

**AVOKI**



# **Sustainability Report 2023**



# About the report and the company

Avoki's Sustainability Report for the fiscal year 2023 describes the company's actions towards sustainable development. 2022 marked the first year the company moved closer reporting in accordance with the Global Reporting Initiative (GRI) to prepare for future reporting requirements. The report is published annually alongside the annual financial statements. The report focuses on the areas where the business has the greatest impact on people, environment, and society, both from a risk and opportunity perspective.

● The company established

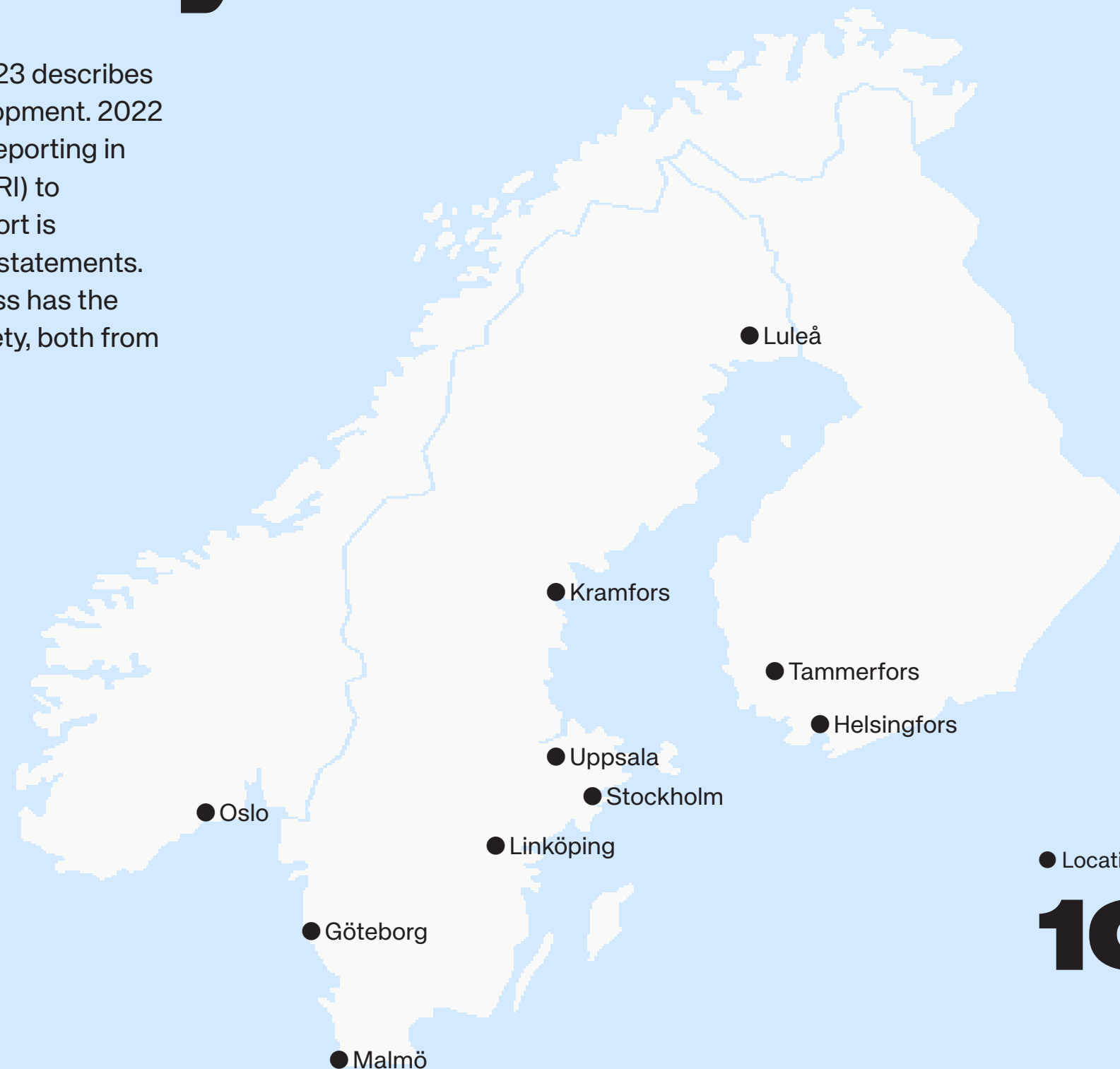
**1993**

● Revenue 2023

**1,1 Mdkr**

● Main shareholder

**Nalka Invest AB**



● Locations

**10**

● Employees

**300**

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# A sustainable IT transformation

At Avoki, we are convinced that IT and digitization are keys to a sustainable future. With AI as a catalyst, IT can contribute to climate transition by streamlining resources and processes. However, this requires making conscious choices for IT environments, grounded in needs, function, and sustainability. The progress of digitization also entails increased demand for infrastructure such as data centers, servers, network connections, computers, and phones. This, in turn, escalates the pressure on our natural resources. Therefore, sustainable use of IT becomes critical.

Avoki aims to be a leading partner for our customers in their sustainable IT transformation. By combining the strengths of Office Management, Bluecom, and Xite, we have become Avoki with the vision of delivering the market's most efficient and sustainable IT solutions.

## **Taking a step forward in climate action**

Avoki's climate efforts has become a central strategic initiative. In 2023, the climate goal was integrated into our strategy, complementing our previous group goals regarding financial performance, customer satisfaction, and employee satisfaction. Additionally, we are proud that our climate goal has been approved by the Science Based Targets Initiative, demonstrating our commitment to climate transition and our desire to set a positive example for suppliers and customers. As a minor detail but as an important step in this effort, we are transitioning to a fleet of vehicles and energy supply in our premises that are entirely free from fossil fuels. The most significant impact we achieve is by offering our customers service-based IT solutions with circular hardware management and operation with fossil-free energy sources.

## **Increased demand for supplier transparency**

Sustainable IT entails more than environmental and climate action.

We must also eliminate any risks such as poor working conditions, violations of human rights, and corruption in our supply chain. We see new producers emerging in the market with products designed to meet the new technical expectations. As an IT partner, it is our responsibility to help our customers evaluate products and suppliers and make well informed decisions that consider function, security, and sustainability. With new legal requirements for a transparent supply chain, such as CSRD and CSDDD, we require our suppliers to adhere to industry standards and certifications that enhance reliability in the supply chain concerning environmental impact, employment conditions, human rights, and corruption.

## **Increasing awareness and creating demand**

We recognize that the transition to sustainable IT requires collaboration between Avoki, our customers, and suppliers, which is why we must increase awareness of what it entails. Through training and collaborative initiatives, such as our participation in networks like the Circular Electronics Initiative and CIOCO2, we aim to raise awareness and promote the use of sustainable IT.

## **Focus on increased diversity**

Avoki aims to promote diversity within the IT industry. We actively work to attract and retain more women within the company and the industry as a whole. Through internal networks and external partnerships, such as our collaboration with Women in Tech, we aim to create a more inclusive and diversified workplace for the future.

The coming years will be characterized by more legal requirements and customer demands for a sustainable transition, and Avoki will continue to lead the way in the sustainable IT transformation required now and in the future.

