



Sustainability Report

2025

About the report and the company

Avoki's Sustainability Report for the fiscal year 2025 describes the company's actions towards sustainable development. 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 2025

1,025 MSEK

● Locations

12

● Customers

5 500

● Employees

307

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Technology with Responsibility at it's Core

At Avoki, we see digitalization as a key enabler of a sustainable society. In 2025, technology continues to shape how people work and collaborate, with the modern workplace becoming increasingly digital, flexible and interconnected. These developments depend on energy, infrastructure and hardware, making responsible technology choices essential.

Our approach is clear: well-designed, reliable systems reduce unnecessary resource use and support both environmental and operational efficiency. We aim to deliver technology solutions that create long-term value while contributing to a more sustainable digital environment. During 2025 our sustainability ambitions paid off, resulting in a reduction of our total climate footprint in relation to revenue by -8,0%, thus achieving the target of an annual decrease by -5,9%. We also renewed our ISO 14001 certificate for another three year period, showing our commitment to manage and monitor our environmental efforts in a systematic way.

Supporting the Modern Workplace

Changes in working patterns, increased use of cloud services and a more complex geopolitical landscape marked by rising cyber security threats, are reshaping customer expectations. At the same time, AI adoption is accelerating rapidly across the Nordic region, often faster than organisations' strategic and governance readiness. We addressed this gap in Avoki's AI for competitiveness reports released in 2025 together with Radar Group.

Avoki focuses on solutions that:

- enable flexible and productive ways of working
- secure digital workplaces and critical information
- optimize infrastructure to reduce unnecessary energy use
- apply new technologies, including AI, where they provide clear and responsible benefits

Our role is to help customers build workplaces where technology supports people and our planet, together with our partners and suppliers. One example in 2025 is that the amount of saved emissions through one of our partnerships was over 800 tCo2e, in this case by expanding the lifecycle of refurbished hardware.

A Clear View on Regulation and Responsibility

The Corporate Sustainability Reporting Directive (CSRD) is raising expectations for transparency and sustainability management across Europe. Avoki currently falls below the CSRD threshold requirements and is not subject to mandatory reporting under the directive.

Even so, we recognize the importance of the directive. Transparency, structured sustainability management and reliable data are becoming essential elements of responsible business. In 2025, we updated our double materiality assessment and strengthened supplier evaluations. These efforts give us a clearer understanding of our impacts, risks and opportunities and support better decision-making, stronger customer relationships and long-term responsible growth.

