



Sustainability Report

2024

About the report and Avoki

Avoki’s Sustainability Report for the fiscal year 2024 describes the company’s actions towards sustainable development. Since 2022 the company has moved closer to 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

● Pro forma revenue 2024

SEK 1,047M

● Customers

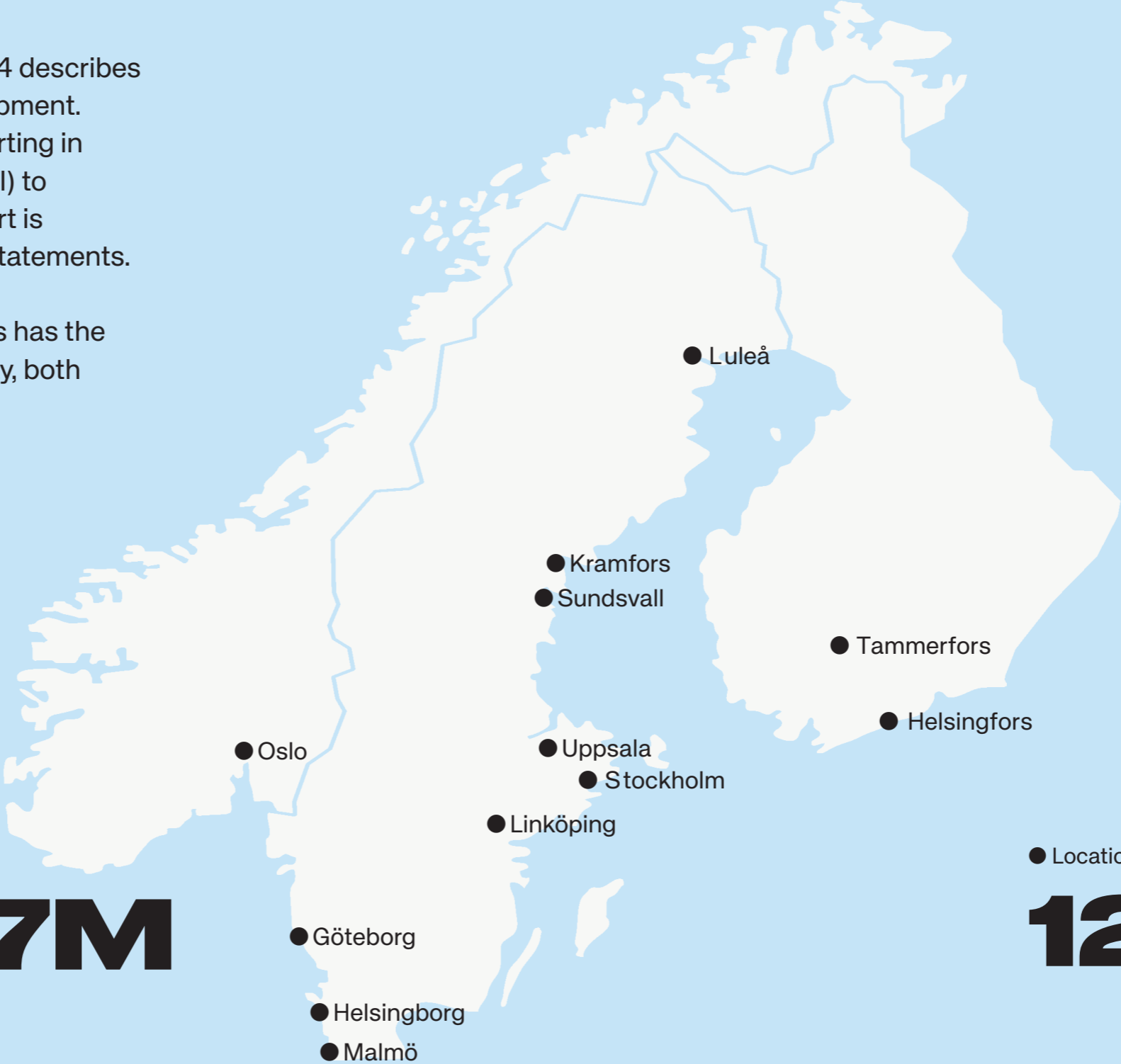
5 500

● Locations

12

● Employees

314





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A sustainable IT transformation

At Avoki, we recognize the vital role IT and digitalization play in driving efficiency, optimizing resource use, and supporting long-term sustainability. With AI and automation as key enablers, technology continues to create new opportunities for society, businesses and for our customers. At the same time, managing factors such as data security, ethical AI use, and resource consumption remains essential. Finding the right balance between leveraging innovation and addressing planetary boundaries, Avoki has a continued responsibility to ensure our customer offering is based on responsible business conduct.

Adapting to a Changing Digital Landscape

At Avoki, we want to ensure our solutions meet the shifting needs of businesses, support our customers' digital transformation, and align with emerging trends in the workplace. This includes supporting flexible and hybrid work models, strengthening cybersecurity resilience, and enhancing digital collaboration. We have strengthened our position in 2024 by the acquisition of Avant IT and Primal Infra. By doing so, we have expanded our capabilities to provide innovative solutions that prioritize efficiency and security. Additionally, we have developed 'Hello AI', an AI-driven tool designed to enhance operational workflows through intelligent automation and resource optimization.

Sustainability remains at the core of our strategy, ensuring our products and services are developed with responsibility in mind. As digitalization advances, the need for secure IT infrastructure grows, with an increased demand on energy use and material consumption. At Avoki we want to be part of the continued technological development by implementing ways to optimize these resources with a sustainable approach.

Ensuring Compliance with Future Regulations

In 2025, Avoki will be covered by the Corporate Sustainability Reporting Directive (CSRD), which emphasizes transparency through sustainability reporting. To prepare, we conducted a double materiality assessment and gap analysis in 2024, helping us refine our approach to sustainability and strengthen our long-term ESG strategy. These efforts position us to meet regulatory requirements while enhancing our broader commitment to mitigating our environmental and social impacts.

Building a Transparent and Ethical Supply Chain

The introduction of the Corporate Sustainability Due Diligence Directive (CSDDD) is expected to bring increased demands for transparency and responsible governance in complex supply chains. At Avoki, we continue to refine our supplier assessment to ensure alignment with best practices and industry standards and customer expectations. By enhancing visibility within our value chain, we contribute to more ethical and responsible business practices.

Promoting Diversity in Tech

As the IT sector continues to evolve, fostering an inclusive and diverse workplace remains a priority for Avoki. Through initiatives like Avoki Women and our collaboration with Jobbsprånget, we are committed to providing opportunities for professionals from diverse backgrounds. These efforts help support innovation, strengthen industry expertise, and contribute to a more dynamic and inclusive workforce.