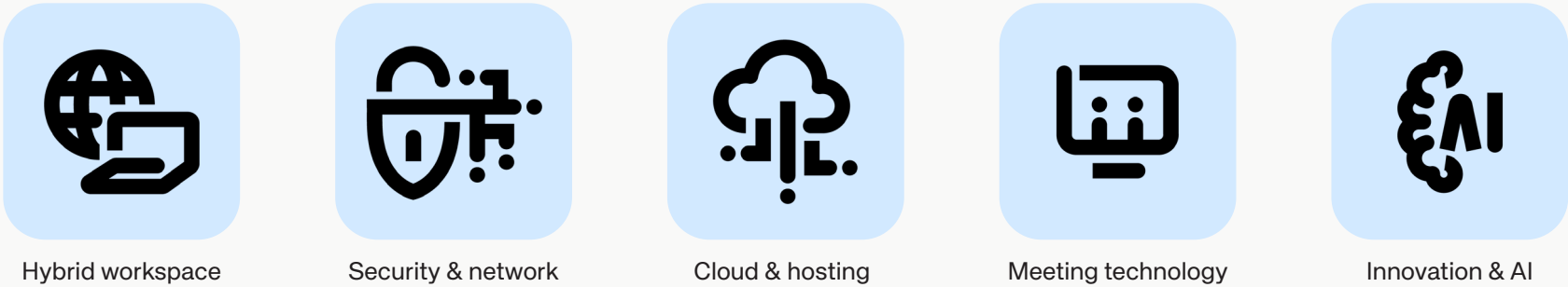
**Peter Uddfors**  
CEO Avoki





# The Business

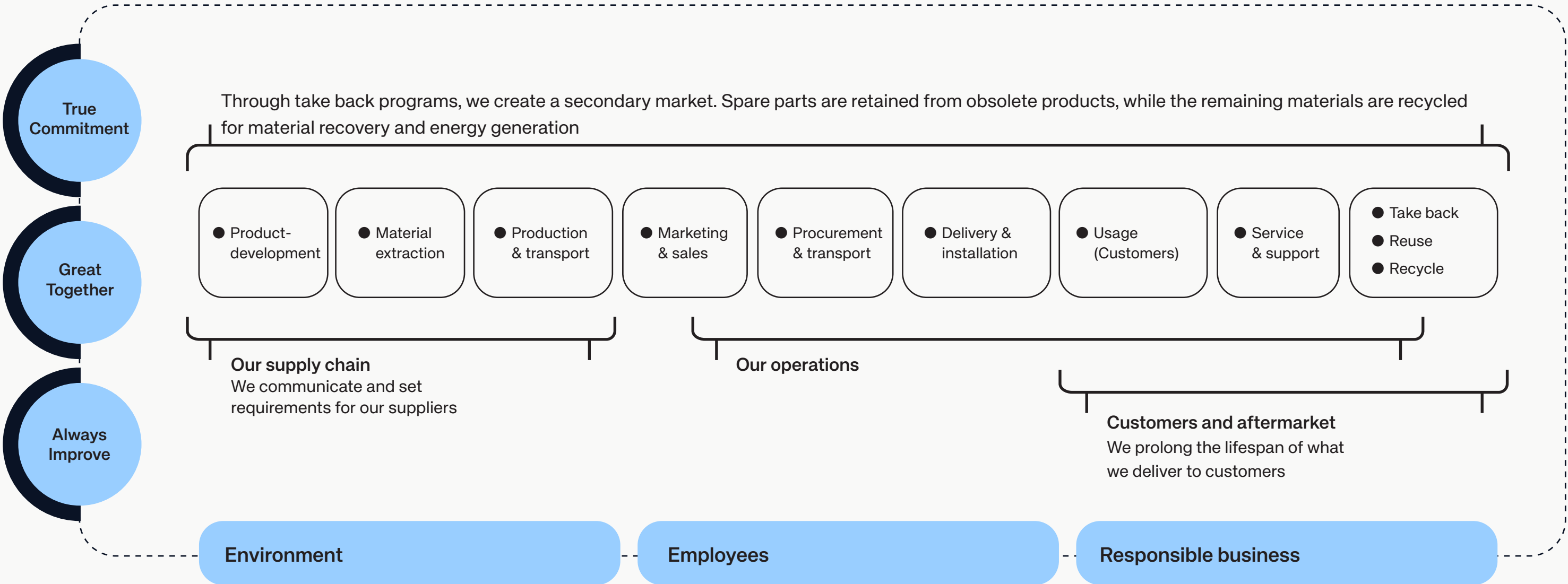
Avoki offers consultation, installation, and support within Hybrid workplace, Security & network, Cloud & hosting, Meeting technology, and Innovation & AI. Avoki delivers secure, efficient, and sustainable solutions that can scale alongside the customer’s business. Today and tomorrow.



Within Avoki’s value chain, the largest impact on environment and social conditions is found in the supply chain. Avoki does not produce any products, instead Avoki procures products from established suppliers. Setting requirements and collaborating with suppliers and partners with similar values and goals are therefore prerequisites for more sustainable business operations.

Additionally, there is significant impact and potential for change through the product and service offerings delivered to customers. By offering more sustainable products and services, the company can help customers make a smaller environmental and social footprint.

## Our value chain





**Vision**

We spark the true potential of people and businesses through the power of IT.

**Mission**

We shape the right sustainable solutions to future-proof businesses.

# Governance

The board has the overall responsibility for Avoki’s sustainability efforts and has delegated the operational responsibility to the company’s CEO and executive management. Sustainability is regularly monitored by the board, according to the annual cycle. The company’s main owner, Nalka Invest AB, supports the business in developing policies and processes for the company’s sustainability work. Annually, the group reports ESG (Environmental Social Governance) KPIs to the owners.

Avoki continuously evaluates the company’s ability to drive and develop a sustainable business. The management team has the operational responsibility for quality, environment, ethics, and social aspects and has appointed a sustainability function to drive and take lead in parts of the initiatives decided by the management team.

**Policies and guidelines**

Avoki has several policies and

guidelines to support the company and employees in their daily work. The overarching Code of Conduct, along with the company’s values “True Commitment”, “Great Together” and “Always Improve,” forms the basis for sustainable business development. The Code of Conduct helps employees navigate ethically, environmentally, and socially. All employees receive the code during their introduction, and all managers receive continuous training.

The Code of Conduct was updated in 2023 with an accompanying e-learning for all employees featuring dilemmas to increase awareness.

**Quality and environmental certification**

Avoki is environmentally certified according to ISO 14001 throughout the group and quality certified according to ISO 9001 in the majority of the Swedish operations. This means that the company has

well-established processes for risk management, goal setting, and follow-up. The company’s management system handles environmental, health, and quality matters, as well as improvement suggestions. Any irregularities that conflict with the company’s policies and code of conduct are managed according to the company’s whistleblowing process. More companies within the group are planning to become ISO 9001 certified during 2024.





# Materiality analysis and stakeholder dialog

In spring 2021, the company conducted a materiality analysis based on benchmarking, risk assessment, and workshops with the management team. The materiality analysis resulted in a strategy for sustainable business focusing on reducing environmental and climate impact, creating a sustainable workplace for employees, and ensuring ethical business relationships with both customers and suppliers.

Developments in these areas are continuously monitored both in the company’s management team and in the board. Stakeholder dialogues are used to communicate the strategy and gather feedback on the prioritized issues of stakeholder groups.

Avoki’s stakeholders mainly consist of employees, customers, suppliers, and owners. To ensure that the company’s strategy for sustainable business aligns with stakeholders’ expectations, dialogues are held with each stakeholder group.

● Stakeholder group	● Chanel for dialog	● Material subject for stakeholder group
Employees	<ul style="list-style-type: none"><li>– Emplyee survey</li><li>– Conferences</li><li>– Internal women network</li></ul>	<ul style="list-style-type: none"><li>– Work environment</li><li>– Environment</li><li>– Community responsibility</li><li>– Diversity and inclusion</li></ul>
Customers	<ul style="list-style-type: none"><li>– Customer meetings</li><li>– Customer surveys</li></ul>	<ul style="list-style-type: none"><li>– Impact of products and services</li></ul>
Suppliers	<ul style="list-style-type: none"><li>– Supplier dialogues</li><li>– Supplier assessments</li></ul>	<ul style="list-style-type: none"><li>– Impact of products and services</li><li>– Business ethics</li></ul>
Shareholders	<ul style="list-style-type: none"><li>– Annual ESG (Environmental Social Governance) monitoring</li><li>– Ongoing dialogue</li></ul>	<ul style="list-style-type: none"><li>– Environment</li><li>– Community responsibility</li><li>– Business ethics</li></ul>



Avoki is a member of the Circular Electronics Initiative (CEI), which is an international network consisting of 29 member organizations. The aim is to encourage society towards sustainable IT usage



Avoki is a member of the CIOCO2 network, which aims to develop and gather concrete tools to assist companies and organizations in creating a sustainable IT environment.



Avoki is a member of the Network for Sustainable Business (NMC), which is a cross-industry meeting platform for about 200 companies and organizations from across Sweden who want to share knowledge, experiences, and ideas about a sustainable and successful business. Networking contributes to insights into current sustainability issues.

# Risks, opportunities and governance

Environment		Responsible business		Employees	
● Direct impact		● Business ethics		● Diversity and inclusion	
Risk/ opportunity	High emissions from the company's operations such as energy consumption and vehicles (Scope 1 and 2) can result in costs due to regulation and negative attention from shareholders, customers, and the public. Avoki's environmental impact from energy and vehicles is relatively small compared to the company's impact throughout the entire value chain.	Risk/ opportunity	Bribery, unethical sales tactics, and conflicts of interest can be both illegal and damage Avoki's and the customer's reputation and brand.	Risk/ opportunity	A lack of diversity within the IT industry, including Avoki, poses a risk of not being an attractive, inclusive and innovative company, consequently missing out on both talent and customers.
Governance	ISO14001 certified environmental management system. Company Car Policy and Travel Policy.	Governance	Risk analysis, Core Values, Code of Conduct, Anti-Corruption Policy, Whistleblower Process, introduction during onboarding.	Governance	Core Values, Code of Conduct, Equal Treatment Policy, internal women network.
Goals and activities	Efficiency of office space and transition to renewable energy, as well as transition to an electrified car fleet in 2025.	Goals and activities	All employees are required to adhere to the Code of Conduct. The Code of Conduct was updated in 2023 along with accompanying training for all employees.	Goals and activities	In 2024, at least 40% of new recruits should be women and at least 70% of new recruits should be experienced employees.
● Impact from the business		● Responsible procurement		● Sustainable workplace	
Risk/ opportunity	The environmental and climate footprint from hardware has a significant impact. There's a risk that high environmental and climate footprints from products and services may be unattractive to customers and may not support them in their own climate transition	Risk/ opportunity	The majority of the products sold by Avoki originate from a complex supply chain involving increased risks related to environment, working conditions, human rights and corruption. Selling products and services where these conditions are not fulfilled endangers Avoki's brand and reputation.	Risk/ opportunity	A safe working environment is not only regulated by law, but also strengthens employee commitment and reduces the risk of staff turnover.
Governance	ISO14001 certified environmental management system.	Governance	Supplier Code of Conduct, procurement procedure and monitoring.	Governance	Systematic work environment management, Code of Conduct, Work Environment Policy, work environment representatives, health-promoting initiatives.
Goals and activities	Provide service-based IT solutions with circular management of hardware and operation powered by fossil-free energy sources.	Goals and activities	Avoki's significant suppliers are required to adhere to and follow the company's Supplier Code of Conduct, or demonstrate equivalent criteria.	Goals and activities	A healthy workplace – in terms of both physical and social work environment – which encourages development for all employees.
● Impact from the supply chain		● Security and privacy		● Community engagement	
Risk/ opportunity	New hardware and consumables have a significant environmental and climate footprint, with the most impact occurring during material extraction, production, and transportation. The climate footprint of IT services is also influenced by where the service is operated. It is crucial that suppliers have environmental and climate ambitions aligned with Avoki's in order to achieve the company's climate goals.	Risk/ opportunity	An increased digitized workplace raises risks related to the secure handling of corporate information and privacy of employees and customers. For Avoki, this entails risks for both its own operations and in the IT services the company provides.	Risk/ opportunity	Foster pride and engagement among employees by promoting knowledge, supporting innovation, and contributing to society based on our IT services..
Governance	ISO14001 certified environmental management system, Supplier Code of Conduct, procurement procedure and monitoring.	Governance	Systematic information security management based on ISO 27001.	Governance	Policy Community Engagement.
Goals and activities	Avoki's significant suppliers should adhere to and follow the company's Supplier Code of Conduct, or be able to demonstrate equivalent criteria, as well as have scientifically based climate goals aligned with the Paris Agreement's 1.5-degree target.				
● Impact in society					
Risk/ opportunity	Until Avoki achieves net zero, the company has an environmental and climate footprint resulting from its operations. Alongside reducing this footprint, the company should take responsibility for current emissions and contribute to the transition to renewable energy.				
Governance	ISO14001 certified environmental management system. Climate neutrality in accordance with BSI PAS2060.				



