

A photograph of two women with blonde hair, smiling and looking at each other. They are in front of a backdrop featuring the UN Sustainable Development Goals. The woman on the left is wearing a white shirt, and the woman on the right is wearing a grey plaid jacket. The background includes a red banner with '4 QUALITY EDUCATION' and an orange banner with '9 INDUSTRY, INNOVATION AND INFRASTRUCTURE'.

# Corporate Responsibility Report 2021

Including UN Global Compact  
Communication on Progress Report

NNIT A/S, Oestmarken 3A, DK-2860 Soeborg • CVR no. 21 09 31 06

**NNIT**  
We make a mark



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# Words from the CEO

## Making a Sustainable Mark on Business and Society.

There is no doubt that the sustainability agenda made its mark on 2021, in NNIT as well as in the businesses and society surrounding us. As a conscience-driven company, we strive to make our mark on the agenda as well. This report includes examples of these efforts.

Sustainability today often relates to taking care of the environment and fighting climate change. In 2021, we took a step forward on this road when we started measuring our CO<sub>2</sub> emissions globally using the GHG Protocol. The IT industry is a big contributor to global emissions, but we are also a crucial enabler in the green transition of businesses and societies. We will continue to operate with both of these facts in mind.

In addition to this, we support sustainability relating to responsible business conduct with regards to human rights, labor rights, and anti-corruption, as described in the 10 principles of the UN Global Compact.

Setting specific sustainability targets is important. In 2022, we will become more detailed in how we describe our objectives, for example, with regards to CO<sub>2</sub> emissions. However, I believe that when it comes to sustainability, we are always looking at a moving target. We can always do better, but we cannot do it as an individual business; it is a collaboration with customers, employees, authorities, and even competitors. To NNIT, the past year demonstrated how we can do better by joining

forces across the stakeholder map – and we saw some incredible examples.

In 2021, the NNIT Management and Board of Directors approved our updated Corporate Responsibility Policy, reaffirming our commitment to working actively to support the UN Global Compact. Looking to 2022, our focus will remain on supporting and enhancing our performance within all 10 principles – to the benefit of our employees, our customers, and the societies in which we operate.

This report is published as a supplement to our Annual Report 2021 and in accordance with the UN Global Compact requirements of publishing an annual Communication on Progress (COP) report (pages 19-25). It also includes our Statutory Corporate Social Responsibility Statement, pursuant to sections 99 a, 99 b, and 107 d of the Danish Financial Statements Act, as well as section 139 c of the Danish Companies Act for the financial year 2021.

**Pär Fors**, CEO

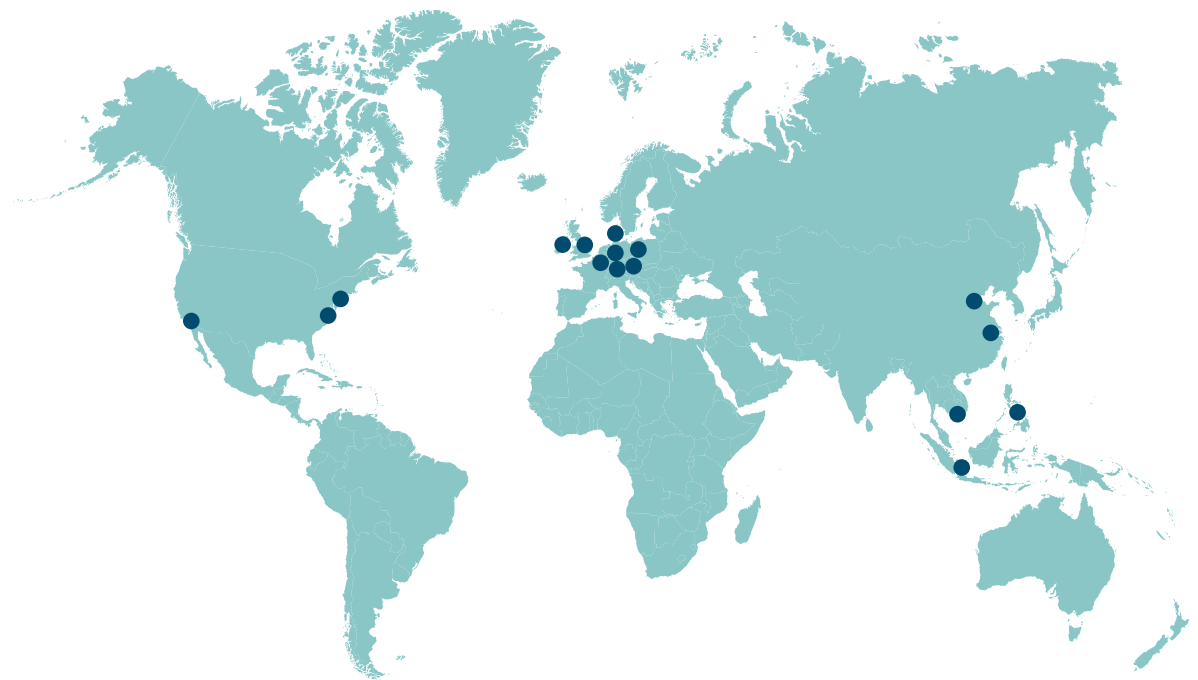


# The NNIT Group at a Glance

NNIT is a leading provider of digital transformation services and solutions to international life sciences companies and for the Danish private and public sector.

## THE NNIT WORLD

Headquartered in Denmark, we employ more than 3,000 people and are present in more than 12 countries across the globe.



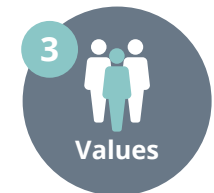
Making a mark in business and society is part of our DNA and directly linked to our aspiration, strategy, and values.



Together we make a mark in business and society; bringing digital transformation to life.

