussion or decision if there is a risk of a conflict of interest. During the year, no conflict of interest or materiality issues were reported.

Sustainability management, cont.

Knowledge development efforts in sustainability included presentations to the Audit Committee on Iver's validated and approved SBTi climate targets and Iver's upcoming alignment with the European Sustainability Reporting Standards (ESRS).

Policies and guidelines

The CEO decides on policy commitments and ensures that Iver sets and follows up on annual targets that are in line with stakeholder expectations. Iver's sustainability-related policies are published and communicated on Iver's intranet and apply to all employees and consultants within Iver. In cases where manuals exist to meet a specific regulatory framework, the relevant policy is also included in its manual. These policies are written by the part of Iver that is best suited for the policy in question and describes who is responsible for its content.

The policies are based on national legislation, industry regulations and standards such as ISO standards and the UN Guiding Principles for Business. The policies are reviewed annually to ensure their relevance and compliance.

Policies that directly address our material sustainability topics:

- Code of behaviour
- Environmental policy
- Information security policy
- Gender equality policy
- Continuity and availability policy
- Travel policy

Policies directly targeting our suppliers and partners:

- Code of conduct for suppliers
- Electricity scrap policy
- Purchasing policy
- Car pool policy

Our Group-wide Code of Conduct was updated in 2023 and sets out the rights and obligations of individual employees and contractors on issues related to working conditions and diversity, corporate social responsibility, entertainment, gifts, corruption, bribery and sponsorship, conflicts of interest and bias, competition on commercial terms, money laundering, execution of purchases, authorisation of transactions, confidentiality and information assets, and contact with the media and social media. For the second year in a row, Iver conducted a group-wide training on our Code of Conduct. 80% of all employees passed the test. Of the remaining 20 per cent of employees who did not complete the test, a clear majority were in employee groups that are on long-term leave, on sick leave or under notice.

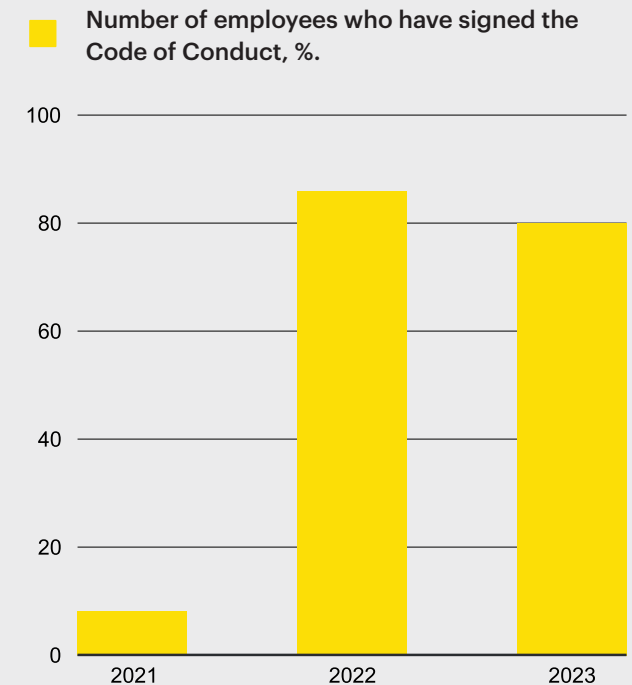
Management systems and principles

The sustainability work is based on Iver's ISO 9001, ISO 14001 and ISO 27001 management systems, which are applied to customer deliveries and all services. The management system also covers the work with and management of suppliers when relevant. The structured methodology involves employees at all levels and enables transparency towards other stakeholders. The HR Manual provides a framework for measuring sustainability performance on issues related to employment conditions and remuneration, occupational health and safety, skills development and wellness.

The precautionary principle is a fundamental principle that has been integrated into Iver's management system, stakeholder dialogue and materiality analysis, among others.

Follow-up on critical issues, misconduct within Iver is reported anonymously to our whistleblowing function that complies with applicable legislation. All data is

encrypted, stored and protected in EU-based data centres. In 2023, the company has not reported any breaches of the law and has not been fined for violations of environmental or other legislation.



Sustainability framework and focus areas

Our sustainability framework creates positive outcomes for both Iver and society. It balances our responsibilities towards our various stakeholders and aims to minimise risks and find business opportunities. This is not least about being part of the solution to the climate crisis, but sustainable IT service delivery is about more than just the green transition. Iver has a broad customer offering and our strategy considers Iver's total business, which also integrates our social and economic responsibility. It ensures that we integrate sustainability objectives

and principles into all our activities and decisions.

Sustainability framework

Iver's sustainability framework involves focusing on three areas that rest on a foundation we call "Responsibility and transparency":

- Sustainable services - climate-smart IT solutions
- Security and privacy - data protection and cybersecurity
- Our employees - health, diversity and inclusion

Our overall ambition in "Responsibility and transparency" is to be perceived as a fair employer and a business partner that takes responsibility for our impact on the economy, environment, climate and people. This includes the choice of partners, responsible purchasing, good business ethics and anti-corruption.

In our 'Sustainable Services' focus area, we prioritise combating climate change by reducing our own and our customers' climate impact. For example, we develop energy-efficient cloud services and ensure that the hardware we use is reused or recycled in a sustainable way.

In "Security and privacy", our ambition is to always protect our clients' information because their security and privacy are of utmost importance to us. To meet today's complex threat landscape, we work to constantly improve our protection mechanisms both for our customers and our own environments. Our security experts work with data security and the operation of large Nordic organisations with specific security requirements. In 2024, for example, NIS2 will come into force in Swedish law, and we help organisations identify what they need to do to meet the new requirements.

To achieve our ambitious sustainability goals and be a reliable supplier for our customers, it is important that we also create a pleasant and stimulating working environment for our employees. In the area of "Our employees", we strive to be one of the best workplaces in the industry through a strong focus on technological innovation and skills development.

Sustainable services	Security and privacy	Our employees
<p>Ambition For our services to provide quantifiable environmental benefits for our clients and progress them towards their sustainability goals.</p> <p>Goal To be climate neutral throughout the value chain year 2030/2035.</p> 	<p>Ambition To protect our clients' information at all times.</p> <p>Goal To have a security and privacy index of at least 4.0.</p> 	<p>Ambition To be one of the sector's best workplaces.</p> <p>Goal To have an engagement index of at least 80%.</p> 
Responsibility and transparency		
<p>We shall be a decent employer and choose partners who share our values. Our business ethics shall maintain a high standard and we shall take responsibility for our economic, environmental, and societal impact.</p> 		

Materiality analysis

Our material sustainability topics affecting our value creation are reviewed annually and updated or replaced as necessary. These issues are guided by predefined criteria and policies and followed up through dialogue with our stakeholders. We apply a risk-based methodology to address these issues and to understand our impact along the value chain and where and how we are involved.

The criteria have been developed within the framework of Iver's sustainability work in consultation with department managers and are based on guidelines, procedures and instructions within our management system:

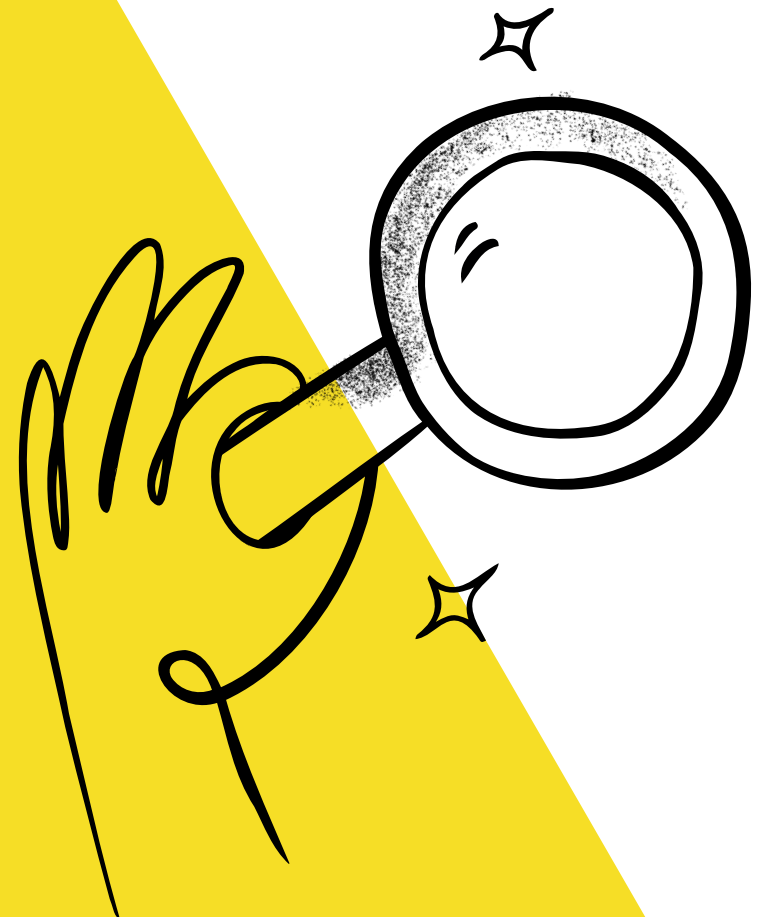
- **Impact:** A material topic is something Iver can positively/negatively influence given our business. A positive impact can be effective actions or improved business processes to create sustainable customer deliveries.
- **Materiality:** A material topic is something that is a significant part of Iver's business, for example through our services, and has a significant actual/potential positive/negative impact.
- **Significant impact:** A material topic has a significant positive/negative, actual/potential impact. It can be, for example, in terms of greenhouse gas emissions, resource use or waste management, considering a life cycle perspective.

- **Measurability:** Iver should be able to measure the material topics through activity data or standardised measurement methods with a high level of reliability, allowing for target setting, evaluation of performance and action.

