



# Corporate Sustainability & Responsibility Report 2019

TRANSFORMATION TOGETHER



## What this report is about

This is Atea's Corporate Social Responsibility (CSR) report. The fourth in an annual series, it identifies the sustainability and responsible business-development initiatives our company undertook throughout 2019. In addition to presenting various initiatives, the report also describes the impact of Atea's operations on society and the environment. The report should give a fair and just presentation of the business. The report also shows how we look at the complete value chain in our operation, including how social, ethical and environmental risks are managed.

Our CSR report covers the entire Atea Group. All data and activities reported occurred between January 1, 2019 and December 31, 2019, unless stated otherwise. Atea reports according to GRI Standards, Level Core and the criteria as set by UN Global Compact. In addition, we have also integrated the Sustainable Development Goals (SDGs) in this report.



With support from EY's Climate Change  
and Sustainability Services team.

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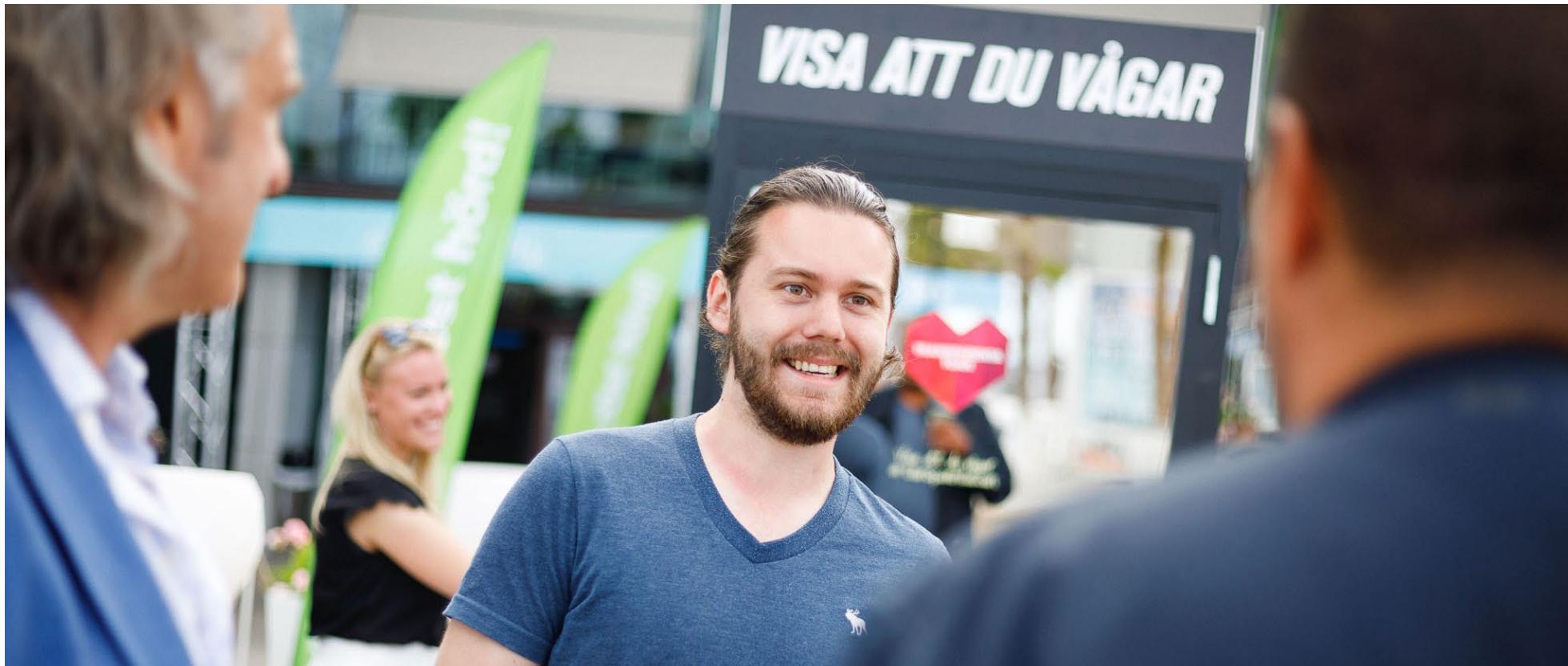
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# CONTEXT

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# Letter from the CEO

Turning ideas and commitments into action by leveraging the power of IT, that's what we do at Atea. Our vision is to be the place to be and our dream for sustainable development is no exception. In addition to it being a vital part of what it means to be a good corporate citizen, Atea embraces global-scale sustainability because it helps put society on a necessary path today for a better world tomorrow.

Humanity's story has always been one about technology. It's the tool we use the most to solve complicated problems. That's why IT today is front-and-center in how we tackle society's biggest challenges. From finding more responsible ways to manage our planet's finite resources or creating a more inclusive diverse workforce, we look to technology to help us continue to grow, while advocating for an ethical way of doing business.

In this year's Corporate Social Responsibility report, you'll read about Atea's ongoing work in achieving our vision. In 2019, Atea posted another year of major growth matched by steady, transformative change. We have a responsibility to care for one another in the societies we build together. And here at Atea, we act on that responsibility by finding creative IT solutions that help

innovate in a wide range of areas, including healthcare, education and economic development, both domestically and abroad.

This year, I am looking forward to participating in the launch of Atea's Strategic Visionary 2030 Plan on Sustainability. This is a new initiative and is the next step forward in our ten-year plan. I will be personally involved in this launch during 2020. Also of note, we are all proud that in 2019, Atea maintained its gold ranking by EcoVadis — putting us in the top 1 % of 55,000 companies.

Appropriate business conduct remains paramount at Atea. During 2019, we upgraded our Code of Conduct, which reinforced our company values and the expectations we have of our employees in how they carry out their work. I'm also pleased to note that additional subsidiaries within the Atea group have fulfilled the ISO 37001 certification of anti-bribery. All regions will have this important certification in place by end 2020.

Transformative change happens step by step in the daily choices we make. Together, we at Atea, achieve this by finding bold new ways to build the future with IT.



**Steinar  
Sønsteby**  
CEO, Atea ASA

Steinar Sønsteby joined Atea in 1997 and was managing director of Atea in Norway in 1997- 2000 and for Atea in Sweden in 2000 - 2002. After moving back to Norway Sønsteby was CEO of Atea in Norway until 2012 when he became Executive Senior Vice President of Atea ASA. In January of 2014 Sønsteby was appointed CEO of Atea ASA. Before joining Atea he was the CEO of Skravervik Data AS.

Steinar Sønsteby holds a degree in Mechanical Design from Oslo College of Engineering and a Bachelor of Science in Mechanical Engineering from University of Utah (USA). He also has a finance degree from Norwegian School of Management (BI) and for Training in Management and Human relations from Dale Carnegie Institute.

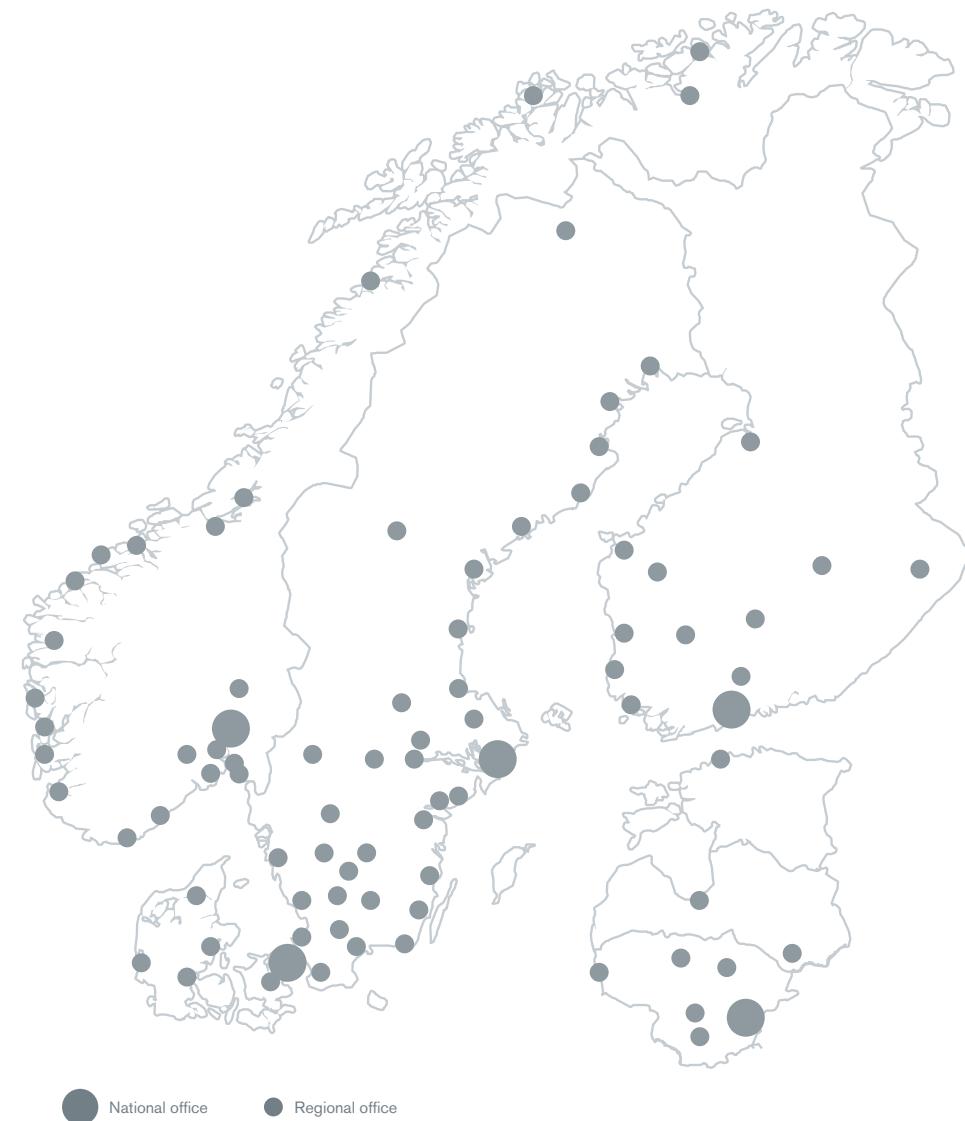
A handwritten signature in black ink, appearing to read "Steinar Sønsteby".

## About Atea

Atea is the leading supplier of IT infrastructure and system integration in the Nordic and Baltic regions. We deliver IT products from leading vendors and help our customers with specialist competencies within IT infrastructure services.

Since 2010, Atea has been a reporting member of the UN's Global Compact Initiative. As part of that work, we support and uphold the eight Core Conventions of International Labor Organization, the UN Guiding Principles on Business and Human Rights, and the guidelines of the OECD. Atea's *Code of Conduct* is aligned with the Global Compact's *Code of Conduct*. Atea is also a member of the Responsible Business Alliance.

With more than 7,500 employees located in 85 cities in seven European countries — Norway, Sweden, Finland, Denmark, Lithuania, Latvia and Estonia — Atea combines a unique breadth of competence in IT infrastructure with a powerful local presence in each market we serve. In 2019, Atea had revenue of 36.7 billion (NOK). We are listed on the Oslo Stock Exchange (ticker: ATEA) and submit all reports as required under the *Norwegian Accounting Act*.



## A message from Atea's Director of Corporate Responsibility

Here at Atea today, **we are ushering in a new decade for sustainability — one where promises are transformed into action.** From customers to citizens, and from shareholders to business partners: all want to see meaningful results in terms of corporate social responsibility happen.

Atea is well positioned to meet those challenges in this transformative decade. **Entering 2020, we maintained the EcoVadis's top 1 % ranking from among 55,000 organizations globally.** We were recently recognized as industry leader in our B2B sector according to Sustainable Brand Index and we also received the Social Impact Partner of the Year Award from Cisco. In addition to this, Atea is ranked high among new university graduates as company of interest.

These achievements happen because we consistently find ways to act on our promises in the area of sustainability. That includes our GoITLoop reuse-and-recycling service. We also actively seek solutions with IT that help transform society. That includes our work with partners in creating new innovations in the Nordic seafood

industry. Both of these success stories are among several showcases in this report.

This year, we will be announcing our visionary ten-year plan, providing Atea guidance on corporate responsibility. It will define our focus areas, KPIs and overall targets. That will be reflected in next year's report, which will feature a new structure consistent with those goals.

I'm proud of our achievements and equally optimistic about the future. Please enjoy reading this year's CSR and see for yourself how today's technology plays a powerful role in building a better future: one that's good for the planet and good for all people.



**Andreas Antonsen**

Director of Corporate Responsibility, Atea ASA,  
and Acting Head of Sustainability, Atea Denmark

Andreas joined Atea Sweden AB in 2012 as Head of Quality and Environment. He holds MSc and BSc degrees from Luleå University of Technology. In addition to his role as Atea's Director of Corporate Responsibility, he became Acting Head of Sustainability in Atea Denmark in December 2019.