Looking Ahead

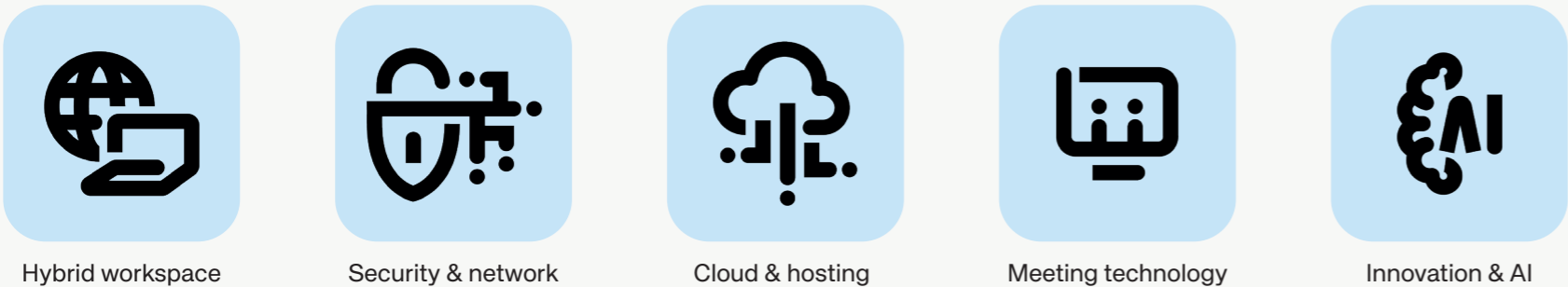
The coming years will bring new regulatory developments, evolving customer expectations, and ongoing technological advancements. Avoki will continue to be in the forefront, navigating digital transformation while integrating responsible and forward-thinking solutions that align with long-term business and societal goals.

Peter Uddfors
CEO Avoki



The Business

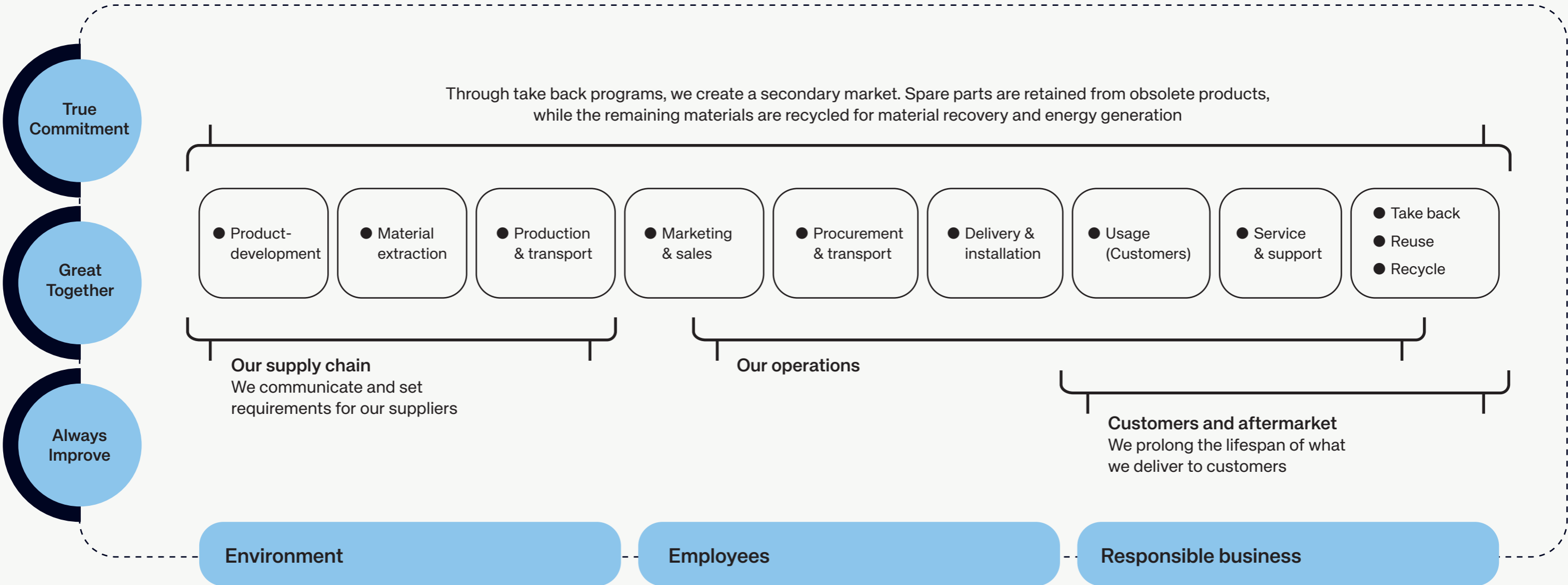
Avoki offers consultation, installation, and support within Hybrid workplace, Security & network, Cloud & hosting, Meeting technology, and Innovation & AI. Avoki delivers secure, efficient, and sustainable solutions that can scale alongside the customer’s business. Today and tomorrow.



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 com-

pany 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 in Finland and the majority of the Swedish and Norwegian operations as well as 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 2025.



Double Materiality Analysis and Stakeholder Dialogue

In 2024, Avoki undertook its first ESRS-aligned Double Materiality Assessment (DMA) in preparation for CSRD compliance. This assessment was conducted in collaboration with Forever Sustainable, an external consultancy.

Identification of Material Topics

The initial step in identifying material topics relevant to Avoki was to analyse the operating context. In 2021, we carried out our first materiality assessment, examining our stakeholders, business relationships, and value chain. The findings from this assessment formed the foundation for the 2024 DMA, which was complemented by a peer review. This review benchmarked Avoki against industry peers and best-in-class sustainability reporting practices to ensure alignment with industry standards.

Scoring Methodology

The scoring methodology and criteria for the materiality assessment were developed in accordance with ESRS 1 requirements, incorporating the principles of both:

- **Impact Materiality** – Scores were assigned based on scale, scope, irremediability, and likelihood of both positive and negative impacts.
- **Financial Materiality** – All Impacts, Risks, and Opportunities (IROs) were assessed and scored at a gross level, considering the financial magnitude of risk/opportunity, likelihood, and nature of financial effects.

A sustainability matter was deemed material if at least one IRO exceeded the threshold score of 3, indicating financial and/or impact materiality. Non-material topics were those where no IROs were identified or where they fell below the threshold.

The final results of the scoring were presented by Forever Sustainable to representatives from Avoki's Executive Management.