Stakeholder dialogue

As part of the materiality analysis in 2021, a thorough anchoring process was carried out within Iver to establish the company's sustainability framework for 2022-2024. The work was adapted to GRI's guidance and included individual interviews with around 20 customers, board members and employees in senior positions, as well as a survey on the company's sustainability work that went out to all employees. For 2022, we chose to conduct a stakeholder dialogue with owners, board members and management, as well as with a limited number of customers, based on the existing framework, but with openings for adjustments and additions for future reporting periods up to 2024.

Our latest analysis highlighted the need to further develop our climate work and our work on employee health, diversity and inclusion. The more limited stakeholder dialogue and the fewer adjustments to existing material issues in 2023 are attributed to the overall alignment with the requirements of the European Sustainability Reporting Standards (ESRS). Our next materiality analysis will be conducted in the first half of 2024.



Sustainability framework and focus areas, cont.

Material topics identified in the last stakeholder dialogue and materiality analysis that underpin our existing sustainability framework:

Environment

- Climate change
- Energy
- Resource use and the circular economy

Social

- Our employees
- Staff in the value chain

Governance

- Business ethics

Company-specific aspects

- Security and privacy

Key sustainability topics in which we will strengthen our value creation are reviewed annually and updated or replaced as necessary. Sustainability issues are governed by policies and monitored through dialogue with our stakeholders. In managing these, we use a risk-based approach to understand our impact on the economy, the environment and people, and where in the value chain our impact and involvement occurs. This is illustrated in the table on pages 15 and 16.

ESRS materiality analysis

During the late autumn of 2023, we have focused on approaching the EU Sustainability Reporting Directive (CSRD). We have validated our value chain, assessed our impacts, risks and opportunities, and created a structure for how we will engage our primary stakeholder groups in our materiality assessment and analysis. The stakeholder dialogues, which are part of ESRS, the new mandatory standard for sustainability reporting, will be based on a combination of interviews, surveys and desk studies.




By the time this report is published in spring 2024, we will have conducted a stakeholder survey to determine which groups should be directly involved in the dual materiality analysis planned for the second quarter of 2024. Stakeholder engagement will allow us to identify sustainability issues to be considered in our materiality analysis under the new standards. Qualitative and quantitative stakeholder input will inform the assessment (relative scoring) of impacts, risks and opportunities in subsequent steps of the process. We will ask our stakeholders to identify our most significant impacts on people and the environment, as well as the most significant sustainability risks and opportunities for Iver.



Management of material topics







The table clarifies how we integrate material topics into our sustainability framework. There have been no adjustments to the list of material topics compared to last year's material issues.

Impact on environment, people, economy

Material topic	Negative/positive	Current/potential	Location in the value chain:	Involvement in impact:	Policies and undertakings to govern the issue:	Actions taken:	Monitoring the effectiveness of the measures:	Engagement with stakeholders:	Integrated SDGs:	Area in the sustainability framework:
Climate change	Negative	Current	The entire value chain	Climate-related emissions from upstream extraction and processing of raw materials and the energy required. Energy use in data centres, purchase and use of IT equipment that creates negative climate impacts in manufacturing, use and waste management.	<ul style="list-style-type: none"> Environmental policy Code of conduct for suppliers Purchasing policy ISO 14001 management system Sustainability framework Pool car policy Travel policy 	<p>Emission reduction targets under SBTi.</p> <p>Accounting for climate impacts in Scope 1, 2 and 3.</p> <p>Use of fossil-free electricity in a large proportion of our offices and data centres.</p> <p>Supplier evaluations</p>	Emissions reports, comparison and monitoring of outcomes against targets annually.	Stakeholder dialogue, climate reports to customers, self-assessment survey for suppliers.		Sustainable services
Energy	Positive	Potential	Own operations and downstream	Energy use in our offices and data centres. Use of company-owned cars. Use of electricity in the products we sell to customers	<ul style="list-style-type: none"> Environmental policy Pool car policy Management system according to ISO14001 Sustainability framework Energy efficiency targets 	<p>Energy efficiency and optimisation of server infrastructure delivering Iver services.</p> <p>Optimisation of the pool car fleet, requirements for sustainable fuels when purchasing new cars.</p>	<p>Continuous measurement of energy use in data centres, energy analysis, comparison and follow-up of results against targets annually.</p> <p>Accurate logging of carpool use to ensure the right number of vehicles.</p>	Selection of suppliers delivering energy-efficient products		Sustainable services
Resource use and the circular economy	Positive	Potential	The entire value chain	Purchase and use of IT equipment with negative climate impacts in manufacturing, use and disposal.	<ul style="list-style-type: none"> Environmental policy Electricity scrap policy Management system according to ISO14001 Sustainability framework 	Resource efficiency and circular hardware supply.	<p>Monitoring of quantities of hardware reconditioned and recycled.</p> <p>Hardware as a service concept</p>	Stakeholder dialogue, customer dialogue on the possibility of servicing of their hardware needs		Sustainable services

Management of material topics, cont.

Impact on environment, people, economy

Material topic	Negative/ positive	Current/ potential	Location in the value chain:	Involvement in impact:	Policies and undertakings to govern the issue:	Actions taken:	Monitoring the effectiveness of the measures:	Engagement with stakeholders:	Integrated SDGs:	Area in the sustainability framework:
Our employees	Positive	Current	Own operations	Formal employer and health and safety responsibilities	<ul style="list-style-type: none"> Staff handbook Gender equality policy Sustainability framework 	Active work environment management, leadership development, skills development.	Employee surveys, engagement index, diversity and inclusion index	Employee surveys, appraisals, onboarding events	 	Our employees
Staff in the value chain	Negative	Current	Upstream	Despite the European base, there are significant risks of human rights violations in the early stages of the value chain due to subcontracting in high-risk areas.	<ul style="list-style-type: none"> Code of conduct for suppliers Purchasing policy Management system according to ISO9001 Sustainability framework 	<p>Compliance with the principles of the UN Global Compact.</p> <p>Systematic classification and categorisation of suppliers.</p>	Supplier evaluations, action plans.	Stakeholder dialogue, self-assessment survey for suppliers	 	Responsibility and transparency
Business ethics	Positive	Current	Own operations	Moral principles and values that guide our relationships with each other, customers, partners and society at large.	<ul style="list-style-type: none"> Code of behaviour Management system according to ISO 9001 Sustainability framework 	Recurrent training on code of conduct, whistleblowing function .	Annual audit, training follow-up, action plans.	Stakeholder dialogue, annual Code of Conduct training		Responsibility and transparency
Security and privacy	Positive	Current	Own operations, downstream	Potential incidents and disruptions in our own operations and in our customer deliveries.	<ul style="list-style-type: none"> Information security policy Management system according to ISO 27001 Sustainability framework 	Targeted security training, recurrent training for all staff, audits	Annual audit, security and integrity index, lessons learnt from real incidents.	Stakeholder dialogue, security training, annual customer Survey on security and privacy		Security and privacy

2030 Agenda and the UN Sustainable Development Goals

Achieving the SDGs requires all actors at all levels of society to work on the goals where they can make the biggest difference. In 2023, given our business and industry, we identified six of the UN SDGs that are particularly relevant for us to focus on and where we have the greatest potential to make a difference. In our assessment of each SDG, we have linked these six goals to our focus areas within our sustainability strategy. In particular, our work supports SDGs 5, 7, 8, 12, 13 and 16.



Objective 5: Gender equality

Men and women should have the same rights, obligations and opportunities. Iver operates in an industry with a clear majority of men, and we are actively working to increase the proportion of women in the company. We train all staff in our Code of Conduct as part of our commitment to making our workplace inclusive and welcoming to all.

Goal 7: Affordable and clean energy Goal 13: Climate action

The transition to sustainable energy sources and energy efficiency is crucial to mitigating climate change. We want to take responsibility for our environmental impact and are therefore working to reduce greenhouse gas emissions across Iver. We continuously measure and monitor our operations' emissions while improving and refining our measurement methodology over time. We will contribute to our customers' ability to reach their climate goals through the services we offer. We also want to help all our employees to choose climate-smart ways of travelling on business and to and from work.

Goal 8: Decent work and economic growth

A safe and fair workplace with good conditions for entrepreneurship, development and innovation is the basis for a successful company. Iver strives to be one of the best workplaces in the industry. That's why we offer our employees the right opportunities for training and development through our "My Journey" model.

Objective 12: Responsible consumption and production

Iver aims to extend the life cycle of IT hardware as far as possible to contribute to more responsible consumption and production patterns. Iver's reuse and recycling model aims to ensure that hardware is primarily reused and secondarily recycled. We will help our employees and customers to use equipment for longer and ensure that devices that do not have the functionality to be used again are recycled in an environmentally friendly and safe way. We encourage our partners to adopt sustainable practices and integrate the climate impact of our supply chain into our sustainability report.

Goal 16: Peace, justice and strong institutions

Iver has zero tolerance for corruption and bribery. To ensure that corruption does not occur in the organisation, internal efforts are made to train all employees. Information security and customer integrity are fundamental to our existence. This is an ongoing process in which preventive and systematic measures are developed based on in the information security policy and management system. There is also a clear contingency plan in case of incidents.



Responsibility and transparency

Ambition and goal: We shall be a decent employer and choose partners who share our values. Our business ethics shall maintain a high standard and we shall take responsibility for our economic, environmental, and societal impact.

High business ethics and transparency are crucial to our long-term success. Our focus is on conducting business fairly and prioritising ethical responsibility.

It builds trust with our customers, partners and employees, while minimising the risks of irregular or illegal business practices internally and with external partners.

A fair employer and IT partner

We are committed to the UN Global Compact and its principles in the areas of human rights, labour, environment and anti-corruption. Our clear zero-tolerance approach to unethical behaviour is a core part of both our Group-wide Code of Conduct for employees and contractors and our Code of Conduct for suppliers.

We continuously monitor our policies and processes to assess how effective our work is. By always complying with both our own policies and the applicable laws and regulations in our countries of operation, we strive to be a company that takes responsibility and acts in the right way. The internal Code of Conduct is reviewed annually by the Iver Board of Directors.

