



Simply Connected



# ABAX SUSTAINABILITY REPORT 2020

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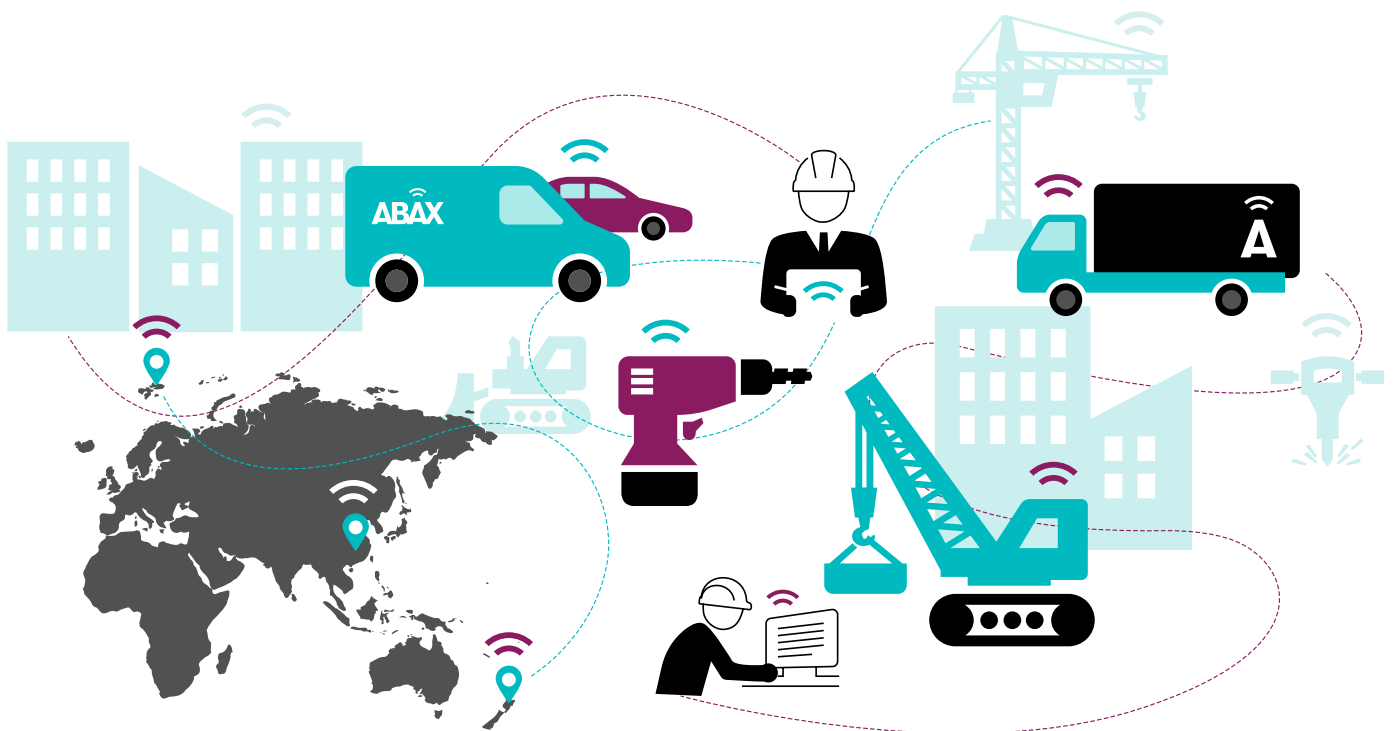
Diversity and Inclusion

# BUSINESS OVERVIEW

ABAX is the second-largest telematics company in Europe, leading change and consolidation in our industry. Telematics is the art of connecting mobile and distributed assets and is one of the fastest-growing IoT segments. We develop our own line of hardware, firmware and software; tied together in an open platform, that allows other sensors to connect and collect data through the ABAX Global Network.

By connecting people to their assets, we offer the ability to monitor, learn and respond to situations in real-time. For a manager this means faster, smarter and more profitable decisions, as well as accurate and informative analytic capabilities; whether you track 5 vehicles or 5000 pieces of equipment.

The powerful and unique ABAX Global Network currently connects more than 370 000 moving assets, making it the biggest and most vast connected networks of its kind. It provides remarkable opportunities for sustainable progress, enabling more efficient use of energy and natural resources, helps to measure and monitor the environmental impact of business activities, as well as empower transformation in the economy which supports greener business models.



**THIS IS  
ABAX**



**Founded**  
in 2009



**HQ**  
in Larvik,  
Norway



**8**  
countries



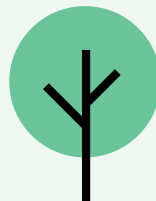
**350**  
employees



**+35 000**  
customers



**+370 000**  
subscriptions



**Carbon neutral**  
since 2020  
(scope 1 & 2)



**ISO certified**  
27001:2013 Information security,  
14001:2015 Environment,  
9001:2015 Quality

# WORD FROM CPO



Bruce Atle Karlsen

Great companies do great things  
– I am sure this is a quote, and if  
not, it really should be one!

It is the main reason why ABAX has an Environmental, Social and Governance (ESG) strategy and why we do Corporate Social Responsibility (CSR) activities; ABAX is a great company, with great, sustainable and innovative solutions for a better world, and with amazing people working for it – of course we should do great things for our communities as well! Our approach to socially responsible activities align closely with our core business, that of making businesses more sustainably efficient and effective.



We align ourselves with United Nations' Sustainable Development Goals ([SDG 11](#), Sustainable Cities and Communities, where we have direct impact through our extended work on Smart Cities, Smart Business and Smart Assets. We also align ourselves with [SDG 13](#), Climate Action, and want to minimise not only our own negative footprint on the planet, but that of all our customers. That is why our two main Goals for this stream of work are Green supply chain and Carbon neutrality – do we know how green our value chain will become, or how much we will need to offset to reach our carbon emission targets? No, we do not, not yet, but we are truly committed to changing, for the good of our planet, as any great company should be.