Stakeholder Engagement

The Board of Directors holds overall responsibility for Avoki's sustainability strategy, with operational responsibility delegated to the CEO and Executive Management.

Once the aggregated DMA results were finalised, they were presented to the Board, who provided input and approved the final assessment.

Executive Management representatives played an active role in the DMA by:

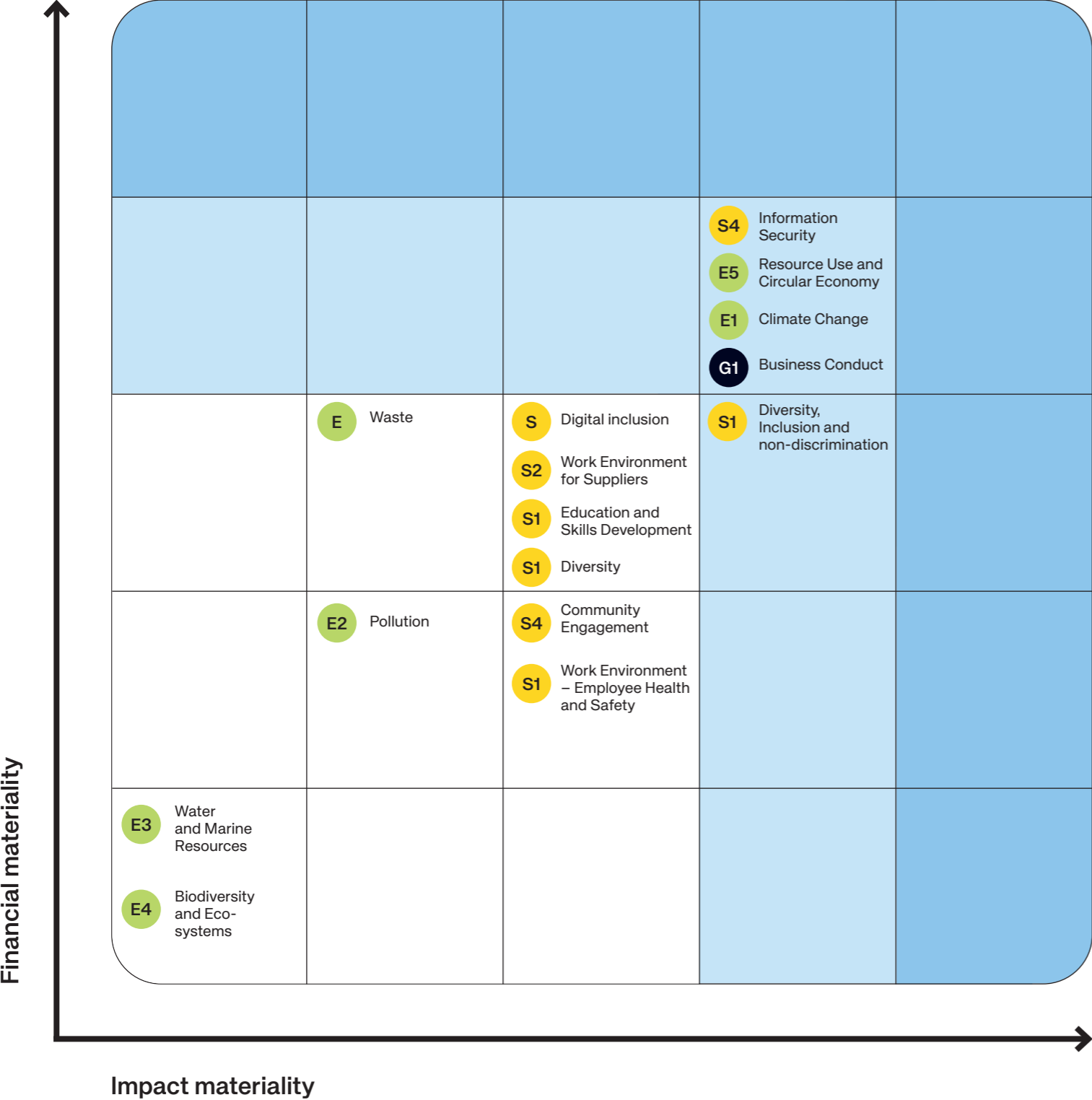
- ➔ Identifying IROs through interviews,
- ➔ contributing to the development of the scoring methodology, and
- ➔ participating in two dedicated workshops focused on financial and impact materiality.

Future Steps

Avoki will continue to update the DMA annually, considering regulatory and contextual developments, emerging trends, and stakeholder perspectives.



Material distribution of ESRS topics



Argumentation of Material Topics

E1: Climate change

Avoki contributes to greenhouse gas emissions through its business operations, travel, and product procurement, with the latter being the largest contributor. To address this, Avoki has set a science-based target to reduce emissions by 50% by 2030. Additionally, carbon footprint considerations are increasingly important in procurement processes, making emission reduction a key factor in securing business deals.

		● Time horizon			● Value chain locations		
		Short	Medium	Long	Upstream	Own operations	Downstream
Actual Negative Impact	Emissions generated from Avoki throughout the value chain.	●	●		●	●	●
Positive Impact	Shifting to renewable energy sources, climate compensating for the current emissions.		●			●	●
Financial Opportunity	Offering products and services with a lower carbon footprint, Avoki can become more competitive and increase sales opportunities.		●			●	

E5: Circular Strategies

By expanding Avoki’s “As-A-Service” offering, electronic products are leased rather than sold. This approach ensures that when a product is no longer required by a customer, Avoki can refurbish and repurpose it, expanding its lifespan. By reducing waste disposal costs and maximising resource efficiency, this model supports sustainability goals while also enhancing profit margins.

		● Time horizon			● Value chain locations		
		Short	Medium	Long	Upstream	Own operations	Downstream
Positive Impact	Refurbished hardware and increased lifespan of electronics and IT products has a lesser impact on the environment as it cuts the emissions generated from production.	●	●		●	●	●
Financial Opportunity	Investing in circular offerings enhances our market position and our offering in procurements, as well as opportunities for increased profit when products are reused.	●				●	

S1: Diversity

Gender equality fosters an inclusive and attractive workplace, reduce employee turnover and enhance productivity. A diverse workforce contributes to stronger team performance and a healthier work environment, ultimately leading to long-term financial benefits.