# Responsibility throughout the value chain

Avoki aims for products and services placed on the market to have a positive impact on the environment and society. Produced and delivered with consideration for ethics, environment, and human well-being.

Many risks and opportunities affecting Avoki’s operations impact the entire value chain and cannot be managed alone. It requires collaboration with suppliers, distributors, and even customers. Avoki aims to mitigate risks and seize opportunities by setting clear expectations, through the internal Code of Conduct, Supplier Code of Conduct, as well as through internal training, external webinars, and dialogues and follow-up with suppliers.

## Impact throughout the value chain

	Sub-suppliers	Suppliers	Distributors	Logistics	Avoki	Customers	Society
Responsible business	Anti-corruption						
	IT security related to products and services						
					Human rights, such as integrity when using products and services		
	Human rights and labor rights in production and delivery of product and services						
Environment	Reduce climate impact from the product life cycle and emissions generated from operation and maintainance of products och services						
	Responsible raw material extraction	Preserving natural resources by enabling reuse and material recycling from existing products					
	Reduce hazardous substances in production and in products				Reduce emissions from own operations		
Employees					Health and Safety		
					Diversity and Inclusion		
					Community engagement by developing the IT community in society		

# Responsible business

## Business ethics

Avoki shall be a reliable business partner with long-term business relationships. Honesty and transparency should permeate interactions and relationships with customers, partners and suppliers. Failure to live up to these values jeopardize the company's long-term business relationships.

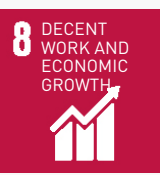
Complying with laws and regulations is a minimum requirement and a matter of course for being a reputable player in the market. Avoki distances itself from all forms of unethical business practices and corruption. No employee or manager may accept any form of remuneration that can be perceived as corruption, bribery or profiteering. The company's values, along with the Code of Conduct, support employees to act professionally, with sound ethical principles and high integrity. Things that are not prohibited may still be inappropriate, and in case of doubt, the immediate supervisor should always be consulted. The Code of Conduct was updated in 2023 with accompanying training featuring dilemmas to increase awareness of how employees act and respect business ethics, working environment, environment, and safety. In 2020, an independent whistleblower function was implemented through the external partner WhistleB. This enables anonymous reporting of potential non-compliances, and management follows the company's existing whistleblower process. In 2023, one case was reported via the whistleblower process. The case was categorized as an HR issue, which has been addressed, managed, and closed.



It is essential to have processes to ensure that suppliers adhere to Avoki's requirements regarding respect for human rights, fair working conditions, countering corruption and proactive environmental practices.

## Responsible procurement

Avoki's suppliers are an integral part of the company's customer solutions. Therefore, it is essential to have processes in place to ensure, as far as possible, that suppliers meet Avoki's requirements regarding respect for human rights, fair working conditions, combating corruption and proactive environmental practices. Lack of responsibility can cost Avoki both reputation and lost customers. Over 90% of the company's carbon footprint is derived from the procurement of products and services, such as hardware, software and operations. To achieve the company's climate goals by 2030, it is crucial that suppliers share the same ambition to transition in order to reduce the carbon footprint throughout the value chain. Avoki's Supplier Code is based on the UN Global Compact's 10 principles. The Supplier Code includes expectations regarding the environment, working conditions, and human rights. Among other things, there is an expectation that the company's significant suppliers have scientifically based climate goals aligned with the Paris Agreement, e.g. through Science Based Targets. The goal is that the company's significant suppliers shall sign the Supplier Code, or have their own policies with equivalent criteria. In December 2023, suppliers equivalent to 54% of the total procurement value had signed the Supplier Code or could demonstrate equivalent policies. Follow-up is conducted through self-assessment and supplier dialogues. By working together with suppliers, Avoki can strengthen the possibility of a safe and fair working environment and reduce environmental impact throughout the value chain.



**Decent work and economic growth**  
Avoki collaborates with suppliers to ensure decent working conditions in the supply chain and sets requirements through a Supplier Code based on the UN Global Compact.

## Security and privacy

Security and privacy are critical to maintaining the trust of Avoki's customers. This applies to how the company addresses these issues internally and also ensures customers' businesses benefit from the company's product and service offering. Avoki runs a systematic information security programme based on the ISO 27001 standard.

The work includes, but is not limited to:

- ➔ Customer solutions for customer security and privacy through complete system documentation and review of existing policies and guidelines.
- ➔ Avoki's processes and procedures for internal security and privacy.
- ➔ Systematic work in accordance with standard ISO27001.



**Partnerships for the goals**  
Avoki cannot achieve goals alone; it requires collaboration with both suppliers and customers. Avoki drives progress through joint initiatives and networks, such as SME Climate Hub, Network for Sustainable Business and ClOCO2.



# Environment

Through proactive environmental efforts, Avoki aims to reduce its environmental impact and that of its customers, and to optimise the resources required to run the business.

## Measure, reduce and offset

To address climate emissions, it is essential to work on parallel tracks, continuously reducing the carbon footprint, while simultaneously managing the emissions generated by the current business operations. As of 2021, Avoki has achieved climate neutrality in accordance with the BSI PAS 2060 standard.

### This means:

- ➔ Measuring the company's entire carbon footprint, Scope 1, 2, 3
- ➔ Reducing the carbon footprint throughout value chain, Scope 1, 2, 3
- ➔ Offsetting the carbon emissions for Scope 1, 2, and 3 activities

The climate calculation is based on the Greenhouse Gas Protocol, and according to BSI PAS2060, the calculation should cover 95% of the company's total greenhouse gas emissions, Scope 1, 2, and 3. Greenhouse gases comprise several gases, where some gases have a stronger warming potential (Global Warming Potential, GWP) than others. When compiling, carbon dioxide equivalents are used as a common unit, translating the warming potential of other gases, such as NOx and SOx, into this common unit, which is CO<sub>2</sub>e, where "e" stands for equivalents.

## Environmentally certified ISO14001

Avoki is environmentally certified in accordance with ISO14001:2015. The environmental management system involves the company identifying its most significant environmental issues (from both risk and opportunity perspectives) and having an environmental policy and goals, as well as the necessary routines and instructions to manage and monitor environmental efforts in a systematic way.

Certification is undertaken in three-year cycles; the last certification audit was carried out in December 2022. The environmental policy frames Avoki's environmental work throughout the value chain and is based on the precautionary principle. All employees are acquainted with the company's environmental policy and complete an environmental training course during induction via the company's training tool.

● GHG Protocol	● Tonnes CO <sub>2</sub> e 2023	● Share % 2023	● Tones CO <sub>2</sub> e 2022	● Change % from 2022
Scope 1	143,3	1,3%	223,2	-35,8%
Scope 2	52,6	0,5%	78,6	-33,1%
Scope 3	10 973,6	98,2%	11 795,7	-7,0%
Total	11 169,5	100,0%	12 097,5	-7,7%

### Climate footprint

To calculate the climate footprint, Avoki seeks assistance from Atmoz Consulting. A detailed report, Qualifying Explanatory Statement Avoki HoldCo 2023, is published on the Avoki website. In 2023, Avoki's climate footprint totaled 11,169.5 tons of CO<sub>2</sub>e, which is a decrease of 7.7% (928 tons of CO<sub>2</sub>e) compared to 2022.

The reduction is a result of the activities the company undertakes, including increased sales of services and the sale of product-as-a-service. In 2023, a smaller amount of hardware was purchased while revenue remained stable due to increased sales of services. This means that the company's total climate footprint in relation to revenue decreased by 7.6%, exceeding the goal of an annual decrease by 5.9%. Additionally, the impact from Scope 1 and 2 decreased by 36% and 33%, respectively, exceeding the annual goal of -5.9% by a considerable margin.

● GHG Protocol	● 2023	● 2022	● 2021
Tonnes CO <sub>2</sub> e/rev	11,57	12,52	13,85
Change from previous year	-7,6%	-9,6%	Base year

**Greenhouse Gas Protocol** is the most recognized and widely used standard for quantifying the climate impact of businesses. The standard divides the climate impact from activities into three Scopes, which for Avoki include:

- **Scope 1**, emissions from Avoki's service vehicles
- **Scope 2**, emissions from energy in Avoki's offices and data centers
- **Scope 3**, emissions from, among other things, business travel, transportation, waste, and all products and services to customers and the company's own operations



**Climate action**  
Avoki measure, reduce and offset the entire carbon footprint. It includes energy and waste from own operations as well as travel and transport, but, above all, it includes the products and services delivered to customers.