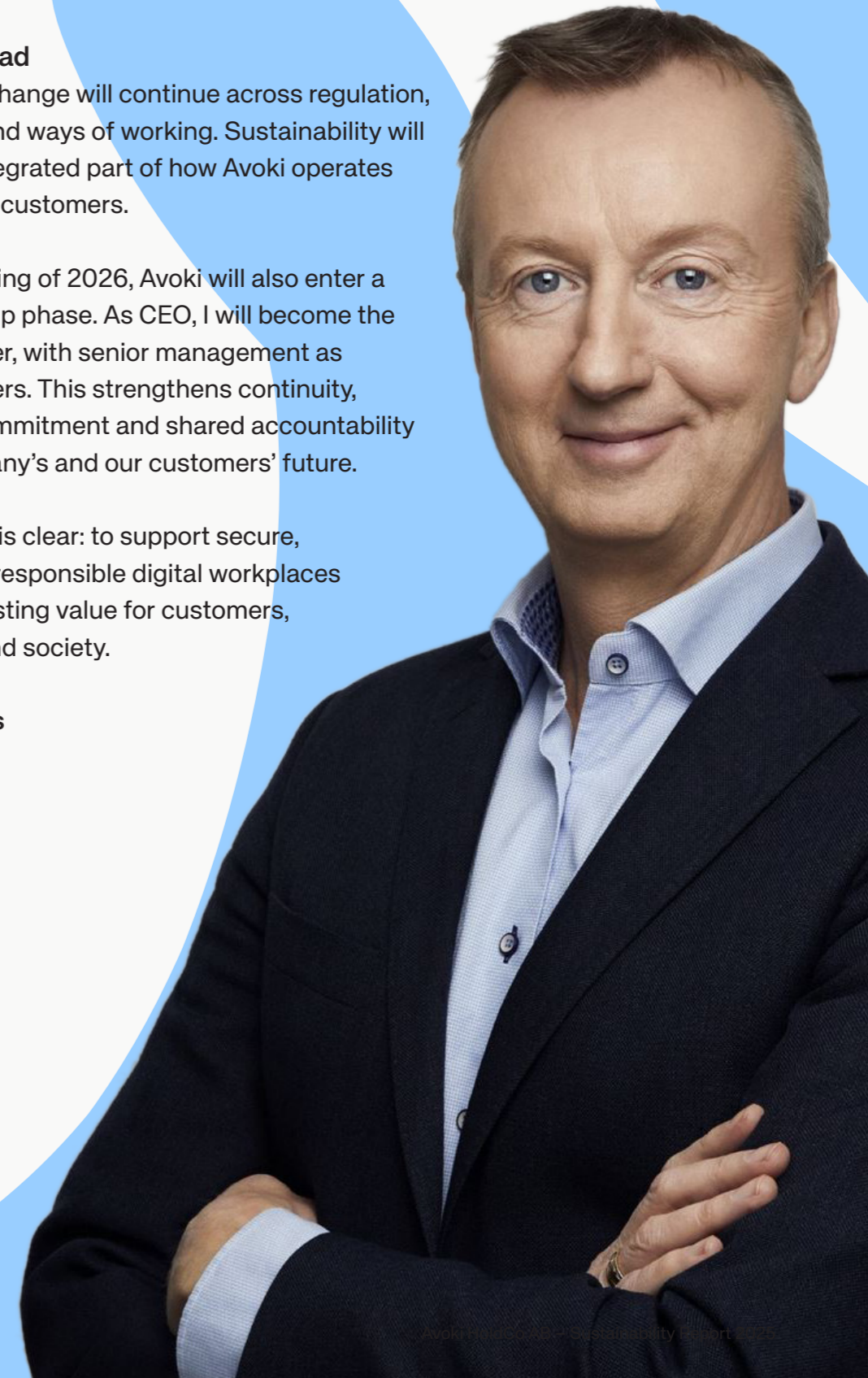
Looking Ahead

The pace of change will continue across regulation, technology and ways of working. Sustainability will remain an integrated part of how Avoki operates and supports customers.

At the beginning of 2026, Avoki will also enter a new ownership phase. As CEO, I will become the majority owner, with senior management as minority owners. This strengthens continuity, long-term commitment and shared accountability for the company's and our customers' future.

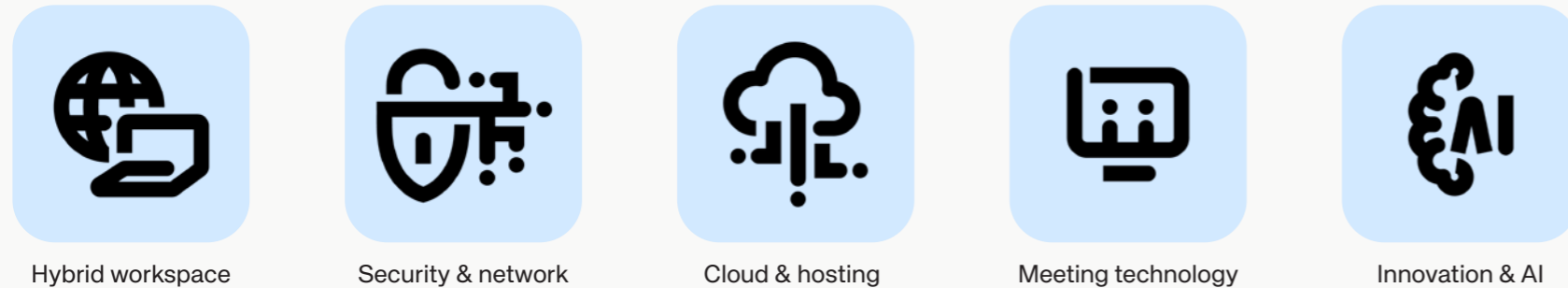