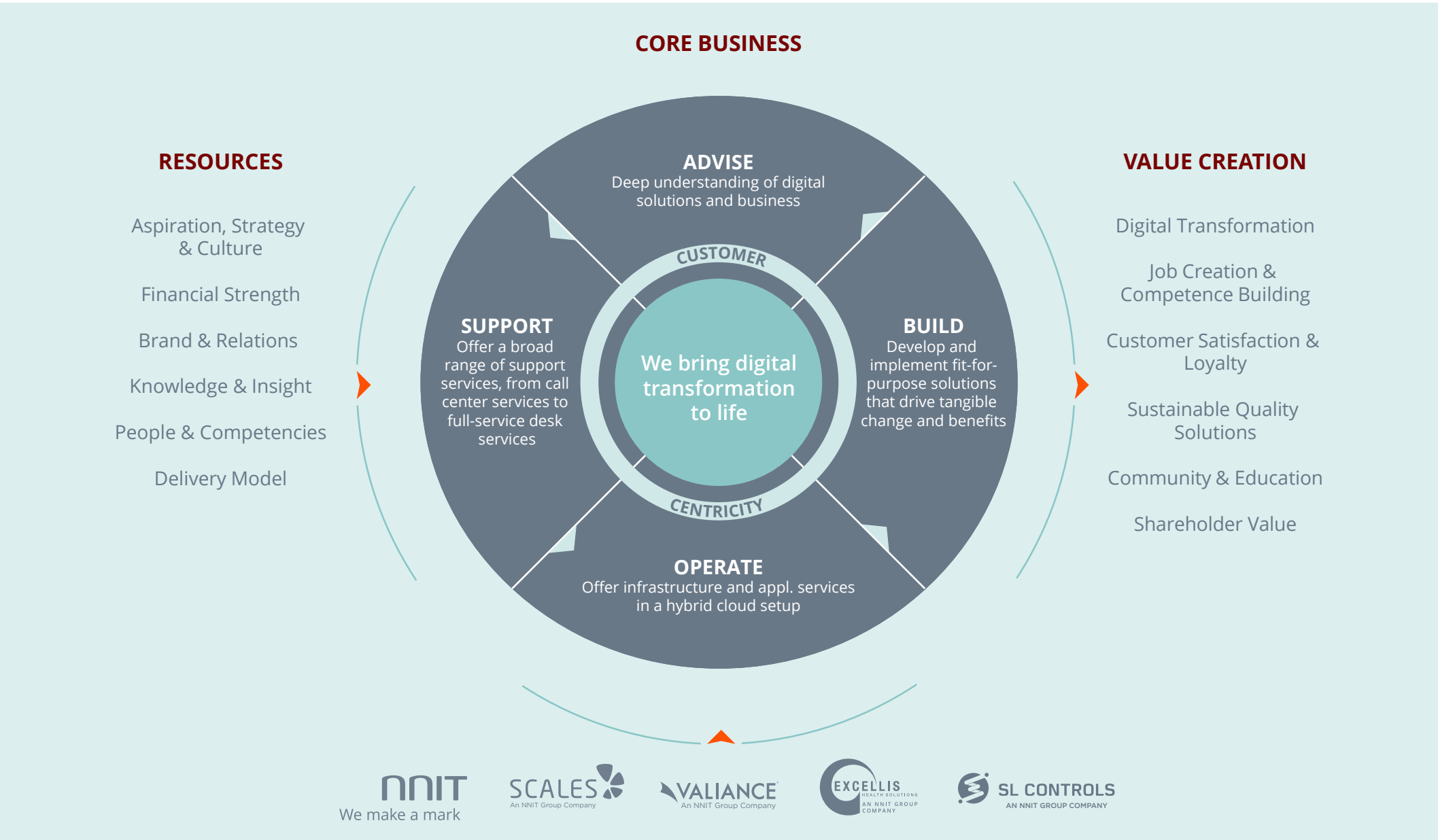


We provide Winning Solutions based on proven concepts delivered fit for purpose and first time right.



Open and honest  
Conscience driven  
Value adding

# Business Model



# Our Strategy

Value creation through customer centricity, Winning Solutions and a strong heritage are key elements in the NNIT strategy moving forward.

We implemented several changes to our existing strategy at the start of 2020. We shifted focus to specific Winning Solution areas that will fuel the continued growth of NNIT. The expectation is that revenues from Winning Solutions will continually provide a larger share of NNIT's total business.

The impact of COVID-19 on our Winning Solutions areas was, in most cases, minimal. Some Winning Solutions even benefitted positively from the impact, including Hybrid Cloud and employee experience, as more employees worked from home and required cloud-based options.

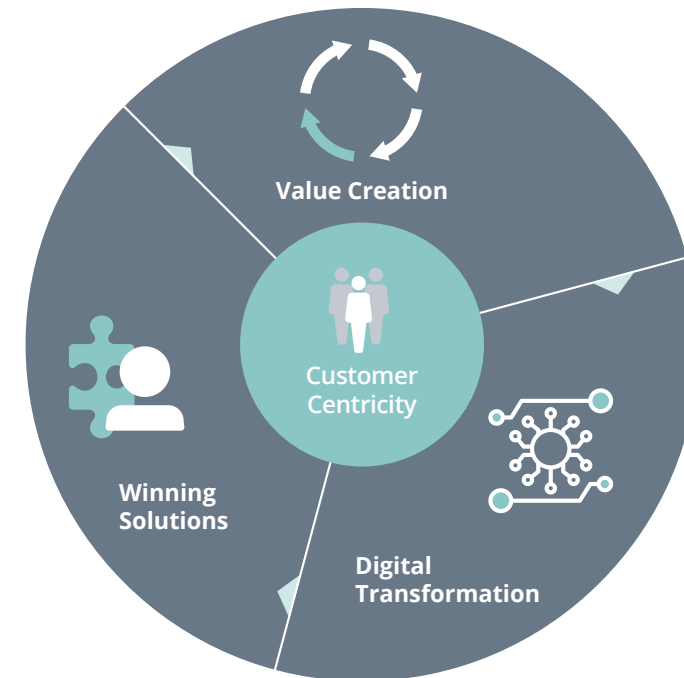
In 2021, we saw that the Winning Solutions strategy is working, with strong profitable growth in these areas. The increased investments in Winning Solutions are also being recognized by our customers. We will continue to monitor progress and accelerate our Winning Solutions areas with increased investments when appropriate.

Our ability to execute on our strategy is rooted in our strong values. A successful execution of the strategy will bring us closer to our aspiration to make a mark in business and society.

At the core of our business strategy, we continue to focus on our life sciences customers – in Denmark and internationally – and we continue to focus on private & public customers in Denmark.

## Strategy highlights:

- Customer focus is the core of everything we do
- Sharp focus on selected growth pockets with Winning Solutions
- M&A in Life Sciences and specific technology areas
- Diverse business model with focus on Private & Public in Denmark and Life Sciences internationally
- Operational excellence with restructuring on track



As laid out in the Market Trends section of the NNIT A/S Annual Report 2021, our customers look to create value for their businesses and organizations through digital business transformation. To that end, NNIT offers a variety of Winning Solutions that enable fast value creation.

The Winning Solutions are successful due to our strong customer understanding – and because the Winning Solutions are delivered as proven concepts that are built fit for purpose and delivered first time right.

# Our Responsibility

To us, contributing to a more sustainable future is an essential part of good IT and business practice. In 2021, we continued to operate responsibly seeking to make a more positive mark on our surroundings.

In 2021, we saw increased focus on sustainability and corporate responsibility in the IT industry. More importantly, there was a willingness to collaborate across functions and areas of expertise to improve our ways of working.

To us, collaboration is essential in almost every aspect of driving business, but especially when it comes to finding new ways of contributing to a more sustainable world. During the year, we cooperated with customers, partners, peers, and suppliers on how we can contribute and create tangible results.

## 2021 initiatives

Our commitment to Sustainable Development Goals (SDG) 4, 5, 9, and 12 continued unabated, and we increased our efforts within this framework. You can read more about this work in the following pages.

We updated our Corporate Responsibility Policy, which now explains in detail how we use the UN Global Compact and SDGs as baselines for our work.

In 2021, we also began measuring our own CO<sub>2</sub> emissions, and expect to set specific targets for lowering our emissions in 2022. For our customers, we are now also able to disclose data on electricity consumption through our data centers.

In 2022, we will continue to explore new ways of improving. To name just two examples, we will in-

crease our reporting on Scope 3 and work towards an ISO 14001 certification.

## The Environmental, Social and Governance (ESG) principles

Back in 2020, we enhanced our work with ESG reporting and now conduct annual audits with the objective of continuously improving the way we operate.

In 2020, we were rated 17.1 on a scale of 0-100, 0 being the best score. Our score of 2021 lands at 13.3, allowing us to continue categorizing ourselves as a low-risk company.

NNIT is committed to the UN Global Compact<sup>1</sup>, the Universal Declaration of Human Rights<sup>2</sup>, the UN Convention against Corruption<sup>3</sup>, the International Labor Organization's conventions and recommendations, including the Rio Declaration on Environment and Development, convention no. 155<sup>4</sup>, and the Declaration on Fundamental Principles and Rights at Work<sup>5</sup>.

<sup>1</sup> <https://www.unglobalcompact.org/>

<sup>2</sup> <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

<sup>3</sup> <https://www.unodc.org/unodc/en/treaties/CAC/>

<sup>4</sup> <https://www.ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang-en/index.htm> and [https://legal.un.org/avl/pdf/ha/dunche/rio\\_ph\\_e.pdf](https://legal.un.org/avl/pdf/ha/dunche/rio_ph_e.pdf)

<sup>5</sup> <https://www.ilo.org/declaration/thedeclaration/textdeclaration/lang-en/index.html>



# The NNIT People

IT starts, runs, and ends with people. The NNIT people are highly valued colleagues collaborating across borders and time zones to service our customers.

While IT and digital tools can be used to develop and improve businesses and societies, it all depends on people. In NNIT, we strive to give our people the best prerequisites to make the mark we and they aspire to. We do this by focusing on a good working environment where personal development for all individuals is equally as important as developing our business.