# ABAX MISSION, VISION & VALUES

In 2020, ABAX mission, vision and values underwent a natural evolution better suited to the way we solve problems for our stakeholders. We looked to the future and saw our place in it, our ability to better the world with telematics.

The most significant development has been our commitment to sustainability. We were proud to announce that one of our business values is 'sustainable' and spent all year permeating this mindset throughout the business. Sustainable leadership is highly valued in ABAX and we see proof of this throughout the value chain.



## VISION

Simply Connected



## MISSION

Sustainable solutions for a connected world



## VALUES



Enthusiastic



Innovative



Sustainable





## CARBON NEUTRAL SINCE 2020

GREEN SUPPLY CHAIN  
- BY 2022



**36 000+ CUSTOMERS  
& 370 000+ ASSETS**

EMIT LESS WITH ABAX



## CARBON EMISSIONS

Scope 1 & 2 emissions reduced  
by 51%

Business Travel emissions  
reduced by 44%



**100 000**


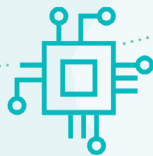
## TREES GROWN

We plant a tree for every  
subscription



## HARDWARE PACKAGING

PRODUCED CO2  
NEUTRAL



**REDUCED MILEAGE,**  
and corresponding  
environmental effects,  
by 10-15%



SWITCHING TO  
**ELECTRIC  
FLEET**



# ENVIRONMENT

Carbon neutrality

Green value chain and corporate sponsorship

Green procurement



In a world where environmental issues and global warming are urgent, ABAX continues to protect and reduce its operational impact while at the same time developing solutions that help our customers control and manage theirs.



The beauty of innovative technology is that it stimulates progress through simplifying the way we receive and share information. We enhance performance in working life by providing an overview previously unimaginable, and free up time and resources that are then better, more sustainably deployed.

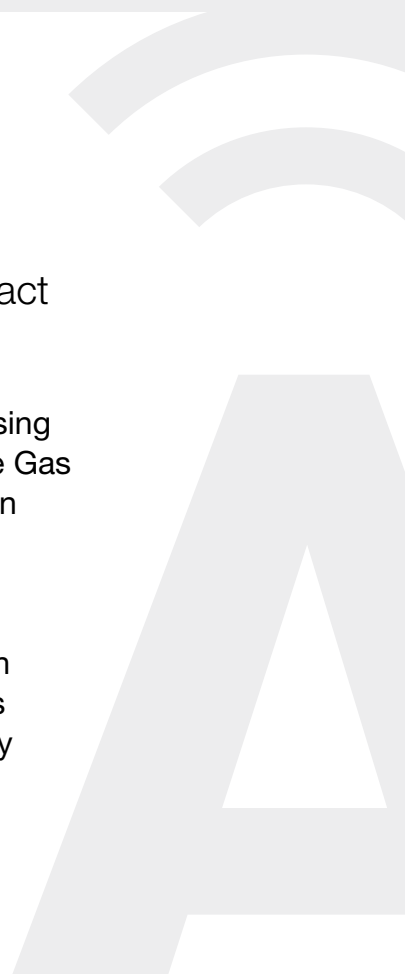
## TELEMATICS AND THE ENVIRONMENT

Telematics has a significant role to play in improving the impact that vehicles, machinery and tools have on the environment.

Take for example, builders, plumbers, and construction contractors utilising resources that correspond to more than 11% of the world's Greenhouse Gas (GHG) Emissions; cement, iron, steel, aluminum, machinery and tools. An industry that has historically be slow to digitalize has begun seeing cost savings and efficiencies previously insurmountable.

In fleets, much of a vehicles GHG emissions arise after manufacturing. In equipment, loss, theft, damage and maintenance are considered serious risks that should be mitigated making managing and measuring a priority for any sustainable leader.

ABAX makes it possible to manage it all, easily, and supports a future where sustainable cities and communities and climate action are part of the daily routines of business.



**FUEL USAGE:** fuel for transport is responsible for nearly 25% of direct global CO2 emissions. This is tracking to be the biggest GHG emissions source through 2050. Without full control over the mileage and location of your vehicles and equipment you are unable to manage unauthorised use, which is responsible for excess fuel usage, emissions and unaccounted for damage.

**FUEL EFFICIENCY:** In order for vehicles, equipment and tools to be fuel efficient they should firstly, be operated correctly and proportionately to its capabilities, and secondly, be maintained routinely so that impairments to efficiency are eliminated, an overview that ABAX telematics easily provides.



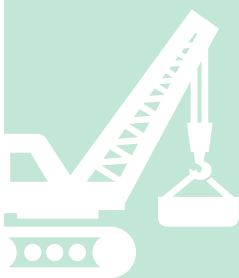
**WEAR-AND-TEAR:** The contribution of tyre wear-and-tear to microplastics in the ocean is estimated between 5-10% of global microplastics. With detailed reporting on driving behaviour, managers can monitor how their vehicles are being driven and implement policies and targets for their teams to reduce avoidable tyre wear-and-tear whether electric, hybrid or fossil-fuel powered.

**UTILISATION:** under utilised assets should certainly be optimised but over utilisation has its downsides too. Without smart boundaries and alerts, equipment utilisation suffers causing unnecessary replacement costs, both monetary and environmental.



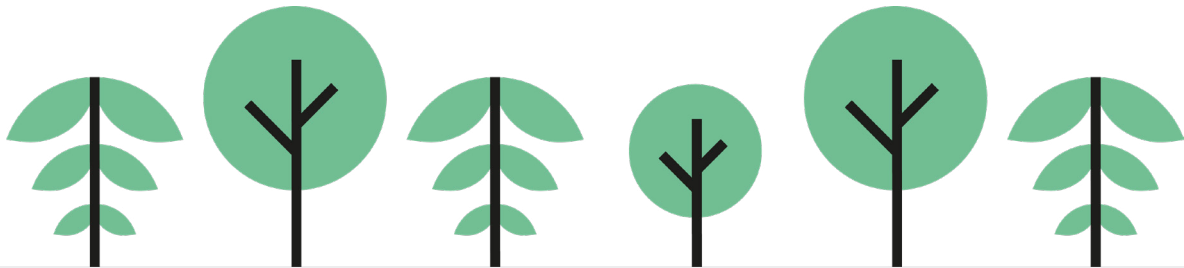
**LOSS AND THEFT:** The continued replacement of misplaced or stolen machinery and equipment also has significant environmental costs, a common but unfortunate reality for many industries.