		● Time horizon			● Value chain locations		
		Short	Medium	Long	Upstream	Own operations	Downstream
Positive Impact	By ensuring all employees regardless of gender has the same level of opportunities and compensation for equivalent work.	●				●	
Financial Risk and Opportunity	Lack of diversity can lead to decreased level of innovation and productivity and a negative effect on profitability. By fostering diversity Avoki can attract and keep employees, mitigate recruitment costs, increase creativity and financial performance.	●				●	

S4: Consumer Safety

Information security is a material matter as any breach or infringement could cause significant damage to customers, result in financial liability for Avoki, and lead to long-term customer loss. In terms of opportunities, Avoki’s offering within cyber security supports our customers in protection against breaches, a high demand service as digitalisations proceeds to expand.

		● Time horizon			● Value chain locations		
		Short	Medium	Long	Upstream	Own operations	Downstream
Positive Impact	Offering within cyber security supports customers against potential breaches.	●	●		●	●	
Financial Risk and Opportunity	A breach or infringement could lead to financial liability for Avoki and short-term customer loss. Our offering in cyber security has a high demand as cyber attacks are increasing in society.		●			●	

G1: Anti-Corruption and bribery

Incidents of corruption and bribery pose significant risks by eroding customer trust and potentially leading to lost contracts and renewals. A proactive approach to business ethics mitigates financial risks, strengthen customer relationships, and enhances profitability by improving Avoki’s market position.

		● Time horizon			● Value chain locations		
		Short	Medium	Long	Upstream	Own operations	Downstream
Potential Negative Impact	Corruption and bribery are of great importance to Avoki, as unethical incidents can damage the company’s brand and reduce customer trust.	●			●	●	●
Financial Risk	Unethical behaviour can lead to a loss of customer deals. Actively promoting business ethics reduces financial risks, strengthens customer loyalty, and boosts profitability through increased business opportunities.	●				●	

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 2024, 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 2024, 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 CIOCO2.

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.

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 next certification audit will be carried out in 2025. 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 introduction via the company’s training tool.

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 climate compensated for the counted emissions still remaining as we focus on mitigating our companys emissions.

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. 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 CO₂e, where ”e” stands for equivalents.

● GHG Protocol	● Tonnes CO ₂ e 2024	● Share % 2024	● Tonnes CO ₂ e 2023	● Change % from 2023
Scope 1	56,0	0,5%	160,9	-65,2%
Scope 2	96,1	0,8%	65,1	47,6%
Scope 3	12 295,4	98,8%	12 130,9	-1,4%
Total	12 447,5	100,0%	12 356,9	0,7%

Climate footprint

To calculate the climate footprint, Avoki seeks assistance from Atmoz Consulting. A detailed report, Greenhouse Gas Report Avoki 2024, is published on the Avoki website. In 2024, Avoki’s climate footprint totaled 12 447,5 tons of CO₂e, which is an increase of 0,7% (90,6 tons of CO₂e) compared to 2023.

In 2024, a larger amount of hardware was purchased, this means that the company’s total climate footprint in relation to revenue increased by 10,3%, and missed the target of an annual decrease by -5,9%. The impact from Scope 1 decreased by -65,2% and Scope 2 increased with 47,6%. The reduction in Scope 1 is a result from a higher level of renewable energy use and a decline in the use of cars run on fossil fuels, subsequently leading to greater use of electric cars and increase in Scope 2 emissions.

● GHG Protocol	● 2024	● 2023	● 2021
Tonnes CO ₂ e/rev	12,77	11,58	13,48
Change from previous year	10,3%	-7,6%	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



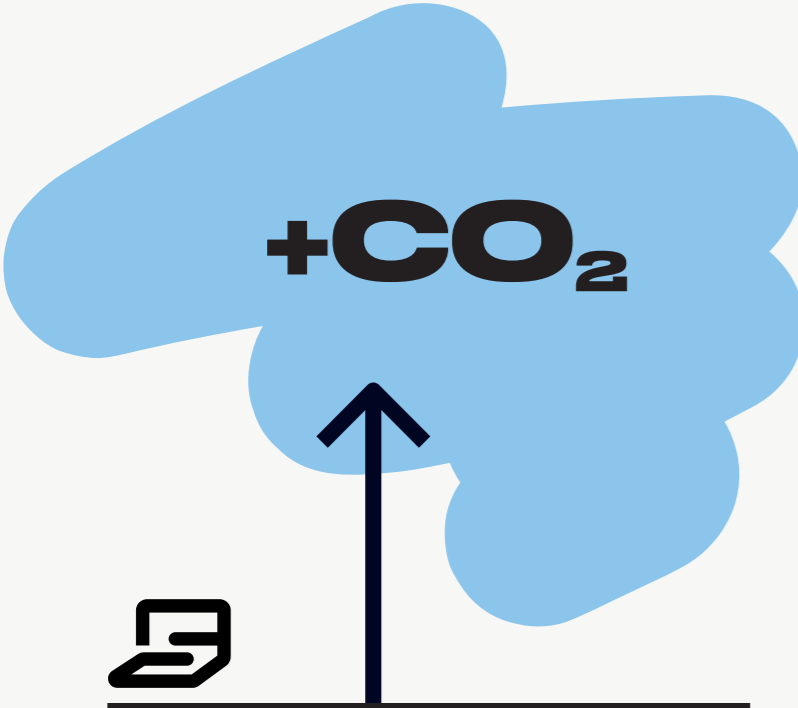
Climate action
Avoki measure, reduce and offset the entire carbon footprint. It includes energy and waste from own operations as well as travel and transport, but, above all, it includes the products and services delivered to customers.

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.

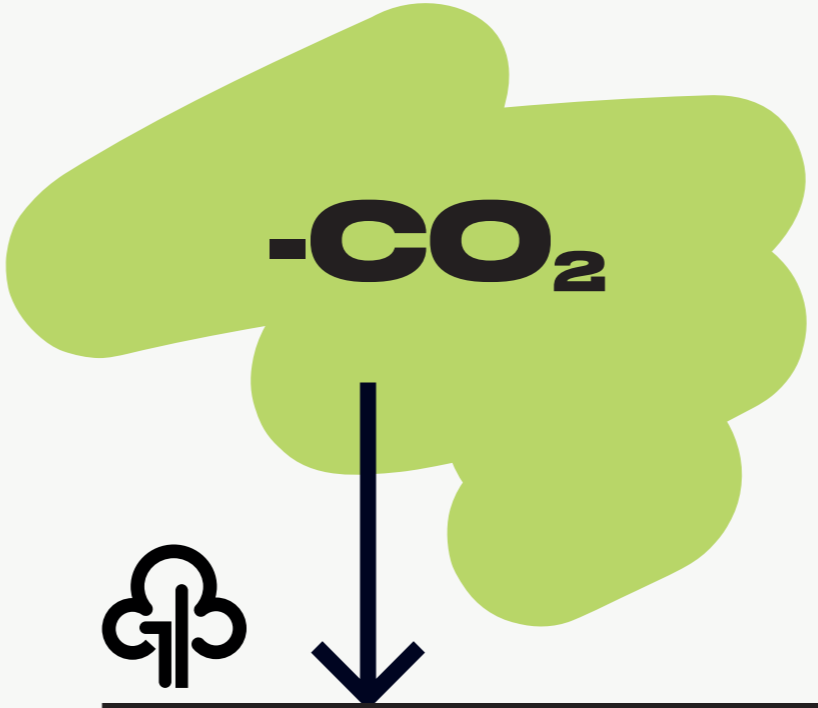
For Avoki, purchase of products and services is the single largest contributor to climate impact, and the company rely on suppliers' progressive climate efforts to reduce absolute Scope 3 emissions. Therefore, Avoki has chosen to set an intensity target relative to revenue to track the company's own 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 135 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 65,2% since 2023, 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 in 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, as seen in this years result. Service personnel have undergone EcoDrive training aimed at reducing the environmental impact of business travel by car.