Twice a year, every employee meets with their leader to discuss their Individual Development Plan (IDP). This ensures that we stay motivated, engaged, and passionate about our work. The IDP is strength-oriented and zooms in on opportunities and areas where each employee can do what they are best at and enjoy most in their work. This ongoing dialogue between employee and leader is highly valued by colleagues.

We also set personal targets for our development. This is done in our Annual Performance Improvement System (APIS), which is aligned with our overall business goals and strategy.

## Talent retention and succession

Whether you are a generalist or specialist, new to the job market or experienced, you are a valuable part of our business as an NNIT colleague. In 2021, we initiated the process of updating our employee value proposition. To be able to attract more talents, we want to articulate what it means to be an NNIT colleague and why we would recommend it.

Our focus on succession planning proved to be successful in 2021, partly due to our ongoing dialogues between leaders and employees, and partly due to our internal development programs, including Discover Your Leadership Potential (DYLP).

We will continue our focus on attracting and retaining skilled NNIT people going forward, just as our colleagues' well-being and personal development will remain a top priority.



## “We attract and employ people who are wired to make a mark.

In 2021, we saw numerous examples of how NNIT people made a difference for customers as well as co-workers. To achieve great results, we're dependent on great people. And I'm immensely proud to be able to say that NNIT consists of exactly that: **Great people.**”

**PÄR FORS, CEO**

## Employee Satisfaction Score

 **4.3**

NNIT employees rated their job satisfaction 4.3 out of 5 in our annual employee satisfaction survey, eVoice.



**IT Company Rank 2021** has rated NNIT as the Most Attractive Workplace in Denmark for IT consultants.

Even though this is a title won in Denmark, every NNIT colleague can take pride in this, as everyone contributes to our international work environment and plays a crucial role by collaborating across borders and areas of expertise.



# NNIT People Making a Mark across the Globe



## Make a Mark

Together, our aspiration, our values, and our strategy outline the way we work in NNIT. Working in NNIT means being part of an international team with talented colleagues who all work “The NNIT Way” doing their best to make a mark on business and society; bringing digital transformation to life.

Making a mark on our surroundings is essential for NNIT, both as people and as a company. We work with passion to deliver results, and continuously explore new ways of adding value. We are more than digital experts. We are enablers, committed to helping each other reach our full potential.



**“As part of driving the system validation effort for Veeva Safety Vault** for one of our customers, I adopted an even-keeled approach in terms of feature testing and implementation and advised on the next steps to instill confidence for scope expansion and future releases. It makes me proud to say that my humble contribution is part of a positive industry trend toward modernization.”

**SLOBODAN VUČINIĆ**, SENIOR CONSULTANT, NNIT CZECH REPUBLIC



**“This past year, I’ve had the privilege of leading a team** of eight young professionals in NNIT to start up a Cell Gene Therapy Facility. These exemplary talents have made a mark with our customer as we helped them complete Qualification activities within tight timelines. I’m proud of the way we differentiate ourselves and bring value to our customers.”

**REGINA ARYANTI**, SENIOR CONSULTANT, NNIT SINGAPORE



**“Even though I am relatively new in NNIT,** I’ve had the privilege to work on an internal service development project initiated by some of our talented colleagues at the Aarhus office in Denmark. They saw a need to develop a tool to help understand customers better and faster, and I am amazed by the drive shown by everyone working on the project, working hard to make a mark. Furthermore, I am excited about the amount of responsibility and trust that the team has shown me, being a new and young professional.”

**HEIDI ODDERSHEDE LAURSEN**, ASSOCIATE CONSULTANT, NNIT AARHUS



**“This past year I have helped lead Regulatory Intelligence for NNIT US,** focused on global data standard initiatives. I am proud to work on an experienced team that is dedicated to ensuring our customers reach their full potential as the industry transitions from document based processes to structured data and digital transformation. We strive to provide in-depth assessments and implementation strategies that will allow our customers to access the benefits of digitalization beyond compliance.”

**KATHERINE NOVAK**, ADVANCED CONSULTANT, NNIT US

# Diversity & Inclusion

We believe that embracing diversity and having an inclusive work environment create the best prerequisites for our employees to make a mark through their contributions at work.

In 2021, we increased focus on being a diverse and inclusive workplace. We updated our Diversity & Inclusion Policy, which states the NNIT processes and targets in this area. We updated our goals for our gender distribution balance, aiming to increase the number of the under-represented gender (women) in all levels of our organization. We want to attract more women, and support women as they explore their leadership potential within NNIT. This is not just to comply with legislation, but because we believe that a diverse and inclusive work environment enables us to make better decisions and deliver better results.

Our internal leadership development program Discover Your Leadership Potential aims to reflect the gender split among our employees in general, as this will help ensure that the under-represented gender is present among candidates for leadership positions. Read more about some of our gender equality initiatives on page 15.

We aim to continuously create a work environment in which all current and future employees feel respected and valued. We do not want anyone to experience discrimination of any kind and we want all employees to have equal opportunities for development.

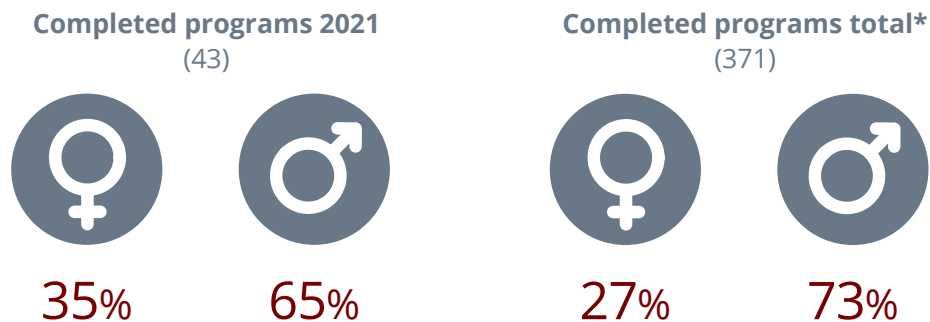
Diversity of all kinds is important to us, so we extended our policy in 2021 to also address diversity and equality in terms of age, education and professional background, and we began measuring the extent to which our employees experience equal treatment as part of NNIT.

All NNIT employees are required to comply with our updated Diversity & Inclusion Policy, and the topic is a recurring priority at Board and Executive Management meetings.

The updated policy ensures that NNIT acts in accordance with the requirements of the Danish Financial Statements Act section 107 d on diversity policy, the Financial Statements Act section 99 b, and the Companies Act section 139 c on target figures for the proportion of the under-represented gender in top management.

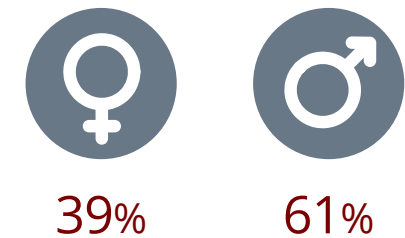
We will continue to report on our work and progress with diversity and inclusion.

## Develop Your Leadership Potential



\* Since the program was established in 2007

## Young Professionals\* in NNIT in 2021 (1,006)



\* Employees at the age of 35 or under

## Goals reached

Back in 2013, we set the following diversity goals:

- At least two shareholder-elected Danish Board members (goal reached)
- At least two shareholder-elected non-Danish Board members (goal partially reached)
- At least two female and two male shareholder-elected Board members (goal reached)

The Board will continue to strive for a diverse composition in terms of gender, age, educational background, and nationality.

## Updated Diversity & Inclusion Objectives

- Today, we have an equal gender split\* in our top management (Board of Directors). We aim to maintain that and enhance the goals to include that by 2025, both **men and women should make up at least 30%** of our top management as well as all other management levels.
- Aim for a **broad representation of characteristics** in terms of gender, age, education, and professional background among our pool of candidates for managing positions.
- **Address the influence of bias** – also unconsciously – and prejudices in our recruitment processes.
- Maintain or improve a **score of 4.6 out of 5 regarding equal treatment** experienced by all NNIT employees.