Incidents and non-compliance

In case of potential violations, we use our centralised

whistleblowing function. In our Code of Conduct, it is clearly established that anyone who reports or participates in the investigation of non-compliance will not face retaliation. The reporting channel is managed by a third party, completely anonymously and in accordance with the General Data Protection Regulation (GDPR). During the past year, no cases of corruption have been identified, nor has Iver been ordered to pay damages or fines for violations of environmental or other legislation.

Risks of unethical business practices and inappropriate business relationships

Although the risk of irregularities or illegal business practices internally and in our countries of operation is assessed as low, we face significant risks in the global co-operation with our suppliers. Corruption and other unethical behaviours are widespread in the extraction of raw materials and the manufacture of electronic equipment, which not only damage the environment and undermine welfare systems, but also enable the suppression of human rights.





This includes falsification of data, misuse of resources and lack of transparency, and increases the risk of security breaches. Such actions threaten our integrity and responsible business practices and can lead to a loss of trust, which in turn can result in legal sanctions and lost business opportunities.

To combat this, a systematic evaluation of our suppliers is carried out regularly. We also have a continuous focus on promoting an ethical business culture and transparency among all parties involved in our value chain. The main risk of unethical business practices in our operations is inappropriate business relationships with suppliers and customers, for example through improper entertainment or gifts. Onboarding many new employees is also a challenge for us as we grow both organically and through acquisitions. Our new onboarding process is crucial to ensure that our high ethical standards are maintained across the Group.

Responsible supply chain

The Iver Group's supply chain mainly includes the purchase of IT hardware, software, storage, transport of goods and other services such as office space and data centres. We have selected around 60 prioritised suppliers based on their economic value and critical activities for our business. Most of these suppliers are based in Europe with links to North America and Asia. Although they are generally associated with low risk, there are still significant risks of human rights violations, environmental degradation and negative societal impacts in the early stages of the value chain as their subcontractors are in high-risk areas. Risks are assessed as particularly high in the processes of extraction and processing of materials and minerals, and the production and manufacturing of products and services.

How we manage our supplier relationships

Climate impact

99 per cent of Iver's climate impacting emissions are in our supply chain. Therefore, it is crucial that our prioritised suppliers have their own sustainability initiatives and science-based climate targets to reduce our carbon footprint. By working closely with suppliers, we also help our customers achieve their environmental and climate goals. In 2024, we will initiate extended partnerships with ten of our prioritised suppliers to proactively manage our environmental and social impacts along the value chain.

The aim is for suppliers, which together account for as much as 90 per cent of Iver's climate-related emissions from goods and services, to have their own science-based climate targets by 2027.

Supplier evaluation

We evaluate our suppliers through our management system, which includes an annual review of supplier contracts that are significant to our service delivery. We do not only focus on contract review, but also consider other important aspects of their business, including their sustainability performance.

Through collaboration between the purchasing and sustainability functions, we ensure that purchases are made considering all three dimensions of sustainability: environmental, social and economic sustainability. This is guided by the Iver Purchasing Policy and Supplier Code of Conduct. It sets out specific guidelines for sustainable sourcing based on internal and external standards such as the UN Guiding

Principles for Business, to ensure that our sourcing is sustainable at all levels.

As part of the supplier evaluation, we send out an annual self-assessment survey and request applicable documentation where relevant. In 2023, we clarified our evaluation of hardware suppliers by including specific questions on their environmental impact, with a particular emphasis on responsible manufacturing, circular management of products, packaging and materials.

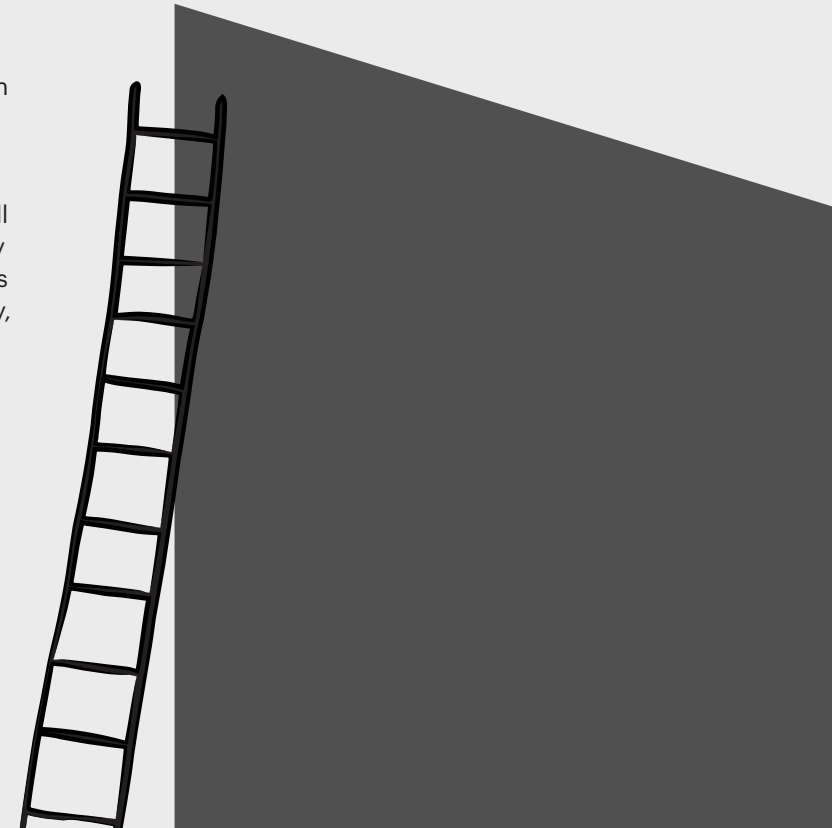
We require suppliers to either be members of or operate in accordance with the Responsible Business Alliance (RBA) and the Responsible Mineral Initiative (RMI). Most hardware suppliers confirmed that they have SBTi approved climate targets.

If necessary, we follow up and require an action plan from the supplier. No supplier was excluded based on the 2023 assessment.

Code of conduct for suppliers

We communicate our Supplier Code of Conduct to all new suppliers and assess how well their sustainability performance complies with our requirements in areas such as human rights, environment, health and safety, and information and data security.

In the 2023 self-assessment survey, 70% of our priority suppliers accepted our Supplier Code of Conduct. The remaining 30 per cent could demonstrate equivalent policies and guidelines in these areas.



Landshypotek Bank reduces its climate impact with Iver

Landshypotek Bank was founded in 1836 and sustainability has long been an integral part of its operations thanks to its origins in the Swedish farming and forestry industries.

Together, Iver and Landshypotek Bank are now taking active steps to implement CSRD in their operations and hold regular meetings on sustainable development. The bank requires that the hardware they buy from us meets the tough requirements for social responsibility in production, user safety and good ergonomic design as well as environmental properties in TCO Certified. At Iver, we welcome customer engagement, and we expect close co-operation for sustainable IT services. Iver and Landshypotek Bank have recently met to further deepen our understanding and co-operation on sustainability issues, and we took the opportunity to ask Joshua Prentice, Sustainability Analyst at Landshypotek Bank, a few questions to learn more about how we can work together on sustainability.

We have been working together since 2023. How do you think we at Iver help you at Landshypotek Bank to reach your sustainability goals and take more sustainable steps?

Landshypotek Bank's climate impact mainly arises from our lending to our customers, but we also have

a climate impact through our use of IT services. Reducing the bank's climate impact from IT services is an important part of our sustainability efforts. Collaborating with organisations such as Iver, which works to achieve scientifically based climate targets, is important for the bank.

What challenges do you see in our delivery area and how can we better support you in your sustainability development in the short and long term?

Digitalisation is something that characterises our entire society. As a bank, Landshypotek Bank must be a safe, secure and digital player that our customers can trust. Increased digitalisation entails many advantages for us as a bank and for our customers. At the same time, it also means stricter requirements for information security and that the bank's and Iver's climate impact will increase through greater use of IT infrastructure. Iver's work with information security and to reduce its climate impact is thus an important part of the bank's sustainability efforts since we do not have control over, for example, the energy supply for data centres.

What have you achieved or learnt through our regular sustainability development reviews over the past years?

What stands out from our discussions is how we are grappling with the same challenges in sustainability, even though we run completely different types of business. On climate change, there is a consensus on the need to reduce our emissions from IT services. In addition to climate change, we are working on other issues related to our companies' roles as employers, for example, how do we ensure a gender-equal workplace that works proactively on inclusion? Last but certainly not least, we are both working on corporate governance issues to ensure that our services are used by the right actors and in the right way.





Can you share with us your top three sustainability initiatives for 2023 and what changes or initiatives do you consider most relevant to prioritise in 2024?

In 2023, Landshypotek Bank refinanced a green covered bond with an issued volume of SEK 6bn that fully finances sustainable forestry. We conducted an initial analysis of the climate footprint of the bank's lending portfolio, and we also began our work on the future implementation of CSRD. We will continue with this implementation work in 2024.

In 2024, we will also further develop the analysis of the climate footprint of the lending portfolio and develop concrete focus areas for emission reductions based on the completed portfolio analysis. Using data from SMHI, the Bank will conduct a new analysis of the main risk factors in agriculture and forestry, including a geographical mapping.

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Digitalisation is something that characterises our entire society. As a bank, Landshypotek Bank must be a safe, secure and digital player that our customers can trust.

Sustainable services

Ambition: For our services to provide quantifiable environmental benefits for our clients and progress them towards their sustainability goals.

Goal: To be climate neutral throughout the value chain by 2030/2035*.

The IT industry in the Nordic region is positioning itself as an important player in climate work by clearly addressing its climate footprint and taking responsibility for its emissions. We are aware of our impact today and the opportunity to work even more actively for a more sustainable development of society.

A key insight is that circular flows have a key role to play in the green transition, especially in limiting Greenhouse Gas (GHG) emissions across all industries and by offering sustainable services and encouraging responsible behaviour.