● Car fleet	● Number of cars	● Proportions of cars
Electric	84	62%
Hybrid	21	15%
Fossil	30	22%



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. 100% of the company's premises are supplied with fossil-free electricity in 2024.

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 2024, the climate impact from Scope 2 increased by 46,6%, mainly due to the increased usage of electric cars. During 2024 two new companies were acquired, leading to a new office space in Helsingborg and in Oslo, as well as an increase in emissions related to energy consumption. In Oslo the two offices merged at the end of December, which will have an effect on the results in 2025. Furthermore, Avoki divested its office in Enskede in March and moved offices in Göteborg. Heating in the premises decreased by 19,5% in 2024. 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. Emissions generated from waste has decreased by -27,3% since 2023. The largest portion of waste during 2024 was plastic. All waste is managed through waste partners authorized to transport and treat waste.

See the appendix for detailed waste statistics.

● Energy consumption	● 2024	● 2023	● 2022
Electricity MWh	435	832	1 574
– Electricity from fossil-free sources MWh	435	815	1 543
– Share of fossil-free electricity	100%	98%	95%
Heat MWh	621	748	638

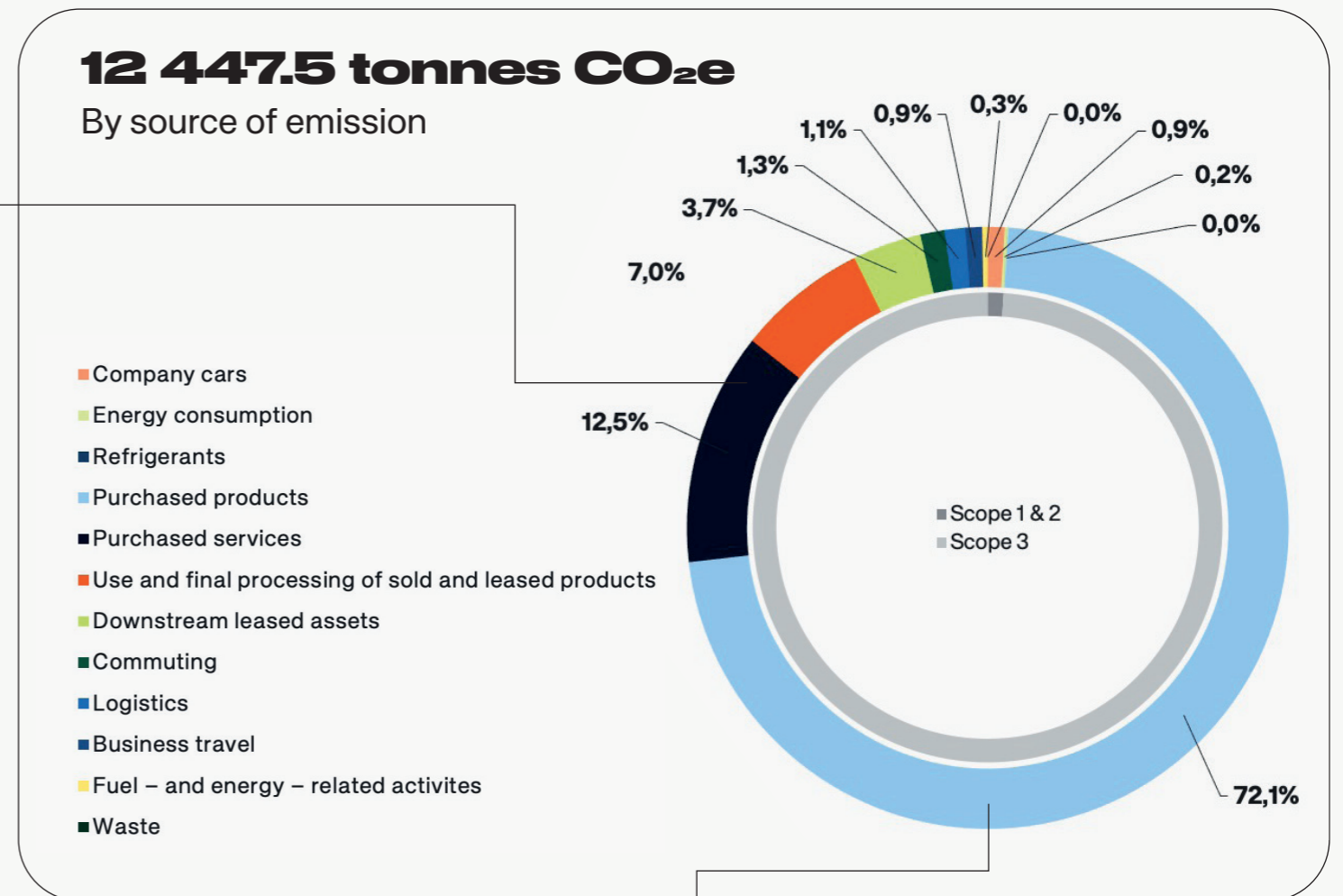
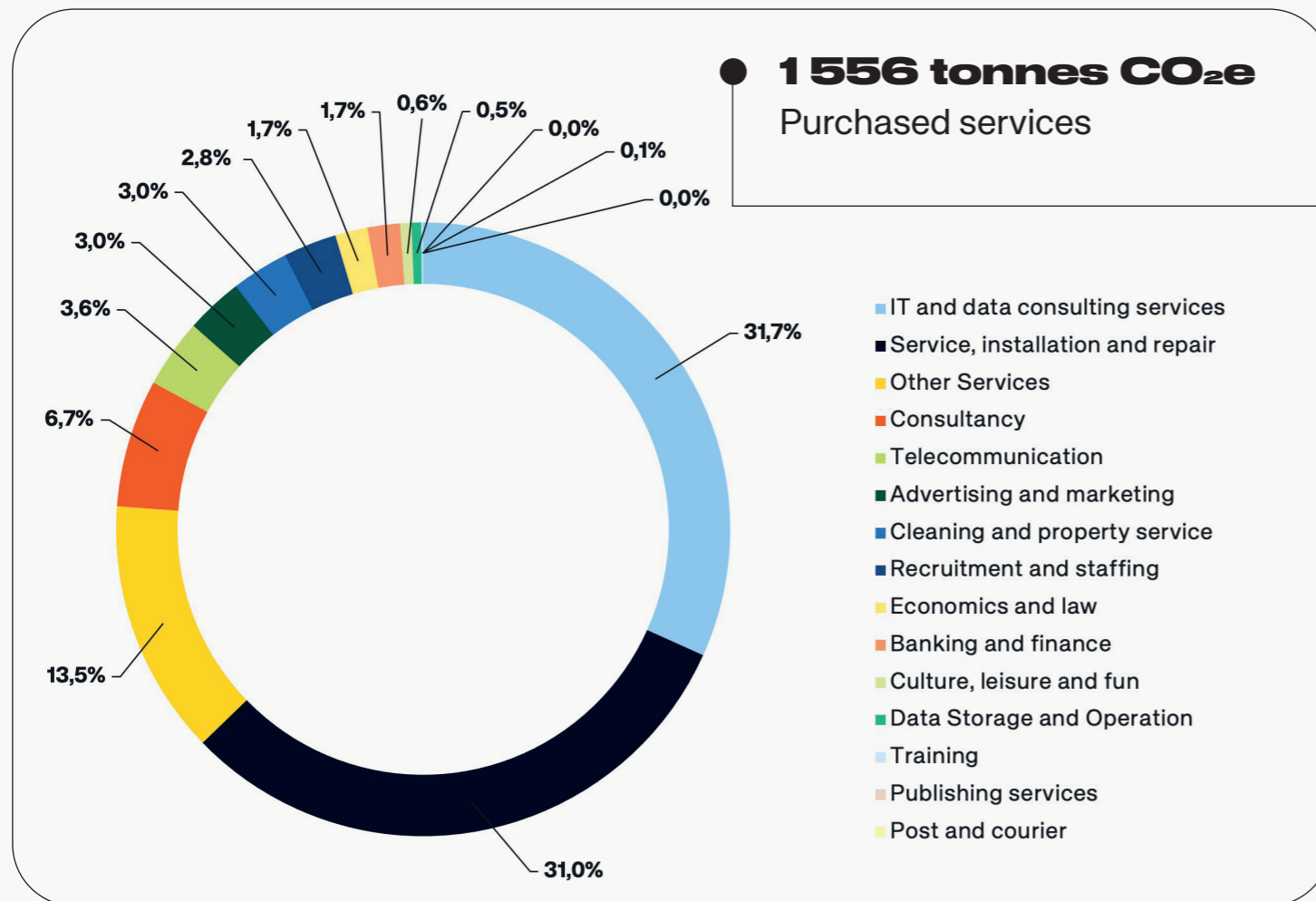