\* As defined by the Danish Business Authority  
<https://erhvervsstyrelsen.dk/vejledning-maltal-og-politikker-den-konksmaessige-sammensaetning-af-ledelsen-og-afrapportering-herom>

### Read more:

NNIT's Diversity & Inclusion Policy



**“While it is important to reflect diversity on management levels,** I believe this topic deserves attention everywhere in a company. To maintain and grow a diverse and inclusive workforce, we are dependent on an open and honest culture where

we address both strengths and challenges. This also includes talking about, and trying to minimize, unconscious bias that we are all subject to.”

**PÄRS FORS,**  
CEO

# Graduate Programs

NNIT has a long history of welcoming young talents to develop through our graduate programs. 2021 was no different, as we added more than 30 graduates to our workforce.

Part of our sustainable business conduct is about ensuring that we employ the best talents of tomorrow to drive our company to future success. In 2021, we turned up the volume on our graduate intake, and we were very pleased to experience interest from newly graduated talents wanting to start their career in NNIT.

As an NNIT Graduate, you get the opportunity to shape your career journey and explore your true passion. We offer several paths to choose from within consulting, DevOps, project management, solutions architecture and cybersecurity, just to

name some of the areas in which we employ graduates.

The NNIT Graduate Program is a mutual investment in a bright future, and some of our most successful and experienced colleagues started out as NNIT Graduates. We wish to give our graduates a great start on their careers, and we hope they will continue to develop their talent, our business, and the IT industry as we and they make a mark; bringing digital transformation to life.

People who have completed an NNIT Graduate Program\*

+250

\*since establishment of the programs in 2004

People in NNIT Graduate Programs today

40

in Czech Republic, Denmark, and Germany

100%

of NNIT Graduates who complete the program are offered a permanent position in NNIT

**“Being a Graduate in NNIT meant that I was introduced to several corners of the organization.** I landed in our Security department and continued as a Security Advisor after completing my Graduateship. Fast forward to 2021, I now work as Line Manager for Security Projects and Operations in Denmark - and I still use a lot of the input I received as an NNIT Graduate.”

DAVID SHAHMIRI, LINE MANAGER, FORMER NNIT GRADUATE



**“To me, it was a big step to finish my studies** and start a full-time job. However, NNIT has truly mastered smoothing this transition. As a graduate, you are challenged every day, but you are never really on your own. It's a steep learning curve but with a solid safety net.”

CAROLINE DUUS, DIGITAL BUSINESS CONSULTING GRADUATE

# Our People Highlights



Nationalities

+60



Number of employees at year-end

3,130



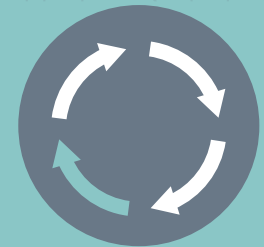
Gender distribution in NNIT

F 32% M 68%



Number of certificates held by employees

4,871

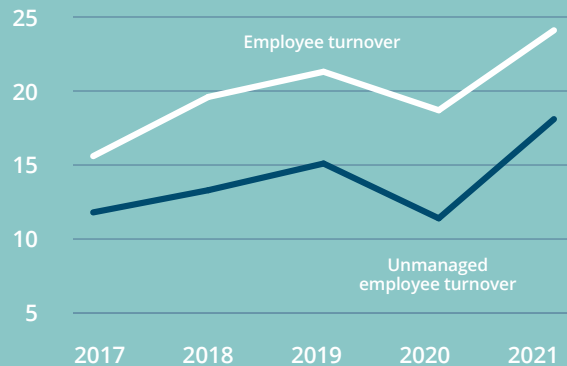


Promotions

13,2%

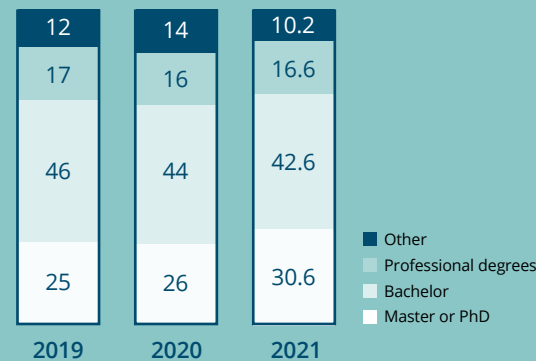
Employee turnover

%



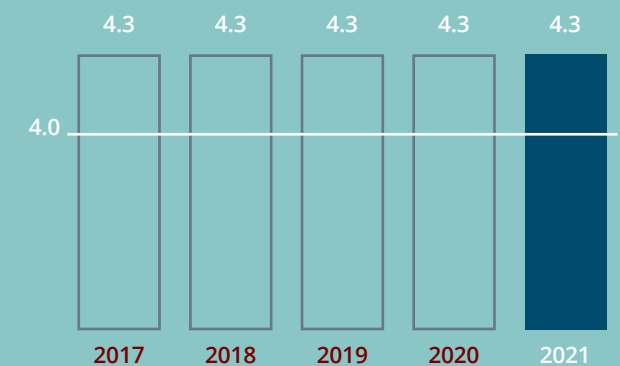
Overview of employees' education

%



Employee satisfaction score

Target: 4.0 (Scale 1-5)

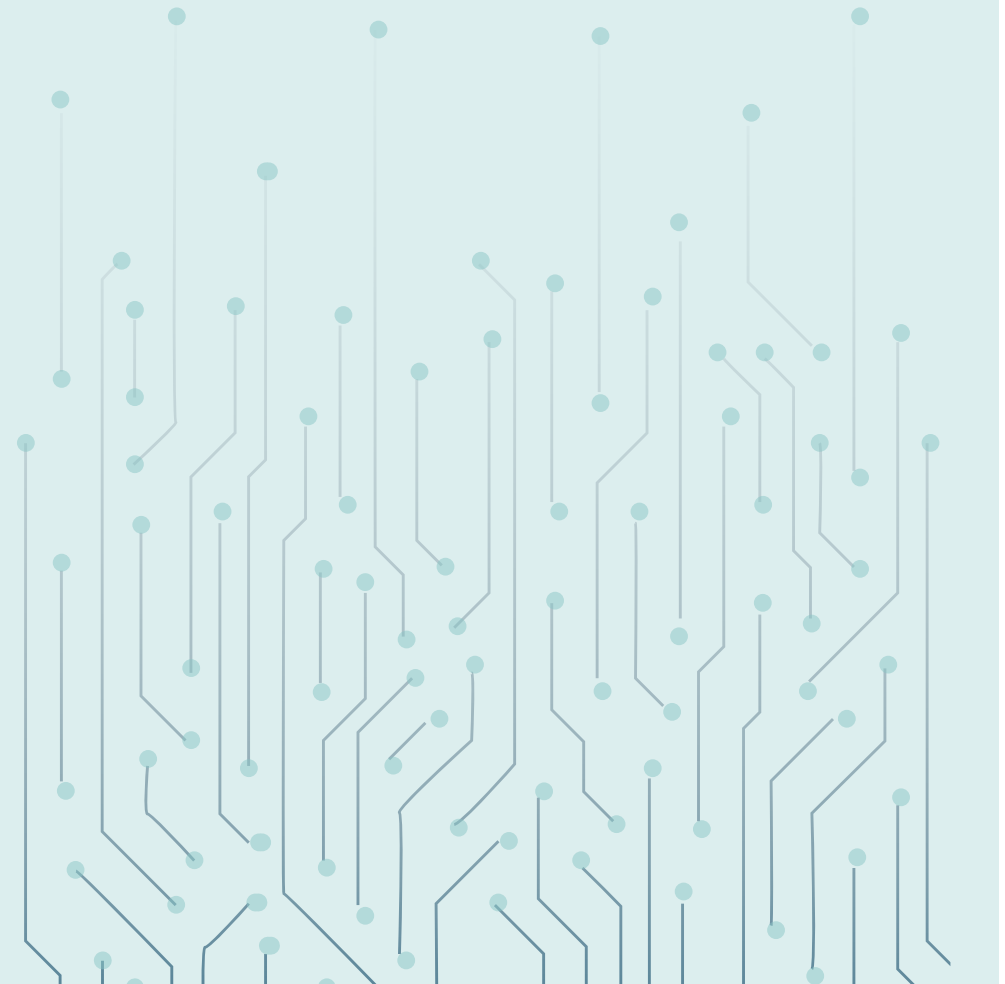


# Our Commitment to the UN Sustainable Development Goals

In 2021, we further increased our focus on contributing to the UN Sustainable Development Goals.