Our ambition is clear: to support secure, efficient and responsible digital workplaces that create lasting value for customers, employees and society.

Peter Uddfors
CEO Avoki



The Business

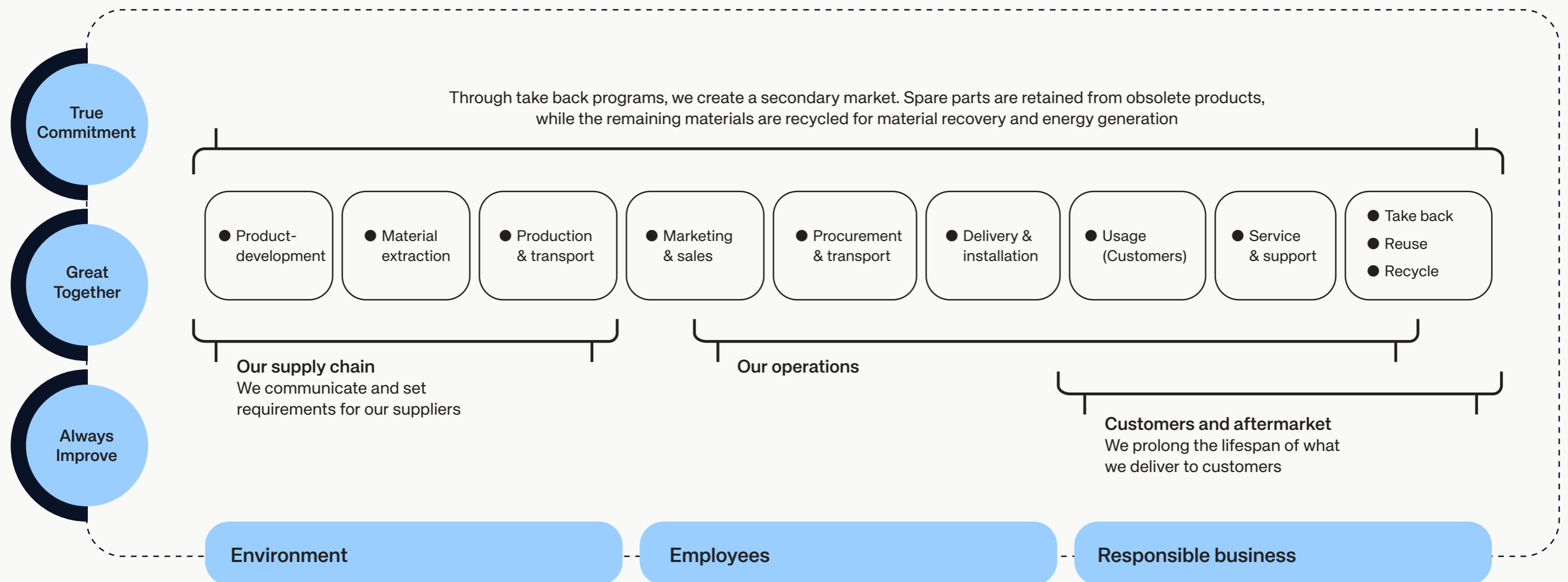
Avoki offers consultation, installation, and support within Hybrid workplace, Security & network, Cloud & hosting, Meeting technology, and Innovation & AI. Avoki delivers secure, efficient, and sustainable solutions that can scale alongside the customer's business. Today and tomorrow.