**MAINTENANCE:** effective and timely maintenance directly impacts the ability of equipment to use resources and energy efficiently. It also directly impacts product lifecycle of your assets, as regular maintenance helps you to invest in new assets at the right time.





# GOAL: CARBON NEUTRAL BY 2022



## ABAX becomes carbon neutral in 2020, two years earlier than planned.

At the beginning of 2020, we started our journey towards carbon neutrality, an ambitious goal but one we were driven to achieve. We deployed resources, defined the scope of responsibility and implemented carbon reduction activities such as switching to an electric corporate fleet and to more sustainable sources of electricity at our locations.

The global pandemic resulted in less travel across borders and between regions and a quick shift to digital communication further reduced fuel usage, and emissions.

2020 was, however, a year of significant growth for ABAX. We acquired two companies and along with them, more office and warehouse space, a larger number of corporate vehicles, and greater amounts of emissions. Each acquired company undergoes a sustainability evolution as it is united with ABAX mission, vision and values.



**ENTHUSIASTIC**



**INNOVATIVE**



**SUSTAINABLE**



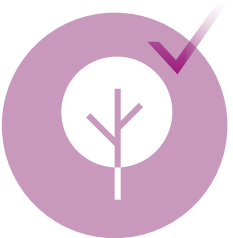
# ENVIRONMENTAL RESULTS



**ABAX is proud to have achieved all the environmental targets set for 2020. We have reduced Scope 1 & 2 emissions by more than 50% and have continuously reduced air travel emissions by 40% for 4 years running**



During the year we improved our reporting in line with international standards and categorize emissions as per the Green House Gas Protocol.



We have reduced our defined carbon emissions and offset the remaining with PAS 2060 certified carbon projects that support local communities in Central Africa, making ABAX carbon neutral two years earlier than planned.

SCOPE 1	SCOPE 2	SCOPE 3 Business Air Travel
<b>2020:</b> 69,9 Mt CO <sub>2</sub>	<b>2020:</b> 47,91 Mt CO <sub>2</sub>	<b>2020:</b> 63,2 Mt CO <sub>2</sub>
<b>2019:</b> 188,7 Mt CO <sub>2</sub>	<b>2019:</b> 50,57 Mt CO <sub>2</sub>	<b>2019:</b> 112 Mt CO <sub>2</sub>
		<b>2018:</b> 270 Mt CO <sub>2</sub>
		<b>2017:</b> 493 Mt CO <sub>2</sub>



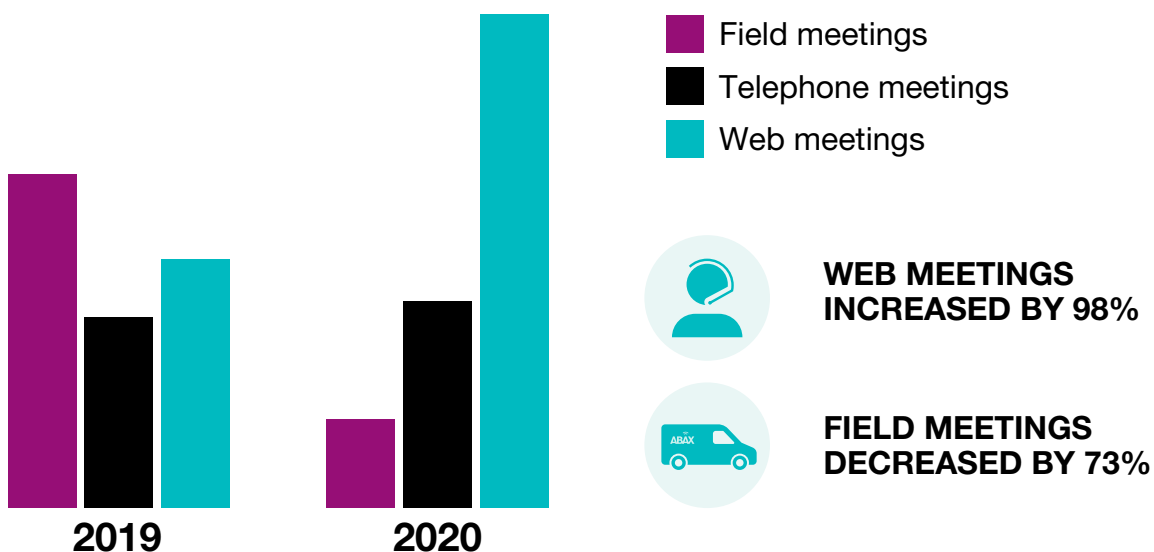
# ABAX FLEET

- ✓ We have planned to have an entirely electric corporate fleet by 2022 to ensure continuous reductions in direct emissions. 100% of leasing renewals were switched in 2020 as was targeted.
- ✓ Before the pandemic demanded a change, we had prioritised web based meetings over field to help reduce emissions and this, in addition to the market change, contributed to the impact on direct emissions.
- ✓ Competitions between employees based on driving behaviour scores also helped drive down these emissions and overall these actions reduce direct CO2 by more than 60%.



## VIRTUAL MEETINGS

Virtual vs telephone and field sales meetings





# ABAX NEW LOCATIONS

In order to reduce indirect emissions from purchased electricity we choose more energy efficient office spaces and where possible choose renewable energy.

In 2020 we moved both our Head Office in Larvik, Norway and office in Poland. Indirect emissions have been reduced by 9% per employee and 5% overall, in line with 2020 targets.

ABAX headquarters were commissioned from a building that dated back to the 14th century. This previously industrial location was upgraded using preservation and rehabilitation measures that significantly reduced the development's carbon emissions.

Most of the energy is renewable and is generated right next door to HQ using Hydro Power and water-borne heating and cooling.