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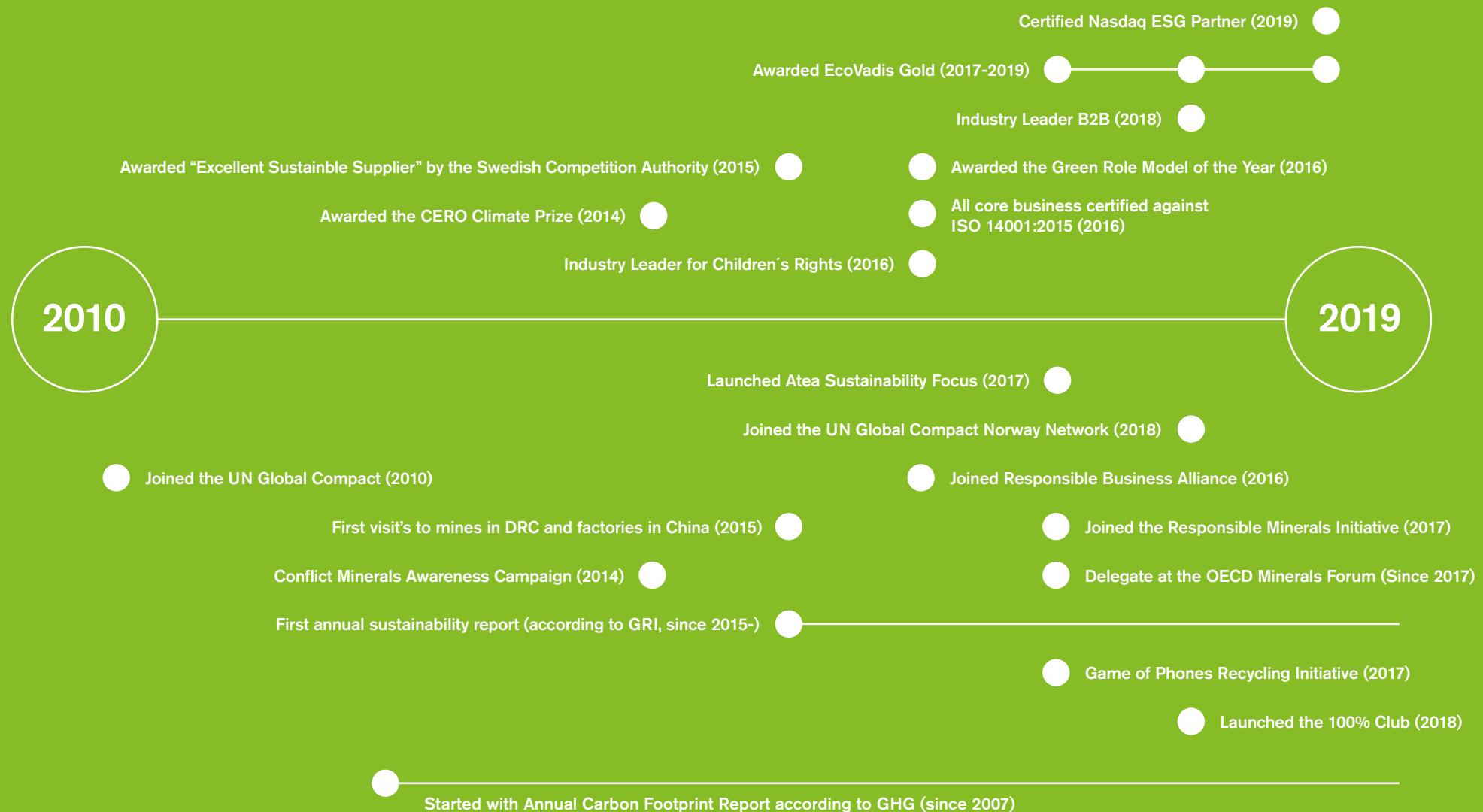
## Highlights

In brief, here are Atea's Corporate Social Responsibility achievements for 2019:

- Earned a **third-time gold rating from EcoVadis** for corporate social responsibility: maintaining Atea's top 1% ranking among all suppliers evaluated under a platform used by more than 55,000 organizations today.
- Awarded the **Social Impact Partner of the Year Award** by Cisco during the Global Partner Summit.
- Earned a **Sustainability Index Award** by the Institute for Corporate Sustainability and Responsibility and accepted the award during Responsible Business Week 2019.
- Certified as a **Nasdaq ESG Transparency Partner** during 2019.
- Granted **Prime Status by Oekom Research**, one of the world's leading rating agencies in the field of sustainable investment. This is awarded only to companies that meet specific minimum requirements in corporate ratings and achieve the best ESG scores among their peers.
- Successfully **completed the audit for ISO 37001 anti-bribery management system** in Atea's operations in Sweden and in the Baltics.
- Organized and hosted the **2019 Atea Sustainability Focus Forum** and examined how IT in the Nordic Region can help solve global sustainability issues.
- **New record for our GoITloop operation:** 450,970 units reused or recycled during 2019 — up 11% from 2018.



## Summarizing the decade



**1st**

*market leader in  
IT infrastructure in the  
Nordic and Baltics regions*

**3rd**

*largest IT infrastructure  
company in Europe*

**19%**

*share of the Nordic  
and Baltic market*

**7,585**

*full-time (or equivalent)  
employees*



**WE BUILD  
THE FUTURE  
WITH IT**

**+27,500**  
*customers (public & private)***85** **+130**  
*countries served***36.7** *NOK billion  
in revenue*



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# Dialogue with stakeholders

At Atea, we create ideal conditions for understanding growth. We do this by engaging in continuous dialogue with our stakeholders in the IT sector. By sharing experiences and setting priorities in the area of corporate social responsibility, we set the stage for an inclusive, continuous process for growth and learning.

A key part of the feedback we receive from customers and stakeholders comes to us through Atea Sustainability Focus (ASF), which was first launched in 2017. **It gives our Nordic IT buyers a platform to talk about the sustainability efforts they want to see from the IT industry.** ASF consolidates the most urgent demands of our buyers. Recommendations are put forward by a board of sustainability and digitization leaders.

## Atea Sustainability Focus (ASF) in brief

The global IT industry considers Nordic buyers to be the most progressive and ambitious in their sustainability requirements. Recognizing this, Atea Sustainability Focus (ASF) was launched in 2017 as a platform for Nordic IT buyers to vocalize the sustainability efforts they wanted from the IT industry and why. ASF consolidates buyers demands into the single most urgent priority for the IT industry to address. Recommendations are put forward by a board of sustainability and digitization leaders.

We also receive valuable feedback through customer meetings, partner dialogue, employee- and customer-satisfaction surveys, as well as at company events, job fairs, joint audits and on social media.

Collaborative solutions create lasting results. That's why we connect with our industry peers, along with the UN Global Compact Nordic Network and through our membership with the Responsible Business Alliance (RBA). We also base our work on international frameworks, such as the UN Global Compact, the UN Guiding Principles on Business and Human Rights, ISO 26000 and the UN Sustainable Development Goals.

Atea stakeholders	Ranked/prioritized sustainability issues
Customers	Child labor Forced labor Health and safety Transparency beyond first tier Circular thinking across the value chain
Employees	Child labor Anti-corruption Health and safety IT solutions that contribute to sustainable development Low-carbon travel Reuse and recycling of IT products
Suppliers	Sustainable sourcing Child labor Forced labor
Investors	Sustainable sourcing Child labor Social engagement Governance Data security Climate action
Citizens	Hazardous substances Sustainable sourcing Child labor
Media	Sustainable sourcing Forced labor Freedom of association
NGOs	Forced labor Health and safety Sustainable sourcing

# Engaging our Materiality Assessment

Setting priorities is at the heart of building a better future. Thus, Atea's Materiality Assessment helps the company set priorities for building a sustainable future. It is a systems-based method that helps organizations identify, prioritize and validate their most significant sustainability impacts, risks and opportunities.

The Materiality Assessment defines Atea's vision: providing context for reporting on progress in meeting our goals.

As a result of conducting our Materiality Assessment regularly, Atea gains ability to set targets and address risks from an environmental, social and economic perspective.

Our most recent Materiality Assessment was conducted in 2018. A new one will be completed in 2020.

As an outcome of extensive consultations with our stakeholders, Atea's Materiality Assessment is presented on the following page as a decision-making matrix in which sustainability topics are grouped into four categories:

ACTIVELY ADDRESS AND ENGAGE	ASSESS AND ENGAGE	ADDRESS AND ENGAGE WHEN APPROPRIATE	ASSESS
Topics included in Atea's strategic sustainability agenda. These are measured and followed-up on regularly.	Topics identified as important by Atea's stakeholders. We will engage and respond to these where possible.	While these are high-impact topics for Atea, we will address these on an as-required basis.	Topics that are not material to Atea today. These will be assessed since their importance might surface in the future.

## Our most recent findings

Our most recent findings (published in 2018) were based on our previous Materiality Assessment conducted in 2016, along with stakeholder feedback received from our customer survey in subsequent years.

## Feedback and outcomes

We found additional sustainability issues that were emphasized by customers, employees and investors. The topics we found to be increasingly significant were: (1) ensuring appropriate life-cycle management of IT equipment; and (2) diversity and equal opportunity for Atea employees.

With respect to the first topic, life-cycle management was flagged as the most pressing issue by our customers across Nordic countries in our online customer dialogue. Electronic waste has become a global problem and one that's growing exponentially, due to increasing demand for IT equipment. Therefore, we see an enormous opportunity for us to become industry leaders in integrating refurbishment, recycling and sustainable design into IT equipment.

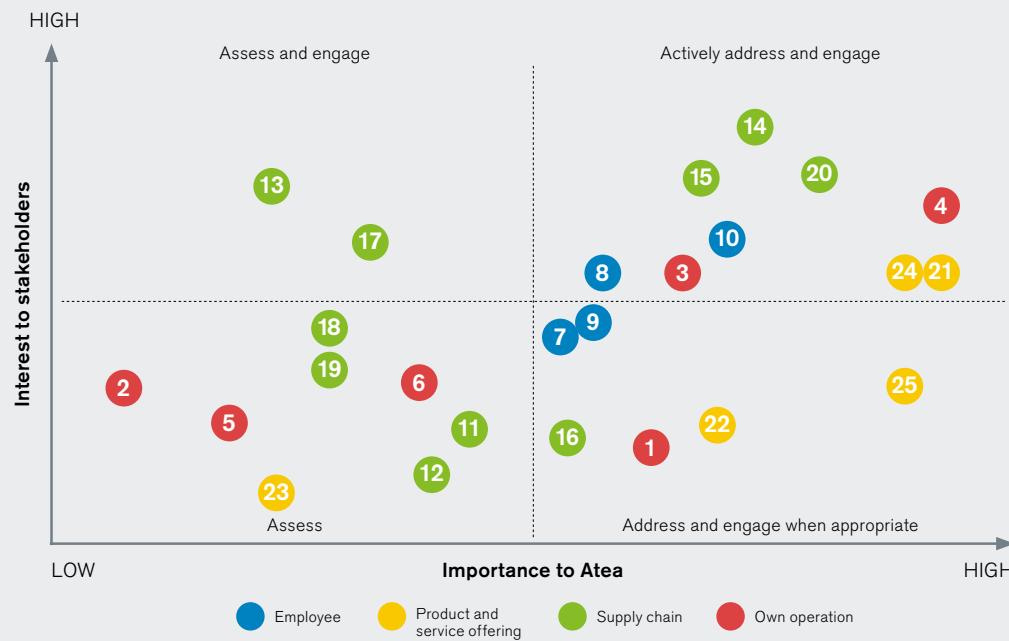
Diversity, inclusivity and gender equality are also increasingly important strategic priorities for Atea. We want to see these reflected in the societies where we operate.

## Supporting a strategic agenda

The regularly conducted materiality analysis provides insights on Atea's future strategic agenda.

Overall, the identified areas in the materiality analysis are important to the organization and are the areas where Atea have the greatest opportunity to make a difference.

Analysis in this area is also essential for conducting risk management. Risks associated with our material sustainability topics are managed within Atea's risk management plan.



#### Own operations

1. Energy use reduction within Atea's own operations
2. Minimization of transport to reduce the environmental impacts of product distribution and employee travel
3. Reduction of greenhouse gas emissions within Atea's own operations
4. Anti-corruption and anti-bribery within Atea's own operations
5. Mitigation of anti-competitive behaviour within Atea's own operations
6. Social engagement and CSR initiatives

#### Our employees

7. Employee benefits and terms of employment within Atea's own operations
8. Healthy and safe working environments for Atea employees
9. Training, education and career opportunities for Atea employees
10. Diversity and equal opportunity for Atea employees

#### Own supply chain

11. Energy use reduction in Atea's supply chain
12. Water use reduction in Atea's supply chain
13. Health and safe working environments at Atea's suppliers
14. Ensuring no child labor is used in Atea's supply chain
15. Ensuring no forced or compulsory labor is used in Atea's supply chain
16. Freedom of association and collective bargaining in Atea's supply chain
17. Minimization of hazardous substances and chemicals in products
18. Reduction of greenhouse gas emissions in Atea's supply chain
19. Reduction of water and air emissions in Atea's supply chain
20. Ensuring sustainable sourcing of tantalum, tungsten, tin and gold (so-called conflict minerals) from high risk human rights problem areas, including for example the Democratic Republic of Congo

#### Products and service offering

21. Customer privacy, ensuring data security, e.g., on Atea servers is never breached
22. Managing risks of technology disruptions
23. Product energy use during the user phase
24. Ensuring appropriate life cycle management of IT equipment
25. IT solutions that contribute to sustainable development

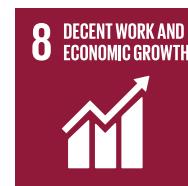
# Action based on internationally recognized goals

## How Atea's goals relate to the UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development was established by the United Nations in 2015 as a plan of action for people, planet and prosperity and is a commitment to achieve sustainable development globally.

As a part of the 2030 Agenda, seventeen Sustainable Development Goals (SDGs) to end poverty, fight inequality and injustice, and protect the planet were developed. The seventeen SDGs and the underlying 169 targets have been adopted by all UN member states. Read more at [17goals.org](http://17goals.org).

From the SDGs, six have been identified that best correspond with Atea's business. Our choice of SDGs is based on an assessment of the underlying targets for each SDG and their link to our identified material topics.



Achieve gender equality and empower women and girls.

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

Ensure sustainable consumption and production patterns.

Take urgent action to combat climate change and its impacts.

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

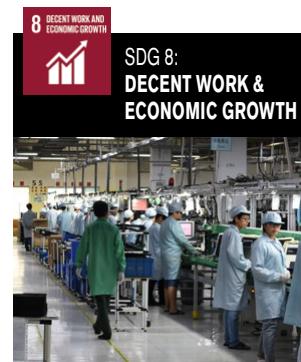


## How Atea's SDG-focused activities are organized

In the following sections of this report, we showcase how Atea's ongoing corporate sustainability and responsibility efforts in 2019 are organized by each of the UN's six Sustainable Development Goals.

Our work is grouped into the following areas: Society, People, Responsible Sourcing, Environment and Ethics.

Each of these is addressed in more detail the next section of this report, entitled "Achieving Results Together."



Ensuring a healthy, fair workplace that creates good opportunities for all.

Eradicating forced labor, protecting labor rights for all workers and providing full and productive employment for all women and men, and equal pay for work of equal value.

Taking responsibility to care for one another in the societies we build together—at home and abroad.

Ensuring responsible sourcing of IT components while strengthening efforts to control our supply chain.

Promoting a more circular economy and working with suppliers on joint strategies to reduce our CO<sub>2</sub> footprint.

Setting and enforcing appropriate rules of behavior for employees and suppliers, along with a reporting mechanism.





# ACHIEVING RESULTS TOGETHER

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# Society

9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



Thanks to technology today, a connected world is able to lift millions out of poverty. It can empower disadvantaged citizens in every part of the world with a sense of identity, giving them a newfound ability to participate fully in the global economy. It can bring hope. It changes how we interact, learn, travel and live our lives. And it closes large geographical distances so people no longer have to travel far just out of necessity.

Atea is well positioned to be a driver of change, because we can provide the necessary infrastructure to countries worldwide — and do so in a sustainable way. Much like the way we have been providing solutions throughout Nordic countries for many years.

We work with our customers and partners to help them make more sustainable choices and advocate for ways that we can use technology in an efficient, greener way.

As a digital integrator, Atea touches all fields of society and all businesses. That includes leveraging blockchains to improve Nordic fisheries, using IT to boost the quality of healthcare for seniors in Sweden, and elevate civic participation in Ghana.