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. During 2025, The company’s main owner was Nalka Invest AB, who 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. In 2025 98 percent of employees had signed the CoC.

Quality and environmental certification

Avoki is environmentally certified according to ISO 14001 and quality certified according to ISO 9001 in Finland and the majority of the Swedish and Norwegian 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.



Double Materiality Analysis and Stakeholder Dialogue

In 2025, Avoki updated our ESRS-aligned Double Materiality Assessment (DMA). The update was a rework on the first assessment conducted in 2024, which was made 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 together with a complementary peer-review. In 2025 an updated analysis was made together with senior management to see if the material risk remained or had changed due to external or internal circumstances, by updated scoring and discussions around the ESRS topic disclosures.

Scoring Methodology

The scoring methodology and criteria for the materiality assessment were developed in accordance with the assigned ESRS, using a required scale, incorporating scope and impact severity, and reflecting the principles of remediability and the 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 in November 2025.

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

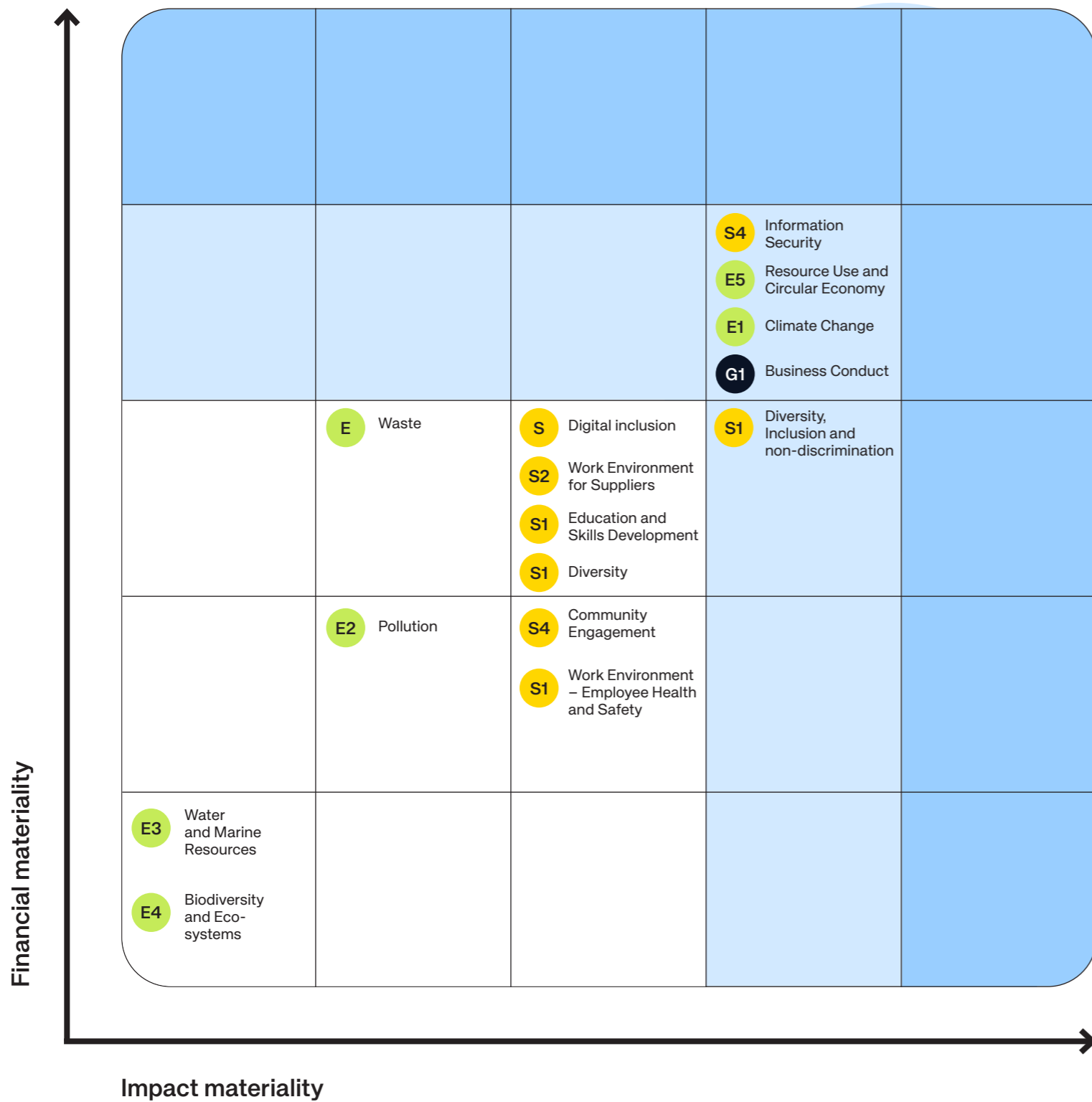
- ➔ Identifying IROs through interviews,
- ➔ Contributing to the development of the scoring methodology
- ➔ Participating in two dedicated workshops focused on financial and impact materiality.