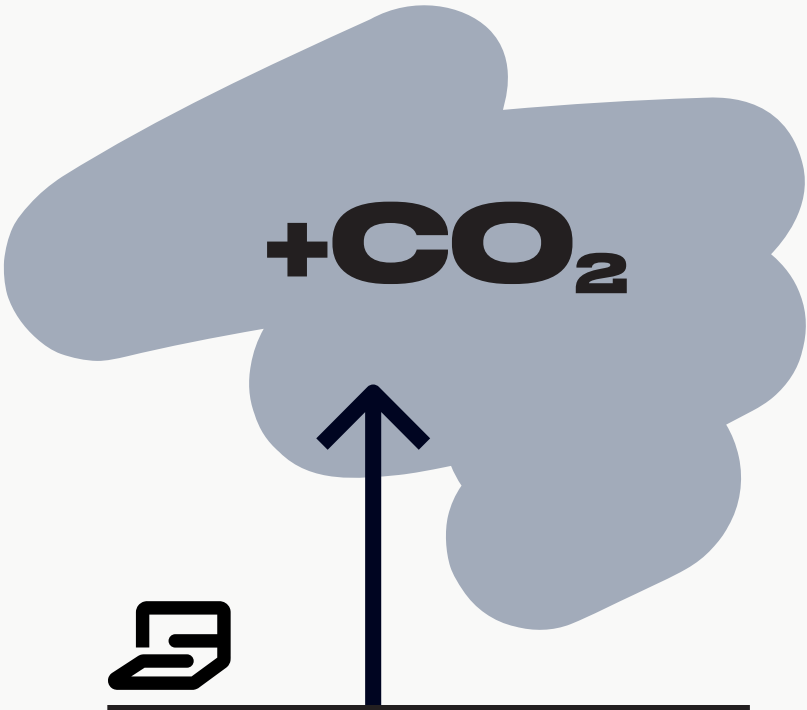


# Reduce annual emissions by 5.9% by 2030

Avoki has set a scientifically based climate goal approved by the Science Based Targets initiative for scope 1 and 2. As an SME (Small & Medium Enterprise) company, Avoki is not required to set an absolute target for Scope 3 emissions as the company is deemed to have limited ability to influence these emissions.

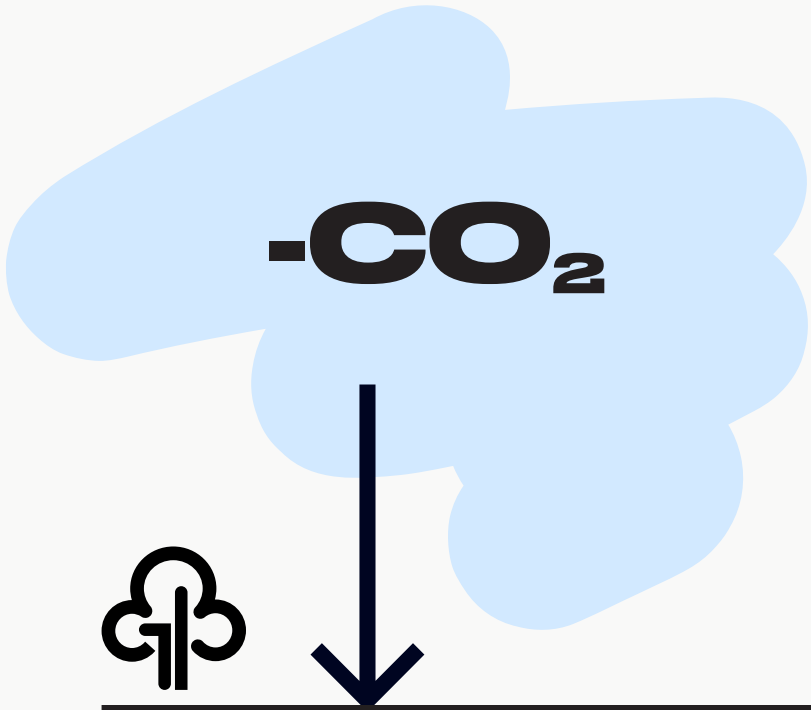
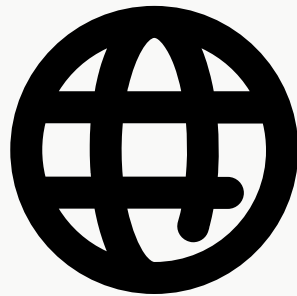
For Avoki, purchase of products and services is the single largest contributor to climate impact, and the company rely on suppliers' progressive climate efforts to reduce absolute Scope 3 emissions. Therefore, Avoki has chosen to set an intensity target relative to revenue to track the company's own performance in

reducing carbon emissions per unit of revenue. In addition to Avoki's commitment to reduce absolute emissions in Scope 1 & 2 by 42% by 2030 (approved by SBTi), Avoki aims to reduce Scope 3 emissions relative to revenue by 42% by 2030, equating to an annual reduction of 5.9%. Carbon offsetting is not used to reduce the carbon footprint.



Emissions arising from operations

- Operation of service vehicles
- Energy and waste from premises
- Business travel and commuting
- Transportation
- Products and services throughout their lifecycle



Finance climate projects with high climate benefits

- Solar energy
- Preservation of forest land

## This is how we reduce our carbon

- ➔ Fossil-free energy in our facilities by 2024
- ➔ Fossil-free vehicle fleet by 2030
- ➔ Fossil-free road transportation by 2030
- ➔ 100% circular customer offering
- ➔ Key suppliers with scientifically based climate goals aligned with the Paris Agreement, 1.5 degrees

## This is how we offset current emissions

- ➔ Finance fossil-free energy
- ➔ Finance carbon storage



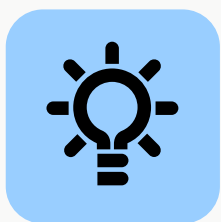


### Reducing car fleet emissions

Avokis operational activities largely take place at customers, suppliers and partners. To address transportation needs, employees are provided with a flexible vehicle solution. The car fleet consists of approximately 140 vehicles, including company cars and service vehicles (maintenance and pool cars).

Scope 1 comprises emissions from service vehicles. The climate footprint in scope 1 has decreased by 36% since 2022, primarily due to the gradual replacement of the fleet with primarily electric vehicles, as well as some hybrid vehicles. In 2021, the company’s car policy was updated with a clear focus on electrification of the fleet. The goal is to achieve a fossil-free vehicle fleet by 2030, and by 2025, the distribution is estimated to be approximately 70% electric, 20% hybrid, and 10% fossil fuel vehicles. The transition of the fleet will gradually reduce emissions in scope 1. Service personnel have undergone EcoDrive training aimed at reducing the environmental impact of business travel by car.

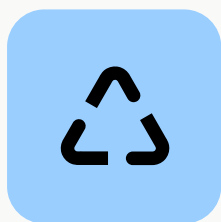
● Car fleet	● Number of cars	● Proportion of cars
Electric	78	55%
Hybrid	25	18%
Fossil	38	27%



### Efficient energy consumption

Avoki’s operational activities contribute to barely 1% of the company’s total carbon dioxide emissions. With an environmental management system certified according to ISO14001, Avoki works continuously to streamline and minimize the consumption of unnecessary resources in office operations. 98% of the company’s premises are supplied with fossil-free electricity, which is an increase of 8% compared to 2022.

Avoki leases all premises, and it is the property owners who determine the energy supply in most cases. Where Avoki has control, 100% fossil-free energy is achieved, and for other premises, discussions are held with property partners to switch to fossil-free energy sources. In 2023, the climate impact from Scope 2 decreased by 33%, mainly due to the relocation of the headquarters in 2022 to new environmentally adapted premises in Frösunda. The move resulted in streamlining and halving of square meters. The Helsingborg office was merged with the Malmö office in 2022, which also resulted in streamlining of office space. Both of these changes have had their full effect in 2023. The business area, Facility Management, was divested in 2023 but remained in the premises until the end of the year, which means their share of climate impact has been excluded, although they are included in the energy consumption table. Heating in the premises increased by 26% in 2023. Heating is included in the rent and is beyond of Avoki’s control.



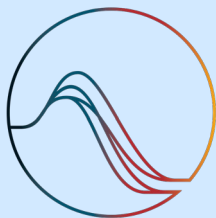
### Waste

In the daily operations, waste such as paper, packaging, electronics, fluorescent tubes, and batteries is generated and sorted for recycling. The amount of waste has more than halved since 2022 when the relocation of the head office from Kista to Frösunda generated twice as much waste compared to 2021. The largest portion of waste is electronic waste classified as hazardous waste. All waste is managed through waste partners authorized to transport and treat waste.

See the appendix for detailed waste statistics.

● Energy consumption	● 2023	● 2022	● 2021
Electricity MWh	501	868	1 233
– Electricity from fossil-free sources MWh	491	781	1 173
– Share of fossil-free electricity	98%	90%	95%
Heat MWh	825	654	609

Energy breakdown for the entire group including the divested business area Facility Management.