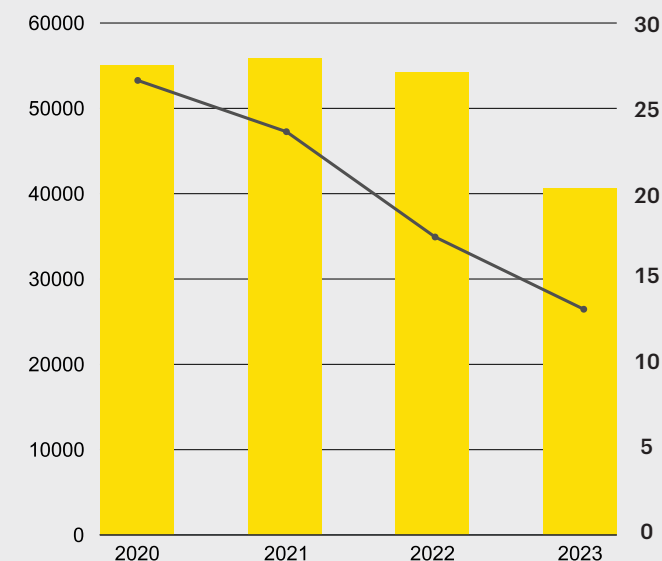
Iver as a climate-smart IT partner

As a climate-smart IT partner, Iver strives not only to be part of the solution to climate challenges but also to drive change within the industry. We do this through membership in various organisations, networking and involvement in TechSweden's Sustainability Council. Despite increasing awareness and engagement in the IT sector, there is still a lack of necessary knowledge and insights for real change. Together with our industry peers, we need to implement concrete actions for emissions reductions

across the value chain. Awareness of the significant impact of greenhouse gas emissions is key, not only in our direct operations but also in the activities that take place in the supply chain.

By investing in energy-efficient data centres, using fossil-free energy and managing IT equipment responsibly, we help reduce our customers' environmental and climate footprint. For us, climate responsibility means full transparency and living up to our commitments. We encourage our customers to set sustainability requirements for us as a supplier and offer a climate report where we calculate our customers' share of our total climate-related emissions. This is an integral part of our customer offering and a step towards a more sustainable future.

■ Total greenhouse gas emissions, tonnes CO₂
 ● Total greenhouse gas emissions per turnover, tonnes/MSEK



*The IPCC report on the consequences of 1.5 degrees of global warming highlighted that by 2050, emissions need to be at zero to even have a chance of reaching the 1.5-degree target. Our SBTs are an important part of setting this trajectory. Our goal is to reach a 50 per cent reduction in Scope 1 and 2 by 2030 and be climate neutral across the value chain by 2035.

Sustainable services, cont.

Our climate commitment

Our climate-related emissions are reported in accordance with the Greenhouse Gas Protocol (GHG Protocol) Corporate Standard. The calculations for Scope 1 and 2 are based on high reliability activity data. To calculate our Scope 3 climate-related emissions, we use a methodology based on our purchase volume of services and products where each purchase category has an emission factor.

99% of our climate-related emissions represent Scope 3 emissions. Scope 1 and 2 emissions have increased from 2022, mainly due to a change of electricity supplier for several data centres and offices, as well as changes in assumptions in parts of the business where specific data is missing. When compared to turnover, there is an increase relative to 2022 due to the same reasons outlined above. The absolute majority of Iver's climate impact comes from the purchase

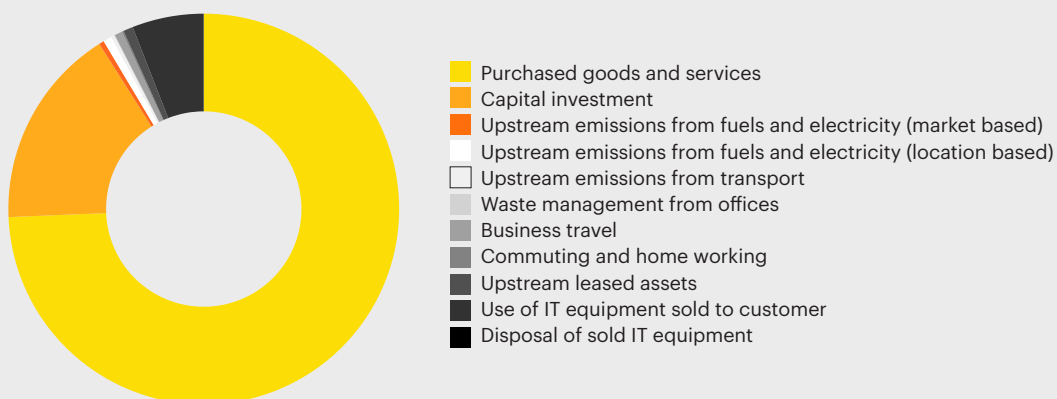
of goods and services, where the production of hardware that we buy and use in our operations or sell on to customers as part of our service offering is by far the largest item. The electricity used when these products are used by our customers also accounts for a significant share of our total climate impact.

For 2023, there is a clear reduction in the climate impact in Scope 3. This is mainly explained by smaller amounts of purchased hardware resold to customers, which in turn is also reflected in lower climate impact from the use of this hardware during its lifetime.

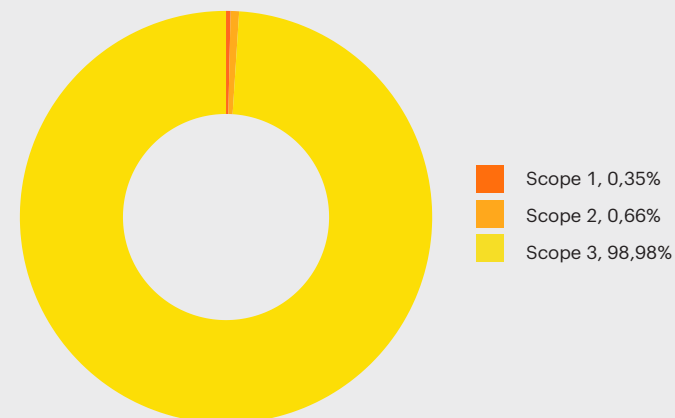
Scope

- Scope 1:** Includes direct greenhouse gas emissions from sources owned or controlled by Iver. Here we have included company owned or leased vehicles as well as refrigerants and fuel consumption in our data centres.
- Scope 2:** Includes indirect greenhouse gas emissions from purchased energy. Here we have included consumption of purchased electricity, district heating and district cooling for our data centres and offices.
- Scope 3:** Includes other indirect greenhouse gas emissions, beyond purchased energy, that occur outside of Iver's operations. Here we have included emissions from the production of the goods we purchase, the electricity consumed during their lifetime and the waste management when they are no longer used, business travel, employee travel to and from work, emissions from waste management caused by our operations, and upstream emissions from the fuels and energy we use.

Emission categories Scope 3, tonnes CO₂e



Breakdown of emissions, tonnes CO₂e



Iver's climate targets approved by SBTi

We continue to take steps towards a more sustainable future by having our climate targets validated and endorsed by the Science Based Targets initiative (SBTi). Through a rigorous analysis of both direct and indirect greenhouse gas emissions, we have proven our commitment to reducing our climate impact.

We met with Jakob Tapper, Sustainability Manager at Iver and Amanda Sangemark, Iver's Sustainability Business Partner to find out more about Iver's progress on climate change.

Jakob, what does it mean for Iver to have its climate targets validated and approved by the Science Based Targets initiative?

For us at Iver, it is a huge success and confirmation that we take our responsibility seriously when it comes to contributing to the climate transition. The fact that our climate targets have been validated by SBTi shows that we are on the right track and that our efforts to reduce our climate-impacting emissions are in line with the global goals of the Paris Agreement.

Amanda, how will Iver proceed to fulfil the objectives set?

We already have an ambitious plan in place to reduce our climate impact. Now, with our targets validated by SBTi, it is even more important for us to continue working determinedly and intensively to achieve them. We will continue to reduce our direct emissions from the company's operations, while working to influence

and collaborate with our suppliers to reduce indirect emissions in our supply chain. For example, our purchasing department has increased co-operation with several of our critical suppliers to ensure progress towards our targets.

How do you see your role as an IT company in helping to reduce greenhouse gas emissions?

We see our role as important and crucial. The IT industry has a major impact on climate change, both through the energy used to power our systems and through the hardware we buy. We are determined to be part of the solution and to drive change within the industry to reduce its carbon footprint. We will do this, among other things, through the development of our Iver Cloud offering and circularity hub in Rotebro.

What measures will Iver take to reduce its indirect supply chain emissions?

We will work closely with our suppliers to identify opportunities for improvement and implement measures. This can range from choosing circular options when it comes to purchasing IT hardware to working to increase energy efficiency and the use of

renewable energy in our operations.

Finally, how do you see Iver's role towards your customers and your employees in terms of sustainability?

For us, sustainability is a central part of our company's DNA. We see it as our responsibility to our customers to offer climate-smart solutions and to be a reliable partner in their sustainability efforts. In addition, it is important for us to be an attractive employer that takes responsibility for the well-being of our employees and the environment they work in.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

BUSINESS 1.5°C  
AMBITION FOR

Iver's climate targets approved by SBTi, cont.

Company	Iver Management AB
Target status:	Targets set
Target classification:	1,5°C
Year to reach target:	2027
Net-zero commitment:	No
Organisation type:	Company
Location:	Sweden
Region:	Europa
Sector:	Software and services
Publication date of targets:	2023-08-01

These are Iver's validated climate targets

The targets for greenhouse gas emissions from Iver's operations (Scope 1 and 2) are deemed to be in line with the reductions required to limit warming to 1.5°C, the level we should aim for under the Paris Agreement. This means that Iver's direct emissions from its vehicles, refrigerant use and emissions from the energy used by the company will be reduced by as much as 29.4 per cent by 2027, with 2021 as the base year.