## **Our Corporate Responsibility Policy is closely linked to the UN Sustainable Development Goals (SDGs).**

We have identified four SDGs where we see our work adding most value, and we are committed to making a more positive mark on business and society through our activities within this framework.



The SDGs provide a framework we find suitable to integrate in our work with corporate responsibility. In 2021, we continued to contribute within this framework focusing on SDGs 4, 5, 9, and 12.

To truly integrate work with the SDGs into our business, we need to be able to experience a clear link to our business strategy.

We are committed to these four SDGs because this is where we see the best link to our competencies. We also see how this work contributes to reaching the goals for world society set by the UN, and how it gets us closer to reaching our business goals.

To us, committing to **SDG 4: Quality Education** means that we can help educate children and young people to better navigate in a digital world, while hopefully also giving ourselves a greater pool of IT talents to choose from when looking to hire new colleagues in the future.

To us, committing to **SDG 5: Gender Equality** means contributing to a more diverse environment in the IT industry and promoting diverse leadership in general, while also increasing diversity among our own company, which we believe gives us better prerequisites for success.

To us, committing to **SDG 9: Industry, Innovation and Infrastructure** means continuous development towards a more efficient IT industry and

society. This benefits the IT industry itself, but with our competencies and efforts within this framework, we are also able to support our customers' sustainability journeys by providing innovative solutions and ensuring efficiency in IT processes.

To us, committing to **SDG 12: Responsible Consumption and Production** means lowering our CO<sub>2</sub> emissions and consumption in general across our organization and advising our customers on how IT can contribute to a reduction of their consumption as well.



# 2021 SDG Milestones



## Guiding children through digital problem-solving

We are a founding partner of the Coding Class initiative in Denmark. Since its establishment in 2016, the organization has involved over 20,000 school children in projects that develop their digital skills. NNIT was part of two projects in 2021, asking more than 40 children to develop digital solutions that introduce more physical movement in the workday.

Our role is to provide insight into our company and guide them through the digital problem-solving – at the same time, we hope to increase their interest in IT and how it can enable large-scale problem-solving in our society.

“Over the years, NNIT has shown a very strong dedication to providing children with future digital skills.”

**METTE LUNDBERG**, DIRECTOR OF PUBLIC AFFAIRS IN THE DANISH IT INDUSTRY ASSOCIATION.

## Increasing IT interest among young people

Through Engineer the Future, Danish high schools could book up to five NNIT experts to come and teach young people about IT.

As part of Engineer the Future, we help spread knowledge about IT among young students, hoping to increase their interest in contributing to the digital world through their future education and work life.



## More focus on diversity and inclusion

In 2021, we merged our policies concerning diversity and inclusion and gave them a big brush-up, setting new goals for an improved gender balance on all levels of NNIT.

In our annual employee satisfaction survey, we now ask colleagues to assess whether they have experienced fair treatment and equal opportunities in relation to gender, age, ethnicity, religion, physical disability, political opinion, social origin, sexual orientation, or marital and family status.

The question scored a global **4.6 out of 5**, which we consider satisfactory, but in no way a reason to decrease focus on improving the way we work with diversity and inclusion in NNIT.

## Reversed mentorship program

As a pilot project, we ran a reversed mentorship program in one of our departments. Young female colleagues mentored experienced male managers to exchange views and offer guidance in how to navigate, lead, and encourage a more diverse and inclusive work environment.

### Learnings from our reversed mentorship pilot:

- Lighthouses are important: Promote more role models
- Unconscious bias: Continue to strive for more awareness of the biases influencing our decision-making
- Mentorships help: Enhance scope and continue in 2022 and beyond



**JESPER HØEG BØTTGER** is a Senior Business Consultant in NNIT. As part of the Book an Expert Program through Engineer the Future he shared his knowledge and experience with Danish high school students during 2021, contributing to our work with SDG 4.



**JOSEFINE THØGERSEN** mentored **ESBEN KAUFMANN** contributing to our work with SDG 5.

“I’m happy to get the opportunity to inspire young people and demystify the perception of what a tech geek works with. It’s not easy choosing your educational direction, and many young people believe they make a choice for the rest of their life. I’d like to show them that the choice is not definitive – and that the field of IT and digitization offers numerous opportunities.”

“The reversed mentorship program has created a safe space where I as a young consultant can gain insight into the organization’s current structure and processes. I can also share my thoughts on executing these everyday tasks and how I think they can be developed in the future,” says **JOSEFINE THØGERSEN**, JUNIOR CONSULTANT.

“The program has helped create a reflective forum where everyday issues can be discussed. It was an exciting twist that the younger participant sets the agenda as it helped to shed new light on the topics,” says **ESBEN KAUFMANN**, VICE PRESIDENT IN NNIT DIGITAL BUSINESS CONSULTING.





## Focusing on supporting our customers' sustainability journey

While we continuously strive to improve the way, we operate our own business, we wish to offer our customers our IT knowledge and tech skills to enable initiatives on their sustainability journey. In 2021, this has led to several fruitful dialogues with customers and partners – leading to action, as intended.

To many of our customers, becoming more sustainable is a top priority. We wish to support their journey where ever we can and highly appreciate the opportunities we get to explore how we can all make a more positive mark – e.g. together with Arla:

“We are on a journey towards more sustainable IT. As a company we can implement greener digital behaviours internally but we also need to form strong partnerships with our top 10 vendors to succeed in that journey. Our focus is always to work together to explore, learn and find new ways of working to become more sustainable. And it’s a really exciting journey to be on.”

**BRIAN ØSTERGAARD ANDERSEN**, HEAD OF INFRASTRUCTURE SERVICES, ARLA IT

## A sustainable IT industry

The IT industry continues to be a big contributor to the world society’s CO<sub>2</sub> emissions, and as a conscious-driven company we wish to take responsibility in improving the way we operate as an industry.

We therefore continued to participate actively in networks, sharing both good and bad experiences with our stakeholders.

Looking into 2022, one new initiative is a partnership with three Danish universities and other companies regarding energy certified software development and operation.

## Improving own infrastructure

In 2021, we updated our company car policy giving employees clear incentives to choose electric cars, or hybrid cars as a minimum.

We also installed chargers for e-cars at our headquarters eliminating charging issues for employees who wish to drive e-cars but didn’t have charger access.

We mapped the preferred choice of transport to and from work globally and found that the majority of our colleagues outside Denmark use either public transportation or bike to work.



## Our CO<sub>2</sub> emissions

During the past year, we made an effort of collecting data and measuring our global consumption and emissions, using the GHG protocol and reporting on Scope 1, 2, and 3. Read more about our footprint on page 23.

NNIT purchases 100% green energy for all our Danish locations, which means that our electricity comes from either wind or hydro power.

## Effective Data Centers

Besides running on electricity from renewable energy sources, our own data centers are very energy efficient, ranking well under the European average Power Usage Effectiveness level (1.6). This results in lower energy consumption.

We have signed an agreement with local stakeholders committing us to implement a solution for reusing the excess heat from our data centers.



Through IngenCO<sub>2</sub> we run a certified CO<sub>2</sub> neutral website

## Handling e-waste

As an IT company, the required quality standards of our equipment are high. Therefore, others might find use in equipment that is no longer fit for serving their purposes with us.

As part of our efforts to prolong the life cycle of scarce resources and equipment we use in our daily operations, we have contracted with third parties to resell, reuse or recycle the electronic equipment which for various reasons are no longer fit for use for us.

These contracts include our headquarter and data centers, and in 2022 we will extend these arrangements to other NNIT locations.