Future Steps

Avoki made the updated DMA analysis prior to the final ESRS adjustments were presented, as well as the final scope of CSRD. Avoki will continue to work on risk assessments and aligning our work with customer and market expectations.



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 longterm business relationships.

Complying with laws and regulations, such as the Norwegian Transparency Act 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 2025 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 2025, two case was reported via the whistleblower process. Upon further examination, these cases where not deemed as whistleblower cases.

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 2025, suppliers equivalent to over 55% 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.

Security and privacy

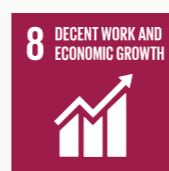
Security and privacy are critical to maintaining the trust of Avoki's customers. This applies to how the company addresses these issues internally and also ensures that customers' businesses benefit from the company's product and service offering. Avoki runs a systematic information security programme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



The Transparency Act, which entered into effect 1 July 2022, obliges Avoki to carry out due diligence assessments in line with OECD guidelines and respond to requests from the general public. The form under avoki.com/se/om-avoki/hallbarhet/ should be used for sending information requests to Avoki.



8 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.



17 PARTNERSHIPS FOR THE GOALS
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; in 2025 Avoki underwent a recertification audit, renewing our certificate for another three year period. 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 LMS.

Measure and reduce

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.

This means:

- ➔ Measuring the company's entire carbon footprint, Scope 1, 2, 3
- ➔ Reducing the carbon footprint throughout value chain, Scope 1, 2, 3

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 2025	● Share % 2025	● Tonnes CO ₂ e 2024	● Change % from 2024
Scope 1	100,3	0,8%	94,8	5,8%
Scope 2	52,3	0,4%	96,1	-45,6%
Scope 3	11 893,2	98,8%	12 723,0	-6,5%
Total	12 045,8	100,0%	12 913,9	-6,7%

Climate footprint

To calculate the climate footprint, Avoki seeks assistance from Atmoz Consulting. A detailed report, Greenhouse Gas Report Avoki 2025, is published on the Avoki website. In 2025, Avoki's climate footprint totaled 12 046 tons of CO₂e, which is a decrease of 6,7% (868 tons of CO₂e) compared to 2024.

In 2025, the company's total climate footprint in relation to revenue decreased by -8,0%, and reached the target of an annual decrease by -5,9%. Both sold products and downstream leased assets show a significant decrease in calculated emissions. The impact from Scope 1 increased by 5,8% and Scope 2 decreased with 45,6%. The slight increase in Scope 1 is a result from a higher usage of petrol in vehicles. More accurate data on the electricity used in electric cars have decreased the climate impact in scope 2.

● GHG Protocol	● 2025	● 2024	● 2021
Tonnes CO ₂ e/rev	11,75	12,77	13,48
Change from previous year	-8,0%	10,3%	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

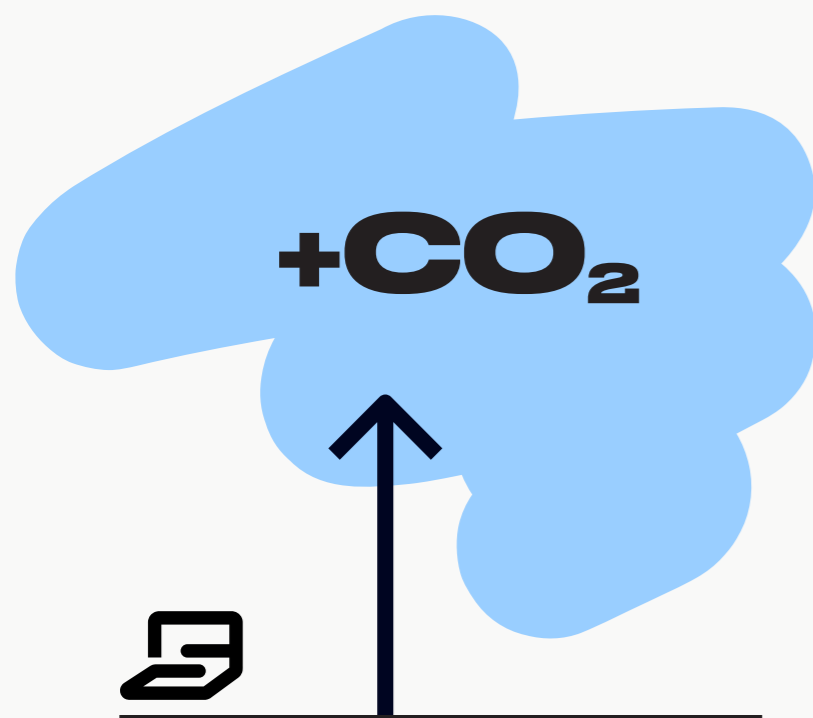
Avoki measure, reduce and offset the entire carbon footprint. It includes energy and waste from own operations as well as travel and transport, but, above all, it includes the products and services delivered to customers.