Iver's biggest climate impact comes from the IT hardware the company purchases for both Iver and our customers' operations. After an analysis, it was therefore clear that an ambitious goal must also involve a supplier dialogue with a strong focus on reducing greenhouse gas emissions. Iver's goal for reducing its indirect emissions in the supply chain (Scope 3) means that suppliers who together account for as much as 90 percent of the company's emissions must be linked to targets by 2027.



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We see it as our responsibility to our customers to offer climate-smart solutions and to be a reliable partner in their sustainability efforts.

Sustainable services, cont.

Clean energy and reduced energy use in data centres

We continue to use only renewable or fossil-free electricity in our data centre environments. We are also working to optimise our server infrastructure to maximise the use of hardware and energy. This means that we work to deliver our services from a limited number of carefully selected and optimised operating environments. By selecting more efficient components and consolidating our service platforms into fewer and more efficient devices, we reduce our energy consumption per service delivered. Our efforts to reduce the number of data centres will continue for several years, leading not only to increased energy efficiency, but also to greater coordination, security and reduced hardware usage.

Circular principles in the value chain

As the purchase and resale of IT equipment accounts for most of our climate-related emissions, we have

been working for several years to develop circular material flows in our value chain. Our principle is that all end-of-life equipment should be reused as far as possible. In addition to major investments in an internal circularity hub, we are developing concepts for hardware as a service and the responsible management of products that can no longer be utilised by our customers or ourselves.

Rotebro is home to Iver's new recycling, logistics and configuration centre for IT hardware. Here, together with our partners, we offer complete lifecycle management for clients and mobile devices, including ordering and logistics, financing, asset management and environmentally friendly and safe take-back of workplace equipment.

In 2023, we reached an important milestone as we stepped up our efforts to consolidate and centralise our workplace hardware supply and business

operations. This is crucial to increase the efficiency and sustainability of our operations.

In 2024, we will integrate internal IT. Previously, internal IT was managed by different entities due to our historical mergers. This integration will allow us to further improve our processes and resource efficiency, which is important for our long-term sustainability strategy.

Responsible management of electronic waste
Although Iver does not produce or import products into the EU, and therefore does not bear the legal responsibility as a producer, we are a reseller of second-hand IT equipment. This entails a corresponding responsibility to control the buyer of the used equipment to prevent, as far as possible, end-of-life products from ending up in countries where there is a high risk of uncontrolled recycling.

Energy use	2023	2022	2021
Energy use office			
Electricity	1 486	3074	3548
Heating	680	1053	2226
Cooling	357	181	246
Energy use datacenter			
Electricity	12 980	13 668	15 011
Cooling	1 188	819	0
Total energy consumption (MWh)	16 691	18 795	21 031
Energy consumption per turnover (kWh/tkr)	5,4	5,9	7,5

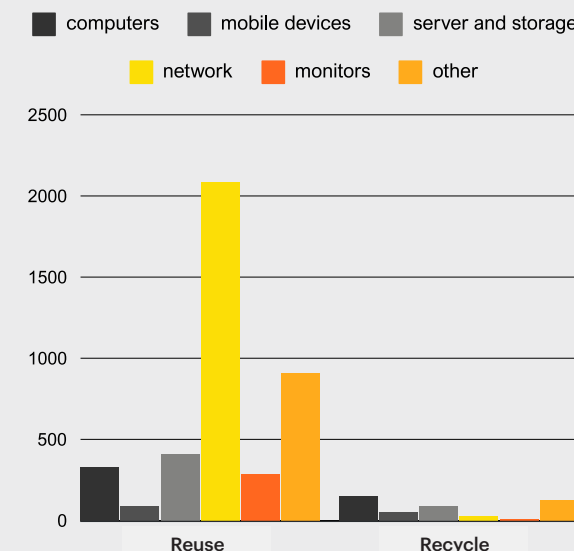


Figure 1: Breakdown between reuse and recycling by category.*

*Refers to our management of internal IT equipment in co-operation with TechKonsulter

Sustainable services, cont.

We have already put in place procedures with partners to minimise the risk of illegal exports but will conduct a more in-depth risk analysis under the CSRD in 2024 to monitor the effectiveness of these procedures and examine whether new measures are needed to mitigate the risks.

Environmental calculation for internal equipment scrapped in 2023

Working with our partner TechKonsulter, we measure our CO2 impact in two ways: first, we calculate the amount of CO2 saved by reusing returned equipment instead of manufacturing new equipment. Through reuse, we have saved 701,567 kg of CO2, which is equivalent to about 708 return flights between London and New York. Next, we analyse how much CO2 the equipment consumes during our use.

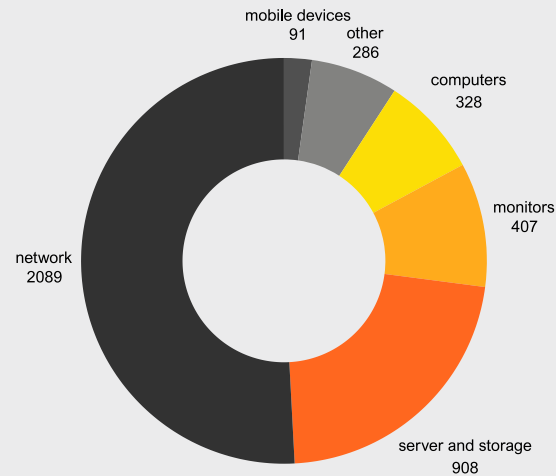


Figure 2: The total number (pieces) of equipment broken down by category that we have returned*

All equipment recycled in 2023 has been treated in accordance with applicable laws and regulations. For both environmental and economic reasons, we always endeavour to give priority to the reuse of end-of-life equipment, wherever possible. Although some technologies, especially in older network equipment, may be obsolete, we prioritise reuse as far as possible.

Client as a service

Our Device as a Service offering covers the entire lifecycle of user-facing IT hardware (computers, smartphones or any other type of IT-related equipment) from ordering to decommissioning and replacement. We offer comprehensive lifecycle solutions that include purchase counselling, service management, buffer and reuse stock management for fast deliveries,

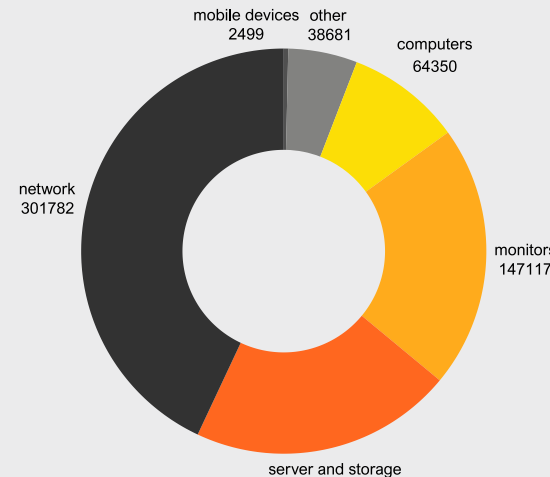


Figure 3: Number of kg of CO2 saved per category by avoiding the production of new equipment.*

device configuration, delivery and device take-back. Our long-term goal is to ensure that 100 per cent of recovered devices are treated in a safe and environmentally sound manner. By 2025, we aim to be able to calculate CO2e emissions per product category, using standardised values for the weight of products as well as CO2e emissions during production, use and disposal.

In partnership with Remade in Sweden, we have chosen to send our phased-out IT products for reuse in 2023, which has both saved the earth's resources and reduced greenhouse gas emissions. Our Device as a Service offer has resulted in 2 448 733 CO2 savings.

**2 448 733 kg
CO₂- savings**

which corresponds to

**12 888 070 km
driven**

or

**90 694 kg
of beef**

*Refers to our management of internal IT equipment in co-operation with TechKonsulter

Iver Cloud - improved automation, higher security and reduced energy consumption

Iver is continuously working to develop, modernise and streamline the delivery of services to our customers. Over the past four years, we have closed 15 of our data centres, a significant reduction from the previous 30 data centres.

We caught up with Marcus Oja, Head of Iver's Services Portfolio, to talk more about the latest developments in our Iver Cloud offering and what it means for sustainable service delivery.

Marcus, can you tell us about the latest developments in our service delivery and how they affect our customers?

We have made significant changes to modernise and streamline our service delivery to customers. In recent years, we have focused on reducing the number of data centres and investing in modern platforms and infrastructure to improve our service. We have closed half of our data centres while improving our delivery capacity.

How has Iver managed this transition?

We have taken a strategic decision to focus on fewer, but more modern data centres. This has allowed us to increase the efficiency and reliability of our delivery. We have also invested in a new platform that provides us with higher security and automation, which is crucial for today's IT service demands.

What benefits do you see from the new platform and modern data centres?

The transition to Iver Cloud has been a success so far. We have seen increased opportunities to accelerate our transition to modern data centres and expect to reduce our climate impact through reduced CO2 emissions. In addition, we will be able to offer improved security, automation and availability of our services. This is part of our overall sustainability strategy and our commitment to integrate environmental, social and economic responsibility into our operations.

What are the next steps for you?

Our next step is to continue moving our services to the Iver Cloud and to decommission more of our legacy data centres. We also aim to continue improving our platform and infrastructure to best meet our customers' needs.





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We will be able to offer improved security, automation and availability with Iver Cloud.

Lenovo - working towards more sustainable hardware management

The IT industry needs to reduce climate-related emissions resulting from the increased use of computers and other hardware. Harmful chemicals in hardware need to be phased out and products need to be designed for reuse and upgrading.

At the same time, social sustainability is of paramount importance for the industry, as in global value chains the risk of human rights violations is high. Lenovo, a significant partner of Iver for several years, plays a central role in our client services. We spoke to Thomas Hedin, Environmental and Sustainability Manager for Lenovo in the Nordics, to gain insight into how Lenovo works with conscious product choices and the development of sustainable supply chains. As a global supplier of IT hardware, Lenovo is an important sustainability partner to Iver. The first step towards greater sustainability is taken through the manufacturing processes.