On a smaller scale, we started sorting our trash in more detail in our headquarter and encouraged global colleagues to increase awareness on responsible consumption.



# Environmental, Social and Governance Principles

In 2021, we enhanced our work with ESG reporting and are now audited annually by Morningstar company Sustainalytics with the objective of continuously improving the way we operate and impact our surroundings. With a **score of 13.3**, NNIT is rated as a low-risk company.



## Environment<sup>1</sup>

	Unit	2021	2020	2019
Global electricity consumption*	kWh	19,402,672	18,672,030	No data
Renewable energy share	%	96%	95%	No data
Scope 1 emissions	tCO <sub>2</sub> e	88.7	123.1	110.5
Scope 2 emissions	tCO <sub>2</sub> e	2,928.7	3,411.1	4,509.9
Scope 3 emissions	tCO <sub>2</sub> e	495.1	282.6	1,437.0

\* Main office sites in China, Czech Republic, Denmark (incl. two data centers), the Philippines, Singapore, Switzerland, and the US.

## Social data<sup>2</sup>

	Unit	2021	2020	2019
Full-time workforce (end of year)	Number	3,130	3,171	3,207
Gender diversity (male/female)	%	68%/32%	68%/32%	67%/33%
Gender diversity management (male/female)	%	67%/33%	69%/31%	73%/27%
Employee turnover rate	%	24.1%	18.7%	21.3%
Unmanaged employee turnover rate*	%	18.1%	11.4%	15.1%
Sickness absence**	%	2.3%	1.7%	2.6%
Employee satisfaction score	1 to 5	4.3	4.3	4.3

\* All employees, excl. students as they are employed on temporary contracts.

\*\* Denmark only, incl. students.

## Governance data<sup>3</sup>

	Unit	2021	2020	2019
Gender diversity, Board (male/female)*	%	67%/33%	67%/33%	67%/33%
Board meeting attendance rate	%	100%	98.8%	98.4%

\* Gender diversity on the Board in 2021 including the three employee elected members (male/female): 56%/44%

1) Our data in Scope 1-3 is collected internally in NNIT based on information from third parties, such as energy and electricity companies.

Data is processed in CEMAsys: <https://portal.cemasys.com/>

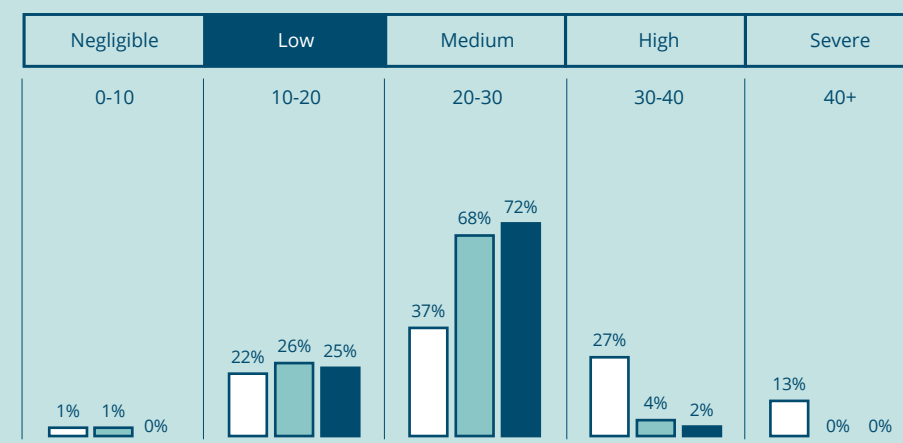
2) Data is collected internally in NNIT, pulled from HR IT systems

3) Data collected internally in NNIT from HR and Legal departments

## NNIT ESG Risk Rating

Updated January 7, 2022

# 13.3



## ESG Risk Rating Distribution

	Rank (1st = lowest risk)	Percentile (1st = lowest risk)
Global Universe	777 / 15085	6th
Industry: Software & Services	23 / 995	3rd
Sub-industry: IT Consulting	6 / 209	3rd

# EU Sustainability Taxonomy

Starting in 2021, NNIT has adopted the EU taxonomy to contribute to transparency on sustainable economic business activities.

## The European Green Deal and EU taxonomy

The EU Commission has adopted the European Green Deal to tackle the challenges related to climate change and environmental degradation in the EU and globally. As a conscience-driven and responsible company, NNIT supports the European Green Deal and we look forward to accelerating our own efforts and ambitions, while also supporting our customers and society to become more sustainable by bringing digital transformation to life.

To achieve the goals set in the European Green Deal, the EU Commission – among other things – has developed the EU taxonomy, which essentially is a catalogue of economic activities to create transparency, in order to determine whether business activities contribute to a sustainable economy or not. From January 2022, EU companies across different sectors and industries are obligated to use the EU taxonomy framework. In 2021, we began assessing which of our business activities should be listed in the taxonomy and thereby will be classified as taxonomy-eligible activities.

## NNIT's taxonomy eligible activities

NNIT's taxonomy eligible activities has been determined by identification of NACE code J63.11 and matching to activity 8.1 in the Technical Annex I as issued by the EU Commission, thereby identify-

ing data hosting in own data centers as taxonomy eligible activity for which reporting and future measurement of sustainability is relevant.

The revenue, costs, and investments related to NNIT's taxonomy eligible activities have been measured as described further below. In general, and in accordance with the EU Commission guidelines, the overall assessment of NNIT's taxonomy eligible activities is, that they represent an insignificant part of the total activities.

## Taxonomy-eligible revenue

NNIT's revenue allocated to the taxonomy is defined as revenue directly related to hosting of data in own data centers. NNIT's share of revenue for 2021 has been assessed to be **less than 5%**.

## Taxonomy-eligible OPEX

NNIT's taxonomy-eligible share of costs for 2021 is **below 5%** of total costs. This includes costs for power consumption, buildings, cooling, generators, pipes, salaries for guards and personnel directly associated with own data centers.

## Taxonomy-eligible CAPEX

NNIT's CAPEX related to taxonomy-eligible activities is **below 10%** of total CAPEX in 2021. The investments mainly comprise of cooling system and renewal of pipes in own data centers.

A photograph of two women in an office environment. The woman on the left has curly brown hair and is wearing a light-colored blazer. The woman on the right has long blonde hair and is wearing a dark blazer over a green shirt. They are both smiling and looking towards each other. In the background, there are office desks with computer monitors and a man working.

# UN Global Compact Communication on Progress Report 2021

**WE SUPPORT**



# Human Rights Principles (COP)

NNIT adheres to principles 1 and 2 in the UN Global Compact. We also support and respect the protection of internationally proclaimed human rights, and ensure that no entity of NNIT is complicit in any human rights abuses.

NNIT acknowledges and complies with the requirements of the Universal Declaration of Human Rights. We respect the human rights of all workers and treat employees with dignity and respect.

We ask all employees in NNIT to work actively to ensure continued compliance with these principles in all aspects of their work.

In all aspects, we respect and acknowledge cultural differences and disassociate NNIT from all discrimination based on race, religion, age, nationality, sexual orientation, or other personal characteristics.

NNIT requires that suppliers do not engage in any way in the violation of human rights. This is stated

in our Responsible Sourcing Standards Policy, with which we require all suppliers to comply.

As described on page 10-11, we updated our Diversity & Inclusion Policy in 2021. These changes will be implemented across all NNIT locations in 2022.

NNIT was not subject to any investigations, legal cases, or incidents involving human rights violations in 2021.