# BUSINESS AIR TRAVEL

Business travel emissions have been managed over the last 4 years with a consistent reduction around 40% year on year. Our teams have adapted to limitations in travel through the pandemic and we expect a decrease into the following year.



**2020**  
0,2 tonnes of CO2  
per employee



**2019**  
0,37 tonnes of CO2  
per employee



**2018**  
0,67 tonnes of CO2  
per employee



**2017**  
1,05 tonnes of CO2  
per employee



# ABAX HELPS TO GROW A FOREST

As a technology company we are consistently striving to simplify and streamline how technology works in order to better serve our customers. It is why we decided to invest in reforestation, because planting trees is a simple, inexpensive and effective way to remove carbon from the atmosphere.



With this global challenge looming, ABAX has partnered with WeForest. We have also engaged our customers to be a part of the journey.

A sustainable future can be achieved through smart partnerships between business, government, society and NGO's but it takes everyone to commit and be part of the sustainable solution.

The entire globe is facing a climate emergency. The 'new normal' should describe a post-pandemic era where economic ambition is prioritised alongside environmental and humanitarian ambitions.

In order to limit global warming to well below a 1.5 degrees Celsius, rise in global temperature we need to actively reduce and remove excess carbon from the atmosphere.

To achieve this, deforestation needs to stop. In fact, we need to restore forests the equivalent of an area the size of India by 2030 (350 m ha).

As mentioned before, the vehicles, machines and tools that our customers use correspond to a significant portion of the world's GHG emissions. With ABAX, every tool, vehicle or piece of equipment that we, together, track has its very own tree growing on the mountain side of the Mount Mulanje mountain, in Malawi.





We want to engage a customer base that understands the importance of choosing suppliers that help them be kinder to the environment in everything they do and when they use ABAX telematics, they are not only improving the efficiency and impact of their assets, but also helping to grow a forest.

3.4 million hectares of Malawi used to be covered by forest. Today 65% of that has been cleared, a tenth of that in the last 10 years alone.

While the mount Mulanje Forest is officially protected since 1972, severe deforestation and degradation have taken place. This has had a direct effect on the sharp decline of species like the Mulanje Cedar tree and the Mulanje chameleon, which cannot be found anywhere else in the world.

Moreover, a healthy forest is essential for the water supply of the surrounding villages, local agriculture (tea and macadamia plantations) as well as for Blantyre, the economic capital of Malawi in the South.

Alternative job opportunities are being created through employment in the tree nurseries or honey sector. This is combined with sustainable livelihood schemes for the thousands of families living around the reserve so that this forest can be called a proper 'reserve' again.





# CEO & CPO PLANT TREES OUTSIDE HQ

Outside our offices in Norway and Finland we planted one tree to symbolize the 100 000 trees that have been funded for reforestation, to date.

‘Planting this tree outside our headquarters is a symbol of ABAX’s commitment to impacting climate change positively through our technology solutions. Every vehicle and piece of equipment that we help our customers connect and utilize smarter, is another chance for us to impact the world and our climate in a positive way. This journey we take together with our customers and partners’, shares Morten Strand, CEO of ABAX.



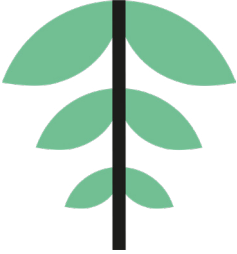


A green supply chain for us requires that our decisions around our suppliers and how we supply our customers considers the triple bottom line, people, planet, profit; where one is not overlooked in favour of the other.

In 2020 we made the decision to enforce a returns policy on used hardware for both refitting and consistent recycling of 50 000 hardware units per year.

Each supplier to ABAX must have a proactive environmental policy in place as well as meet all the requirements of the ABAX Code of Conduct.

# GREEN PROCUREMENT



Green procurement at ABAX means that we tackle procurement tasks with an understanding that our demands and choices have power. The way we procure can influence partners to change the way they render services to us and help us build a more sustainable world.

Procurement takes place throughout the value chain. Our world class quality management system ensures that people follow processes and seek out various offerings so that our environmental, security and profitability priorities are met. We are progressively merging sustainability into our existing processes with a focus on continuous improvement .

Green focused procurement helps us develop long standing relationships with partners that offer smart, sustainable solutions to the problems that we have. This will be an ongoing journey, conditioning and strengthening connections, and aiming our sites on what is most innovative and least environmentally-impactful whether that be partnering with those who already value sustainability or whether with a smaller provider whom we can encourage to adapt to what our planet needs.

## SOME EXAMPLES

**1.** Our hardware manufacturing partner, a leading Nordic electronic producer, has tackled our sustainability requirements with dedication and strategic resolve. By emphasising ABAX's sustainability mission, visions and values, Norautron has invested in offering us a sustainable solution that will grow in responsibility. They have begun working toward having better control on

their Scope 3 emissions which will positively impact the ABAX hardware supply chain and help us reach our goals to both reduce carbon emissions and develop a green supply chain.