How does Lenovo promote responsible material choices, sustainable production and ethical behaviour in its supply chain?

Lenovo is a member of the Responsible Business Alliance (RBA), where we follow their Code of Conduct. Their core principles are also reflected in our own Supplier Code of Conduct that we apply to our subcontractors. We set high standards for our factories and suppliers and conduct regular audits by

independent third-party auditors to ensure that our manufacturing is done responsibly. A key part of our work is also participation in the Responsible Minerals Initiative (RMI), which is part of the RBA and addresses requirements on our supply chain regarding conflict minerals.

The transition to a fossil-free and circular economy is increasing the need to give IT equipment a longer life. How is Lenovo working on product reuse, improved battery performance and long-term software updates to reduce the need to buy new products?

We work closely with our partners and customers through our Asset Recovery Service and Device as a Service solution to ensure that products are used as efficiently as possible throughout their lifecycle. One of our strengths lies in our ability to extend the life of products. For example, we can extend the warranty period up to five years. When it comes to battery performance, we have a tool that allows users to easily optimise the charging process to avoid peak charging and thus extend the life of the battery.





Lenovo, like Iver, has had its climate targets approved by the Science Based Targets initiative (SBTi). What progress has Lenovo made towards its climate targets?

We co-developed the SBTi Net-Zero standard and were already validated in January 2023 while revising our short-term targets for 2030. We present our results online and in our Sustainability Report. One of the tools we use to help our customers understand the potential climate impact of their products is our Product Carbon Footprint estimates for the entire product lifecycle. Based on these estimates, we offer our customers to offset their carbon footprint through our CO2 Offset Service.

Finally, how can we at Iver, together with you at Lenovo, act more forcefully so that together we can reduce the climate-related emissions resulting from the use of hardware as quickly as possible?

"Together" is the right word here and it is very much about the things mentioned above, such as extending the lifetime of IT equipment and ensuring efficient take-back of hardware. Other examples include working with our end customers to better plan purchases so that we can transport products by sea instead of air, for example.

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We work with our partners and customers to ensure that products are used as efficiently as possible throughout their lifecycle.

Security and privacy

Ambition: To always protect our clients' information.

Target: To have a security and privacy index above 4.0.

Despite a strong focus on information security, we see how security gaps result in attacks that cause inaccessible services and leakage of information and personal data.

In 2023, we have seen examples of attacks affecting both public and private organisations. Attacks occur with major consequences as a result and the impact on society risks being great in these events. We need to increase protection in all environments; in both the platforms and services that we as a supplier develop, but also by helping to achieve more resilient infrastructure at our customers, which is very important from a societal perspective.

Our work

Our customers' expectations of us are increasing. We need to develop knowledge and skills in a way that meets both these expectations and the challenges of the changing world we live in. To continuously increase the understanding of the security aspects, we work with recurrent trainings for all our staff. Short, recurring, digital courses provide continuity and increased awareness in areas such as information security and privacy. These are complemented by targeted trainings towards relevant groups to provide the repetition and continuous reminders needed for meaningful learning. With the increased understanding and awareness of, for example, threats, the importance of privacy in handling information, and source criticism, we are building the foundation for the security culture needed today.

We have continued our work to certify more parts of our organisation to ISO 27001. Through this work, we are building the safety culture that we want to permeate our organisation. We are also working hard on risk minimisation to reduce the potential impact of events that we can foresee.

Preparing and planning for the unexpected is part of our business. We continuously exercise our crisis management capabilities and during the year, Iver's Incident Response Team participated in and managed several security-related incidents. Preparation and practice are a critical part of building the capability to deal with attacks, intrusions and other unforeseen events in a systematic and structured way. Through these types of exercises, as well as lessons learnt from real-life events, we continuously develop our skills and experience to help victims in the best possible way.

Security and privacy index

In our customer survey, we ask how our customers feel that Iver's services meet their security and privacy needs. We use the response data to track a security and privacy index. On a scale of 1 to 5 (with five being the highest), respondents rated the index at 4.4, which is an increase from 2022 (3.5). We can

probably attribute this positive development to our focus on services and features that add security for our customers, but also to the demand and interest in these services.

Incidents and disruptions

During the year, we were involved in two information security incidents with antagonistic motives, one of which also affected personal privacy. During the year, we had a more extensive availability incident that affected the availability of one of our major data centres.

For us at Iver, mitigating and learning from these incidents is business critical. The knowledge and conclusions we take with us from the incident response efforts we carry out form the basis for constantly expanding our capabilities in the field. We use this knowledge to work with our customers and suppliers to develop processes, procedures and other structural capital that reduce the risk of similar incidents and attacks.



Our employees

Ambition: To be one of the sector's best workplaces

Target: To have an engagement index above 80 percent.

Iver's goal is to be one of the best workplaces in the industry. In 2023 we accelerated our work to get there. Improved leadership, increased commitment, skills development and a better working environment were part of the initiative that will continue in 2024.

Our focus has been to drive cultural change, creating the conditions to become an even better IT partner to our customers. When we are stronger together, we make a difference.

Improved leadership

To offer continuous development of people and processes, we need to have a clear picture of what Iver is and where we are going. Our leaders have a key role in showing the way forward for all employees to reach their full potential. They are expected to motivate and engage our people on our shared journey forward. In 2023, we have organised various forums to foster the development of our leaders in management and leadership. Through monthly meetings, where leaders have had the opportunity to take responsibility for parts of the agenda, they have been able to share knowledge to inspire each other. The aim has been to exchange knowledge and experience on working methods and the like.

Through face-to-face meetings with different themes, leaders in smaller groups around Sweden and Norway have had the chance to meet and build better relationships. This has enabled skills development and networking, which has been particularly appreciated

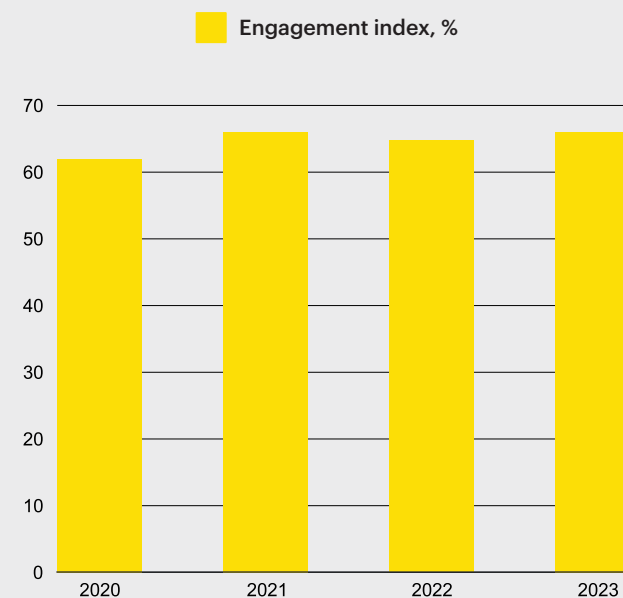
after an extended period of remote working during the pandemic years.

In 2023, we have also developed and launched a Leader Portal to facilitate the work of our leaders. The portal brings together relevant information on obligations, rights, procedures and policies at Iver, helping them to support their staff in the best possible way. In addition, the portal serves as a management handbook, where documents, templates, information on key systems, key functions/roles, training, news and more are available.

Commitment

"My Voice" is the Iver Group's employee survey in which we answer questions four times a year, some of which are recurring and some of which concern current topics. Regular pulses facilitate continuous improvement work in small steps. The questions are tailored to our internal policies, culture and focus areas and result in, among other things, an engagement index that we use to visualise the extent to which our employees feel valued and involved in their work. At the beginning of 2023, our score was 67 percent and by the end of the year it had risen to 74 percent. On an annual basis, our engagement

index has increased from 65 percent in 2022 to 72.5 percent in 2023, indicating that we have focused our attention on the right areas and that our people now feel more valued, engaged and happy at Iver. Our overall goal is to reach over 80 percent. To achieve this, we will focus on the "Join, Stay and Grow at Iver" initiative in 2024-2025, which includes activities in employer branding, leadership, culture and competence development.





Skills development

A skilled workforce improves the work environment and performance while increasing employee satisfaction. We operate “My Journey” to strengthen and develop employees' competences and potential, based on the 70-20-10 model. This creates a clear link between business strategy and individual goals. “My Journey” is implemented and followed up annually for all employees.

In 2023, a new system support was implemented to follow up performance appraisals. The intention of our performance review process is that all staff should receive appraisals as far as possible. For staff approaching retirement, there is support during the transition to retirement, which contributes to increased security and better working relationships.

New Learning Management System

In 2023, we have reinforced our focus on skills development by adding a dedicated resource to this area, in addition to our existing training and skills development efforts for our managers. In the second half of the year, we placed particular emphasis on competency mapping of staff skills and introduced a new Learning Management System (LMS), which will form the basis for our continued skills development.

Through our LMS, employees have access to in-house training courses and skills enhancement programmes. Training and certification plans are coordinated centrally, and training is often organised in collaboration with our partners. Keeping up to date with market requirements and technological developments is crucial to remain competitive and ahead of the game. Therefore, skills development will continue to be one of our priority areas. It results in a more sustainable use of resources and helps build a culture of being one of the best places to work in the industry.



”

We run “My Journey” to empower and develop the skills and potential of all our people.

Our employees cont.

Certification-related training programmes

To strengthen Iver and our competitiveness, it is necessary for our employees to be certified in various partner products or specific programmes. The certifications mark us as a forward-thinking organisation that possesses the latest competences in the technology areas and platforms on which we deliver our services. It is also clear evidence that individual employees have the right skills in their areas of work. Every year we review what certifications are available from our partners, how employees keep their knowledge and certifications up to date and renew their certifications. In 2023, Iver coordinated certification-related training for 175 employees, representing approximately 3 800 hours of training.