## UN GLOBAL COMPACT PRINCIPLES

### Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

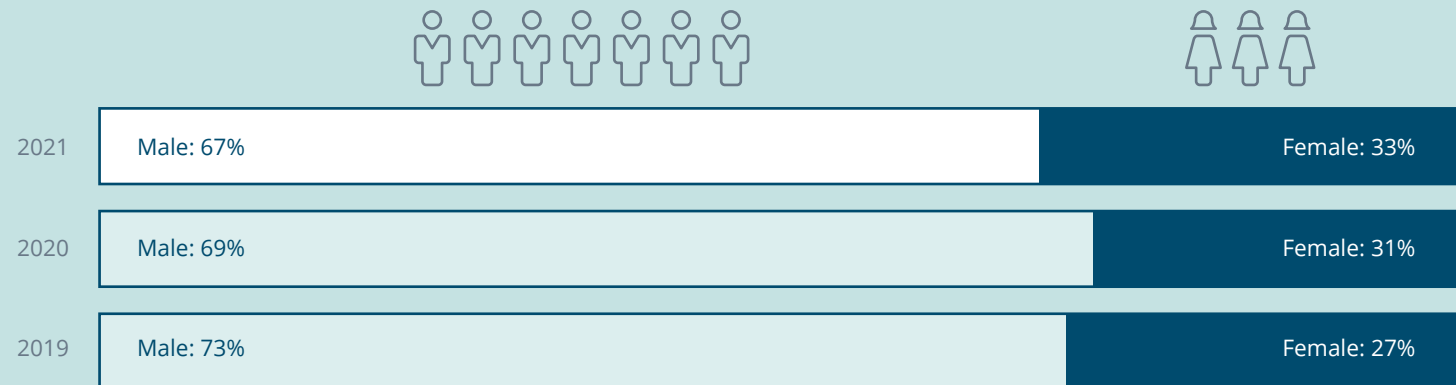
### Principle 2

make sure that they are not complicit in any human rights abuses.

### Read more:

NNIT's Responsible Sourcing Standards  
 NNIT's Diversity Policy  
 NNIT's Remote Work Guidelines

## Gender distribution in management\*



\* All levels of people management. Numbers do not include subsidiaries.

# Labor Rights Principles (COP)

NNIT adheres to principles 3, 4 and 5 in the UN Global Compact and thereby upholds the freedom of association and the right to collective bargaining and works to eliminate all forms of forced labor, as well as child labor. We also adhere to principle 6 by eliminating discrimination in respect to both employment and occupation.

NNIT employs over 3,000 people working from more than 10 office locations across the globe. We recognize the importance of complying with international law and adhering to the requirements protecting our employees. We acknowledge the requirements of the International Labor Organization's conventions and declarations, including the Rio Declaration on Environment and Development, convention no. 155, as well as the Declaration of Fundamental Principles and Rights at work.

- **Wages and benefits:** NNIT pays employees at least the minimum wage required by law or the prevailing industry standard in the country, and provides all legally mandated benefits, including medical insurance, social insurance, and pensions, in full and on time.
- **Working hours and holiday:** NNIT does not breach local regulations on working hours and, as a minimum, remunerates overtime in accordance with local laws and regulations.
- **Child labor:** NNIT does not recruit or employ child labor. The minimum age of workers is 15 years, or the minimum age set by the national laws in the country of manufacturing, whichever is higher. Young workers (i.e., those below the minimum age of 18) may only be employed for non-hazardous work.

- **Freely chosen employment:** NNIT does not use forced or involuntary labor such as bonded, indentured or involuntary prison labor.
- **Freedom of association and collective bargaining:** NNIT respects the rights of employees established in local law to join or not join worker labor organizations.
- **Non-discrimination:** NNIT does not discriminate in its hiring or employment practices on grounds of race, caste, social status, national origin, religion, age, disability, gender, marital status, pregnancy, sexual orientation, union membership or political affiliation.
- **Treatment of employees:** NNIT treats employees with respect and dignity and does not subject them to any kind of cruel, inhuman or degrading punishment, physical, verbal or sexual abuse or harassment.

## Working environment

At NNIT, we place a high priority on a sound and healthy work environment, as it is a precondition for flexibility, adaptability, and personal development. Our Working Environment Process covers all activities required to ensure a healthy work environment.

## Reported workplace accidents



Four workplace accidents were reported in 2021 (three in 2020). All accidents were categorized as minor.

In January 1999, NNIT's Working Environment Council was established and the document *NNIT AVS - Arbejdsmiljøarbejde i Danmark* was later approved. We have continued focus on our work environment to create optimal working conditions for employees and ensure that accidents do not occur. We constantly strive to always keep employees safe from the risk of accidents at work.

Following Danish legislation, NNIT carries out a mandatory workplace assessment survey (APV) every three years for all Danish locations (last survey conducted in 2020).

## UN GLOBAL COMPACT PRINCIPLES

### Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

### Principle 4

The elimination of all forms of forced and compulsory labor

### Principle 5

The effective abolition of child labor

### Principle 6

The elimination of discrimination in respect of employment and occupation

NNIT offices outside Denmark must adhere to the legislation of the country in which they are based.

NNIT was not subject to any investigations, legal cases, or incidents involving labor rights violations in 2021.

### **New Remote Work Guidelines**

We embrace a flexible way of working and allow employees to work from home to an extent found appropriate by each unit.

The highly international environment in NNIT means that hybrid meetings and virtual appearances have been a regular part of the everyday work life for a long time. As we move into a future in which hybrid meetings are increasingly common, we rethink our workspaces to increasingly embrace hybrid ways of working.

In 2021, we updated our Remote Work Guidelines with the objective of striking the right balance between physical and online presence at our offices and data centers, while meeting the needs of individual teams.



# Environmental Protection Principles (COP)

In correlation with principles 7, 8, and 9 in the UN Global Compact, NNIT supports and undertakes initiatives to promote greater environmental responsibility and encourages the development of more sustainable technologies.

NNIT is committed to the International Labor Organization's (ILO) Rio Declaration on Environment and Development, convention no. 1554. We fully accept the responsibility to prioritize and develop all initiatives to make our business and surroundings more sustainable.

We are committed to making a positive mark on society and aim to contribute to a more sustainable future.

We continuously aim to reduce our use of resources and the environmental impact of our business activities.

As an IT business, our main energy consumption derives from data centers. Today, and in the future, we purchase energy from certified green sources for all locations in Denmark, which means that 100% of NNIT's electricity consumption in Denmark comes from green sources. We continuously work to explore opportunities to optimize processes leading to less energy consumption or, as a last resort, purchase climate credits as compensation for CO<sub>2</sub> emissions.

We encourage all employees to act with environmental awareness. Wherever possible, we make use of technology solutions, including virtual meetings, to reduce the need for travel.

### More structured approach to waste handling

We acknowledge our responsibility in terms of waste management and continuously aim to lower the amount of waste we produce, while ensuring that the environment is taken into consideration when handling waste. In 2021, we updated our waste handling procedure. We continuously collaborate with third parties to reuse and/or discard e-waste in a manner that is as sustainable as possible.

### Updated Company Car Policy

Our Company Car Policy was updated in 2021 to encourage all users to choose e-cars (or hybrid cars as a minimum). NNIT employees at Danish locations have access to charger stations.

NNIT was not subject to any investigations, legal cases, or incidents involving environmental protection violations in 2021.



## UN GLOBAL COMPACT PRINCIPLES

### Principle 7

Businesses should support a precautionary approach to environmental challenges;

### Principle 8

undertake initiatives to promote greater environmental responsibility; and

### Principle 9

encourage the development and diffusion of environmentally friendly technologies.



# Our Footprint

In 2021, we began measuring and reporting on our greenhouse gas emissions on a global scale.

We analyze our emissions based on the international standard the Greenhouse Gas Protocol (GHG Protocol).

The GHG Protocol divides companies' direct, indirect, and value chain emissions into three scopes, and covers all emissions from regular business operations.

As COVID-19 impacted the way we work, e.g. by reducing travel activity significantly, we chose 2019 as our baseline year. Currently, our emissions are calculated for NNIT offices only (excl. NNIT Group companies).

## Our emissions

For 2019-21, we collected relevant data to disclose our scope 1 and 2 emissions satisfactorily. Offices with less than 20 employees are not included (this amounts to around 70 employees worldwide).

Scope 3 includes data from business travel only.