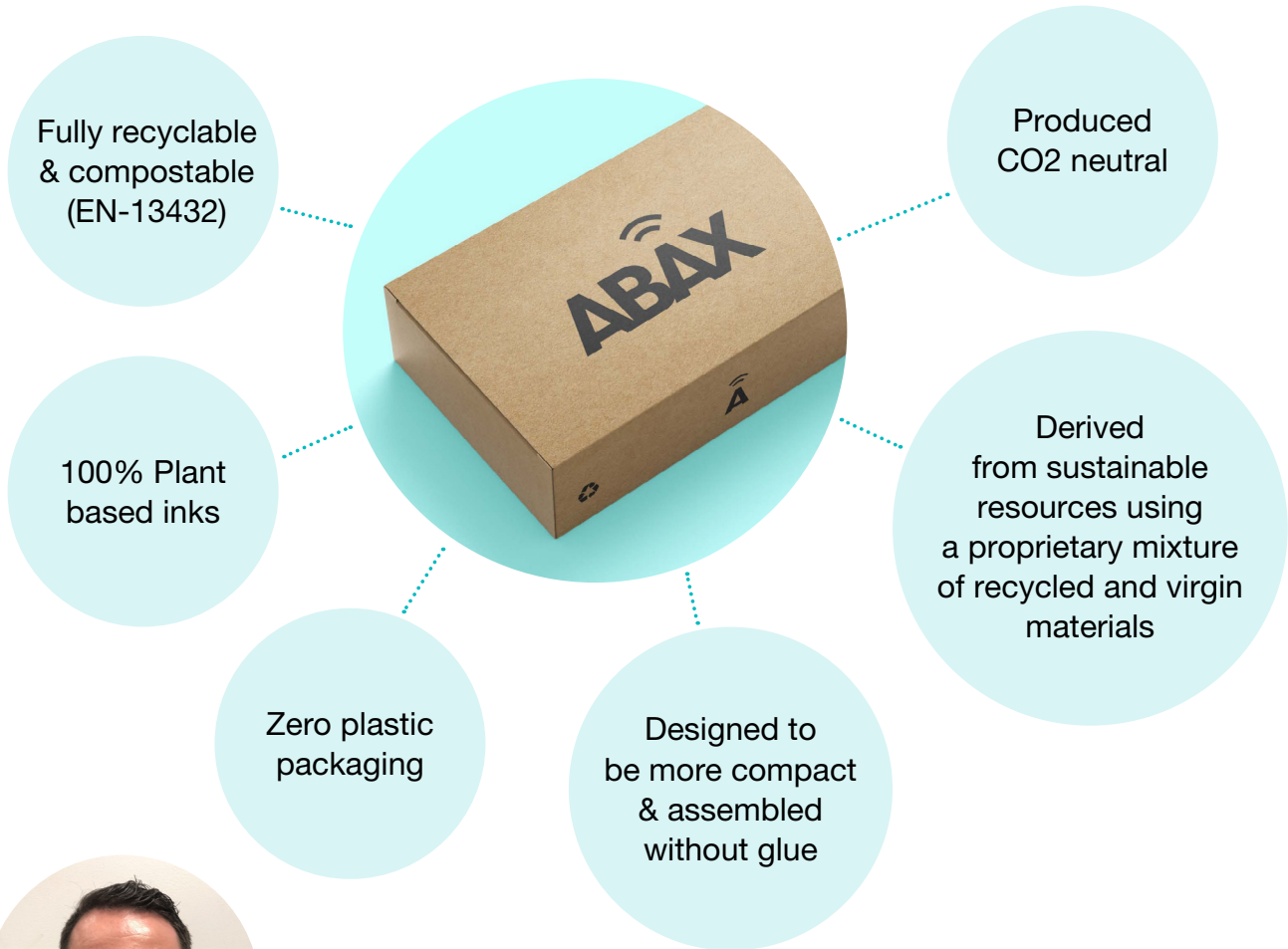
**2.** ABAX has adopted Technology Lifecycle Management from 3stepIT which facilitates a reduction in CO2 and our e-waste footprint for all IT equipment. We have defined environmentally sensitive IT policies built on circular economy principles and have partners to help us achieve the most sustainable, ISO certified approach.

**3.** Our travel agency operates as a carbon neutral business and helps us manage and reduce our travel related emissions. As a large trading company, they enforce a code of conduct that ensures safe and fair working conditions for all as well as, but not limited to, protecting the environment.

**4.** Our telecommunications provider helps us to continue the journey of establishing a green supply chain through their focus of Supply Chain Sustainability. All their suppliers are required to extend their requirements further down their own supply chains and they carry out inspection of lower tiered suppliers with trained, compliance inspectors.

# PACKAGING REDESIGN

in 2020 we redesigned the hardware packaging with the goal of minimizing waste and choosing sustainably sourced materials.



'The decision to change ABAX product packaging was simple. The previous

generation was no longer appealing nor did it fit the sustainable ideals of ABAX. The box used excess amounts of ink and glue, and solid black versus the updated, natural approach.

The idea was to find, not only a fully recyclable box, but to have a better understanding of where the construction materials came from. So began the journey of looking into materials and the company that provided them. We landed on a box that is recyclable, no glue needed, with the plant based materials coming from a fully sustainable source.

To confront the ink issue, we moved to a bio-based ink as well as reduced the amount used significantly.

The reduction of ink is approximately 65% and instead of covering the entire box we leave the natural colour and use only strategically placed markings. The markings are limited to environmental labelling such as SWAN mark and recycle information, as well as a few required markings by CE to identify the product for regulatory reasons.

We have also removed as much plastic as possible leaving, only zip ties needed to manage the cables. The cost to change is negligible as we gain far more in sustainability with reduction to plant usage, no petrol-based product, and removal of toxic and non-recyclable glues.'

**Michael Eby**  
Hardware Coordinator



**SOCIETY**

# COMMUNITY ENGAGEMENT

**ABAX has a deeply rooted commitment to the communities where we live and work.** We have always chosen to sink roots away from capital cities to expand the reach of economic opportunity and to be a driver for positive change.

**In 2020 we established a ESG & CSR committee.** This group of ABAX employees is responsible for overseeing the continuous implementation of the ESG statement and CSR policy work as well as engaging with

their respective communities to identify where we can connect in an impactful way.

This year a local ABAX representative was asked find a cause close to their hearts, that was doing important work in their community. Programmes working to improve human lives as well as to protect the environment were shone the light on in the local media and were supported through corporate sponsorship.

## A LIGHT ON LOCAL INITIATIVES



ABAX Finland supports The Finnish Association for Nature Conservation who are working for clean and free waters not forgetting climate change and effects of human activities on water dependent habitats such as bogs and forests inland to the Baltic Sea.



ABAX Poland supported Hospice Gdynia this year as they care for terminally ill, their families and children who have been orphaned.



ABAX Sweden highlighted the work of Schysst Framtid who actively develop the mental health of thousands of children every year using sports and teamwork as a means of building self-worth.



ABAX Netherlands highlighted the work of to Make-A-Wish Nederland who fulfill wishes for seriously ill children in order to offer positivity and bring a smile to their face.