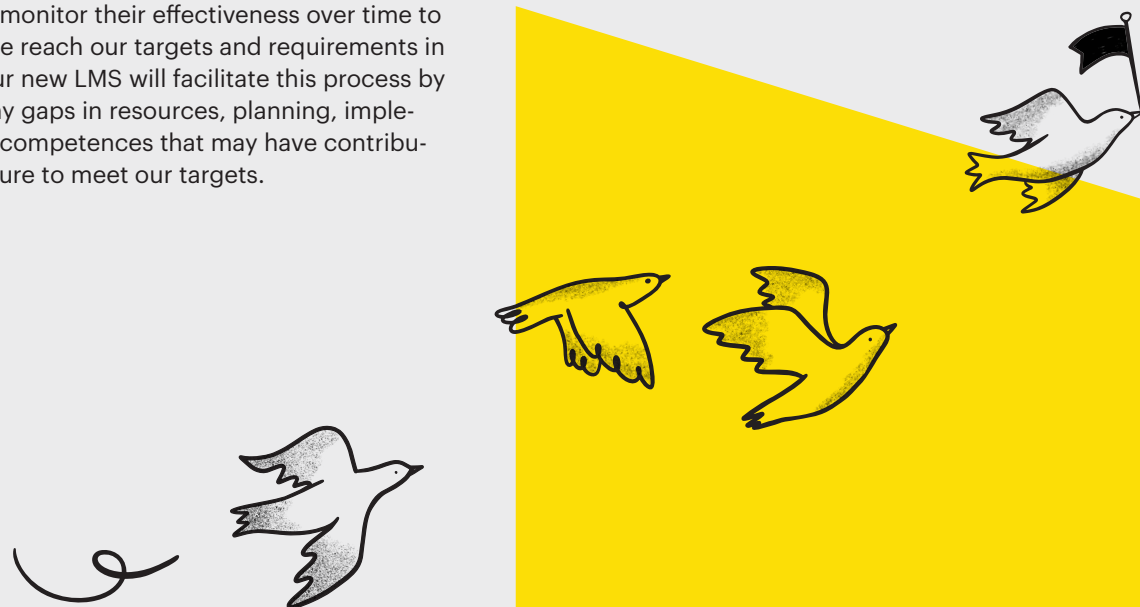
Our certification process involves different levels of assessment, focusing on both commercial importance and delivery capacity. When we look at the commercial level (C-level), it is about achieving specific competency objectives that are important from a business perspective. This includes creating strategic partnerships that generate favourable contracts, discounts and market positioning, and identifying and exploiting business opportunities effectively. At the delivery level (D-level), we focus on our ability to concretely deliver the services we offer. We evaluate how well we meet our targets for certifications and how many of these are completed. This gives us an

indication of our capacity to deliver services according to our plans and to fulfil our commitments to customers and partners.

We certify in the areas of IT security, cloud and infrastructure, workplace services, and systems and applications. In 2023, we achieved the targets and deliverables for IT security at D level. After conducting an analysis of why we failed to achieve our targets and deliverables in the other areas, including an assessment of the causes and consequences of this, we are now developing action plans for improvement.

In 2024, we will actively work to implement the improvements and monitor their effectiveness over time to ensure that we reach our targets and requirements in the future. Our new LMS will facilitate this process by identifying any gaps in resources, planning, implementation or competences that may have contributed to our failure to meet our targets.

Iver has active partner competences from Cisco, Citrix, Dell, Fortinet, Jamf, Lenovo, Microsoft, Pure Storage and VMware, among others. For example, Cisco is a key partner of Iver and in 2023 we were once again named a "Cisco Gold Provider". The partnership level includes a specialisation in environmental sustainability. It is a confirmation that we have the right expertise to successfully build, provision and manage managed services based on Cisco technology.



Year	Number of employees	Total number of certification-related training hours	Average number of certification-related training hours per employee
2023	175	3 800	21,71

Our employees, cont.

Collective agreements and collective insurance

Employees in Sweden have collectively agreed insurance schemes covering old-age pension, flexi-pension, occupational injury insurance, life insurance, retraining contracts and disability pension. In Norway and other countries (Poland, Germany, Canada), similar benefits are covered by collective insurance schemes for employees.

A better working environment

In 2023, a new business strategy was introduced and embedded. Through these changes, we have clarified how we will meet the evolving needs and expectations of our customers. To manage these changes effectively, we have prioritised transparent and consistent communication across the organisation, support for employees, employee involvement in decision-making and cultural reinforcement. In 2024, we will introduce a new operating model that increases our specific knowledge of different industries, giving us an even better understanding of our customers' businesses and their business objectives.

Changes in the organisation

In case of significant changes that could potentially affect employees, we carefully follow national legislation as well as our own company policies and standardised agreements when implementing such changes. Early and meaningful consultation practices enable employees and their representatives to understand the impact of the changes on the business. In case of potential job losses, this includes setting minimum notice periods as well as reviewing redundancy clauses in collective agreements to ensure a proper process for all parties concerned.

People and teams of the quarter

To recognise great work, we introduced the Employee and Team of the Quarter awards in August 2023. Employees nominate each other and the winners, three employees and one team, are presented at our internal roadshows to inspire and promote engagement. What matters is the teamwork and how colleagues have collaborated on a client or project both internally and externally.

Health promotion

We have established office managers who promote a good working environment and created a forum for managers in different locations to discuss work environment issues and share knowledge. Among other things, this has resulted in more joint activities both during and outside working hours.

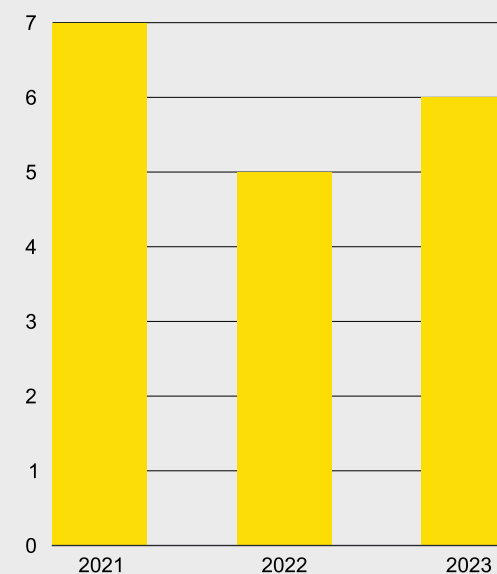
Health and safety at work

Iver's health and safety management system concerns all employees and includes issues such as occupational ergonomics, psychosocial conditions, work adaptation and rehabilitation. All employees are covered by the health and safety activities that are systematically carried out in the workplace. Health and safety management also applies to teleworking. Ultimate responsibility for health and safety and human resources management lies with the CEO and senior management, who delegate practical health and safety management to managers in the organisation.

We have procedures in place to detect and prevent ill health and potential health and safety risks:

- Regular safety rounds on a six-monthly basis. Safety representatives participate in the safety rounds.
- The Office Health and Safety Officer, together with Facility Management, will initiate the safety rounds and delegate where necessary. As support, we use checklists anchored in the labour legislation that covers our activities
- Employee surveys on a quarterly basis
- Monitoring of working time and sick leave monthly
- Follow-up of reported accidents and suspected discrimination and risk and impact assessments for organisational changes

Number of reports through the whistleblowing function



All reports to the whistleblowing function have been investigated and handled.

Our employees cont.

We have learnt from last year's reorganisation and are continuously working on "Iver Ways of Working" to ensure effective ways of working and awareness among employees. As part of our onboarding process, we offer, among other things, health and safety training to increase knowledge about how we work with health and safety issues. Managers undergo basic health and safety training and are offered counselling to prevent and address ill health.

All employees are offered a fitness allowance and there is an agreement with occupational health services. To encourage more people to take advantage of the fitness allowance, we work with several leading gym chains, for example, on various offers to encourage active leisure. In addition, employees are offered supplementary health insurance that can also be used privately.

The workplace of the future

Flexible working is here to stay, and we endeavour to offer a stimulating and attractive working environment both in the office and remotely. We have developed a flexible workplace policy to provide clarity on the possibilities for employees to work flexibly. We believe in a hybrid model that encourages employees

to meet physically when applicable, but Iver strongly believes that all employees take responsibility and do their part regardless of whether the employee is sitting in one of our offices or working from home.

Diversity and inclusion

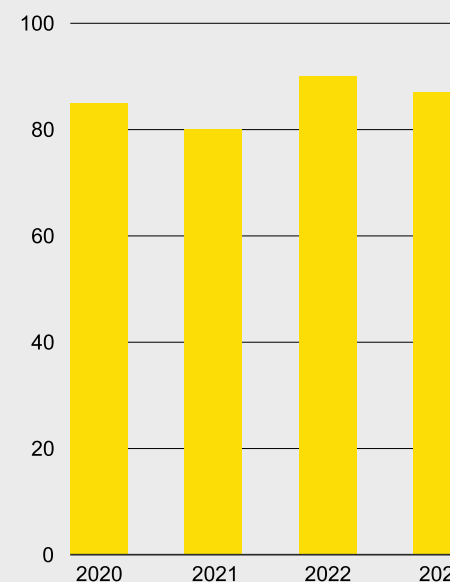
We are working to create an inclusive work culture. Our Diversity and Inclusion Index showed a positive shift from 85 percent in 2022 to 88 percent in 2023. The results will help us in the work we have already started, which aims to investigate and combat discrimination and promote equal rights and opportunities regardless of gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age.

When recruiting, we actively work to increase gender balance. The share of women in senior management positions increased from 25% in 2022 to 26% as of 31 December 2023. We are convinced that the lack of female role models affects the overall diversity of the company. In 2024, we will continue our efforts to establish a better diversity and gender balance in the organisation.

Composition of the company at the end of 2023



Diversity and inclusion index, %



Our employees cont.

Talent Acquisition as a function

Our Talent Acquisition function strengthens our brand and attracts talent through various initiatives. These initiatives have included, among others, a presence at colleges and universities, recording and publishing employee videos on our external website and social media. Their hard work was rewarded with a nomination for "Årets employer branding företag 2023" (Employer Branding Company of the Year 2023) by Karriärföretagen.