### Smarter, safer sustainable Nordic fisheries

Blockchain technology can be used in unexpected ways while helping to promote ecosystem sustainability, greater food safety and deeper brand trust. That's what Atea is demonstrating through a series of five innovative projects in Norway — with an additional one coming soon to Sweden.

Developed in partnership with IBM Food Trust, Atea is helping the Nordic seafood industry to better manage their fish stocks and deliver timely product information to consumers.

The power of blockchain networks is instrumental here: leveraging its open, distributed ledger to reliably record transactions, eliminate bottlenecks and deliver consumer information. Atea Norway's Trond Henriksen (Manager of Aquaculture) explains: "Those secure transactions you get from using blockchains aren't just limited to money. You can also use it to track a process. And that's what we are doing here with the fishery."

It means that fish species caught in this region can be traced back to their point of origin, which provides a better understanding of how this changing industry affects fish aquaculture. "But it also shows us the CO<sub>2</sub> imprint that each fishery makes on the ecosystem," adds Henriksen.

The benefits don't end there. The application of blockchain technology here can also show variables in the production process, and that has important consumer applications. As a result, a QR code on a fish purchased at the grocery store can be scanned by a consumer. Instantly they gain a wealth of information on the source of that product, the health of the stock it came from, as well as details on food safety and regulatory compliance.

### Citizen identification digitalized in Ghana

Stronger societies are made possible when all citizens are accounted for and empowered to fully participate in the world economy. That's historically been a significant challenge in the Republic of Ghana, where a significant majority of its population does not possess formal government identification. That challenge fuels economic hardship. It prevents citizens from gaining access to government services, limits their participation in democratic elections, and contributes to the unequal distribution of national wealth.

Ghana's National Identification project was designed to solve this problem.

As Africa's largest digitization project, it entails implementing an identity management system that will promote equal access to physical and digital services, social inclusion and economic development.

In 2019, Atea became a subcontracting partner in this project.

As a result, more than 4,500 identification kits are being sent to this West African country so that its citizens can be issued an all-new Ghana Card. Nils Løwe Larsen, Atea Denmark's Senior Sales Manager (NGO) explains: "Each kit is like a small office. It includes a registration and card-issuing station, as well as hardware infrastructure."

The outcome of the Ghana Card will mean cost savings, thanks to the elimination of other identity-capture systems, while delivering many services in an all-in-one solution. It has the capacity to hold up to 14 applets including — but not limited to — a payment platform, driver's license, national health insurance and passport.

"This is really a socio-economic inclusion project," says Løwe Larsen. "Helping people in Ghana to become fully part of the global economy means higher standards of living, better access to services and a more sustainable future."



## Better healthcare for elderly citizens in Sweden

A responsible, caring society continually seeks to find better ways to provide quality health care to its citizens — especially elderly members of society and those in long-term care.

Through digitization, IT can serve as a powerful outreach tool, enabling vulnerable people to feel better connected and stay healthier.

As Patrick Nylander, Atea Sweden's Operations Developer explains, by leveraging technology Atea helps elderly citizens live better lives today in the Nordic region. He cites three examples where the company is engaged in innovative work in this area.

First, digital-driven assistants built into smart speakers provide daily in-house support to seniors. It helps remind them of important appointments including when to take medications. "It also has a 3D avatar built in, so that people can chat interactively with it and that has important potential in the area of elder care," says Nylander.

Second, Atea is involved in the development and delivery of "Lilly:" a digital pet for seniors. Designed as a life-like cat, Lilly serves as a much-needed companion for seniors who are afflicted with dementia. Third, Atea partners on the development of GPS-enabled security systems that can detect accidental falls and be paired with a smart speaker in a home.

"With all of these solutions, there's less travel involved. It means faster, better care because one-on-one human resources can be better focused on specific areas where that level of care is essential."

At Atea, we continually seek new IT products and services that boost society's ability to care for people and for our planet. That means finding ways to extend the lifecycle of equipment through our own recycling process. This is covered in more detail in the "Environment" and "Responsible Sourcing" sections of this report.



# People

5 GENDER EQUALITY



At Atea, we provide healthy, safe conditions in the workplace. And we give everyone an equal opportunity to succeed and thrive within our corporate culture. Every day, we aim to meet national and international labor laws in every country where we operate. We also promote greater empowerment, gender parity, inclusion and wellness in all our people.



### Promoting good health, ensuring safety

At Atea, we encourage our employees to participate in activities related to health and wellbeing. We believe that all people have the right to a healthy and safe workplace. Therefore, we ensure that working conditions within our organization meet or exceed legal requirements in every country in which we operate. We also comply with the conventions of the UN Global Compact and the International Labor Organization. Hazards are identified and monitored to prevent accidents and occupational illness. Workplace guidelines are monitored to ensure a healthy, safe environment. In addition, the company provides a range of healthy lunch choices for its employees in its largest offices. It also encourages participation in athletics through Atea-sponsored sporting events.

### Taking action on diversity and inclusion

Promoting diversity, inclusion and gender equality in the workplace: these are core values at Atea. Our employees are respected and valued for their skills and abilities — no matter their gender, nationality, religion, age or physical mobility.

A diverse workforce is one that reflects the society in which it operates. The closer we get to achieving diversity, the better we serve our clients. To that end, Atea is proudly attracting new, talented people who may not have previously considered a career in IT.

Atea also strives to prevent workplace discrimination. Our efforts are consistent with the prescriptions of the *Anti-Discrimination Act*. Atea's management promotes equality of opportunity for all employees and our company. **Atea has zero tolerance for discrimination and sexual harassments in the workplace.**

Atea believes that all people — regardless of gender identity — are equal to one another. We have a responsibility to ensure that all have an equal opportunity to work hard and have a rewarding career. This includes initiatives that encourage more women in the IT field at all levels, which is an ongoing challenge in this sector.

While the percentage of female employees within Atea is consistent with the industry, we strive to build a higher bar for measuring progress. Atea believes diversity is good for productivity and women are a growing portion of the global talent pool. We seek to recruit women at all levels and promote activities that ensure they remain and thrive with Atea.

Atea Sweden, for instance, aims to have at least one female candidate in every manager-recruitment process. Atea Norway has created "Atea Women" campaign/forum, in which the group welcomes female leaders in the industry to talk about their path to a management position and inspire Atea employees. Furthermore in Latvia, Atea organized and participated in a panel discussion

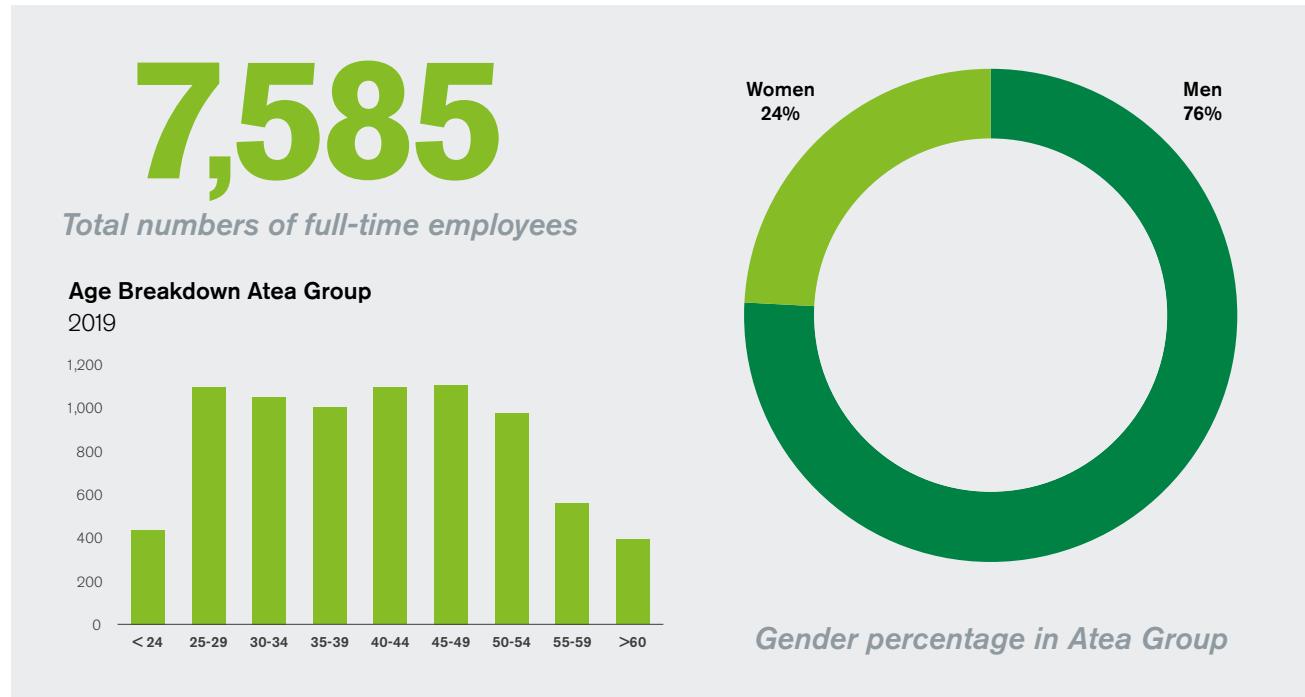
on Women in Business and IT, highlighting experiences and success stories of Atea colleagues.

Diversity creates successful businesses. We want to help more people that are born abroad find their first job within the IT industry. Through collaboration with the Swedish Public Employment Service and the adult-learning company Lexicon, Atea in Sweden created a course with the ambition to offer participants a position within IT industry upon completing the training. The pilot was successfully implemented during 2019 and 50% people got a job within Atea

Approximately 90 percent of Atea employees are covered by collective bargaining agreements and/or universally binding collective agreements.

To increase diversity in our industry, Atea supports university-focused initiatives that encourage women to choose engineering and technology-oriented education. We regularly conduct visits to secondary and post-secondary schools to attract more students — regardless of gender — to consider a career in IT. We also encourage the recruitment of people with disabilities or special needs and make necessary modifications to workplace environments to increase inclusiveness and enable all employees to work successfully at Atea.





## Charity work at home and abroad

Here are highlights of charity-based activities undertaken by Atea and its employees over the past several years:



### Atea Helping Hands (Sweden)

Atea Helping Hands in Sweden have chosen to continue the cooperation with Hand in Hand by becoming a donor. This means that we give a sum of money to support a specific activity in Kenya for two years with the aim of lifting them out of poverty. The biggest cause of poverty is the lack of work. The best support you can give is to encourage self-help: educating the women so they can start their own activities and contribute to better living conditions. In time, this increases the entire village's standard.

### Children's Digital Rights / Class of the Future (Norway)

An alliance headed by Atea Norway launched "Children's Digital Rights," designed to prevent digital class divides from arising in schools, and which the initiators believe should apply to all Norwegian pupils. The initiative was followed up with the "Class of the Future," inviting schoolchildren to contribute with their ideas for how educational challenges can be met using technology. Atea has also contributed with PC equipment, monitors and various other items free of charge for Se Meg (See Me), an organization that works for children and young people who experience challenges in their lives.

### School for children with learning disabilities (Denmark)

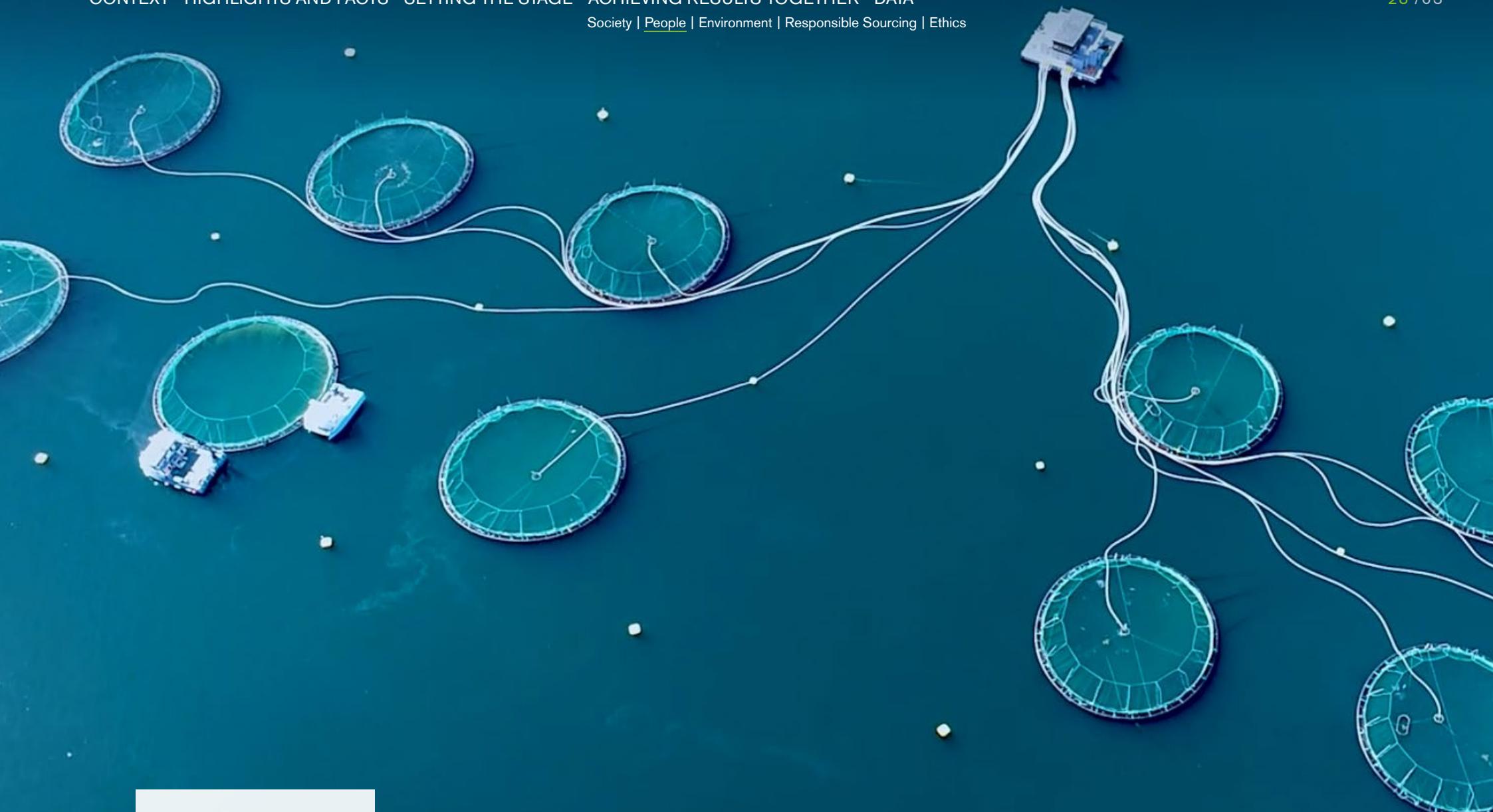
Partnering with Nordens Plads, a Denmark-based school for children with learning disabilities, Atea's IT specialists designed a digital classroom, featuring an interactive sensory and movement room. Setting a new standard for learning, the room is designed so that sound, light, smells, furniture, walls, floors and general layout create an atmosphere to stimulate and motivate students. This project was made possible thanks to donations from Atea employees. Learn more about this school and this important project at <http://svnp.dk/>.