ABAX Norway chose to join forces with Martin S. Hansen from Stavern Diving school who spends his spare time removing trash from the ocean, cleaning the coastline, beaches and docks in and around Larvik.



The Samaritans are run entirely by volunteers to support people in emotional distress, including those who have suicidal thoughts. ABAX UK's donation will assist the Samaritans in adapting their training facilities to ensure a better environment to train more volunteers safely.



AOK is a municipally run organisation local to Larvik. ABAX Norway highlighted specifically the work of the environmental group who passionately keep our city clean.

# ENVIRONMENTAL AWARENESS AND PROGRAMMING

With a stronghold in the Nordic region, ABAX's connection to nature is strong. We know that business has a role to play in protecting it and sharing that important message. We engage the local media frequently on all environmental matters and continuously engage our colleagues.

## TV AKSJONEN - CLEAN THE OCEAN

Norway's television broadcaster NRK hosts an annual telethon fundraising event in partnership with an NGO every year. It is always a very successful fundraising project with an impressive impact. This year they partnered with WWF and raised NOK 239 057 272 to combat plastic waste in South-East Asia.

Every year the ABAX sales team joins the telethon fundraising efforts and this year was able to raise over NOK 70 000 in 2 hours. Additionally, due to the digital nature of fundraising this year over others, ABAX was able to connect with the local

businesses in the area and encourage them to donate to the cause. In total NOK 160 000 was raised.

Their generous donations were given an additional meaning for our local community. ABAX and Stavern Diving School called on the public to join the cause and clean up our local seafloor. On a cold November morning, volunteers began clearing the coastline and ocean floor. It was encouraging to have the community come together for good and we look forward to the next ocean clean up day when the weather starts to warm up again.



Local diving school, ABAX employees and local volunteers on a clean up mission of the coastline and seafloor.



ABAX Sales after a successful telethon of fundraising.



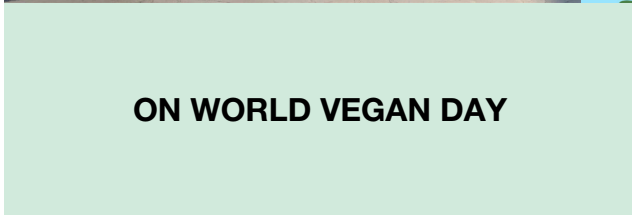
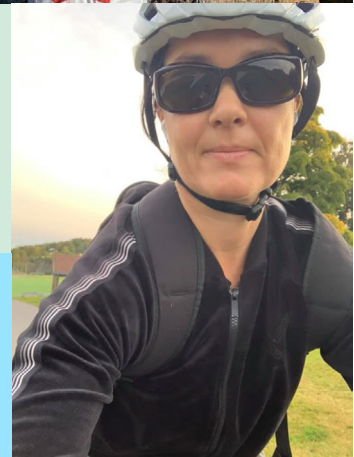
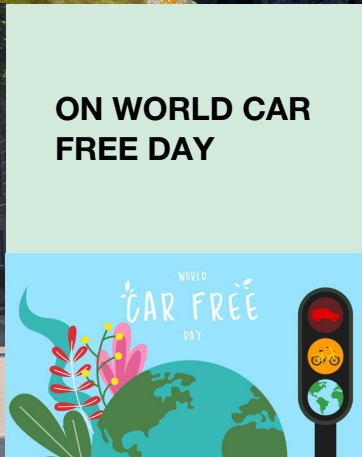
Locals with a trolley load and more of coastline rubbish.

ABAX CTO, Paul Walsh, and diver Mikkel Melsom land and sea buddy in 0 degree weather.





# ENVIRONMENTAL AWARENESS CAMPAIGNS





# GOVERNANCE

Diversity of Management  
Responsible procurement

# OUR APPROACH

Responsible management has long been an intrinsic corporate value at ABAX group and is a constant priority that we believe is essential to long-term profitability and value creation. We want to move towards being a sustainable business.

ABAX Group has a deeply rooted tradition of acting in a responsible and ethical manner, and of being actively and positively present in the communities where it is established.

This Environment, Society and Governance Statement (the “ESG Statement”) reflects the core values that have guided, and continue to guide, ABAX Group. The objective of this Statement is to provide guidance to employees and leaders, facilitating their consideration of potential corporate social responsibility issues when decisions are made.

Meeting our Responsibilities, in addition to complying with applicable laws and regulations and meeting ethical standards in accordance with our Code of Ethics, ABAX Group strives to:

- ✓ **incorporate environmental, social and governance issues into our decision-making approach**