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%.



Emissions arising from operations

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

This is how we reduce our carbon

- ➔ 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





Reducing car fleet emissions

Avoki's 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 113 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 increased slightly by 5,8% since 2024, primarily due to an increase in the usage of gasoline. In 2025, 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, in 2025 the distribution was 65,5% electric, 15% hybrid, and 19,5% 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	● Proportions of cars
Electric	74	65,5%
Hybrid	17	15%
Fossil	22	19,5%



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.

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 2025, the climate impact from Scope 2 decreased by 45,6%, mainly due to more accurate data on the electricity used in the company's electric vehicles. During 2025 two sites moved to new offices, Uppsala and Gothenburg, leading to new energy suppliers. Emissions from heating in the premises increased by 60% in 2025, mainly due to a change from estimated to measured data for the consumption in the Frösunda office. Heating is included in the rent and is beyond 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 increased by 7,6% since 2024. The largest portion of waste during 2025 was paper and board. All waste is managed through waste partners authorized to transport and treat waste.

See the appendix for detailed waste statistics.

● Energy consumption	● 2025	● 2024	● 2023
Electricity MWh	580	435	832
– Electricity from fossil-free sources MWh	580	435	815
– Share of fossil-free electricity	100%	100%	98%
Heat MWh	728	621	748

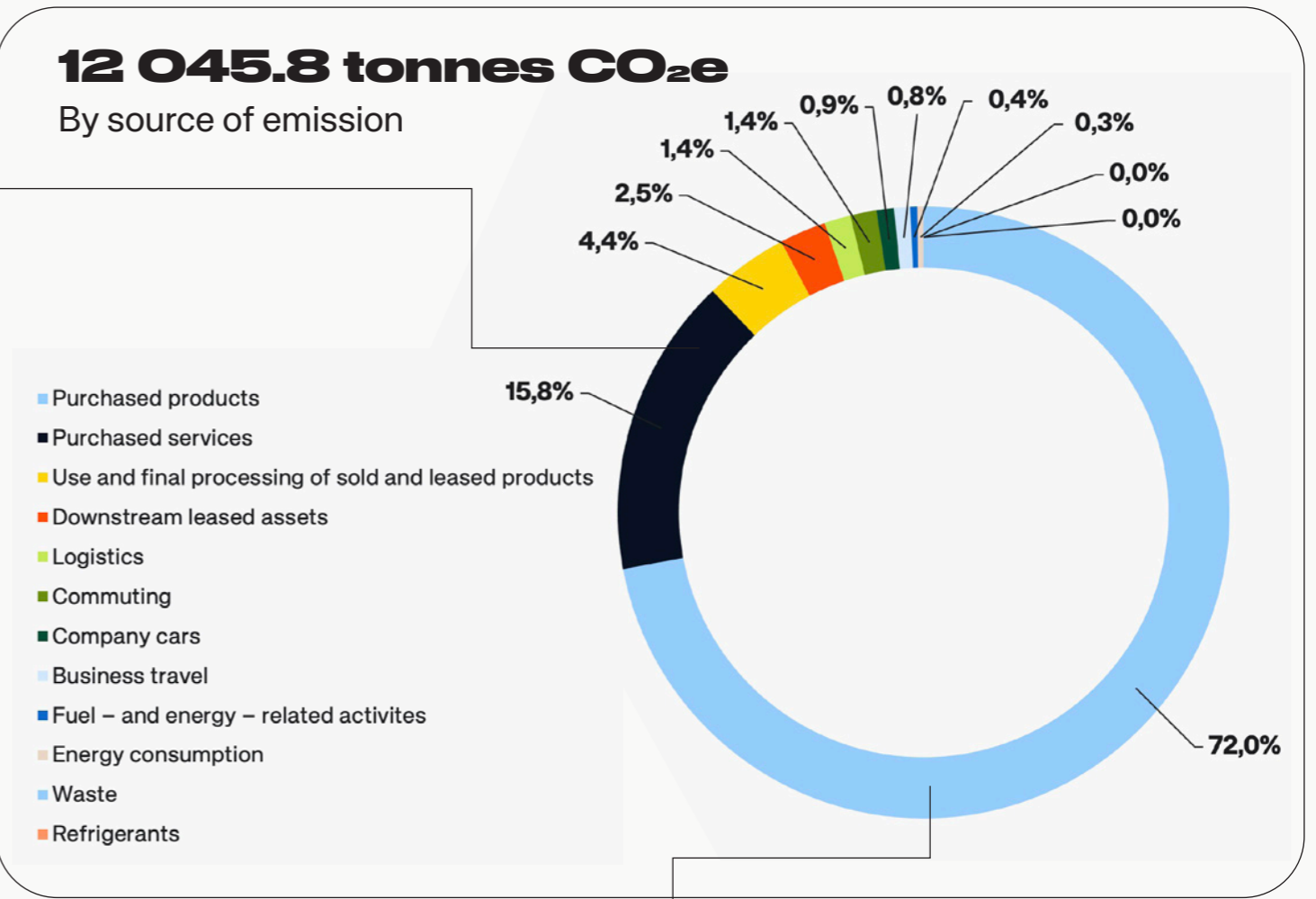
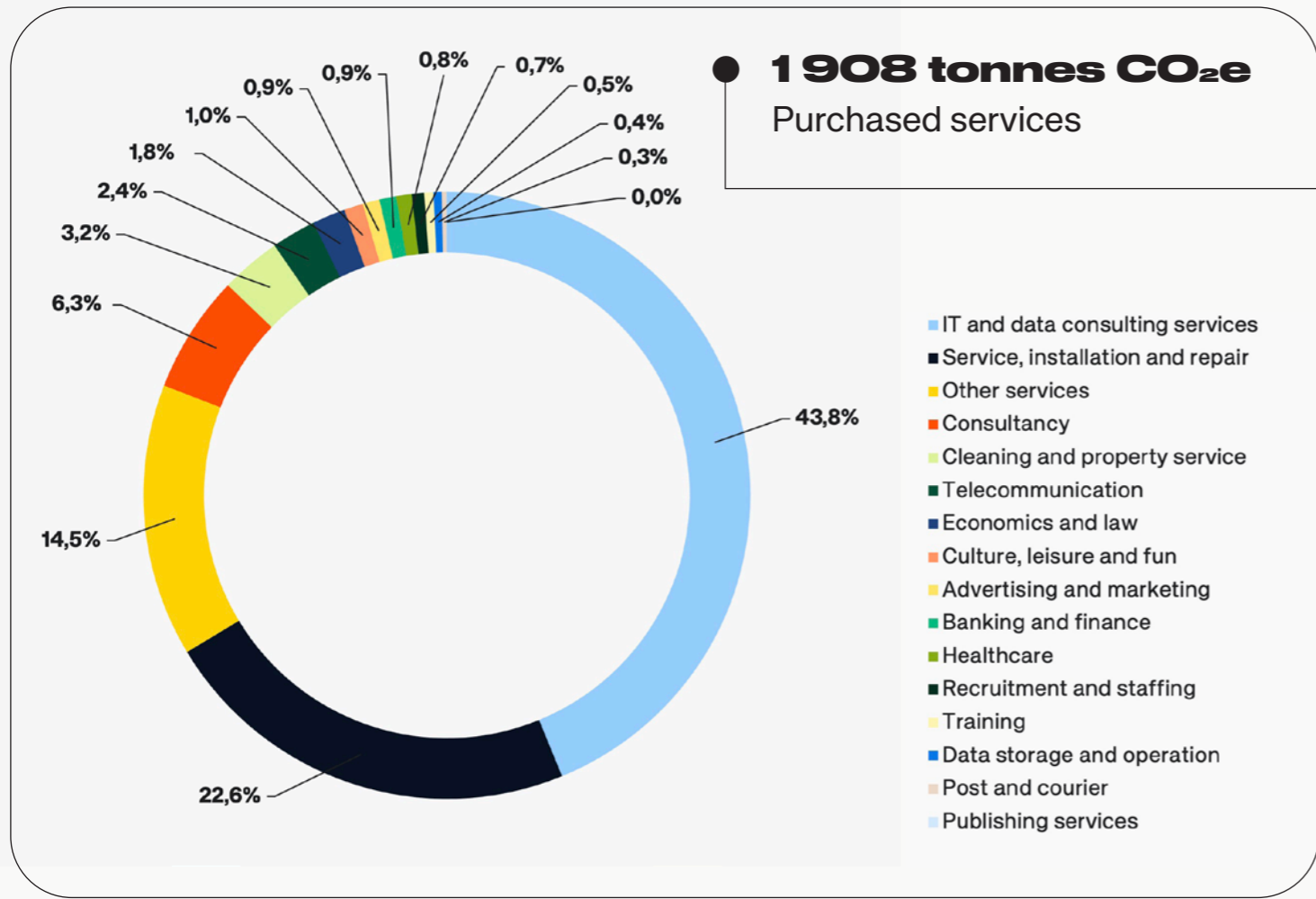


SCIENCE
BASED
TARGETS

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.