### Red Cross (Finland)

Since 2013, Atea Finland has been cooperating with the Finnish Red Cross, collecting money for different campaigns. During 2019, this included the Chain Reaction campaign, the Hunger Day campaign and the Christmas Spirit campaign. In addition, we have made individual donations to support World Vision's reforestation initiative in Ethiopia and Tukikummit Foundation's work to prevent youth social exclusion in Finland.

### Helping orphaned children (Baltics)

In the Baltics, Atea Global Services (AGS) serves to help the local community. Since 2014, it has been organizing and conducting a summer event for orphans: 180 children and 29 teachers from seven different orphanages were invited to a day of creative workshops, treasure hunting, concerts and other activities. The event has now become a tradition that AGS plans to repeat in coming years.



Read more about this project on [page 20](#).

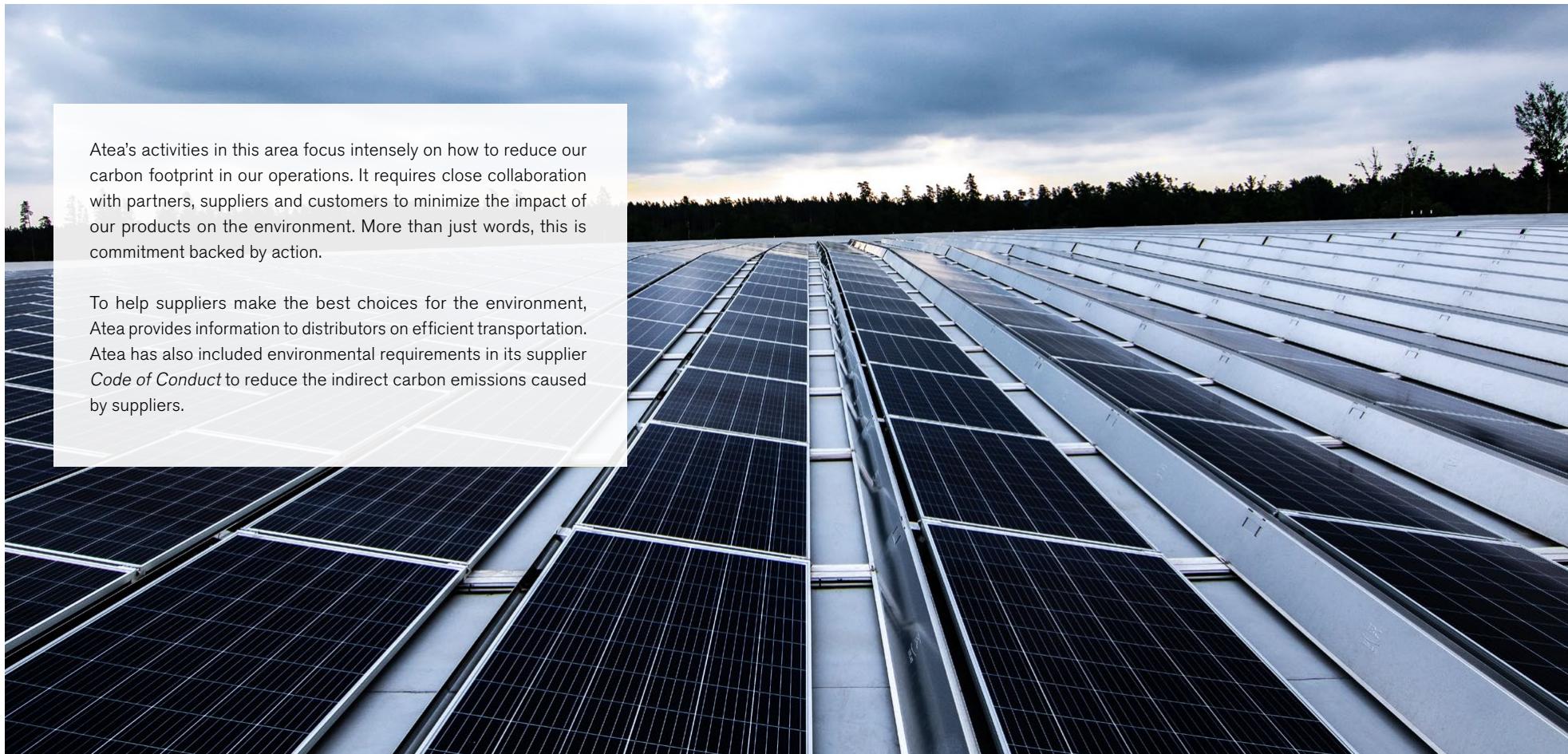
# Environment

13 CLIMATE ACTION



Atea's activities in this area focus intensely on how to reduce our carbon footprint in our operations. It requires close collaboration with partners, suppliers and customers to minimize the impact of our products on the environment. More than just words, this is commitment backed by action.

To help suppliers make the best choices for the environment, Atea provides information to distributors on efficient transportation. Atea has also included environmental requirements in its supplier *Code of Conduct* to reduce the indirect carbon emissions caused by suppliers.





## HIGHLIGHTS FOR 2019

Gold-star rating by EcoVadis and other third-party awards

For the third year in a row, Atea in 2019 was awarded a prestigious gold rating in corporate social responsibility by EcoVadis: a highly respected evaluator of supplier sustainability. This achievement did more than just maintain Atea's previous ranking in the top 5% of all suppliers: **it boosted Atea to the top 1% of 55,000 companies evaluated.** To rate and monitor supplier



sustainability, EcoVadis assesses corporate social-responsibility performance covering 150 purchasing categories in 110 countries. Its detailed evaluation criteria include: labor practices and human rights, environment, fair business practices and sustainable procurement. Previous third-party awards earned by Atea include Green Role Model 2016 (Swedish NGO), Excellent Sustainable Supplier 2015 (Swedish Competition Authority), and Climate Prize 2014 (KTH).





### Keep reducing, reusing and expanding

The best way to minimize the environmental impact of computer hardware is by extending the lifespan of components. That's why Atea created GoITloop: one of the largest reuse-and-recycle programs in the Nordic and Baltic regions today.

Conceived by Atea and originally designed for PCs, this recycling management system ensures complete or partial reuse of hardware, thus preventing a lot of materials from heading to landfill sites. Ensuring data security is a key component of this effort. That's why all data stored on hardware devices is fully and permanently erased before those devices are refurbished. Before each refurbished product enters the market again, Atea helps to ensure the extended lifecycle of the product.

The partners that are buying the refurbished products must adhere to strict conditions and standards on how they can use and resell devices under this program. These are outlined in a user agreement, which is enforced when signed.

Recycling initiatives based on the GoITloop concept are now in effect in all the countries Atea serves. **Today, four of every five client or mobile devices collected through GoITloop gain a prolonged life with a new user.**

In 2019, GoITloop handled 450,970 units. That's a substantial increase of 11% compared with 2018.



Our goal together with customers is to take responsibility for ensuring that 100% of all hardware is reused or recycled.



## Sustainability efforts recognized

In 2019, Atea earned a prestigious Sustainability Index Award by the Institute for Corporate Sustainability and Responsibility, and accepted the award during Responsible Business Week 2019.

## ISO certification, wider innovation

Atea has a corporation-wide ISO 14001 certification. This provides us with tools to manage our environmental responsibilities. Specifically, it focuses on environmental systems, as well as specific approaches: audits, corporate communications, labelling and lifecycle analysis, including the environmental challenges that arise from climate change.

Atea also gains insights from its membership in the Science Based Target Initiative. That is a joint project between CDP (formerly the Carbon Disclosure Project), the World Resources Institute, the World Wide Fund for Nature, and the United Nations Global Compact. It champions science-based target setting as a meaningful way of boosting a company's competitive advantage in the transition to a low-carbon economy.

## Prime status in sustainable investment

In 2019, Atea sustained its Prime Status with Oekom Research: one of the world's leading rating agencies in the field of sustainable investment. This is awarded only to companies that meet specific minimum requirements in corporate ratings and achieve the best ESG scores among their peers.

## Continuing to reduce CO<sub>2</sub>

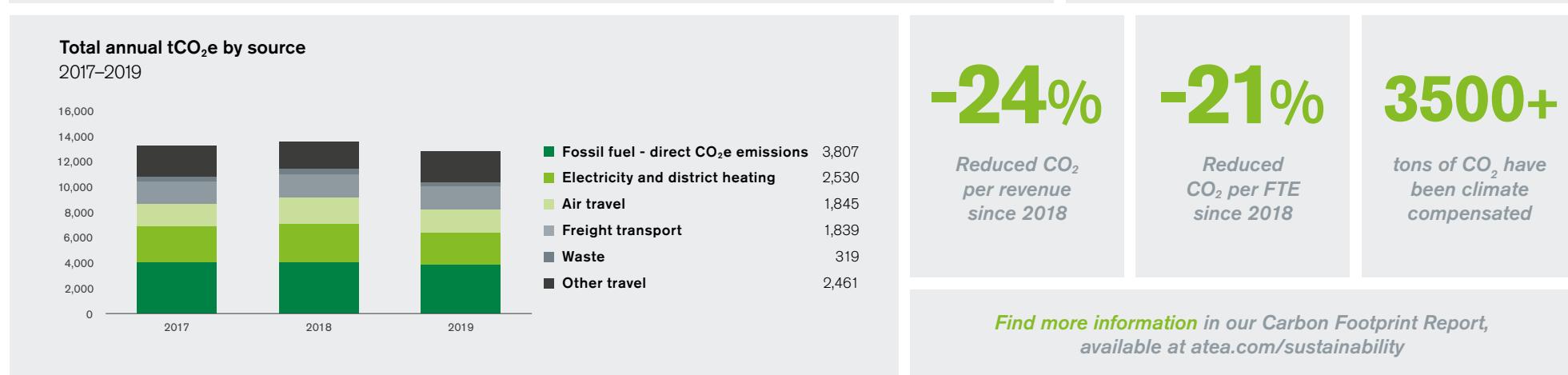
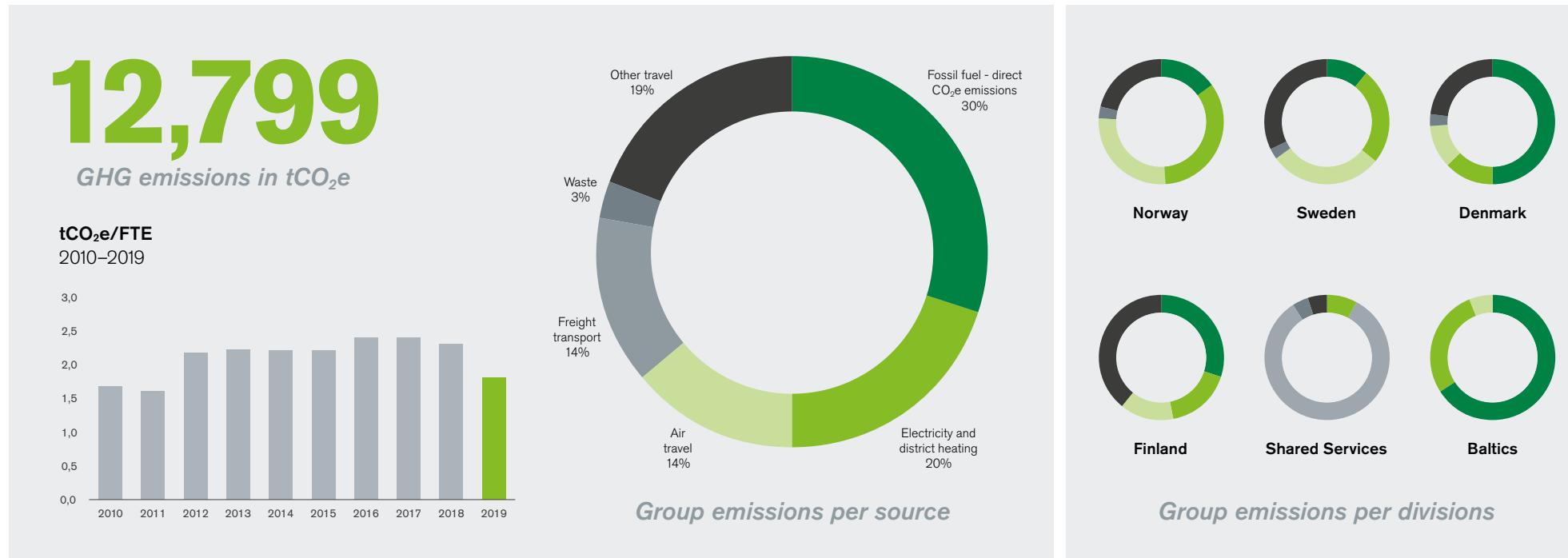
Every year, Atea focuses on carbon-footprint reduction measures in its operations. This requires close collaboration with partners, suppliers and customers to minimize the impact of our products on the environment. To assist suppliers in making the best choices for the environment, Atea provides information to distributors on efficient transportation choices. Atea has also included environmental requirements in its Supplier *Code of Conduct* to reduce the indirect carbon emissions caused by suppliers.

In 2019, Atea succeeded in reducing CO<sub>2</sub> emissions in our own operations and set long-term science-based targets to do our part in helping to lower greenhouse gas emissions.