As illustrated below, our emissions dominantly stem from scope 2. This is due to our two data centers, which require a significant amount of energy. However, since 2015 we have purchased renewable energy, with a renewable energy certificate (RECs) or guarantee of origin (GoOs), for

our data centers and offices in Denmark. In effect, this guarantees that the electricity used at these locations over the course of a year comes from renewable sources.

## Compensation through climate credits

To compensate for the emissions of our electricity consumption outside Denmark, which we have not been able to convert to renewable energy sources, we purchased climate credits through the Thor Heyerdahl Climate Park, corresponding to 577 tCO<sub>2</sub>e. This covers the residual emissions of our market-based global electricity consumption in 2020, which was 453 tCO<sub>2</sub>e in 2021. Climate credits will be purchased to compensate for this in 2022.

We believe this solution is suboptimal and, while we intend to be part of the compensation program in 2022 as well, we will continue to explore possibilities of reducing our emissions directly.

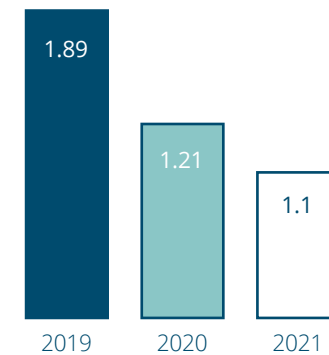
## Going forward

In 2022, we will focus on widening our reporting of activities in scope 3 and therefore we expect our numbers to increase when including data from a larger part of our supply chain.

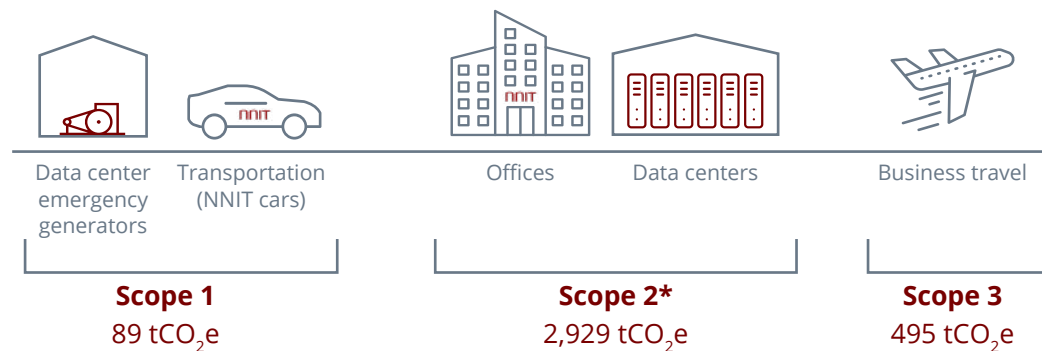
We will also initiate an ISO 14001 certification, which will enhance our environmental commitment by implementing an environmental management system. This will further improve our ability to monitor and report on our scope 1, 2, and 3 emissions.

## Location-based tCO<sub>2</sub>e emissions per FTE

(\*FTE: Full-time employee)



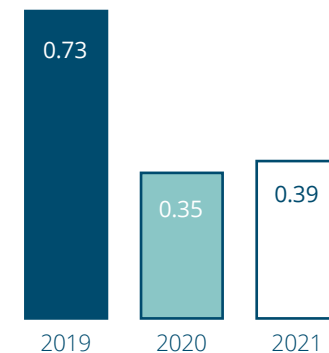
## Our emissions in the three scopes, 2021



\* Location-based, the market based emission is 1,209.8 tCO<sub>2</sub>e

## Market-based tCO<sub>2</sub>e emissions per FTE

(\*FTE: Full-time employee)



# Anti-Corruption (COP)

NNIT adheres to principle 10 in the UN Global Compact and works against corruption in all forms. We ask all employees to work actively to ensure continued compliance in all aspects of their work.

NNIT complies with the UN Convention against Corruption and all regulations on corruption and prohibited business practices applicable in all countries in which we operate. NNIT rejects all forms of bribery, facilitation payments, corruption, extortion or embezzlement.

Our Business Ethics Code of Conduct forms the basis of business throughout our entire operations. It provides guidance and outlines the responsibilities of employees and management to protect NNIT from any malpractice that may undermine the company's business integrity and impact its long-term business success.

**Business integrity:** Giving or accepting business gifts, hospitality or entertainment is not allowed. Minor gifts and moderate entertainment may be part of customary business dealings and hence considered acceptable. To avoid gifts, hospitality or entertainment having an undue influence on business decisions, a maximum value is defined by NNIT's Management Board and applies to all employees in the NNIT Group.

If and when our Business Ethics Code of Conduct or Anti-Corruption Guidelines are updated, all employees receive a notification. They are required to familiarize themselves with the content of the documents and officially sign that they have read, understand and comply with the guidelines.

NNIT expects all employees, management, the Board of Directors and any other person or entity doing business with NNIT to comply with applicable laws, regulations, and internal procedures. Our suppliers are required to comply with this, too, as stated in our Responsible Sourcing Standards Policy.

NNIT is committed to detecting and preventing illegal activities, financial fraud, business ethics misconduct, security breaches or similar. Therefore, all employees, management, and the Board of Directors of NNIT, as well as all other persons doing business with and/or advising NNIT such as suppliers, customers, business partners, lawyers or auditors, are encouraged to report concerns regarding acts or omissions that could harm NNIT.

We have standard internal communication channels in place that enable concerns to be reported directly to managers, HR/Legal or senior management. At the same time, we understand and recognize that in some situations, people may be reluctant to report concerns due to a sense of loyalty towards NNIT or colleagues or, in the worst case, fear of retaliation.

## Improved processes in 2021

NNIT has a whistleblower function covering all affiliates. The function enables employees, the management, the Board of Directors of NNIT, business partners, advisors, and people further specified in the updated Whistleblower Policy to

report incidents in a secure and confidential way. Incidents can include internal breaches of EU legislation listed in the Whistleblower Directive, severe breaches of other parts of EU law or national law, including financial fraud, bribery and forgery, or other severe matters. The whistleblower function also fulfils the Whistleblower Directive and national implementation legislation.

In 2021, we updated our Data Privacy Policy and security processes and ensured annual sign-off for all employees on this policy, as well as the Whistleblower Policy, and the Business Ethics Code of Conduct.

NNIT was not subject to any investigations, legal cases, or incidents involving anti-corruption violations in 2021.

## UN GLOBAL COMPACT PRINCIPLES

### Principle 10

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

## Read more:

[Business Ethics Code of Conduct](#)  
[NNIT's Whistleblower Policy](#)  
[Data Privacy Policy](#)  
[Responsible Sourcing Standards](#)



# Risk Related to Corporate Responsibility (COP)

In order to sustain profitable growth and continue to act responsibly, NNIT considers risk management a necessity and has adopted a structured approach to address this area. In relation to corporate responsibility, NNIT analyzes risks within the ESG framework.

In NNIT, risk management contains four elements: risk identification, risk assessment, identification and implementation of mitigating actions, and risk reporting.

We identify risks applying a combined bottom-up/top-down approach. Key risks are initially identified within each divisional area and reported to Group Management together with information on actions taken and any further action intended. Read more about our risk management in our Annual Reports.

## ESG Risk Assessment

**Environment:** NNIT considers the risk related to negative climate and environmental impact to be limited, as our impact is limited to energy consumption at data centers and offices, as well as business travel, which is primarily customer related. We do, however, aim to reduce our energy consumption from 2022 regardless of whether this action is considered a risk or not.

**Social:** The main drivers for our actions on corporate responsibility are business related. Employee recruitment and retention issues are important focus areas for us. Failing to implement and preserve responsible work processes may impair our attractiveness as an employer. This could put our business at risk, as we need highly skilled and dedicated employees in order to meet our customers' demands.

Complying with Human and Labor Rights Principles is of utmost importance to us. Risk of failure to comply is considered low, but we are continuously paying attention to improve in this area.

**Governance:** NNIT considers the risks related to anti-corruption to be limited as we operate with strict business ethics and codes of conduct, which are reviewed on an ongoing basis.

### Read more:

Find all NNIT Annual Reports on our Investor site.



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