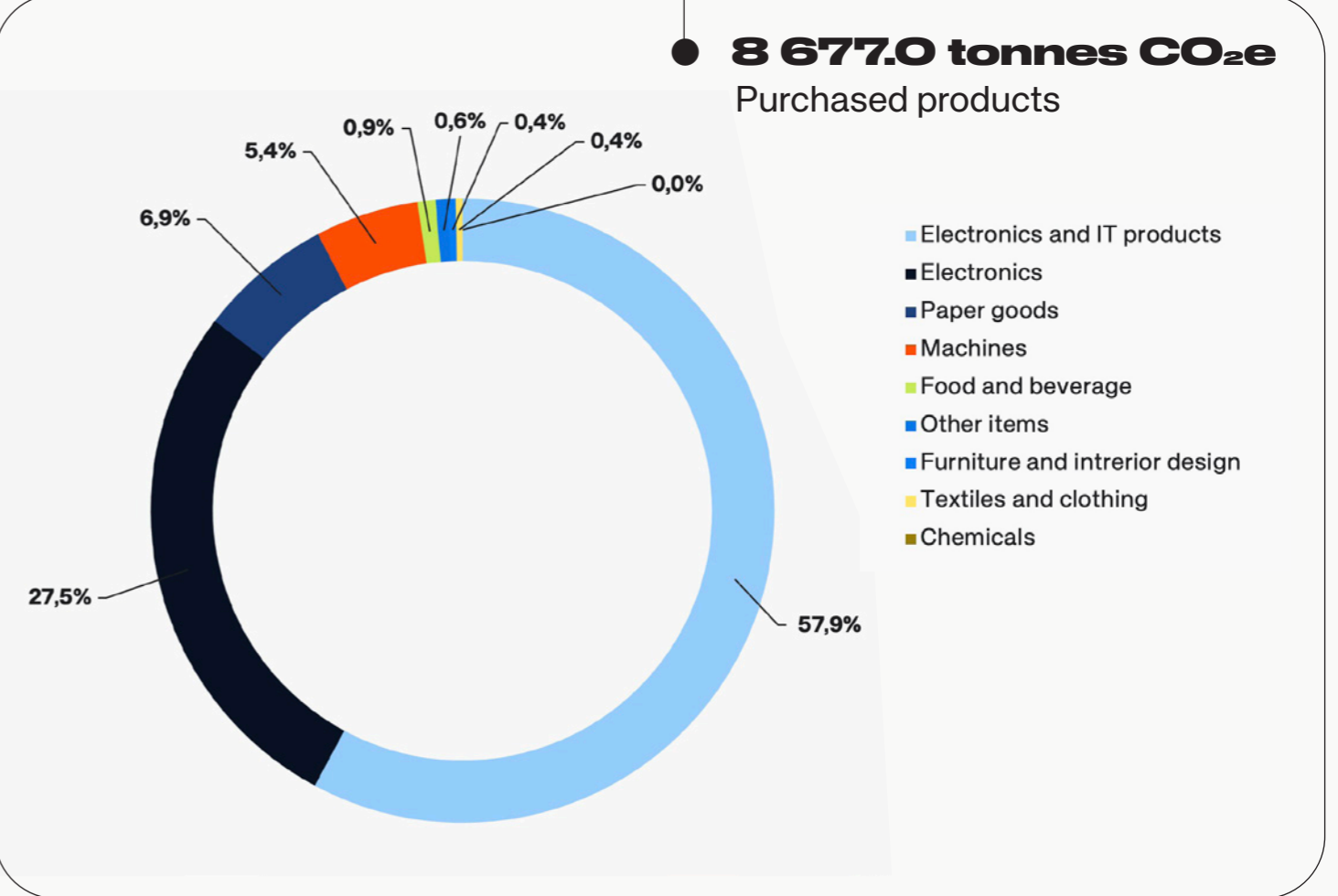


Products and services

Products and services that Avoki purchases and sells account for the absolute majority (87,9%) 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 2025, emissions from purchases of products have decreased by -7,2%, and services have increased by 18,9%. 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 2025, the carbon footprint from business travel decreased by 4,9%. 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.

7 AFFORDABLE AND CLEAN ENERGY



Affordable and clean energy
Avoki is working towards 100% renewable energy and is also improving energy efficiency in its premises and data centers.



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 climate footprint from products and services customer purchase, according to the GHG protocol and have set reduction targets accepted by the SBTi.



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.

In 2025 the amount of saved emission generated by our partnership with Inrego was 804 tCO₂e emissions, by expanding the lifecycle of refurbished hardware.



★ Fantastic news! HP has named Avoki Finland a 4-star partner in the Amplify Impact program – a recognition of our commitment to advancing sustainability! 🌍★

We've taken a big step forward: last year, we were proudly a 3-star partner – and now we've raised the bar even higher by educating our team and acting responsibly. We're also helping our customers make sustainable choices and create positive impact.

#HPAmplifyImpact #Sustainability #AvokiFinland #Responsibility #Sustainabl



Dialog about the Demands of the Future of Office with partners and customers

In October 2025, Avoki hosted a customer event, gathering customers and partners to share insights and inspiration regarding the needs and demand of the future of Office, and how to meet expectations of a changing work force.



Throughout the fall, inspiration days were held in various locations in Sweden 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. In 2025 an initiative was made to increase signatures of the employee CoC.