To monitor our emissions, a carbon footprint report is produced on a yearly basis, covering all of Atea's operations. It is based on the international standard Greenhouse Gas Protocol. **The GHG emission per revenue has decreased by 24% since 2018, as well as a decrease of 21 % per full-time employee (FTE).**

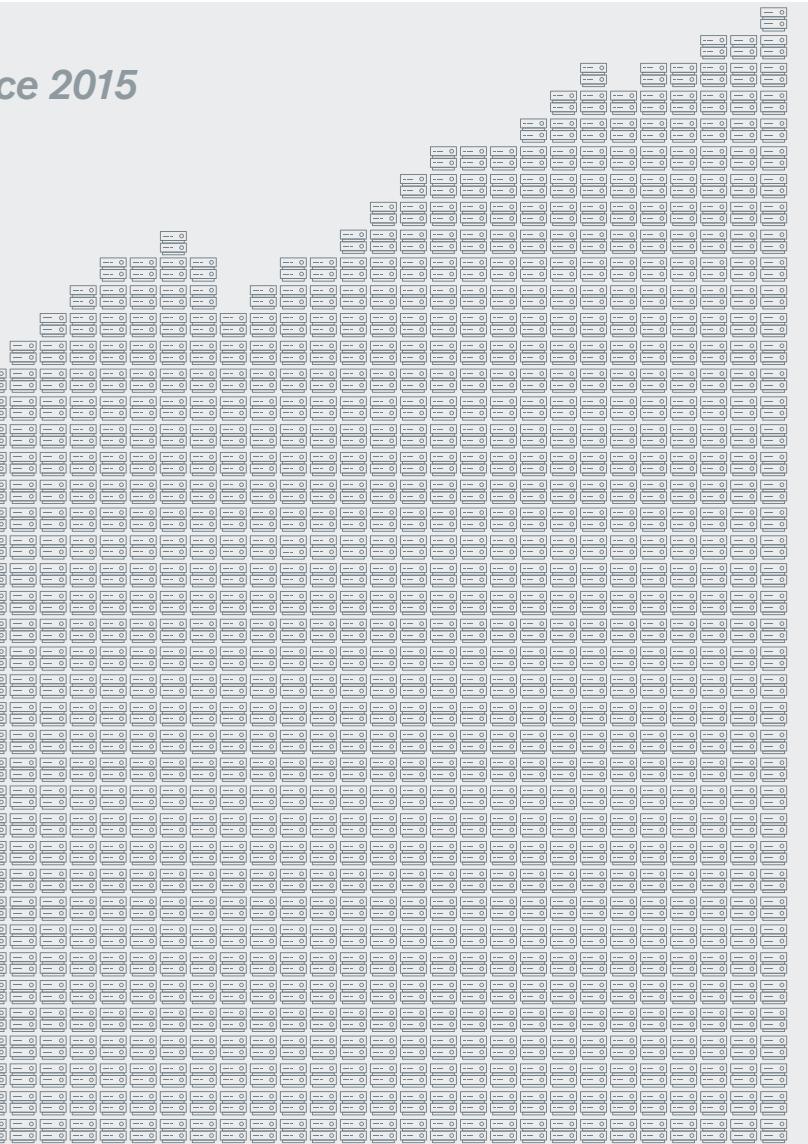
Atea's environmental engagement is embedded in our company's *Code of Conduct*. The environmental goals are set for each of the countries in which we operate and are renewed on a yearly basis. Online training on environmental issues is provided, and the company's environmental footprint is published on our intranet for all employees. Atea strives to further reduce our carbon footprint. We have previously compensated for some of Atea's largest events. In fact, Atea Norway intends to compensate for their entire business during 2019. Overall, Atea will continue to evaluate how we effectively use climate compensation as a tool to continuously reduce our CO<sub>2</sub> footprint.

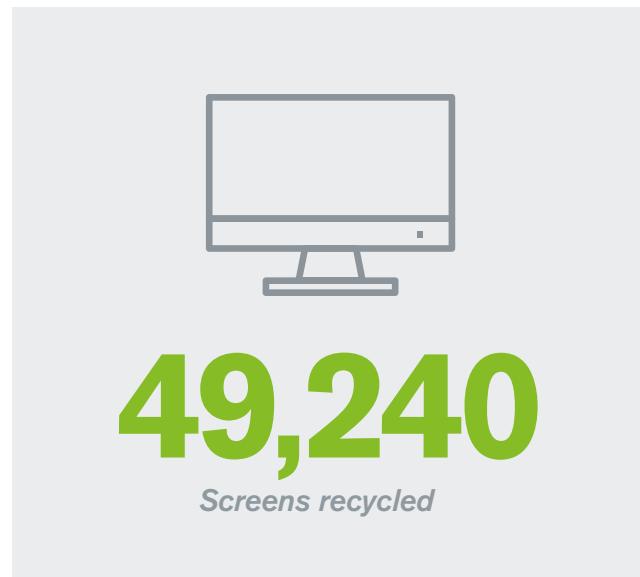
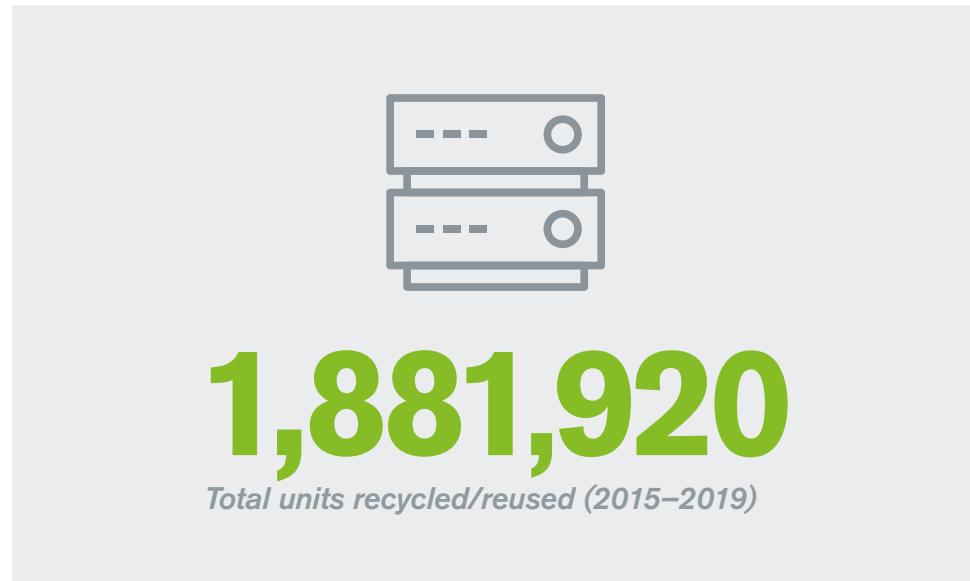
We have several new offices in 2019. In general this is "smart buildings" built for energy efficiency at our offices in Trondheim, Stavanger and Växjö (Nylanda). All of this reduce our carbon footprint.



*Amount of units processed within our recycling concept since 2015*

**1,881,920**





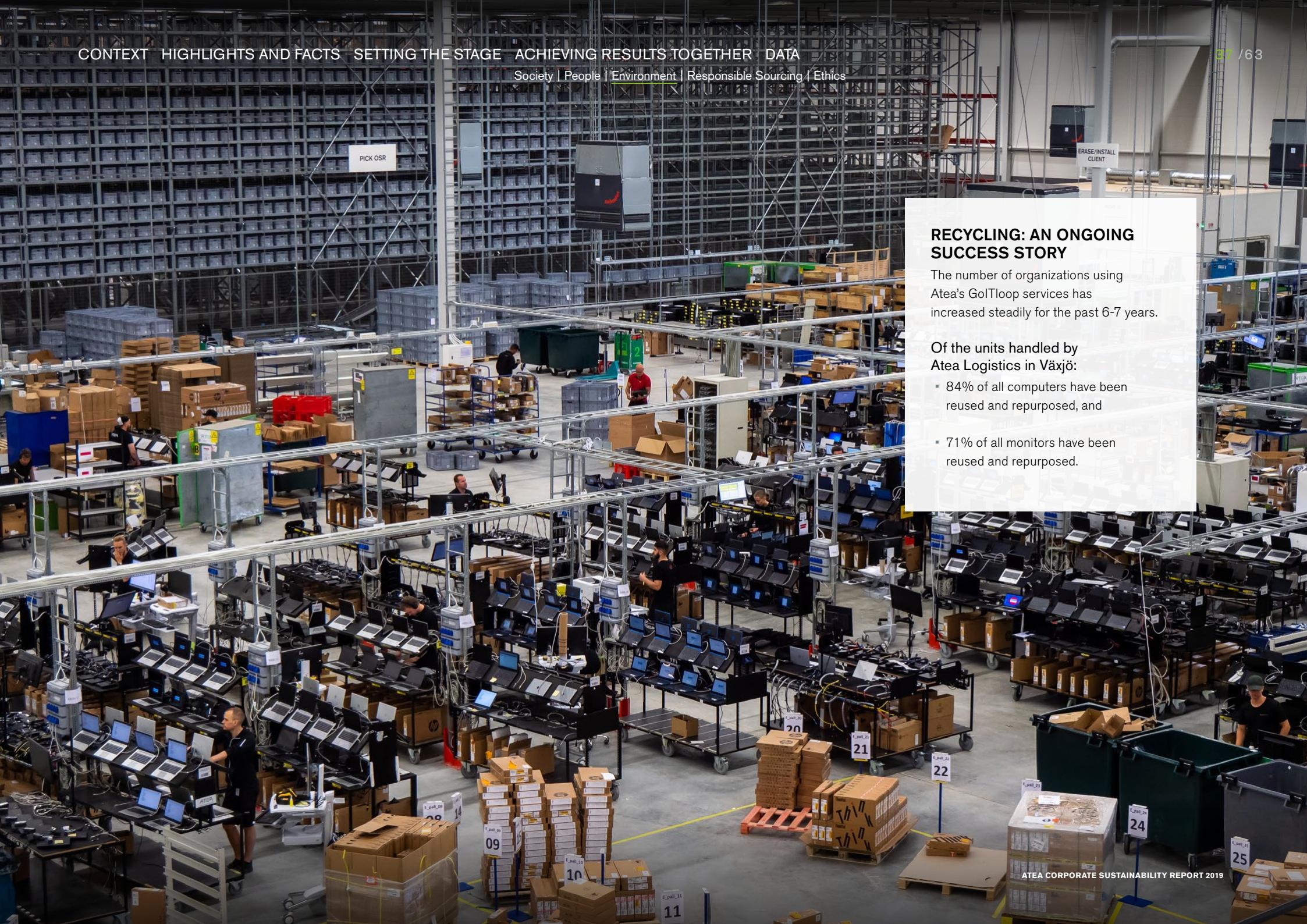


### In Nylanda (Växjö, Sweden),

a state-of-the-art recycling, logistics and configuration center of a total of 26,000 square meters is growing. The relocation of the entire logistics center was completed in Autumn 2019.

- Its 3,000 square-metre ceiling is covered by solar panels, enough to meet most of the energy needs of the business.
- Capacity is doubled from the start in terms of the number of units being retrieved. The goal is one million units in the long term.
- Together with customers, the goal is to take responsibility for ensuring that 100% of all hardware is reused or recycled.
- Both employees and visitors are able to charge their electric cars on location.

Our facility in Växjö was awarded the “Best Logistics Establishment” during 2019, with the motivation from jury stating that Atea’s establishment has a clear starting point in creating a sustainable business solution, while at the same time improving operation and service for customers.



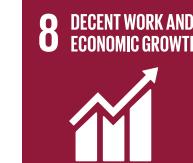
## RECYCLING: AN ONGOING SUCCESS STORY

The number of organizations using Atea's GoITloop services has increased steadily for the past 6-7 years.

Of the units handled by Atea Logistics in Växjö:

- 84% of all computers have been reused and repurposed, and
- 71% of all monitors have been reused and repurposed.

## Responsible sourcing



Governments, NGOs, investors, customers, employees and other industry stakeholders have all made clear they have increasing expectations on how companies take responsibility for their supply chains. The trend intensified during 2019, and Atea supported this shift.

Atea has a special position in the supply chain. While we are not a manufacturer and don't exercise direct influence on working conditions, we can advocate for changes in this area. That includes being a voice in favor of responsible sourcing of materials, ensuring effective use of natural resources in the production of products, and ensuring sound ethics and good governance in the behavior of all businesses in the supply chain.





Given our size, our network and our market leadership as the number-one value-added reseller in the Nordic region, we have a significant sense of responsibility for ensuring sustainability remains a prominent fixture throughout the supply chain in which we operate.

To that end, our approach to supply-chain sustainability is grounded on four pillars:

- a strong management system and assurance program;
- building relationships and partnerships;
- focusing relentlessly on improvements;
- gaining and sharing a deeper understanding of our ecosystem.

Over the past three years, we have built on our assurance program to establish an active engagement with both industry and customers to affect sustainability outcomes within the IT supply chain.

### **Atea's assurance program: the core of our management system**

In this section, we'll show you the program we have put in place to focus on continuous improvement, industry engagement and partnerships, as well as engagement with our customers. All these steps combined have a ripple effect that influences the whole IT ecosystem in which we operate. We assure our customers that all partners we choose to grow with in this market have a strong commitment to sustainability, that they have mature management systems to handle the risks, and that they are transparent about their efforts.

We measure their commitment to sustainability and their commitment to the Responsible Business Alliance (RBA) Code, which is our industry's common code of conduct. We believe in the power of common standards, while recognizing that among our partners there are sustainability leaders that go beyond compliance with the Code.

We measure the maturity of management systems through an in-depth assessment of our partners. This helps us understand where they stand in their maturity curve, and tailor our efforts towards making specific improvements. We place a significant weight on our partners' transparency, as this is a precondition to provide information to our customers.

This year we have launched an updated assurance program in line with our goal that in 2021, all prioritized suppliers are RBA members. See next page for a summary of the results of our latest assurance program.

## Key results and activities for 2019

- **93.3%** of our suppliers (expressed in terms of spend) assessed for social and environmental impacts in the supply chain.
- **100%** of new manufacturing suppliers screened using social and environmental criteria.
- **4** in-depth assessments of suppliers performed, either because of specific allegations on how they manage social impacts, or issues with transparency and management systems. Four of these were concluded in 2019.
- **0** pauses or termination in our commercial relationship following suppliers' investigations. However, an open case may still result in pausing the commercial relationship with one supplier.
- **15** action plans initiated with different suppliers to increase their performance.

## Risk assessment

During 2019, audit and consultancy firm KMPG performed an overall supply-chain risk assessment. The assessment included both hardware and software and provides Atea with valuable insights on an aggregated level and a base for developing our processes.

A renewed risk assessment is done by a third party every three years.



## Updated assurance program

Our plan for 2021 is that all prioritized suppliers should be Regular or Full members of the RBA. In 2019, we began to put this plan into effect by communicating the requirements to our suppliers. The response so far has been positive.

As Atea works according to the ISO 37001 standards on anti-corruption and the prevention of bribery, suppliers are also assessed on how well they meet these requirements.

## Factory visits

In September, sustainability specialists from Atea Sweden visited China on a trip organized by Dell Technologies. The trip included visits to three factories: packaging supplier, a Dell-owned OEM and a display manufacturer.

The visits to factories and related field studies is conducted on a regular basis and in various countries, such as China, Vietnam and DR Congo. To fully understand how our customers' sustainability criteria can influence the IT industry, we need on-the-ground understanding of both the challenges, the complexity and the cultural aspects of the supply chain beyond the first tier. Factory visits help us identify new risks, monitor progress and is an important part of our continuous effort to increase our competence.

## Helping customers make sustainable choices

Building the future with IT — done in a responsible way — includes guiding our customers toward more sustainable solutions. During 2019, we made public the list of our prioritized suppliers who meet our requirements regarding RBA membership or equivalent meaning

they have a strong commitment to sustainability, have mature management systems and are transparent about their efforts.