SCIENCE
BASED
TARGETS

Avoki is proud that our 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.



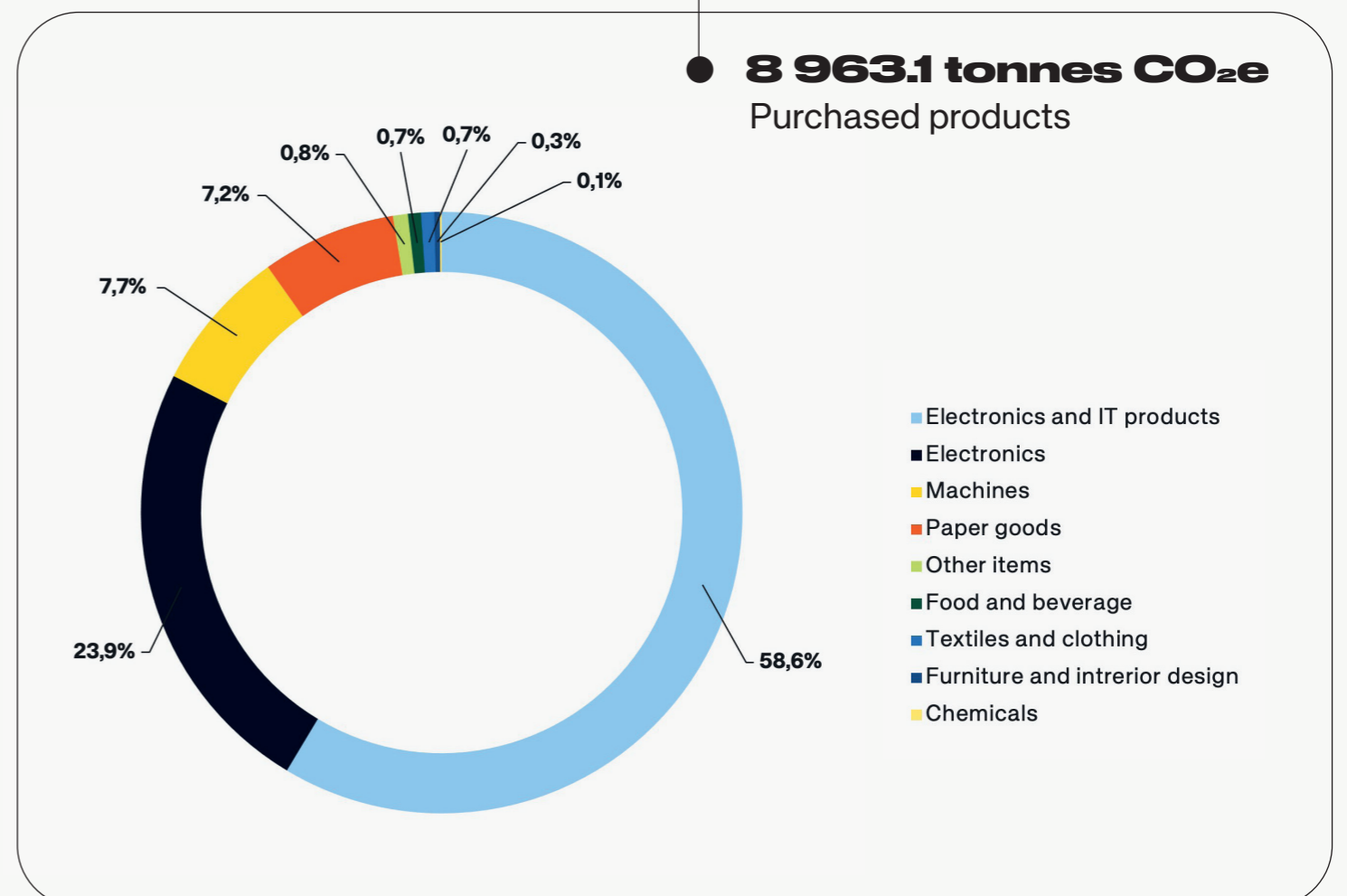
Products and services

Products and services that Avoki purchases and sells account for the absolute majority (84,3%) 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, IT and data

consulting services as well as installation and service account for the larger share. The category "other services" mainly includes consulting and installation services. For 2024, purchases of products have increased by 11,2%, and services have decreased by -36%.