The proportion of women in the company increased during 2025. The IT industry, including Avoki, has traditionally attracted more men than women. There-

fore, 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 2025 was that at least 45% of all new recruits should be women and at least 75% should be experienced employees. In 2025, despite a challenging market, the

proportion of female recruits has increased and we managed to meet our ambitious goal for 2025. Regarding the percentage of experienced recruits, the numbers decreased to 65%, mainly due to the fact that we identified a need to expand our junior roles in order to support the company's continued growth, particularly within IT consulting.

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 2025 the network had one formal meeting, 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	● 2025	● 2024	● 2021
Avoki Group	23,78%	22,93%	32,5%
Avoki Group Management	28,6%	28,6%	11,1%
Avoki Board of Directors	25%	25%	25%

5 GENDER EQUALITY



Gender equality

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

Sustainable work environment

Avoki's 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. The lower eNPS outcome for 2025 reflects the impact of numerous changes implemented throughout the year, which have influenced employee sentiment. 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
2025	13	24
2024	20	22



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.
- As a token of appreciation for good collaboration with customers, Avoki donates a Christmas gift. In 2025, 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, in 2025 we continued to promote IT-education in Nepal. HPF's IT Academy equips young people in Nepal with modern employable digital skills. The IT academy creates a pathway for young people to build sustainable digital careers while remaining in their communities.



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	69	225	69	225	1	0	1	2	70	227	23%
Sweden	48	165	47	165	1	0	1	1	49	166	23%
Finland	12	31	12	31	0	0	0	1	12	32	27%
Norway	9	29	9	29	0	0	0	0	9	29	24%

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	1	33%
Over 50 years old	0	1	0	1	4	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		
	Women	Men	% Women
Total	70	227	24%
Under 30 years old	10	30	25%
Between 30-50 years old	43	134	24%
Over 50 years old	17	63	21%

*Diversity reported based on age and gender.

Disclosure 305 – Emissions

● Climate impact in tonnes CO ₂ e	● 2021	● 2024	● 2025	● % of total	● Change 2024-2025	● Change % 2024-2025
Scope 1	177,0	94,8	100,3	0,8%	5,5	5,8%
Vehicles	177,0	94,2	100,3	0,8%	6,2	6,5%
Scope 2	68,3	96,1	52,3	0,4%	-43,8	-45,6%
Electricity	14,6	1,4	0,5	0,0%	-0,9	-61,8%
District cooling			1,6	0,0%	1,5	5 160,5%
Electric vehicles	9,5	68,2	11,2	0,1%	-57,0	-83,5%
Hybrid vehicles		2,2	0	0,0%	-2,2	-100%
Scope 3	12 213,4	12 723,0	11 893,2	98,7%	829,9	-6,5%
Business travel	85,7	106,9	101,6	0,8%	-5,3	-4,9%
Downstream leased assets	320,6	457,8	295,5	2,5%	-162,3	-35,4%
Employee commuting	245,4	159,7	166,7	1,4%	7,0	4,4%
Final processing of sold products	3,3	1,3	2,2	0,0%	0,8	61,6%
Fuel and energy-related activities	49,1	35,9	43,6	0,4%	7,7	21,4%
Purchased goods	8 878,8	9 345,2	8 677,0	72,0%	-668,2	-7,2%
Purchased services	1 930,6	1 605,1	1 908,3	15,8%	303,2	18,9%
Upstream transport and distribution	182,8	134,0	168,2	1,4%	34,3	25,6%
Use of sold products	516,1	876,5	529,3	4,4%	-347,1	-39,6%
Waste	1,0	0,6	0,7	0,0%	0,0	7,6%
Total	12 458,7	12 914,0	12 045,8	100,0%	-868,2	-6,7%

Disclosure 306 – Waste

● Type of waste (kg)	● 2025	● 2025 %	● 2024	● 2024 %
Plastic	1 196	2%	14 614	34%
Paper and corrugated board	29 702	39%	12 316	29%
Electronics	17 261	23%	5 908	14%
Household waste	690	0%	3 943	9%
Metal	3 536	5%	2 409	6%
Glas	799	1%	1 357	3%
Organic Waste	812	1%	771	2%
Wood	2 572	3%	532	1%
Aerosols, batteries, lamps	50	0%	81	0%
Total	76 188		41 481	
Waste treatment:		-		-
Energy use	38 699	49%	5 865	21%
Material recycling	37 489	51%	21 521	79%

Disclosure 305-4 – GHG emission intensity

● KPI	● 2021	● 2024	● 2025
Turnover Mkr	1 094,8	974,7	1 025,0
Tonnes CO ₂ e/turnover Mkr	13,85	12,77	11,75
Change from previous year		10,3%	-8,0%

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
- Avoki Pi AB

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 measures 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 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	8 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 median salary at the company was 8,9 in 2025.
	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 2025.
	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 2% 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	0 work-related injury recorded in 2025.
	403-10 Work-related ill health	GRI-Index	3 cases in 2025 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	In Sweden, which is the largest part of the group, women's average salary is 87% relative to men's average salary. This comparison does not take into account different types of employment categories, which is a significant actor in this compilation.
	406-1 Incidents of discrimination and corrective actions taken	GRI-Index	1 reported incidents in 2025.

Contact

Visiting address HQ

Gustav III:s Boulevard 32
169 73 Solna, Stockholm
010-858 40 00

sustainability@avoki.com