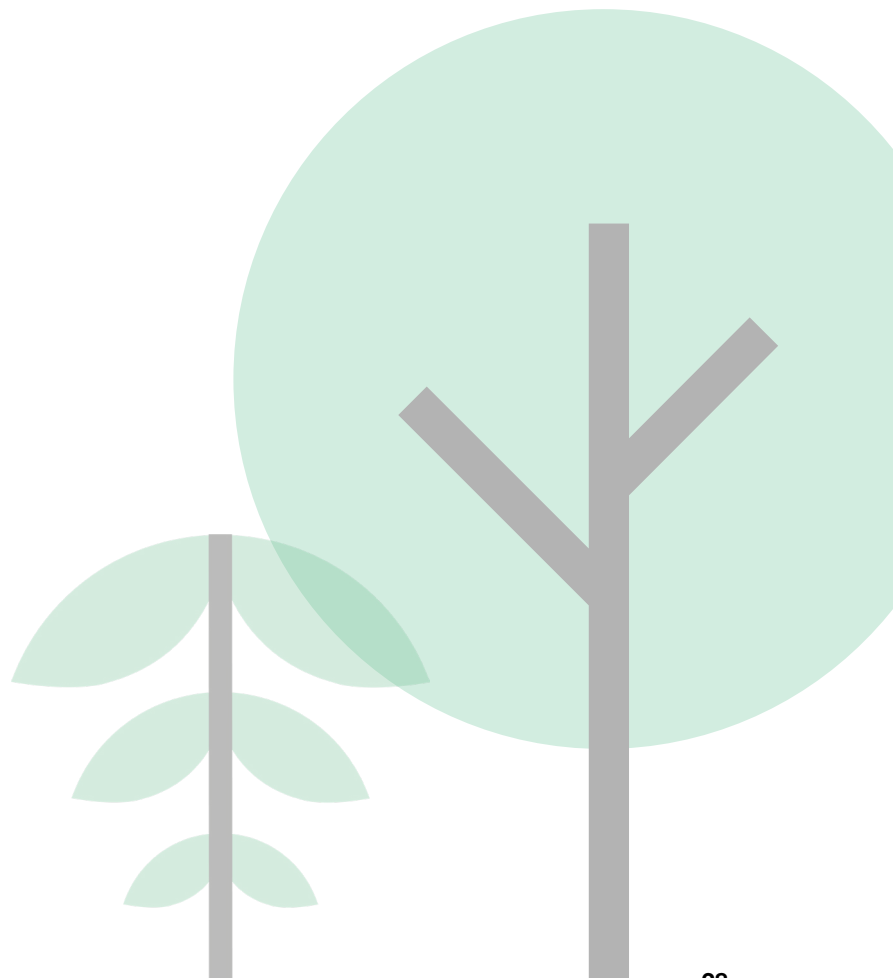
- ✓ **support and respect the protection of internationally proclaimed human rights**
- ✓ **minimize our environmental impact with a focus on continuous improvement**
- ✓ **make a positive contribution in the communities where ABAX Group is located**



As a diversified, international company, we keep track of a broad number of social, ethical, economic and environmental issues that have an impact on our business.

An integral part of our responsible management philosophy is to ensure that we are focusing on a **sustainable model** of business as well as the right corporate social responsibility priorities for our business. The following factors were taken into consideration to define our business and corporate social responsibility priorities:

- ✓ **Generate long-term, sustainable growth**
- ✓ **Enable new revenue streams from innovation that benefit both the business and society**
- ✓ **Mitigate risks associated with environmental, social, economic and governance issues**
- ✓ **Attract and retain a skilled workforce**
- ✓ **Reflect the interests of our stakeholders and international standards, including the [United Nations Global Compact](#) and the [United Nations Sustainable Development Goals](#)**
- ✓ **Contribute positively to the communities where we operate**
- ✓ **Build trust and reputational value**



# DIVERSITY OF MANAGEMENT

**ABAX GROUP** is committed to a diversity management approach – for ABAX diversity management is much more than just a multicultural or gender issue: it is about embracing many different types of people, who stand for different things and represent different cultures, generations, ideas, and thinking.

ABAX will seek to recruit both leaders and employees that diversify our approach and our thinking. Key areas of work are recruitment, onboarding, HRM practices and development programs.

# RESPONSIBLE PROCUREMENT

Large organisations have the influence to change the world. Not only through their work but also through their suppliers. It is important for us to use our purchasing power for good and our procurement policies reflect that.

While we strive to be a sustainable entity, the relationships with our suppliers become more collaborative and this is only possible when our suppliers have the same ideals as we do. Challenging our supply chain on these ideals has resulted in some inspiring scenarios where we have been the catalyst for positive change.

## UPDATED CODE OF CONDUCT

ABAX is strongly committed to observing the highest ethical standards in all its procurement activities. We expect transparency and accountability from each supplier whether they are small or large.

## ZERO CORRUPTION

An important benchmark for all business – we acknowledge the crippling effect corruption can have on business and, while

less obvious in the northern European region, it must be resisted in all its forms.

## FAIR AND SAFE WORKING CONDITIONS

Based in a region of the world where employee rights are well protected, we require guaranteed health and safety of those in our supply chain.

## ENVIRONMENTAL PROTECTION

Responsibility for the protection of human life and the environment must be ensured through preventative actions and the application of environmentally friendly measures. We insist that our suppliers have environmental policies in place such as procedures and standards for resource management, reduced emissions and waste management which must correspond to or exceed the statutory minimums and are to be continually improved.



# PEOPLE

Talent development and engagement

Talent recruitment

Diversity and inclusion

2020 was an unprecedented year for society as we faced our first global pandemic. ABAX was uncertain as to how large the effect would be but demonstrated resilience as an organisation.

Maintaining flexibility was key being able to keep up with the demands of the market and our teams quickly learnt to adapt and meets the needs of a changing business environment.



**Piers Barron**  
Global Performance  
Manager

#### **LEARNING AND DEVELOPMENT**

'I was particularly proud of how quickly we adjusted to support our people throughout the pandemic, launching online training and webinars, talking about leadership in times of crisis, and how to adapt to different personalities. L&D made a conscious effort to support our leaders, reaching out to their teams to have a wellness check, just the occasional, "Hey how are you, I'm here to listen", goes a long way when people are feeling anxious, especially in these times. Mental health is serious, and will be a big trend for business in 2021. I am a big advocate of Mental health, and want to highlight it as much as I can to our people and leaders.'

# GOAL: DRIVEN AND ENGAGED EMPLOYEES

ABAX would not have grown so impressively if it were not for our driven, passionate, curious and competent ABAXians, our people.