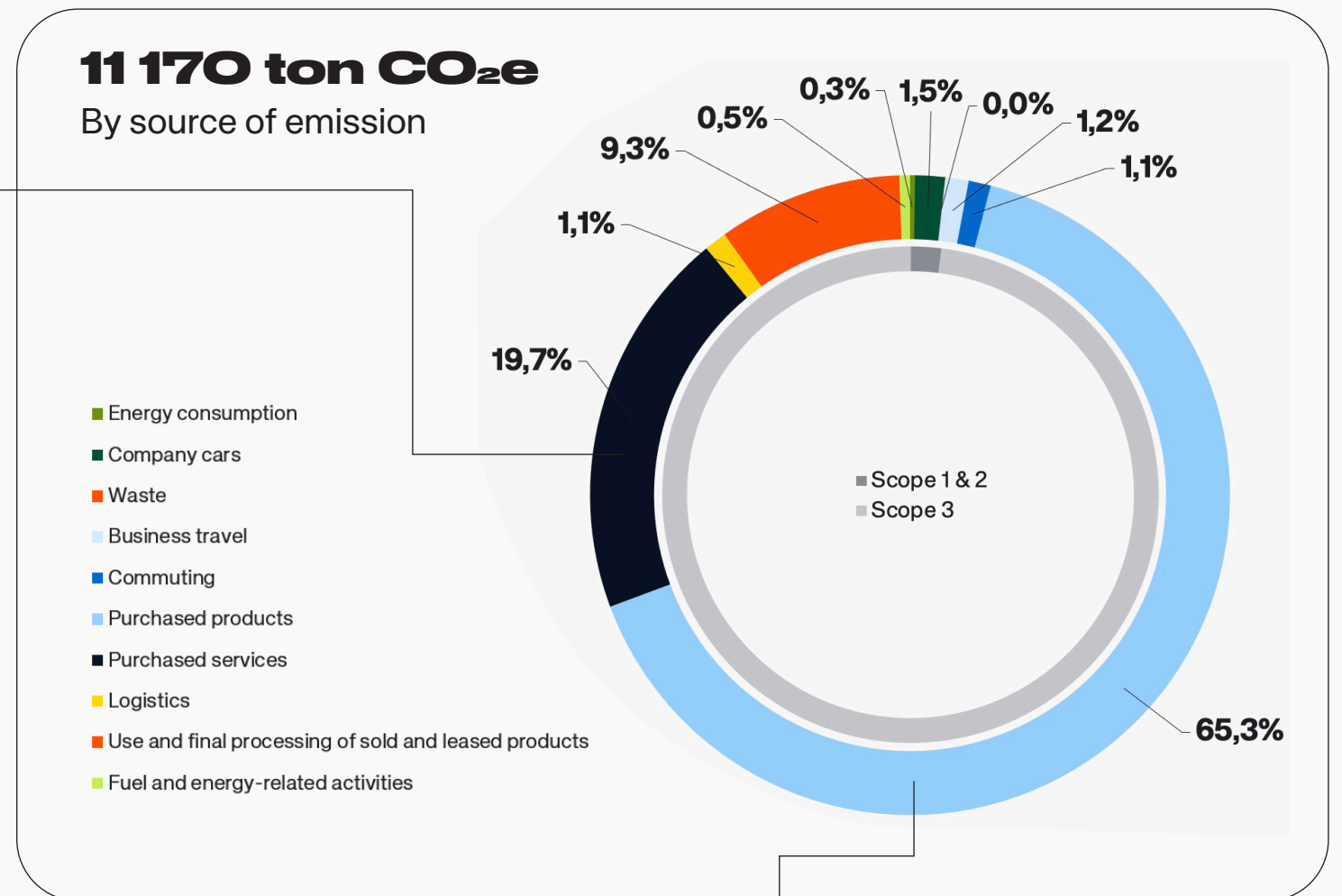
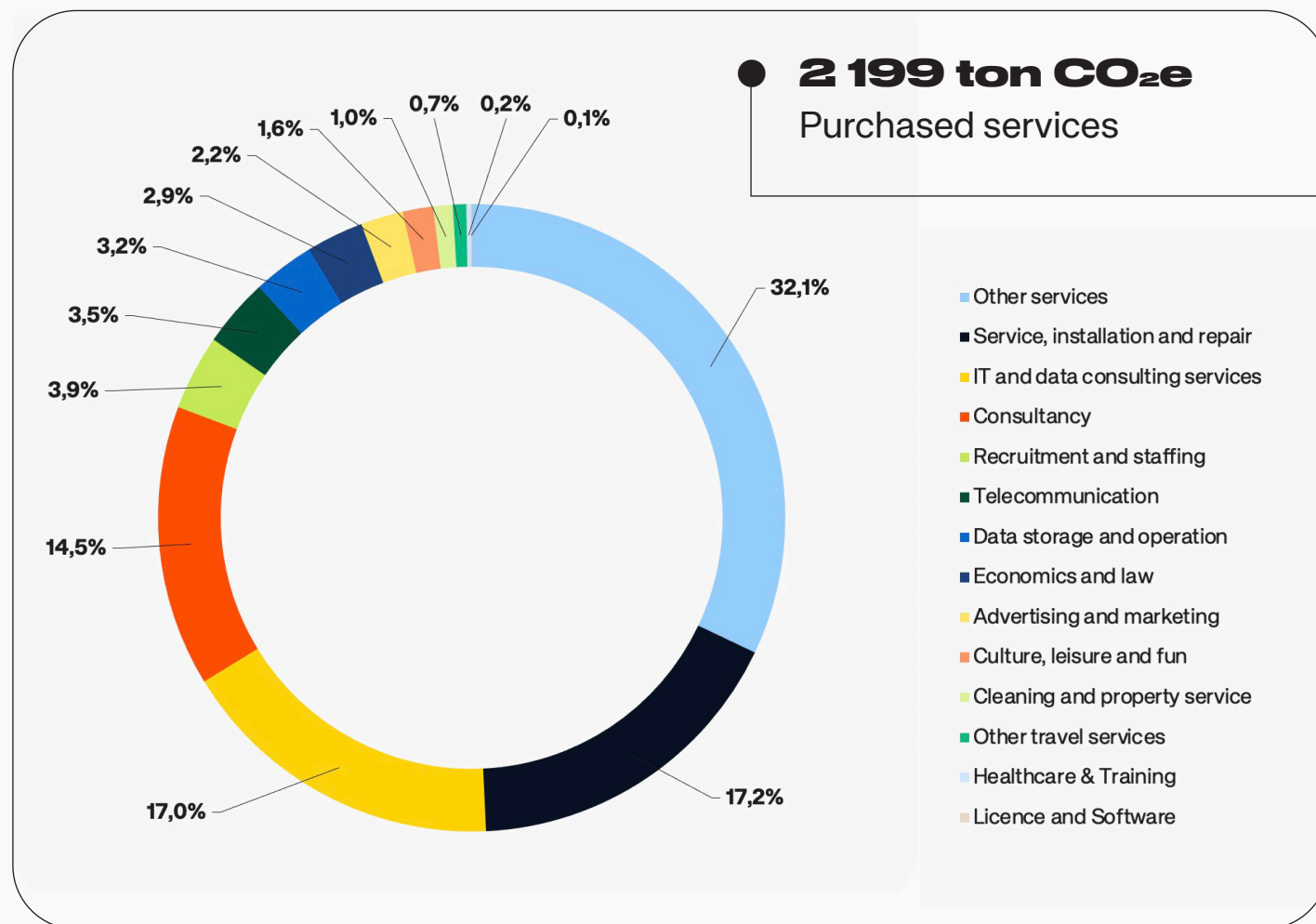


SCIENCE  
BASED  
TARGETS

Avoki is proud that its climate goals have been approved by the Science Based Targets Initiative (SBTI), demonstrating the company’s commitment to climate action and its desire to set a good example for suppliers and customers. SBTI is a global initiative for setting scientifically based climate goals.

The goal has been approved through a simplified validation process exclusive to small and medium-sized enterprises (SMEs). Carbon offsetting is not used to reduce the carbon footprint.

- Avoki is committed to reducing greenhouse gas emissions from scope 1 and scope 2 by 42% by 2030 compared to the 2021 baseline year, as well as measuring and reducing its emissions from scope 3
- Avoki is committed to achieving net-zero emissions by 2045. As part of this commitment, Avoki aims to reduce emissions from scope 1+2+3 by 90% by 2045 compared to the 2021 baseline.