## Customer trends

During 2019, there was an increased focus on issues related to climate change — especially in the area of transportation. For the first time, climate change was one of the top-five issues in RBA's annual sensing study, indicating a growing awareness from the industry as well.

According to the recent customer dialogue conducted within Atea Sustainability Focus, environmental issues are by far the most prioritized within organizations and will continue to be so in the foreseeable future. However, respondents predict working conditions and, to some extent, ethics and governance will grow in importance.

The majority of respondents in the survey were IT decision makers in large organizations, both private and public. A majority prioritizes sustainability when procuring IT. Respondents from public organizations are more likely to set advanced sustainability criteria, and private buyers are more likely to include no criteria at all. However, the differences are quite small.

Based on the survey, we can assume more criteria concerning end-of-life handling and prolonged lifespan IT equipment in the years to come. Customers will also keep asking for more standardized and comparable reporting and ways to assess progress.

When the framework for transparency recently launched by the RBA will become more widely adopted established, we will hopefully see an increased standardization in sustainability criteria.



## Challenges

Our dialogue with the industry is good, but even though the industry has become more transparent, there is still room for improvement. Communication on progress is limited, and information needs to be more accessible, comparable and clear.

## Industry engagement

Atea has been an active member of the Responsible Business Alliance (RBA) since 2016. This organization is a nonprofit coalition of electronic companies, dedicated to supporting sustainable development within their global supply chains. As a member, Atea offers insights into some of the key systematic challenges facing the industry today. It also helps give Atea deeper insights into what customers want and what the industry can realistically achieve in the area of sustainable development within the supply chain.

## Atea Sustainability Focus

As a complement to the work with the supply chain, the initiative Atea Sustainability Focus (ASF) aims to accelerate the sustainability work of the industry by gathering the voice of the Nordic IT buyers and channel their biggest concerns to the RBA. Since the launch in 2017, the initiative has handed over two reports: one on transparency and one on circular economy.

In 2019, Atea saw the most tangible result of ASF so far when RBA published its "Practical Guide to Transparency in Procurement." The guide is a direct response to the overarching recommendation of the first report in 2018, to establish a reporting framework for the electronics industry. In addition, RBA's and GRI's joint initiative for responsible minerals sourcing, RMI published "The Responsible

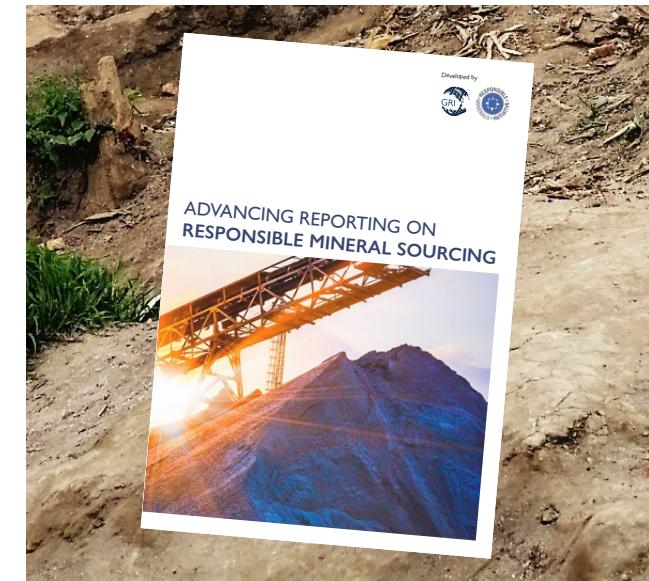
Minerals Reporting Toolkit" to support and advance reporting on sourcing minerals. According to the RBA, the first ASF report has been an important accelerator for action.

The second report was launched in March 2019, in which Nordic IT buyers pushed for a transition into a circular economy. This was reinforced by the Advisory Board, which saw the potential to simultaneously address other pressing issues, such as greenhouse gas emissions. RBA responded with the outline to a circular economy strategy and work areas.

Also in March 2019, participants gathered in Stockholm to examine transparency and circular economy. The conference featured six international keynote speakers from RBA and the leading brands, as well as roundtable discussions with buyers and the industry. During the summer, the ASF dialogue once again asked Nordic buyers to share their views on what the industry should do. The number of respondents increased 150 per cent from last year, suggesting there is growing engagement and deeper support for a more sustainable IT sector.

## Other engagements

Taking responsibility for our size and place in the ecosystem, Atea continues to engage in industry and sustainability forums. Examples include the sustainability council for the Swedish IT and Telecom Industries, UN-initiated One Planet Network in Denmark and Climate Leadership Coalition in Finland. Atea hosted seminars in the arena for political and societal discussions Almedalen in Sweden and its Norwegian equivalent Arendalsuka, and had speaking engagements at EU-financed project "Make ICT Fair."



**Atea Sustainability Focus** was established in 2017. Featuring a report that is produced annually, ASF provides the RBA and fellow members with an annual focus and a set of recommendations. The focus is agreed on by a large group of IT buyers throughout Nordic countries. The recommendations are assembled by an advisory board that collects examples of sustainability and IT excellence from across the region. The specific recommendations provide a balance between deep ambition and what's achievable. This annual approach helps the RBA to focus its resources and progress faster to close that gap.

## HIGH-IMPACT AREAS

Where sustainability aspects have an elevated impact on our supply chain

### OUR INDUSTRY'S BIG CHALLENGES

During 2019, Atea undertook a new risk analysis of our hardware and software supply chains. This is mostly based on a qualitative summary of relevant studies and reports gathered as part of our external environment monitoring. The hardware supply chain remains the biggest challenge when it comes to sustainability. The biggest risks include: working conditions (fueled by sub-standard enforcement of ILO conventions in key manufacturing countries); human rights abuses connected to key minerals; and the environmental impact of products design and manufacturing.

#### Increase positive impact

General aspect  
**Governance:** Transparency and traceability

**Conflict minerals:**  
▪ Increase the supply of sustainable minerals

**Working conditions:**  
▪ Freedom of association and collective bargaining

**Working conditions:**  
▪ Freedom of association and collective bargaining

**Product:**  
▪ Sustainable design

**Resource extraction**

**Smelters**

**Simple components**

**Complex components**

**Assembly**

**Brands**

**ATEA**

**Conflict minerals:**  
▪ Conflict financing and impact on local communities

**Environment:**  
▪ Reduced CO<sub>2</sub> emissions

**Working conditions:**  
▪ Forced labor (highest risk)  
▪ Fair working conditions for migrant workers and people with uncertain forms of employment (highest risk)

**Working conditions:**  
▪ Forced labor  
▪ Fair working conditions for migrant workers and people with uncertain forms of employment

**Environment:**  
▪ Reduced CO<sub>2</sub> emissions  
▪ Reduced water usage

**Product:**  
▪ Minimization of hazardous substances and chemicals in products

#### Minimize negative impact

## *Process overview of the Atea Sustainability Focus*

### **Stakeholder dialogue**

- Nordic IT buyers identify key sustainability aspects through an online survey and dialogues.

### **Industry analysis**

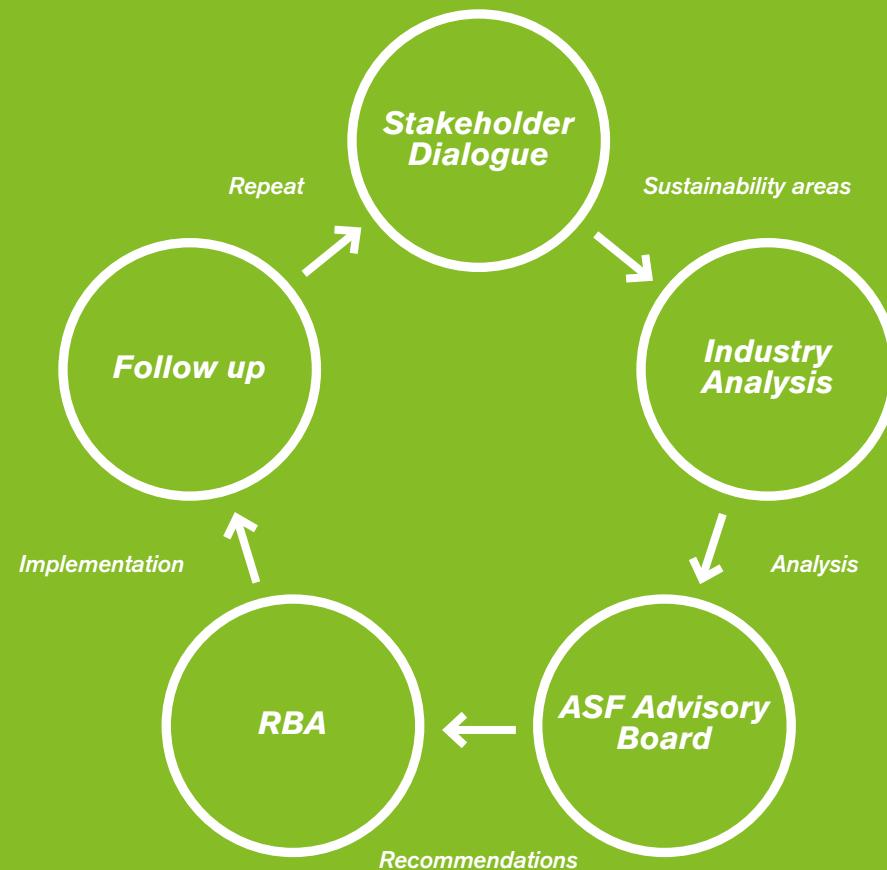
- Sustainability experts conduct an industry analysis of the top three areas selected. The analysis covers risk and opportunities, including the business potential that lies within each area, and is performed on the full value chain with the brands operations as Scope 1 in definition.

### **Recommendations**

- The ASF Advisory Board, comprising leading IT and sustainability professionals from Nordic companies, municipalities and organizations selects a focus area and formulates recommendations.

### **Handover to the industry**

- RBA and its member companies decide on specific activities to implement the recommendations from the ASF Advisory Board.



# Ethics & Governance

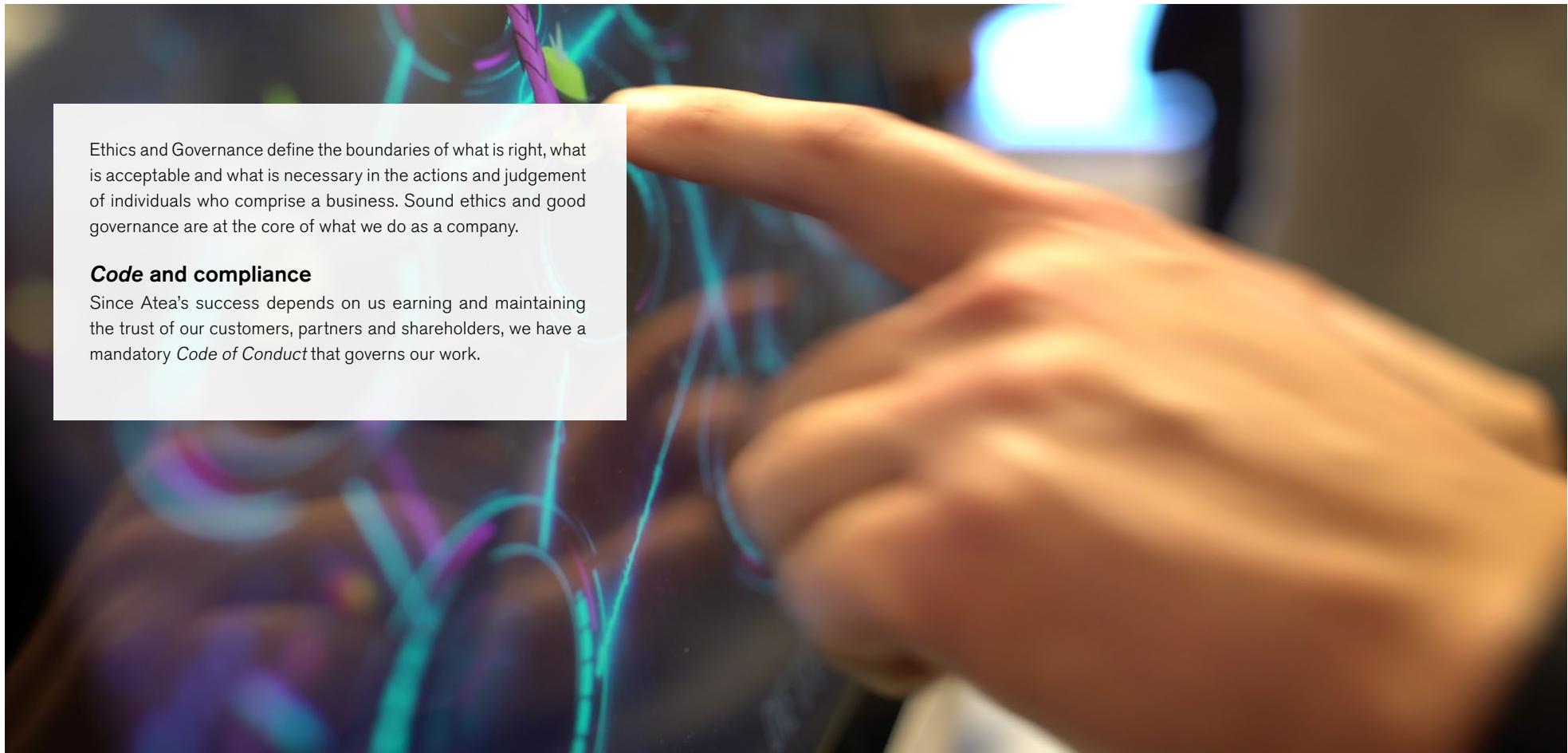
16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



Ethics and Governance define the boundaries of what is right, what is acceptable and what is necessary in the actions and judgement of individuals who comprise a business. Sound ethics and good governance are at the core of what we do as a company.

## **Code and compliance**

Since Atea's success depends on us earning and maintaining the trust of our customers, partners and shareholders, we have a mandatory *Code of Conduct* that governs our work.



## ATEA'S CODE OF CONDUCT IN BRIEF

Our *Code of Conduct* sets the overall tone for how we conduct business. It includes our commitment to uphold the UN Global Compact Principles and to implement these principles throughout our business operation. It also contains our zero tolerance for corruption and bribery. All employees are required to complete the mandatory training related to the *Code of Conduct*, including an exam. All employees must sign an agreement to comply with the *Code* in their everyday work.

## ACHIEVEMENTS IN 2019

- In the wake of having launched an updated *Code of Conduct* during 2019, all Atea employees completed their *Code* training as of mid November.
- A new section was launched on the Atea website: [atea.com/trust](http://atea.com/trust). This makes it even easier to find relevant documents and assists in navigating to the whistleblower hotline.
- As of November 1th, 100 % of our employees had taken the mandatory Code of Conduct Training.
- Atea Baltics and Sweden completed their ISO 37001 certification: each was the first to do so in their respective country.