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

innovate services with the aim of simplifying sustainable choices for our customers. 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 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 2024, the carbon footprint from business travel decreased by 27%. 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 2024, 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 CO₂e 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.



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.



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.



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.



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.



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 E-Waste day in October 2024 Avoki together with HP launched a Novus survey, with the purpose to research the Swedish public attitudes towards using second-hand electronic devices.



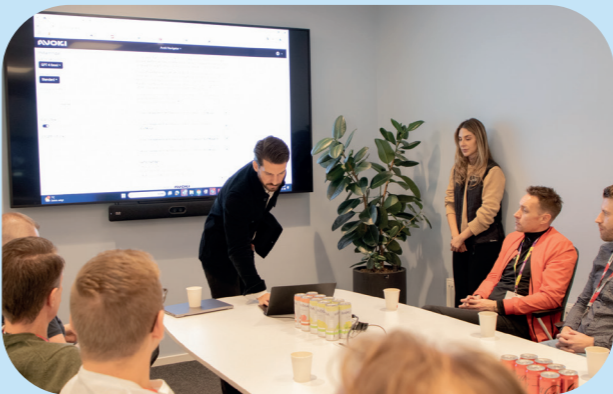
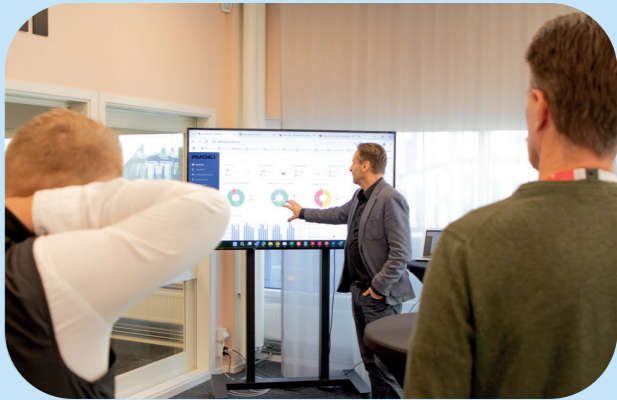
Today is International E-waste Day and Avoki together with [HP](#) have done a survey, in which we interviewed the Swedish public about their attitudes towards using second-hand electronic devices at work. Among the findings, we discovered that 72% of Swedes have a positive view of used technology in the workplace.
[#ewasteday](#) [#avoki](#)

Visa översättning



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.



In November, an inspiration day was held in Linköping 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 2024. 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 target for 2024 was that at least 40% of all new recruits should be women and at least 70% should be experienced employees. In 2024, this percentage corresponded to 36,40% and 77,30% respectively, which is a slight increase for female recruits and a significant increase for more senior recruits. Despite a challenging market, the proportion of female recruits has increased. Even though we did not reach the target of 40% in 2024, we raised the target of female recruits to 45% and 75%

regarding experienced employees in 2025, with a focus on attracting more women by up-dating recruitment ads, reaching out to more women through internal female networks and external channels and networks. 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. During 2024 the network had two formal meetings, gathering women from Finland, Norway and Sweden, and where inspiration and insights are offered in order to further develop work with diversity and inclusion.



● Proportion of women	● 2024	● 2023	● 2021
Avoki Group	22,93%	23,8%	32,5%
Avoki Group Management	28,6%	28,6%	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

Avokis 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 a 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. In 2024, Avoki implemented a leadership development program for leaders with personnel responsibility aiming to strengthen and develop these leaders.

Avoki works towards continuous learning within the organization, in addition to one wellness hour per week, the company also has a development hour to deepen or develop new knowledge. Furthermore, Avoki has a mentorship program for all employees wanting to develop a new set of skills in a new area.

Avoki measures employee satisfaction four times a year through Pulse. By measuring the employee satisfaction quarterly we aim to capture the current situation and continuously work with the results proactively throughout the year. To prevent health issues and create a healthy workplace environment, Avoki offers various benefits to its employees such as health examinations, access to a benefit portal (Epassi) and a variety of insurance policies for illnesses and workrelated injuries.



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	20,25	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.

Community engagement

Avoki engages 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.

- As a token of appreciation for good collaboration with customers, Avoki donates a Christmas gift. In 2024, the donation went to the Human Practice Foundation, which supports children in developing countries with access to education, computers and IT.

Human Practice Foundation

Avoki supports the Human Practice Foundation, the donation for 2024 will be used to build a library and providing it with books in Paramsingh Secondary School in Nepal. The school is an important place and a source of education in a region with a high level of poverty.

Since its inception in 2014, the Human Practice Foundation has helped more than 52,000 children with schooling, resulting in better grades and a lower dropout rate compared to the average.



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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	72	241	71	240	1	1	2	1	72	241	30%
Sweden	50	175	49	175	1	0	2	0	50	175	29%
Finland	11	34	11	34	0	0	0	1	11	34	32%
Norway	11	32	11	31	0	1	0	0	11	32	34%

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 years old	1	2	33%	1	2	33%
Over 50 years old	0	1	0	1	3	25%

*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	241	30%	0	8	8	70	17	103	7	39	42	22
Under 30 years old	14	37	27%	0	0	2	12	3	10	3	11	6	4
Between 30-50 years old	45	154	23%	0	4	4	49	14	66	2	25	25	10
Over 50 years old	15	51	23%	0	4	2	9	0	27	2	3	11	8

*Diversity reported based on age and gender.