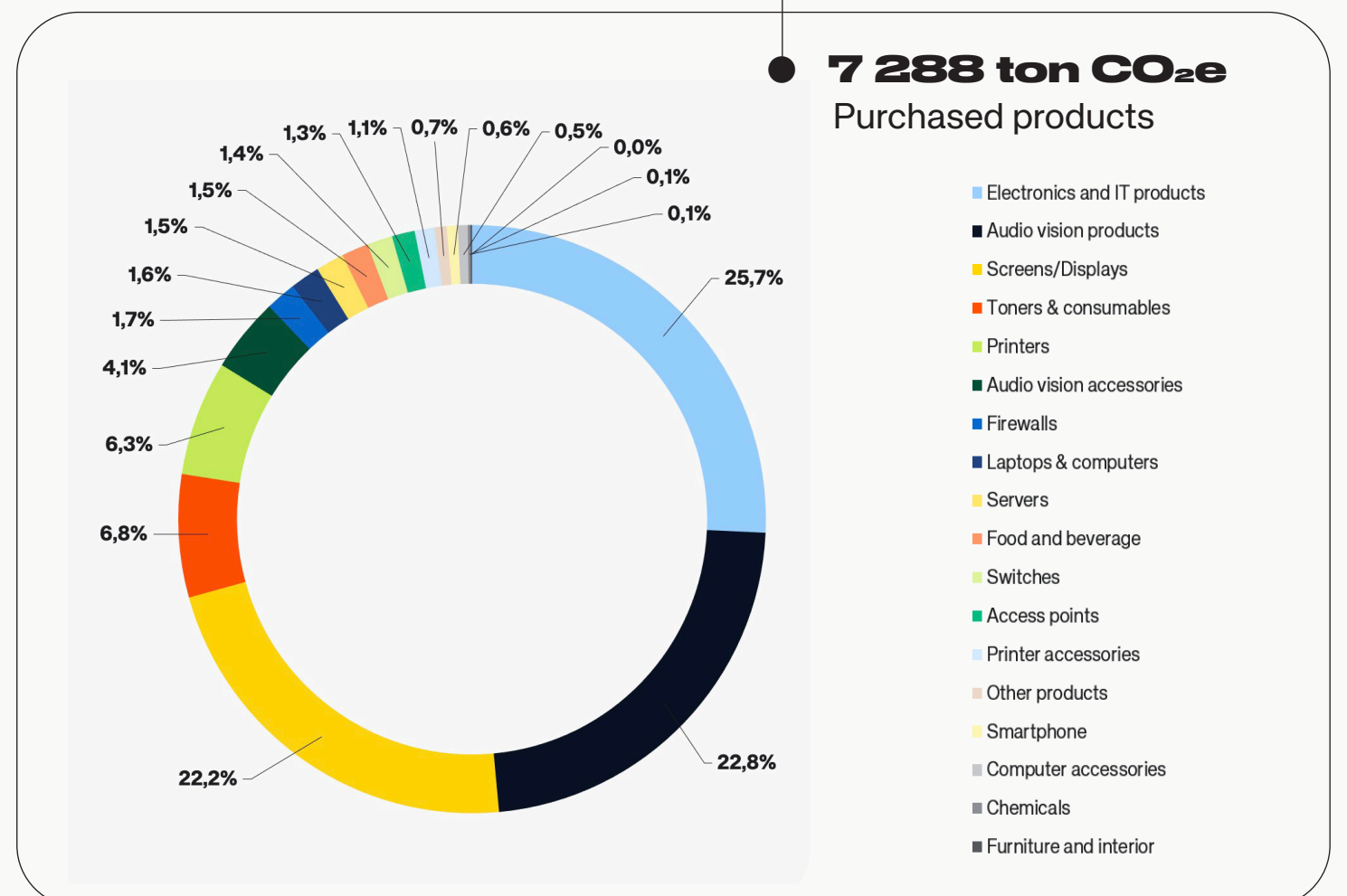
## Products and services

Products and services that Avoki purchases and sells account for the absolute majority (98%) of the company's carbon footprint. Purchased products are distributed according to the pie chart, with the absolute majority of products being hardware such as computers, monitors, printers, phones, servers, firewalls, meeting technology, and other related hardware. Regarding purchased services, installation

and service as well as various consulting services account for the larger share. The category "other services" mainly includes consulting and installation services. For 2023, purchases of products have decreased by 11.6%, and services have increased by 13.5%, while revenue has remained stable since 2022.

As part of the company's climate strategy, Avoki continuously works to streamline and

innovate services with the aim of simplifying for customers to make more sustainable choices. This includes initiatives such as circular management of hardware like rental (product-as-a-service), service, upgrades, reuse, and recycling. It also involves digitalization of services and increasing the proportion of environmentally certified products and services.



### Responsible consumption and production

Avoki packages products and services to enable for customers to make more sustainable choices. Avoki demands environmental and social standards throughout the supply chain through the Supplier Code, based on the UN Global Compact.





### Business travel

With operation in Sweden, Norway, and Finland, business trips contribute to the company’s carbon footprint. Due to restrictions during the COVID-19 pandemic, business travel was greatly limited in 2021. This contributed to a new approach to travel needs and the adoption of digital meetings. Post-corona, there has been a 50% reduction compared to 2019, and the goal is to remain emissions from business travel in line with 2022 levels (post-corona).

In 2023, the carbon footprint from business travel increased by 6.1%, which can be explained by increased need for travel due to acquisitions. However, all business travels are made within the framework of the travel policy. Video conferences are encouraged as an alternative for all meetings and trainings, and rail travel instead of flights. The travel policy sets the framework, and all trips should be booked through the company’s travel agency, allowing for efficient monitoring of the organisation’s travel-related carbon emissions.



**Affordable and clean energy**  
 Avoki is working towards 100% renewable energy and is also improving energy efficiency in its premises and data centers. Avoki finances renewable energy projects such as solar power in India.

### 100% carbon offset

In addition to reducing its carbon footprint, Avoki takes responsibility for the emissions generated by its current operations. The company offsets 100% of its carbon footprint, including the products and services delivered to customers. The offset is achieved through third-party audited Gold Standard certified projects in the field of renewable energy, and preservation of forest land. Climate offset involves financing an action outside the organisation that leads to a reduction in greenhouse gas emissions equal to the emissions being offset.

For 2023, the climate offset has funded two solar energy projects in India: Bhadla Solar and Karnataka. In India, coal is the dominant energy source, leading to significant pollution. By supporting these solar energy projects, Avoki contributes to the transition to clean renewable energy, aiming to replace the dependence on coal. The Bhadla Solar project is located in the Rajasthan region, which is heavily affected by climate change, with temperatures ranging from 45 to 50°C. This makes it a difficult area to live in, resulting in numerous fatalities. The result of this project is a reduction of 492 million tons of CO2e emissions annually, equivalent to the carbon footprint of 49,238 Swedes each year.



Energy projects financed by Avoki are certified by the **Gold Standard**. The Gold Standard was established as a quality seal for climate offset projects, comprising strict guidelines and additional requirements for social responsibility and sustainable development in the area of climate offset. Gold Standard is a global non-profit foundation launched in 2003 by several environmental organisations, including WWF International and Fair-trade. It is the sole certification standard approved and trusted by over 80 international environmental organisations. These projects are overseen by an independent Technical Advisory Committee and are audited by independent auditors to ensure compliance with the Gold Standard criteria.





The relatively low population density of the region and the high temperatures make it an ideal location for the country's new solar park initiative. Similarly, the Karnataka solar project replaces fossil energy with renewable energy, contributing to SDG 7, SDG 8 and SDG 13.

#### **Increased carbon storage and biodiversity in Swedish forests**

Avoki also finances the "Boreal Mix" project, which preserves forests with high natural values and promotes biodiversity. The project provides financial support to forest owners to preserve forests with high natural values, thereby preserving the carbon stock in the forest and increasing species richness. This results in a more robust and resilient ecosystem, ready to face extreme weather events and provide many species with a safe place to live.

Today, 93% of Sweden's forest land consists of production forests, which creates a conflict between economic interests and the biological, social, and climate values of the forest. The project enters into agreements with landowners whose forest land is not protected and where logging is the natural step. The initiative is verified by Intertek Certification AB (Forrest).

## **Carbon offset**

### **From project idea to delivered carbon credit**

#### **1. Project is created**

A project is initiated by local project developers in collaboration with a technology provider. The project aims to reduce greenhouse gas emissions or capture carbon dioxide compared to a scenario, in which the project was not implemented. Calculations are performed to determine the amount of CO<sub>2</sub>e that the project helps to prevent, as compared to a baseline without the project. The project developer ensures that the project aligns with the requirements for certification set by organisations such as Gold Standard or other certifying bodies.

#### **2. Third-party verification**

Independent third-party auditors conduct regular assessments of the project to ensure that it delivers the promised climate benefits. These auditors report their findings to organisations such as the United Nations or Gold Standard, providing data on the extent of emissions reductions achieved by the project.

#### **3. Certification**

The project undergoes certification by recognised bodies such as the Gold Standard. Certification confirms that the project is traceable and would not have been implemented without funds from carbon offsetting. A project can only be certified by Gold Standard if it meets these criteria.

#### **4. Purchase of certificates**

Certified/Verified Emissions Reductions (CERs/VERs) are issued by Gold Standard to represent the reduction in greenhouse gas emissions achieved by the project. Each certificate corresponds to one tonne of carbon dioxide emissions prevented. These certificates can be purchased by organisations or individuals seeking to offset their own emissions.

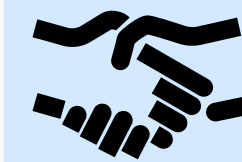


# Avoki supports customers throughout the lifecycle



## 1. Selection of product and supplier

Avoki recommends high-quality, certified hardware with a long lifespan, resulting in a lower carbon footprint. TCO Certified is the leading sustainability certification for IT products and covers criteria such as hazardous substances, circularity, socially and environmentally responsible manufacturing, and more. Avoki also recommends EPEAT and Energy Star for verifying environmental and energy performance. Refurbished hardware has an 80% lower carbon footprint than new hardware. Avoki evaluates the suppliers based on risks and performance in environmental, human rights, labor rights, and anti-corruption aspects.



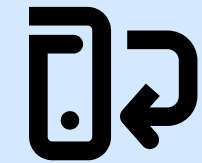
## 4. Extended Usage

Extending agreements with existing hardware includes the same terms regarding service and hardware replacements, while also contributing to reduced carbon footprint over time.



## 2. Operations and maintenance

Through co-location, infrastructure and resources are shared, which is both cost and resource-efficient and can generate energy savings between 25-40%. Avoki collaborates with data centers powered by 100% fossil-free energy, and several data centers return the excess heat generated from the data centers to the district heating system.



## 5. Take back

At the end of the contract or when updates are needed, Avoki retrieves, refurbishes, and reuses the hardware, either internally or through partners. When the hardware reaches the end of its lifespan, it is recycled by certified waste management partners to recover valuable minerals and other resources.



## 3. Service and support

Through first-line support, issues can remotely be solved immediately with minimal resources. Occasionally, on-site support is needed, and technicians primarily use fossil-free transportation. Software updates keep the services up-to-date and extend their lifespan.



## 6. Climate footprint

Avoki calculates, reduces, and offsets the total climate footprint from the products and services customers purchase. Avoki offsets through projects for renewable energy and carbon sequestration.





# Some activities

## Reuse of IT products

The environmental and climate footprint of electronics is significant. By extending the life of hardware, the negative impact is remarkably reduced. Avoki has extensive experience in service and refurbishing MFP machines (printers) to maximize their full potential and lifespan. When the machines can no longer be reused or refurbished, spare parts are reused, and the remaining materials are recycled. For IT products that Avoki does not recondition themselves, the company collaborates with partners, including Inrego AB.

During Circular Electronics Day on January 21, initiated by the Circular Electronics Initiative network of which Avoki is a member, Avoki participated in campaigning for reused and reconditioned hardware. Of course, attention was given to Avoki's reconditioned printers.

## Dialog about Sustainable IT with partners and customers

During spring, Avoki hosts a partner day where the company gathers suppliers and partners to share insights about where the company is heading and discuss future collaborations. It's a highly valued event, and the importance of sustainable IT and collaboration in the IT transformation is a key topic of discussion.