The Atea *Code of Conduct* also features a whistleblower hotline by engaging a third-party law firm that handles all reports discretely and confidentially, giving the reporter total anonymity.

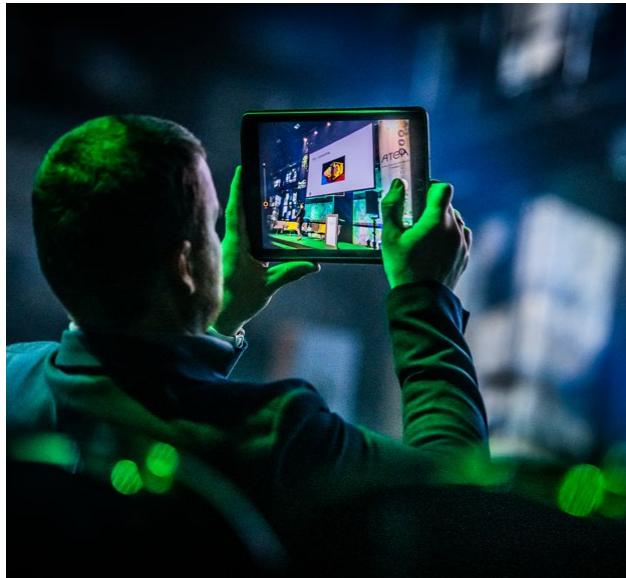
More information about this can be found in our [Code of Conduct](#), including our policy regarding non-retaliation.

Employee compliance to the *Code* is mandatory. We achieve this by having a repeatable, measurable process that is carried out by what we call our Compliance Organization.

Created in 2015, it reports directly to the Board of Directors. Group and local Compliance Officers have been appointed across the company. Reports and surveys on compliance issues are conducted on a quarterly basis, or more frequently if circumstances require. All employees, including Compliance Officers, must participate in training, demonstrate knowledge of the Code and sign a document indicating they will abide by it. Atea's Compliance Organization routinely follows-up on matters pertaining to the *Code of Conduct*. This serves to promote ethical behavior, internal control and corporate social responsibility.

**Did you know:** Atea Denmark, Sweden and the Baltics has the highest international anti-bribery certification ISO 37001:2016. This relates to and covers both the UK Bribery Act and the American FCPA.

Atea ASA Board	Overall responsible for corporate governance.  Annual review of compliance function Approves changes to <i>Code of Conduct</i> .
Atea Asa Audit Committee	Oversees group compliance function, on behalf of the Board.  Receives reports from Compliance Committee on compliance events and "whistleblower" cases.  Recommends changes to <i>Code of Conduct</i> (to Board).
Group Compliance Committee	Responsible for ongoing assessment of compliance programs and their communication / effectiveness.  Final line of guidance to employees Reviews reports from local compliance officers on compliance events, and reports to Audit Committee.  Follows up on "Whistleblower" events and reports to Audit Committee.
Local Compliance Officers	Responsible for following up to ensure that local organizations (country's business unit and service centers) are acting in compliance with the <i>Code of Conduct</i> .  Second line of guidance to employees with questions on the <i>Code</i> .  Reports ongoing compliance events and risk factors to the group (quarterly report).
Local Management	First line of guidance to employees with questions on the <i>Code of Conduct</i> and on how it applies to specific situations.



## Data privacy and online abuse

Companies need to take a principled stand on data privacy and online abuse, and reinforce that commitment with meaningful action.

A digital society is a more transparent society, but it is also one that is open to more risks in the area of data privacy and online abuse. Since the internet is borderless, it's difficult to use a single legal framework to regulate behavior and protect citizens.

Atea monitors regularly both our own infrastructure and internet activity for possible breaches. We also conduct employee-security education to improve awareness and to minimize incidents.

In 2019, Atea did not receive any complaints from outside partners or from regulatory bodies concerning breaches of customer data.

We work in compliance with the national laws of the countries in which we operate, as well as with Regulation (EU) 2016/679.

## Leadership on security

Security is another challenge and is the cornerstone of technical infrastructure in a digitized world. Today, cyber defense is protecting valued properties. Since the European General Data Protection Regulation (GDPR) has taken effect, Atea has taken a leadership position in explaining how it applies to our work and why such initiatives help protect people. By being on frontline for our customers in the digital battlefield on a daily basis, we also regularly participate in governmental advisory boards in regard to supporting national cyber security.



## Anti-bribery certification

In 2019, Atea's subsidiaries in Sweden and the Baltics were awarded the highest international anti-bribery certification: ISO 37001—among the first companies globally to receive this certification. Atea Denmark received the certification in 2017. To attain this certification, Atea completed an extensive audit conducted by third party certification bodies on its anti-bribery systems.

## Other measures

Atea is fully GDPR compliant. That means we have in place governance, processes, security shields, and control of personal information in our systems and services. Also of note in 2019, Atea successfully completed the audit for ISO 9001, ISO 20000-1 and ISO 27001 compliance, ensuring Atea is in full compliance with best practices and business standards in the IT industry. All ISOs are uploaded on [atea.com](http://atea.com).





# DATA

GRI content index	50
Management approach of disclosures	55
Communication on progress	60
Key figures group (2015-2019)	61

## GRI content index

GRI Topic-specific disclosures	Name of disclosure	SDGs	Page in this report	Atea Policies and Guidelines	Omissions/Comments
<b>Organizational profile</b>					
GRI 102-1	Name of the organization		<a href="#">1, 5</a>		
GRI 102-2	Primary brands, products and/or services		<a href="#">5</a>		
GRI 102-3	Location of organization's headquarters		<a href="#">5</a>		
GRI 102-4	Country where the organization operates		<a href="#">5</a>		
GRI 102-5	Nature of ownership and legal form		<a href="#">5</a>		
GRI 102-6	Markets served		<a href="#">5</a>		
GRI 102-7	Scale of the organization		<a href="#">5, 26</a>		
GRI 102-8	Total workforce		<a href="#">26</a>		
GRI 102-9	Organization's supply chain description		<a href="#">38</a>		
GRI 102-10	Significant changes to the organization and its supply chain				No significant changes during 2019
GRI 102-11	Precautionary Principle or approach		AR		
GRI 102-12	List external initiatives		<a href="#">4, 12</a>	<i>Code of Conduct</i>	
GRI 102-13	List membership of associations		<a href="#">12</a>		
<b>Strategy</b>					
GRI 102-14	Statement from senior decision-maker		<a href="#">4</a>		
<b>Ethics &amp; Integrity</b>					
GRI 102-16	Values, principles, standards and norms of behavior		<a href="#">46, 47</a>	<i>Code of Conduct</i>	
<b>Governance</b>					
GRI 102-18	Governance structure		AR		

GRI Topic-specific disclosures	Name of disclosure	SDGs	Page in this report	Atea Policies and Guidelines	Omissions/Comments
<b>Stakeholder engagement</b>					
GRI 102-40	List of stakeholder groups		<u>12</u>		
GRI 102-41	Collective bargain agreement		<u>25</u>		Approximately 90 per cent of our employees are covered by collective bargaining agreements and/or universally binding collective agreements
GRI 102-42	Identifying and selecting stakeholders		<u>12</u>		
GRI 102-43	Approach to stakeholder engagement		<u>12</u>		
GRI 102-44	Key topics and concerns raised		<u>12</u>		
<b>Reporting practice</b>					
GRI 102-45	Entities included in the consolidated financial statements		<u>63</u> , AR		
GRI 102-46	Defining report content and topic boundaries		<u>2</u>		
GRI 102-47	List of material topics		<u>13</u>		
GRI 102-48	Restatements of information				No restatements
GRI 102-49	Changes in reporting		<u>13</u>		We calibrated our materiality assessment based on the stakeholder survey.
GRI 102-50	Reporting period		<u>2</u>		Calendar year
GRI 102-51	Date of most recent report		<u>2</u>		15.03.2019
GRI 102-52	Reporting cycle		<u>2</u>		Annual
GRI 102-53	Contact point for questions regarding the report				Andreas Antonsen, Director of Corporate Responsibility <a href="mailto:andreas.antonsen@atea.com">andreas.antonsen@atea.com</a>
GRI 102-54	Claims of reporting in accordance of GRI standards		<u>2</u>		This report has been prepared in accordance with the GRI Standards: Core option
GRI 102-55	GRI content index		<u>50</u>		

GRI Topic-specific disclosures	Name of disclosure	SDGs	Page in this report	Atea Policies and Guidelines	Omissions/Comments
<b>Ethics &amp; Governance</b>					
GRI 205: Anti-Corruption 2016			<a href="#">46, 47</a>	<i>Code of Conduct</i>	Atea Sweden and the Baltics were awarded the ISO 37001 certificate during 2019. Atea Denmark attained this in 2017.
GRI 103: Management Approach			<a href="#">59</a>		
GRI 205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified		<a href="#">46</a>	<i>Code of Conduct</i>	
GRI 205-2	Communication and training on anti-corruption policies and procedures		<a href="#">46</a>	<i>Code of Conduct</i>	
GRI 205-3	Confirmed incidents of corruption and actions taken		<a href="#">46</a>	<i>Code of Conduct</i>	
GRI 418: Customer privacy 2016			<a href="#">47</a>		
GRI 103: Management approach			<a href="#">59</a>		
GRI 418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		<a href="#">47</a>		
<b>Environment</b>					
GRI 305: Emissions 2016					
GRI 103: Management approach			<a href="#">58</a>		
GRI 305-1	Direct greenhouse gas (GHG) emissions (scope 1)	 	<a href="#">33</a>	<i>Atea Climate Policy</i>	For more information, see our Carbon Footprint Report
GRI 305-2	Energy indirect greenhouse gas (GHG) emissions (scope 2)	 	<a href="#">33</a>	<i>Carbon Footprint Report</i>	For more information, see our Carbon Footprint Report
GRI 305-3	Other indirect greenhouse gas (GHG) emissions (scope 3)	 	<a href="#">33</a>	<i>Carbon Footprint Report</i>	For more information, see our Carbon Footprint Report
GRI 305-5	Reduction of greenhouse gas (GHG) emissions	 	<a href="#">33</a>	<i>Carbon Footprint Report</i>	For more information, see our Carbon Footprint Report

GRI Topic-specific disclosures	Name of disclosure	SDGs	Page in this report	Atea Policies and Guidelines	Omissions/Comments
<b>People</b>					
GRI 403: Occupational Health & Safety 2019			<a href="#">24, 26</a>		
GRI 103: Management approach			<a href="#">55</a>		
GRI 403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender		<a href="#">26</a>		
GRI 405: Diversity & Equal opportunity 2016			<a href="#">24, 26</a>		
GRI 103: Management Approach			<a href="#">55</a>		
GRI 405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group and other indicators of diversity		<a href="#">26</a>	Supplier Code of Conduct Diversity policy	

GRI Topic-specific disclosures	Name of disclosure	SDGs	Page in this report	Atea Policies and Guidelines	Omissions/Comments
<b>Responsible sourcing</b>					
GRI 308: Supplier environmental assessment 2016			<a href="#">39</a>		
GRI 103: Management approach			<a href="#">57</a>		
GRI 308-1	Percentage of new suppliers that were screened using environmental criteria		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	
GRI 308-2	Significant actual and potential negative environmental impacts in the supply chain and actions taken		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	
GRI 408: Child Labor 2016					
GRI 103: Management approach			<a href="#">57</a>		
GRI 408-1	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	
GRI 409: Forced or compulsory labor 2016					
GRI 103: Management approach			<a href="#">57</a>		
GRI 409-1	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	
GRI 414: Supplier social assessment 2016					
GRI 103: Management approach			<a href="#">57</a>		
GRI 414-1	Report the percentage of new suppliers that were screened using criteria for impacts on society		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	
GRI 414-2	Significant actual and potential negative impacts on society in the supply chain and actions taken		<a href="#">40</a>	<i>Supplier Code of Conduct</i>	

# Management approach of disclosures

## People

### Why are they material?

Explanation of the material topic and its boundary

#### Employees

At Atea, we are aware that our company's long-term success is dependent on recruiting skilled IT professionals, and providing our employees with a work environment in which they can develop and contribute their talents. This work environment and culture is central to Atea's vision of being "The Place to Be" where we value gender equality, skills development as well as health and safety. By investing in our employees, we can contribute to their well-being, which in turn increases the overall performance of the company.

### How are they managed?

The management approach and its components

The HR Manager in each country is responsible for the people function at Atea. The Atea's Compliance Committee and the whistle-blower function acts as the grievance mechanism for Atea's employees.

#### Diversity & Inclusivity

Atea prevents discrimination as prescribed in the *Anti-Discrimination Act* and it is our policy not to discriminate against any employee because of age, race, religion, color, sex, disability, national origin or sexual orientation. We follow the Norwegian law to have at least 40 per cent of women on the Board of the company. We also encourage more women to work in the IT industry by arranging activities to promote gender balance. We invest in integration projects by matching people that have attained asylum in the job market. The goals for 2019 regarding diversity and inclusion is to increase the amount of female employees as well as contribute to a more diverse workforce.

#### Professional Development

Atea has a strong learning culture and our employees are offered training in management and IT infrastructure topics, on a regular basis. An introduction program has been implemented in every country to quickly integrate new employees. All employees are required to successfully complete an examination on Atea's *Code of Conduct*, and sign a confirmation that they will comply with the *Code*.

#### Health & Safety

Our approach of managing the health and safety issues is to make sure that the working conditions meet or exceed the legal requirements of the countries in which we operate and the conventions of the UN Global Compact and ILO. Hazards are identified and monitored to prevent accidents and occupational illness, and guidelines for the workplace are monitored to ensure a healthy and safe environment.

#### Charity engagements

Atea recognizes that we live in a global world where everything is interconnected. Hence, the company supports several organizations and also carries out its own projects to collect donations.

### How are they monitored?

Evaluation of the management approach

#### Diversity & Inclusivity

We follow up people data relating to diversity and inclusivity regularly.

#### Professional Development

Employee surveys, and goal and development interviews with employees, are held regularly in each country.

#### Health & Safety

We follow up absence due to illness as well as risk of occupational injury on a yearly basis.

### Results 2019

#### Diversity & Inclusivity

- In 2019, we continued our several integration and inclusivity projects in all countries to increase the diversity at the Group. More information can be attained in our Corporate Sustainability report/ Sustainability report/sustainability report/Corporate Sustainability & Responsibility Report consistently.

#### Professional Development

- Activities related to the professional development of our employees that have taken place during 2019 are:
  - 100 per cent of our employees have successfully completed an examination on Atea's *Code of Conduct*, and have signed a confirmation that they will comply with the *Code*.