Disclosure 305 – Emissions

● Climate impact in tonnes CO ₂ e	● 2021	● 2023	● 2024	● % of total	● Change 2023-2024	● Change % 2023-2024
Scope 1	177,0	160,9	56,0	0,5%	-104,8	-65,2%
vehicles	177,0	158,4	55,4	0,4%	-103,0	-65,0%
Scope 2	68,3	65,1	96,1	0,8%	31,0	-47,6%
Electricity	14,6	8,1	1,4	0,0%	-6,7	-82,7%
District heating	44,2	30,1	24,2	0,2%	-5,9	-19,5%
Electric vehicles	9,5	25,7	68,2	0,5%	42,6	-166,1%
Hybrid vehicles		1,2	2,2	0,0%	0,9	76,8%
Scope 3	12 213,4	12 130,9	12 295,4	98,8%	164,5	1,4%
Business travel	85,7	145,6	106,9	0,9%	-38,7	26,6%
Downstream leased assets	320,6	276,6	457,8	3,7%	181,2	65,5%
Employee commuting	245,4	138,3	159,7	1,3%	21,4	-15,5%
Final processing of sold products	3,3	6,8	1,3	0,0%	-5,4	-80,2%
Fuel and energy-related activities	49,1	66,2	35,9	0,3%	-30,3	-45,8%
Purchased goods	8 878,8	8 058,5	8 963,1	72,0%	904,6	11,2%
Purchased services	1 930,6	2 431,0	1 556,1	12,5%	-874,9	-36,0%
Upstream transport and distribution	182,8	140,8	137,4	1,1%	-3,4	-2,4%
Use of sold products	516,1	866,2	876,5	7,0%	10,3	1,2%
Waste	1,0	0,9	0,6	0,0%	-0,2	-27,3%
Total	12 458,7	12 356,9	12 447,5	100,0%	90,6	0,7%

Disclosure 306 – Waste

● Type of waste (kg)	● 2024	● 2024 %	● 2023	● 2023 %
Plastic	14 164	34%	468	1%
Paper and corrugated board	12 316	29%	6 390	19%
Electronics	5 908	14%	10 592	31%
Household waste	3 943	9%	4 999	14%
Metal	2 409	6%	722	2%
Glass	1 357	3%	1 240	4%&
Organic Waste	771	2%	1 114	3%
Wood	532	1%	2 396	7%
Aerosols, batteries, lamps	81	0%	29	0%
Total	41 481		34 541	
Waste treatment:		-		-
Energy use	5 865	21%	10 028	29%
Material recycling	21 521	79%	24 513	71%

Disclosure 305-4 – GHG emission intensity

● KPI	● 2021	● 2023	● 2024
Turnover Mkr	1094,8	1 097	974,7
Tonnes CO ₂ e/turnover Mkr	13,85	11,58	12,77
Change from previous year		-7,6%	10,3%

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 Communication AB
- Avoki West AB
- Avoki East AB
- Avoki South AB
- Avoki Services AB
- Avoki B4 AB
- Avoki IT AB
- 1Access Sweden AB
- Avoki BC AB
- Avoki Finland Oy
- Avoki AS
- Avoki IT AS
- Primal Infra AB

Changes during the year

In 2024, Avoki acquired two companies: Primal Infra AB, based in Helsingborg, and Avant IT AS (now Avoki IT AS), based in Oslo. Primal Infra AB was acquired in May, while the acquisition of Avant IT AS was completed in October.

As a result, both entities have been included in the 2024 report, and emissions reflect the full year. Historical data has been backtracked and adjusted to include both companies in the 2023 figures.

Avoki's base year is 2021. Avant IT has been integrated into the base year calculations, while Primal Infra AB, founded in 2022, could not be included in the base year due to the methodology

outlined in the GHG Protocol. Primal Infra AB has been included in the 2023 results through estimated emissions based on turnover, and Avant IT was included in both 2021 and 2023 using the same estimation method.

Method – principles for the climate calculation

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

- 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. 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 (CO₂)
- Methane (CH₄)
- Nitric oxide (N₂O)
- Hydrofluorocarbons (HFC)
- Perfluorocarbons (PFC)
- Sulphur hexafluoride (SH₆)
- Nitrogen trifluoride (NF₃)

The corresponding global warming potential of each gas is obtained from the IPCC Assessment report 5 (2014). Total emissions measured in i CO₂equivalents (CO₂e).

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 2024 report marks Avoki’s third 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	24	
	2-3 Reporting period, frequency and contact point	2, 28	
	2-4 Restatements of information	24	
	2-5 External assurance	GRI-Index	The sustainability report has not been certified by a third party.
	2-6 Activities, value chain and other business relationships	5, 9, 10, 11	
	2-7 Employees	22	
	2-8 Workers who are not employees	GRI-Index	Ca 10 consultants
	2-9 Governance structure and composition	6, 7	
	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 16,5, an increase by 13% between 2023 and 2024.
	2-22 Statement on sustainable development strategy	4	
	2-23 Policy commitments	6, 11, 12, 13, 20, 21	
	2-24 Embedding policy commitments	6, 11, 12, 13, 20, 21	
	2-25 Processes to remediate negative impacts	6, 9, 10, 11, 12, 13, 20, 21	
	2-26 Mechanisms for seeking advice and raising concerns	10	
	2-27 Compliance with laws and regulations	GRI-Index	No violations of laws and regulations in 2024.
	2-28 Membership associations	21	
	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 2,8% of the group's employees.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7	
	3-2 List of material topics	8, 9, 10	
	3-3 Management of material topics	9, 10, 12, 13, 20	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	8, 9, 10	
	205-2 Communication and training about anti-corruption policies and procedures	11	
	205-3 Confirmed incidents of corruption and actions taken	11	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	12, 23	
	305-2 Energy indirect (Scope 2) GHG emissions	12, 23	
	305-3 Other indirect (Scope 3) GHG emissions	12, 15, 23	
	305-4 GHG emissions intensity	12, 23	
	305-5 Reduction of GHG emissions	12, 23	
	305-6 Emissions of ozone-depleting substances (ODS)	GRI-Index	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	24	

● GRI standard	● Disclosure	● Page	● Comment
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	21	
	403-2 Hazard identification, risk assessment, and incident investigation	21	
	403-3 Occupational health services	21	
	403-4 Worker participation, consultation, and communication on occupational health and safety	21	Employees contribute to feedback via the management system and working environment representatives.
	403-5 Worker training on occupational health and safety	21	
	403-6 Promotion of worker health	21	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A	
	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	3 work-related injuries were recorded in 2024. Cause: Minor incident during installation and in traffic.
	403-10 Work-related ill health	GRI-Index	1 case in 2024 with elements of work-related connections.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	20, 22	
	405-2 Ratio of basic salary and remuneration of women to men	GRI-Index	At the group level, women's average salary is 86,9% 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 2024.

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