**Avoki**  
8,086 followers  
1mo • Edited •

It's [#CircularElectronicsDay](#) (January 24) 🌱, and we are happy to partake in the [Inregos](#) challenge and show off some of our reused and refurbished IT products. Here a bunch of MFP, ready to be delivered to our conscious customers 🌱 ...see more

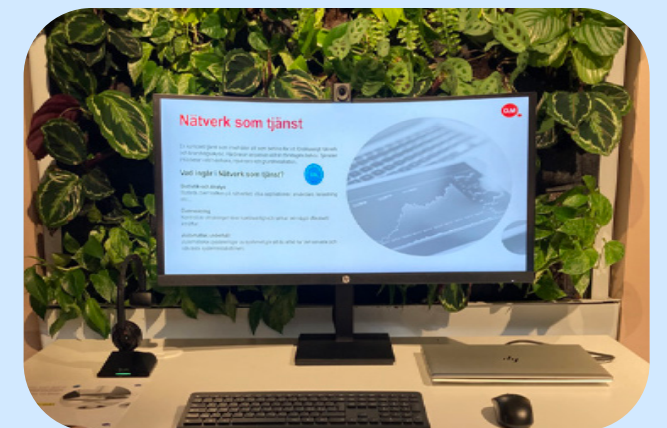


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In May, an inspiration day was held in Gothenburg for customers, offering insights into topics such as **Sustainable IT, IT security, and Teams Telephony**



# Employees

A thriving company starts with thriving employees, where human interactions are crucial for a dynamic workplace that fosters ideas. Freedom and responsibility, personal development, and opportunity to influence are highly valued within Avoki and are supported by the values "True Commitment", "Great Together" and "Always Improve".

## Diversity and inclusion

Diversity is a crucial parameter for running a dynamic, evolving, profitable company over time. Employees with different perspectives contribute to a developing, innovative workplace that is attractive to both customers and employees. For Avoki diversity and equality means caring for all individuals and having a welcoming atmosphere. The company's Code of Conduct and Equal Treatment Policy set the framework for this effort. To increase awareness throughout the company, a

mandatory training on diversity, equality & inclusion was conducted in 2023.

The proportion of women in the company decreased during 2023, mainly due to the divestment of the business area, Facility Management. The IT industry, including Avoki, has traditionally attracted more men than women. Therefore, Avoki works actively to attract more female colleagues who want to be part of the company. This is done by encouraging women to apply for specific positions

and actively filling positions that attract both women and men.

The goal for 2023 was that at least 40% of all new recruits should be women and at least 40% should be experienced employees. In 2023, this percentage corresponded to 35.7% (32.6%) and 67.9% (46.8%) respectively, which is a slight increase for female recruits and a significant increase for more senior recruits, therefore the goal for 2024 is adjusted to 70%. Despite a challenging market,

the proportion of female recruits has increased and is approaching the goal of 40%. Therefore, the same goal remains for 2024, with a focus on attracting more women by updating recruitment ads, reaching out to more women through internal female networks and external channels and networks. As of 2024, Avoki has a collaboration with the Women in Tech network to attract and retain more women in the IT industry.

Everyone, regardless of background, should have the same opportunities to develop within Avoki. A salary survey, which forms the basis for the

annual salary revision, is carried out once a year, and the company works proactively for "equal pay for equal work".



### The female network enhances cohesion.

In 2022, the internal women's network was launched with the aim of increasing the proportion of women at Avoki in general and, more specifically, in leading positions.

The network also aims to support, strengthen and inspire one another. The network has two to four formal meetings per year, where inspiration and insights are offered in order to further develop work with diversity and inclusion.



● Proportion of women	● 2023	● 2022	● 2021
Avoki Group (Full Time Employee)	23,8%	32,1%	32,5%
Avoki Group Management	28,6%	25%	11,1%
Avoki Board of Directors	25%	25%	25%



**Gender equality**  
Avoki work proactively to increase the proportion of women in the company and in leading positions.



Sustainable work environment

Avoki employees are the company’s most valuable asset, and a healthy and safe work environment is of utmost importance, as well as having strong employee engagement. Satisfied employees have a positive impact on customer satisfaction and results, and high commitment also reduces staff turnover.

Avoki works systematically with occupational health and safety. The goal is to create a healthy and evolving workplace, addressing both the physical and social work environment, and preventing risks of workrelated injuries and health issues. The Occupational Health and Safety Policy, along with guidelines and the Code of Conduct, provide the framework for this effort, helping employees navigate appropriately. Each office has an health and safety representative who regularly conducts safety inspections, reviewing the physical work environment. Any non-compliances or opportunities for improvement are reported and addressed through the case management system. Creating a positive and supportive work environment is part of leadership, which is why managers receive continuous training in occupational health and well-being initiatives.

Occupational health and safety are continuously monitored, partly through employee discussions and partly through systematic occupational health and safety work. Employee engagement is

Community engagement

Avoki engage in promoting knowledge, supporting innovation, and contributing to society. In 2023, the strategy and focus for engagement was updated, aiming to support and develop the IT community in society through knowledge sharing, collaboration, and innovation.

- Sharing knowledge and insights through webinars and other initiatives like the Circular Electronics Initiative, which aims to raise awareness about more sustainable usage of electronics.
- Participation in CIOCO2, which aims to raise awareness about the carbon footprint of digitalization and offers concrete tools to help IT organizations become more sustainable.
- Collaboration with Women in Tech to attract and retain more women in the IT industry.

measured quarterly. The company maintains ongoing action plans to further strengthen engagement and enhance the work environment.

In 2023, Avoki created a leadership development program for leaders with personnel responsibility. The program will be implemented in 2024, aiming to strengthen and develop the leaders.

Avoki works towards continuous learning within the organization. In addition to one wellness hour per week, the company has also introduced a development hour to deepen and learn new things. Furthermore, a mentorship program was implemented within Avoki for all employees who wish to develop in a new area.

In 2023, Avoki transitioned from measuring employee satisfaction once a year to pulse measurement, which is done more regularly, (4 times a year). This approach aims to capture the current situation and work with results continuously and proactively. To prevent health issues and create a healthy workplace, Avoki offers various benefits to its employees, including wellness hours, health examinations, access to a benefit portal (Benify) and a variety of insurance policies for illnesses and work-related injuries.

Human Practice Foundation

Avoki supports the Human Practice Foundation, which has established an IT academy in Phungling, Nepal, for students aspiring to pursue a digital career. The academy offers education in graphic design, digital marketing, and web development. It also focuses on entrepreneurship and relevant programs and platforms for digital freelancers. Since its inception in 2014, the Human Practice Foundation has helped more than 44,000 children with schooling, resulting in better grades and a lower dropout rate compared to the average.



Good health and well-being  
Avoki encourage employees to maintain a healthy lifestyle through wellness initiatives and other health-promoting benefits.

● eNPS for Year	● Result	● Goal
2024	-	22
2023	21,5	20

eNPS

=

%  
Ambassadors

-

%  
Critics

Employee Net Promotor Score, eNPS measures the loyalty and engagement of employees. eNPS scores can range from -100 to 100, with anything above 0 considered an acceptable result.





# Index

## Disclosure 2-7 – Employees

● Stated in numbers by the end of the year.	● Permanent employees		● Permanent - full-time		● Permanent- part-time		● Fixed-term employees		● Total number of employees		
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	% Women
Total	69	228	68	228	1	0	3	4	72	232	24%
Sweden	54	183	53	183	1	0	3	2	57	185	24%
Finland	9	32	9	32	0	0		2	9	34	21%
Norway	6	13	6	13	0	0			6	13	32%

## Disclosure 405-1 – Diversity\* on Boards and in Management

● Stated in numbers by the end of the year.	● Board members			● Management		
	Women	Men	% Women	Women	Men	% Women
Total	1	3	25%	2	5	29%
Between 30-50 year old	1	2	33%	2	2	50%

\*Diversity reported based on age and gender

## Disclosure 405-1 – Diversity\* among employees

● Stated in numbers by the end of the year.	● All categories			● Business area and country managers		● Sales personnel		● Service		● Employed consultants		● Business Support	
	Women	Men	% Women	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Total	72	232	24%	0	7	10	72	20	109	2	23	40	21
Under 30 years old	14	43	25%	0	0	3	19	6	16	1	5	4	3
Between 30-50 years old	45	147	23%	0	4	5	44	13	69	1	18	26	12
Over 50 years old	13	42	24%	0	3	2	9	1	24			10	6

\*Diversity reported based on age and gender

## Disclosure 305 – Emissions

● Climate impact in tonnes CO <sub>2</sub> e	● 2021	● 2022	● 2023	● % of total	● Change 2022-2023	● Change % 2022-2023
Scope 1	165,4	223,2	143,3	1,3%	-79,9	-35,8%
Vehicles	165,4	223,2	143,3	1,3%	-79,9	-35,8%
Scope 2	63,8	78,6	52,6	0,5%	-26,0	-33,1%
Electricity	13,7	14,6	7,3	0,1%	-7,3	-49,9%
District heating	41,3	33,4	20,7	0,2%	-12,7	-38,1%
Bio-diesel and fuels			0,3	0,0%	0,3	
Electric vehicles	8,9	30,6	23,2	0,2%	-7,4	-24,1%
Hybrid vehicles			1,1	0,0%	1,1	
Scope 3	11 412,5	11 795,7	10 973,6	98,2%	-822,0	-7,0%
Business travel	80,0	124,2	131,7	1,2%	7,5	6,1%
Downstream leased assets	299,6	305,9	250,2	2,2%	-55,7	-18,2%
Employee commuting	229,3	280,5	125,1	1,1%	-155,5	-55,4%
Final processing of sold products	3,1	16,9	6,1	0,1%	-10,8	-63,8%
Fuel and energy-related activities	45,9	90,7	59,9	0,5%	-30,8	-33,9%
Purchased goods	8 296,6	8 249,1	7 288,5	65,3%	-960,7	-11,6%
Purchased services	1 804,0	1 936,7	2 198,7	19,7%	262,1	13,5%
Upstream leased assets		0,0	1,9	0,0%	1,9	155 061,3%
Upstream transport and distribution	170,9	166,9	127,3	1,1%	-39,6	-23,7%
Use of sold products	482,2	623,3	783,4	7,0%	160,2	25,7%
Waste	0,9	1,5	0,8	0,0%	-0,7	-47,5%
Total	11 641,7	12 097,5	11 169,5	100,0%	-928,0	-7,7%