The honourable mention read: "Iver has demonstrated an impressive ability to communicate its corporate values and core identity in a clear and authentic way. Through various channels and initiatives, they have successfully highlighted their commitment to innovation, diversity and inclusion, and employee wellbeing. Their openness and transparency create a sense of belonging and togetherness among their employees. Therefore, Iver is nominated as 'Employer Branding Company of the Year 2023'".

Welcoming new employees

Since 2023, we have welcomed new employees with joint onboarding events to create a consistent introduction to our organisation and provide the opportunity to meet each other and key functions in the company. In 2023, we held five physical events with a

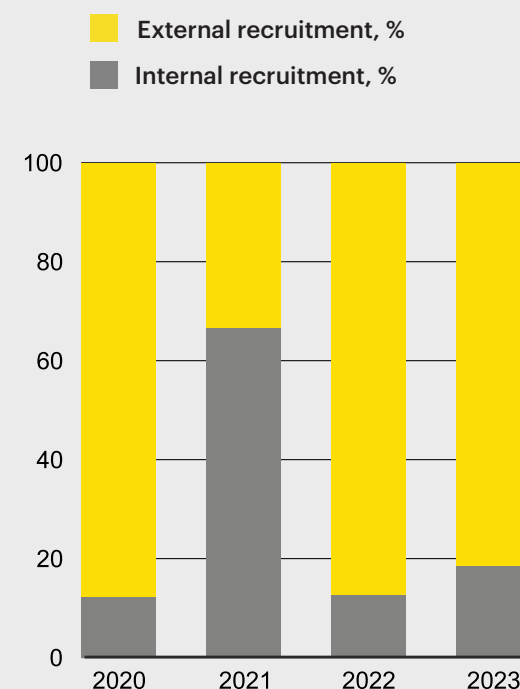
participation of over 150 employees.

In total, we welcomed around 300 new staff to Iver during the year. Around ten of these were employees who returned to us after a period of working for other employers. We are proud of this.

Career Company of the Year for the fourth year in a row

We are very proud that, for the fourth year in a row, Iver was recognised as "årets karriärföretag" (Career Company of the Year) for our commitment to career and development issues. It energises us to continue our efforts to become one of the best workplaces in the industry.

"Iver is an outstanding company that offers an exceptional work environment for its employees. With a strong focus on technological innovation and skills development, Iver empowers its employees to thrive and grow in their careers. The inclusive company culture promotes teamwork and collaboration, creating an inspiring workplace for those who want to be part of an organisation that is at the forefront of technology and digitalisation. If you are looking for an employer that fosters your personal and professional development, Iver is definitely the right choice for you."



GRI index

GRI-indicator		Page/URL
GRI-standard		
GRI 2: General disclosures 2021		
2-1	Organizational details	1
2-2	Entities included in the organization's sustainability reporting	1
2-3	Reporting period, frequency and contact point	1
2-4	Restatements of information	1
2-5	External assurance	1
2-6	Activities, value chain and other business relationships	2-3
2-7	Employees	48-50
2-8	Workers who are not employees	48
2-9	Governance structure and composition	10
2-10	Nomination and selection of the highest governance body	10-11
2-11	Chair of the highest governance body	10
2-12	Role of the highest governance body in overseeing the management of impacts	10
2-13	Delegation of responsibility for managing impacts	10
2-14	Role of the highest governance body in sustainability reporting	10
2-15	Conflicts of interest	10
2-16	Communication of critical concerns	11
2-17	Collective knowledge of the highest governance body	10
2-18	Evaluation of the performance of the highest governance body	10

GRI-indicator		Page/URL
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GRI-indicator		Page/URL
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GRI 302: Energy 2016		
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305-3	Other indirect (Scope 3) GHG emissions	25, 47
305-4	GHG emissions intensity	25, 47
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306-2	Management of significant waste-related impacts	28-29
GRI 308: Supplier Environmental Assessment 2016		
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308-1	New suppliers that were screened using environmental criteria	20-21
308-2	Negative environmental impacts in the supply chain and actions taken	20-21
GRI 400: Social topics		
GRI 401: Employment 2016		
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GRI-indicator		
GRI-standard		Page/URL
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3-3	Management of material topics	15-16
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GRI-indicator		Page/URL
GRI-standard		
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GRI 414: Supplier Social Assessment 2016		
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418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	34

Greenhouse gas emissions divided by Scope

Greenhouse gas emissions divided by Scope tonnes CO₂e/year

	2021	2022	2023	Emission factor source
Scope 1				
Stationary combustion	7	11	8	Actual amount of fuel
Mobile combustion	284	108	129	Vehicle logbook from company-owned and leased vehicles
Refrigerants	33	26	6	Replenished quantities in datacentres
Scope 2				
Market based: Electricity	661	0	176	Actual consumption. Assumption of climate impact per kWh in cases where contract information is missing.
Location based: Electricity	5 266	4 794	4 113	Actual consumption
Heating (offices)	112	71	39	Actual consumption
Cooling (offices)	1	50	52	Actual consumption
Scope 3				
Purchased goods and services	36 682	39 396	30 084	Spend data and CEDA 5.05 and Ecoinvent v.3.3.8
Capital goods	2 920	3 212	6 750	Spend data and CEDA 5.05 and Ecoinvent v.3.3.8
Upstream emissions from fuels and electricity (Market based)	408	25	170	Calculated based on information from electricity supplier
Upstream emissions from fuels and electricity (Location based)	408	382	292	IVL 2021 and Värmeforsk 2011
Upstream transportation and distribution	132	140	109	Spend data and CEDA 5.05
Waste generated in operations	16	18	19	Extrapolated amounts based on data from a number of offices in 2021 and Ecoinvent v.3.3.8 in 2021
Business travel	380	81	259	Data from travel agency
Employee commuting	617	272	57	Employee commuting survey 2022
Upstream leased assets	602	1 070	327	Spend data from CEDA 5.05
Use of sold products - IT products sold/leased to clients	11 251	9 438	2 389	Spend data and Ecoinvent v 3.53
End of life treatment of sold products	43	36	11	Spend data and Ecoinvent v 3.3.8 2021 and BEIS
Total (Market based)	54 147	53 954	40 586	
Total emissions per Swedish krona	19	17	13	
Total (Location based)	58 752	59 105	44 781	

1. The table presents Iver's GHG emissions broken down by scope according to the Greenhouse Gas Protocol. For the calculation of Iver's GHG emissions

2. conversion factors including all relevant GHGs, i.e. CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃, are used as far as possible.

All companies included in the Iver Group as of the beginning of 2023 are included in the 2023 GHG results.

Employee statistics

Composition of the company

	Number, 2022	Women (%) 2022	Number, 2023	Women (%) 2023
Board of Directors - Under 30 years of age	0	0	1	100
Board of Directors - 30-50 years of age	3	0	3	0
Board of Directors - Over 50 years of age	4	25	4	50
Management - Under 30 years of age	0	0	0	0
Management - 30-50 years of age	7	0	3	33,33
Management - Over 50 years of age	9	22,22	3	0
Other employees - Under 30 years of age	441	15,19	316	16,14
Other employees - 30-50 years of age	943	14,1	983	15,97
Other employees - Over 50 years of age	282	18,79	294	19,39

Employees

	Number, 2022	Women (%) 2022	Number, 2023	Women (%) 2023
Total - Sweden	1437	15,66	1340	17,61
Permanent employees - Sweden	1406	15,72	1329	17,61
- of whom full time - Sweden	1393	15,36	1312	17,61
- of whom part time - Sweden	13	53,85	17	17,65
No. fixed term employees - Sweden	15	13,33	5	20
Total - Norway	224	11,61	231	10,82
Permanent employees - Norway	224	11,61	226	10,62
- of whom full time - Norway	222	11,26	226	10,62
- of whom part time - Norway	2	50	0	0
No. fixed term employees - Norway	0	0	5	20
Total - Other countries	28	17,86	36	22,22
Permanent employees - Other countries	25	20	32	15,62
- of whom full time - Other countries	24	16,67	32	15,62
- of whom part time - Other countries	1	100	0	0
No. fixed term employees - Other countries	3	0	4	75
Personnel, not employed	115		121	

Recruitment

Year	Internal recruitment (number)	External recruitment (number)
2020	12,35	87,65
2021	66,73	33,27
2022	12,77	87,23
2023	18,6	81,4

Staff turnover

	Number 2023	Total (%) 2023	Women (%) 2023
New hires	397	25	19
>30 years of age	134	8	22
30 - 50 years of age	212	13	17
<50 years of age	51	3	22
People leaving the company	345	21	14
>30 years of age	93	6	18
30 - 50 years of age	202	13	12
<50 years of age	50	3	14

Number of employees with collective bargaining agreements

	2022	2023
Sweden (%)	74	82
Norway (%)	0	0
Other countries (%)	0	0

Iver Sverige AB and Iver Workplace AB are affiliated to the IT agreement between IT&Telekomföretagen within Almega and Unionen and Sveriges Ingenjörer, Jusek and Civilekonomerna respectively. The collective agreement is a collection of various agreements and the content can be briefly described as general terms and conditions that apply to, for example, working hours, overtime compensation, holidays, sick pay, parental pay, leave, dismissal and more.

Employees in Norway are covered by collective staff insurance in co-operation with Söderberg & Partners.

Diversity and Inclusion index

Year	Diversity and Inclusion Index(%)
2020	85
2021	80,02
2022	90
2023	87

Employee engagement

Year	Engagement index (%)
2020	62
2021	66
2022	64,75
2023	65,72

Health and safety

Year	Reported cases of discrimination
2021	7
2022	5
2023	6

Absences due to illness

	2022	2023
Absences due to illness (%)	3,4	4,7
Short-term absences (%)	2,1	2,3
Long-term absences (%)	1,3	2,3