#### Health & Safety

- In 2019, there were no occupational injuries resulting in absence.

#### Charity engagements

Every country is responsible for their own charity projects. The goal for 2019 is to both implement an overall sustainability strategy and policy for the group as well as connect the charity engagement with our engagement with the SDGs.

#### Charity engagements

- More information can be attained in the sustainability report and/or national websites.

# Management approach of disclosures

## Society

### Why are they material?

Explanation of the material topic and its boundary

#### Digitization

At Atea, we aim to build the future with IT. By pursuing this mission, we believe that Atea can make a positive contribution to society, as information technology improves productivity and living standards across society. We have seen a rapid expansion of "Internet of Things" (IoT) solutions where technology solutions could increase public safety, enhance resource management, and sustain the environment.

However, there is still a large portion of the world's population that lives in poverty without access to technology. At Atea, we believe that the access to technology can help both people and societies to reach their potential. Atea's response is to do what we do best: create innovative digital solutions in for example the health care sector or providing schools with digital tools. Both positive environmental and social impacts is thus possible through our offer.

### How are they managed?

The management approach and its components

#### Digitization

We have regular dialogues with our strategic partners in order to gain insights of new digital trends and solutions. In addition, we conduct benchmarks and we have the recruited IT specialists within the area. The country CEO is responsible for Atea's work within digitization. In 2019, our goal is to further develop new projects and start collaborations within the digital arena.

### How are they monitored?

Evaluation of the management approach

#### Digitization

Every product and services area follow up their digital collaborations and projects.

### Results 2019

#### Digitization

- In 2019, we collaborated in several interesting digitization projects. More information can be attained in the Sustainability Report and/or national websites.

# Management approach of disclosures

## Responsible Sourcing

### Why are they material?

Explanation of the material topic and its boundary

#### Responsible Sourcing

Our suppliers operate in some of the highest risk countries in the world, we therefore work to continuously improve conditions in these locations. Our supply chain is complex and involves many steps. It is a challenge to have full control of working conditions, including excessive working hours, violations of freely-chosen employment, the existence of child labor, environmental pollution and business ethics. Nevertheless, we remain committed to being at the forefront of ethical and sustainable production.

Responsible sourcing of minerals remains one of the key challenges for the electronics and other industries—as increasing global demand, coupled with poor governance, poverty and sometimes outright conflict in the regions where minerals are extracted, exacerbate the potential for human rights abuses. Due diligence on conflict minerals is an integral part of Atea supply chain sustainability program, although we recognize the challenges involved in assessing how impacts are handled several layers into the supply chain. In line with the OECD guidelines for responsible mining from conflict affected areas, we have identified the Original Equipment manufacturers—our suppliers—as the key point in our supply chain where we should focus our traceability and due diligence activities.

### How are they managed?

The management approach and its components

#### Responsible Sourcing

Our strategy is embedded in Atea's *Code of Conduct*, which sets out that our suppliers shall deliver goods manufactured in accordance with the RBA *Code of Conduct*—the industry standard supported by more than 110 member companies and over 6,000 suppliers. We have adopted the RBA code as our Supplier *Code of Conduct*. All new suppliers and existing suppliers of commercial relevance are assessed on their compliance with and adherence to the *Code*. When joining the RBA, we also joined the Conflict Free Sourcing Initiative—which is dedicated to auditing and certifying smelters that work with conflict minerals, to strengthen our due diligence and keep abreast progress upstream in our supply chain.

### How are they monitored?

Evaluation of the management approach

#### Responsible Sourcing

We assess our partners against their commitment to uphold the RBA Code in their own operations and supply chain; against the maturity of their management system; and against the level of transparency reached in documenting their efforts. We leverage the tools and processes developed by RBA, of which Atea became a member in May 2016, to facilitate the assessment.

Where specific risks are found, suppliers are followed-up through dialogue and documentation gathering. This may involve an assessment of relevant sub-suppliers' documentation as well as site-visits and audits.

A corrective action plan is formulated depending on the severity of eventual issues found. If risk reduction measures were to be found inadequate, or if major breaches against social and ethical demands occur and are not addressed within agreed timeframes, the business relation could be terminated completely.

### Results 2019

#### Responsible Sourcing

- The Atea Group is an active member of the Responsible Business Alliance, RBA, since 2016.
- During 2019, we exceeded our target of assessing 92 per cent of spend, which also exceeds the RBA membership compliance requirements.
- The RBA merged the two initiatives—CFSI (Conflict-Free Sourcing Initiative) and RRMI (Responsible Raw Materials Initiative)—to create the Responsible Minerals Initiative (RMI). As a founding member of this initiative, Atea assisted in shaping the direction of the RMI.

# Management approach of disclosures

## Environment

### Why are they material?

Explanation of the material topic and its boundary

#### Environment

Atea recognizes the impact our operations have on the environment and we are determined to take the necessary actions to reduce our impact. This impact occurs at every stage of our product's lifecycle and not only inside our business. Therefore, Atea is increasingly cooperating with our suppliers, partners and customers on how to minimize the damage caused by our products, and also to inspire them to make responsible and climate-smart choices.

### How are they managed?

The management approach and its components

#### Environment

Our environmental engagement is embedded in Atea's *Code of Conduct*, and environmental goals are created on a geographical basis for each country on a yearly basis. All countries are ISO14001-Certified, which requires mandatory training for all Atea's employees on these matters. The environmental manager in each country has the overall responsibility for the environmental function at Atea.

Since a big part of our CO<sub>2</sub> footprint derives from logistics, we have a close dialogue with the distribution companies with which we collaborate regarding more efficient and more environmentally friendly alternatives for transport. For Atea, it is important to be a leading example for other companies. We currently compensate for the remaining emissions from our largest customer event Atea Bootcamp, which is equivalent to 144 tons of CO<sub>2</sub>.

In 2017, we joined the Science based targets initiative and will set our target in 2020.

### How are they monitored?

Evaluation of the management approach

#### Environment

We review and follow up our emissions regularly in order to be on track. In order to monitor our emissions, a carbon footprint report is produced on a yearly basis, covering all of Atea's operations. The report is based on the international standard Greenhouse Gas Protocol (GHG Protocol). Atea has also received acknowledgement for good results on the Carbon Disclosure Leaders Index (CDP): a position Atea will strive to improve further.

### Results 2019

#### Environment

- We have achieved a reduction of 27% CO<sub>2</sub> on a Group level since 2007.
- During 2019, we have carbon compensated for 150 ton CO<sub>2</sub>.

#### Recycling

In addition, there are several social and environmental risks present in the downstream value chain for electronic products. Today, far too many devices from the ICT-industry end up in heavily polluted waste dumpsites in developing countries. Atea believes that the best way for us to minimize the environmental impact of our IT equipment is by extending their lifespan through complete or partial reuse, or by ensuring further use.

#### Recycling

Our GoITloop concept promotes relocation, reuse and recycling of electronic products in a responsible manner. GoITloop is now the leading recycling concept for IT equipment in the Nordic and Baltic region, in 2019 we handled over 450 000 units. All our activities are ISO 14001-approved. Atea Logistics has the responsibility of the recycling function at Atea.

#### Recycling

Atea receives regular statistics of amount of recycled units in GoITloop, and is thus able to monitor and follow-up as well as constantly improve the process.

#### Recycling

- During 2019, Atea's concept GoITloop recycled 450,970 units.

# Management approach of disclosures

## Why are they material?

Explanation of the material topic and its boundary

### Anti-Corruption & Bribery

Atea takes an absolute zero-tolerance approach to bribery and corruption and we are committed to conducting our business in an honest and ethical manner. This message is enforced by the Board of Directors, CEO and Group Executive Management. The success of our company depends on the trust of its customers and stakeholders. This trust in turn depends on its employees acting in accordance with the company's core values, work methods and ethical guidelines. A strong code of ethical and professional conduct must be the foundation upon which Atea is built.

## How are they managed?

The management approach and its components

### Anti-Corruption & Bribery

We have updated our *Code of Conduct* and focused on anti-bribery and corruption. We have among other things sharpened our control routines regarding expenses and customer events to ensure that they are in compliance with the law and with good business practice.

Atea has an anti-bribery and corruption program. Back in 2015, it became mandatory for all employed staff to conduct the training in anti-corruption when joining Atea. The responsibility for the anti-corruption function is the Director of Corporate Responsibility of the group. We aim at ensuring ISO 37001-compliance in 2019 in other countries within the group, including key elements from U.S. Sentencing Guidelines and the UK *Bribery Act Adequate Procedures*.

## How are they monitored?

Evaluation of the management approach

### Anti-Corruption & Bribery

All employees are required to complete a training related to the *Code of Conduct* which is finalized with an exam. Furthermore, all employees must sign an agreement to comply with the *Code* in their every day work.

The compliance organization was established during 2015, which reports directly to the Board of Directors. Both Group and Local Compliance Officers have been appointed across the company. These in turn report directly to the Board's compliance committee, and into the Board itself. Reports and surveys on compliance issues are conducted throughout the organization quarterly, or more frequently if circumstances requires. The compliance organization routinely follows-up on matters pertaining to the *Code of Conduct*, and its effectiveness in promoting ethical behavior, internal control, and corporate social responsibility. In addition, internal as well as external audits are carried out in each country.

## Results 2019

### Anti-Corruption & Bribery

- ISO 37001 certification (anti-bribery) for Atea Denmark, Atea Sweden, Baltics and ongoing certification processes for the other subsidiaries within the Atea Group.
- 100 per cent of our employees have successfully completed an examination on Atea's *Code of Conduct*, and have signed a confirmation that they will comply with the *Code*.

### Data privacy

At Atea, we also value the privacy of our customers and our privacy specialists are devoted to maintaining our internal procedures and processes to protect the privacy of the people who use our products. As a responsible IT company, we are aware that we have a direct impact on our customer's privacy and we have therefore developed a robust program that will be further improved in 2020.

### Data privacy

We work in compliance with national laws of the countries in which we operate, as well as with the EU Directive 95/46/EC. We have also adapted our operations in accordance to the new EU General Data Protection Regulation, which came into effect during the spring of 2019. The responsibility for the data security program is the chief information security officer at the Atea Group.

### Data privacy

Atea monitors both our own infrastructure and the internet regularly for possible breaches and works organized with employee security education to improve awareness and to minimize incidents.

### Data privacy

- There has been zero identified leaks of customer data or privacy data during 2019.
- During 2017, Atea launched a pilot training program in data security in Sweden and Norway and Atea is looking into the opportunity to implement this training in all countries during 2020.
- Atea was GDPR ready as of April 2018.

## Communication on progress

This 2019 Corporate Sustainability & Responsibility Report, signed by our CEO — together with the information about sustainability found on Atea's webpages — serves as our **Communication on Progress**. Our self-assessment work to that end has been submitted on the UN Global Compact website.

Area	Principle	In this report	Atea Policies & Guidelines
<b>Human Rights</b>	1. Businesses should support and respect the protection of internationally proclaimed human rights.  2. Businesses should make sure that they are not complicit in human rights abuses.	<a href="#">Page 12, 13</a>  <a href="#">Page 39-41</a>	▪ <i>Code of Conduct</i> ▪ <i>Supplier Code of Conduct</i>
<b>Labor Rights</b>	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<a href="#">Page 25</a>	▪ <i>Code of Conduct</i> ▪ <i>Supplier Code of Conduct</i>
	4. Businesses should uphold the elimination of all forms of forced and compulsory labor.	<a href="#">Page 39-41</a>	
	5. Businesses should uphold the effective abolition of child labor.	<a href="#">Page 39-41</a>	
	6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.	<a href="#">Page 24-25</a>	
<b>Environment</b>	7. Businesses should support a precautionary approach to environmental challenges.	<a href="#">Page 29-33</a>	▪ <i>Code of Conduct</i> ▪ Environmental policies
	8. Businesses should undertake initiatives to promote greater environmental responsibility.	<a href="#">Page 29-33</a>	
	9. Businesses should encourage the development and diffusion of environmentally friendly technologies.	<a href="#">Page 29-33</a>	
<b>Anti-corruption</b>	10. Businesses should work against corruption in all forms, including extortion and bribery.	<a href="#">Page 46, 47</a>	▪ <i>Code of Conduct</i> ▪ Governance documents for the companies in the Atea Group (including Ethical Guidelines)

Atea supports the UN Global Compact and its 10 principles in the areas of human rights, labor rights, environment and anti-corruption. We operationalize the principles through guidelines, policies, reporting and internal/external trainings and seminars.

## Key figures group (2015-2019)

Atea's objective is to provide a competitive long-term return for shareholders, relative to the underlying risk of the company's operations.



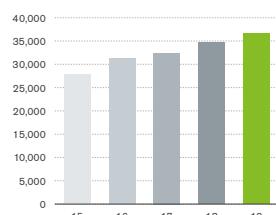
Robert Giori  
CFO of Atea ASA

NOK in million (unless stated otherwise)	2015	2016	2017	2018	2019
Revenue	27,904	31,188	32,438	34,708	36,655
Gross profit	6,403	6,939	7,218	7,534	7,758
Gross margin (%)	22.9	22.2	22.3	21.7	21.2
Operating profit (EBIT)	514	677	799	690	747
EBIT-margin (%)	1.8	2.2	2.5	2.0	2.0
Earnings per share (NOK)	3.76	4.87	5.10	4.33	4.84
Diluted earnings per share (NOK)	3.71	4.80	5.00	4.26	4.78
Net financial position	-750	-350	102	-17	657
Cash flow from operations	1,287	1,404	1,238	946	1,897
Liquidity reserve	1,573	2,362	3,065	2,669	3,995
Equity ratio (%)	25.3	23.8	22.6	22.0	22.4
Number of full-time employees at the year end	6,779	6,882	6,904	7,385	7,585

Robert Giori joined Atea as Chief Financial Officer in 2014. He has extensive experience in financial management for public companies within the IT industry. Prior to joining Atea, Robert spent over five years as Chief Financial Officer of Nordic Semiconductor ASA. He has also worked as Chief Financial Officer of TeleComputing ASA and as Finance Director for Dell's operations in Norway. In addition, he has previously been a consultant with McKinsey & Company.

Robert Giori has an MBA from Harvard University and a Bachelor degree from Stanford University. He has completed the Certified Public Accountant (CPA), Certified Management Accountant (CMA) and Chartered Financial Analyst (CFA) examinations in the United States.

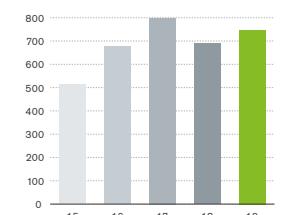
Revenue  
2015–2019 (NOK in million)



Revenue per country  
2019



EBIT  
2015–2019 (NOK in million)



# TP2B

## THE PLACE TO BE

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