## Disclosure 305-4 – GHG emission intensity

● KPI	● 2021	● 2022	● 2023
Turnover Mkr	841	967	965
Tonnes CO <sub>2</sub> e/turnover Mkr	13,85	12,52	11,57
Change from previous year		-9,6%	-7,6%

## Disclosure 306 – Waste

● Type of waste (kg)	● 2023	● 2023 %	● 2022	● 2022 %
Elektronics	10 592	31%	17 096	22%
Other combustible	6 594	19%	33 073	43%
Paper and corrugated board	6 390	19%	18 778	25%
Household waste	4 999	14%	incl. other combustible	
Wood	2 396	7%	6 004	8%
Glas	1 240	4%	592	1%
Food	1 114	3%	incl. other combustible	
Metal	722	2%	111	0%
Plastic	464	1%	586	1%
Aerosols, batteries, lamps	29	0%	79	0%
Total	34 541		76 320	
Waste treatment:		-		-
Energy use	10 028	29%	17 175	23%
Material recycling	24 513	71%	50 239	66%



# Scope of report and calculation methods

All companies within the group that have operational activities are covered by this sustainability report. These companies are:

- Avoki HoldCo AB
- Avoki Group AB
- Avoki Solutions AB
- Avoki IT AB
- 1Access Sweden AB
- Avoki BC AB
- Avoki Communication AB
- Avoki West AB
- Avoki East AB
- Avoki South AB
- Avoki Services AB
- Avoki B4 AB
- Avoki Finland Oy
- Avoki Norway AS
- Cillion AS

## Changes during the year

In June 2023, the business area Facility Management was divested, forming Joyweek Group AB, comprising Joyweek AB, Joyweek Staffing AB, and Joyweek AS.

As a result, Joyweek has been excluded from the carbon footprint calculation 2023, and reverting back to the base year of 2021, to ensure comparability of figures over time. Joyweek has also been excluded from other data (unless otherwise specified), including employees and suppliers covered in this report.

In early 2024, the group launched a common brand, Avoki, for the former companies Office Management, Xite, and Bluecom. While companies have been merged, no new acquisitions were made during 2023.

## Method – principles for the climate calculation

The method for quantifying the carbon footprint is based on the documents listed below:

- PAS 2060:2014
- GHG-protocol Corporate Standard
- Guidance for GHG Protocol Scope 2
- GHG Protocol Corporate Value Chain (scope 3)

The GHG protocol has been chosen because it is one of the most widely acknowledged and frequently applied standards for quantifying the climate impact of businesses and is expressly endorsed by BSI PAS 2060 (climate neutrality standard). The carbon footprint is calculated on the basis of an operational control method (operational control) because this method provides the best conditions for demonstrating emission reductions. Emissions from electricity have been calculated using the market-based method as this provides incentives to increase the demand for renewable electricity.

The following greenhouse gases have been included in the calculations.

- Carbon dioxide (CO<sub>2</sub>)
- Methane (CH<sub>4</sub>)
- Nitric oxide (N<sub>2</sub>O)
- Hydrofluorocarbons (HFC)
- Perfluorocarbons (PFC)
- Sulphur hexafluoride (SF<sub>6</sub>)
- Nitrogen trifluoride (NF<sub>3</sub>)

The corresponding global warming potential of each gas is obtained from the IPCC Assessment report 5 (2014). Total emissions measures in i CO<sub>2</sub>equivalents (CO<sub>2</sub>e).

All emissions in Scope 1 and 2 that are relevant to the applied system limits are included in the calculation and have been quantified, as well as all relevant and possibly quantifiable emissions in Scope 3.

Conversion factors used to quantify climate impact come from databases and sources such as DEFRA, Exiobase, SCB, Network of Transport Measures and Trafikverket.

# GRI Index

## Statement of Use

The 2023 report marks Avoki’s second report towards GRI reporting. The GRI Foundation has been primarily applied. Avoki is expected to fall under CSRD requirements for reporting by 2025, thus work is currently underway to update future reports in accordance with the new legal requirements.

## Use of GRI 1

GRI 1: Foundation 2021

● GRI standard	● Disclosure	● Page	● Comment
GRI 2: General disclosures 2021	2-1 Organizational details	2	
	2-2 Entities included in the organization’s sustainability reporting	23	
	2-3 Reporting period, frequency and contact point	2, 27	
	2-4 Restatements of information	23	
	2-5 External assurance	GRI-Index	The sustainability report has not been certified by a third party, but the climate report has been reviewed by another party. See separate climate report.
	2-6 Activities, value chain and other business relationships	5, 8, 9	
	2-7 Employees	21	
	2-8 Workers who are not employees	GRI-Index	23 consultants
	2-9 Governance structure and composition	6-9	
	2-10 Nomination and selection of the highest governance body	GRI-Index	The board is elected once a year. The board consists of a chair and three members.
	2-11 Chair of the highest governance body	GRI-Index	The chair does not have an operational function within Avoki.
	2-12 Role of the highest governance body in overseeing the management of impacts	6	
	2-13 Delegation of responsibility for managing impacts	6	
	2-14 Role of the highest governance body in sustainability reporting	GRI-Index	The board approves the content of the Sustainability Report in connection with the Annual Report
	2-15 Conflicts of interest	GRI-Index	The board’s independence is evaluated annually at the constituent board meeting in April
	2-16 Communication of critical concerns	GRI-Index	The company presents a risk map, including fraud, supply (purchasing), working environment and environment at the board meeting in February.
	2-17 Collective knowledge of the highest governance body	GRI-Index	The company’s sustainability work is a standing point in the board’s annual plan, October meeting.
	2-18 Evaluation of the performance of the highest governance body	GRI-Index	The board’s work is evaluated annually during the board meeting in February. Evaluation is done through self-evaluation.
	2-19 Remuneration policies	GRI-Index	Remuneration for the board and CEO is determined once a year. Only external board members who do not have ownership or operational function in the business are entitled to compensation. Remuneration to board members consists of fixed remuneration. Remuneration to the CEO consists of fixed and variable remuneration.



● GRI standard	● Disclosure	● Page	● Comment
GRI 2: General disclosures 2021	2-20 Process to determine remuneration	GRI-Index	The Remuneration Committee submits proposals for remuneration to the board, which is determined by the board. Remuneration for the CEO is delegated to the chair of the board and the main owners' representative.
	2-21 Annual total compensation ratio	GRI-Index	The ratio between the highest paid individual and the average salary at the company is 14,6 (11,4), an increase by 28% between 2022 and 2023.
	2-22 Statement on sustainable development strategy	4	
	2-23 Policy commitments	6, 8, 10, 11, 19, 20	
	2-24 Embedding policy commitments	6, 8, 10, 11, 19, 20	
	2-25 Processes to remediate negative impacts	6, 8, 10, 11, 19, 20	
	2-26 Mechanisms for seeking advice and raising concerns	10, 11	
	2-27 Compliance with laws and regulations	GRI-Index	No violations of laws and regulations in 2023.
	2-28 Membership associations	7	
	2-29 Approach to stakeholder engagement	7	
	2-30 Collective bargaining agreements	GRI-Index	Two companies in the group with collective agreements, Avoki South AB och Avoki West AB. Employees with collective agreements correspond to 3% of the group's employees.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7, 8	
	3-2 List of material topics	8	
	3-3 Management of material topics	7, 8, 10, 11, 19, 20	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	8-10	
	205-2 Communication and training about anti-corruption policies and procedures	10	
	205-3 Confirmed incidents of corruption and actions taken	10	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	11, 22	
	305-2 Energy indirect (Scope 2) GHG emissions	11, 22	
	305-3 Other indirect (Scope 3) GHG emissions	11, 22	
	305-4 GHG emissions intensity	11, 22	
	305-5 Reduction of GHG emissions	11, 22	
	305-6 Emissions of ozone-depleting substances (ODS)	GRI-Index	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	23	

● GRI standard	● Disclosure	● Page	● Comment
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	20	
	403-2 Hazard identification, risk assessment, and incident investigation	20	
	403-3 Occupational health services	20	
	403-4 Worker participation, consultation, and communication on occupational health and safety	20	Employees contribute to feedback via the management system and working environment representatives.
	403-5 Worker training on occupational health and safety	20	
	403-6 Promotion of worker health	20	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Na	
	403-8 Workers covered by an occupational health and safety management system	GRI-Index	All employees are covered by the management system.
	403-9 Work-related injuries	GRI-Index	1 work-related injury recorded in 2023. Cause: Minor incident during installation.
	403-10 Work-related ill health	GRI-Index	4 rehabilitation cases in 2023 with elements of work-related connections.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	19, 21	
	405-2 Ratio of basic salary and remuneration of women to men	GRI-Index	At the group level, women's average salary is 82% relative to men's average salary. This comparison does not take into account different types of employment categories, which is a significant factor in this compilation.
	406-1 Incidents of discrimination and corrective actions taken	GRI-Index	No reported incidents in 2023.



## **Contact**

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