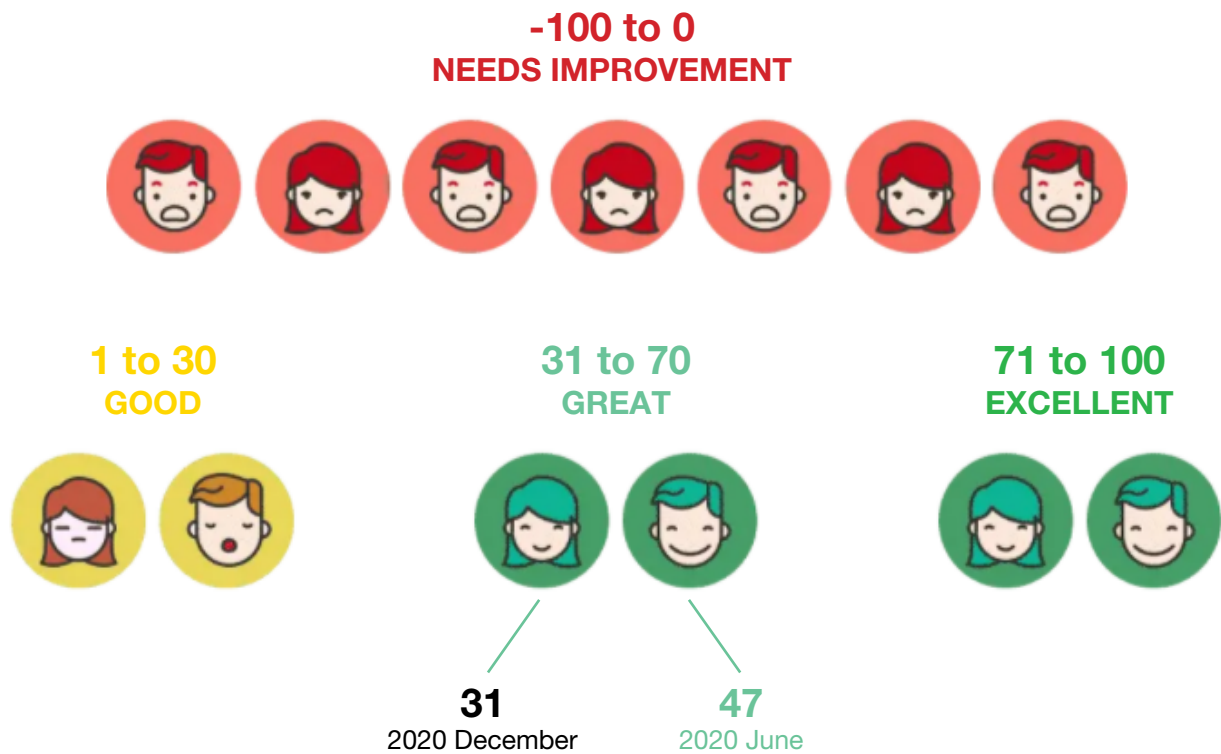
We continuously strive for a driven and engaged workplace. Our 'PEOPLE' centric decisions are based on data and engagement. We consistently track this metric and work to improve it.





# EMPLOYEE NET PROMOTER SCORE

Employee experience is becoming the new customer experience. How we treat our employees will directly impact the service provided by our employees to our customers. We cannot improve our customer service without catering to the needs of our employees. Engaged employees go out of their way to improve our company's image in front of our customers!



# TALENT DEVELOPMENT AND RECRUITMENT

We are passionate about training at ABAX. We invest in the development of our people and understand that people are different and need to be trained as such. Well-trained colleagues are a key driving force to create good performance, profitability and sustainability. Traditionally we have organised our Talent Development through different development programmes.

## IN 2020 ABAX CONDUCTED 3 DIFFERENT PROGRAMMES:



**LEADERSHIP DEVELOPMENT** programme aims to improve operational leadership knowledge and skills for management and department leaders.



**THE MANAGEMENT TRAINEE PROGRAMME** was the first of its kind at ABAX with applications received from all around the world. 7 candidates were invited to an assessment day and 2 were selected for the programme. ABAX Management Trainee Program was a 12-month program where the candidates filled Business Analyst roles and took part in a Leadership- and Personal development program. Understanding of “Leadership the ABAX way” and personal development were essential parts in the leadership part of the program. The program consisted of 6 half-day workshops and individual coaching sessions throughout 2020. One of the candidates was offered and continued a position in ABAX.



### **ABAX AMBASSADOR PROGRAM**

For some years, until 2019, we have conducted an annual ABAX Ambassador program to educate and develop key employees to fill the role as ABAX Ambassadors according to ABAX values and standards. Today, we have 34 Ambassadors that over time have demonstrated attitude of highest ABAX standard and deep knowledge of ABAX as a business and a culture. In 2020 we wanted to focus our energy on these ambassadors and for the first time conducted an ABAX Ambassadors Alumni programme aimed at updating informal leadership knowledge and sharing.

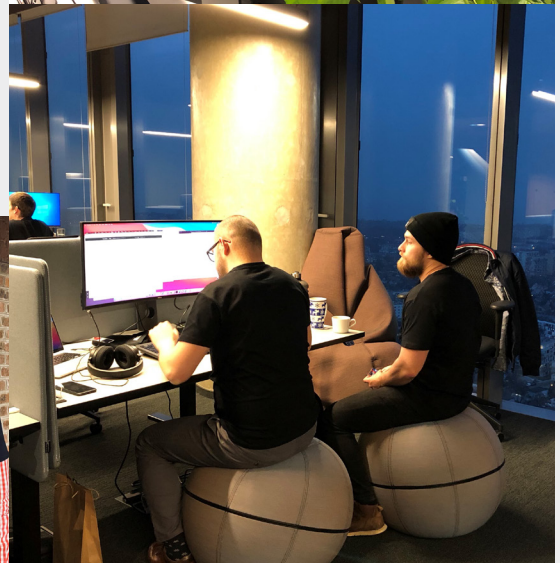
**To strengthen talent development in 2020**, we launched new leadership channels to target and communicate better with leaders and ambassadors. These channels facilitate an ongoing discussion on relevant questions, and share information and high-quality resources including guidelines, best practice tips, webinars, inspirations articles, among others.

**In autumn 2020**, in collaboration with external facilitator Right management ABAX conducted a Leader Review Process to map management and leader competence and gaps as well as levels of motivation for leadership. The results will form a base for individual development plans that bridge the competence gap and boosts motivation with the aim to increase performance and results for 2021.

“It’s important to set aside time for inspirational and different activities. We want to give employees an arena to grow and be challenged on a daily basis. It is crucial our team can have fun and grow their skills and careers. The Hackathon is a unique event in which the team find problems, be creative and look for new solutions in a way that will bring value to ABAX and most importantly, ABAX customers”.

**Paul Walsh**  
CTO

### **THE ABAX HACKATHON** Connecting people, places and things



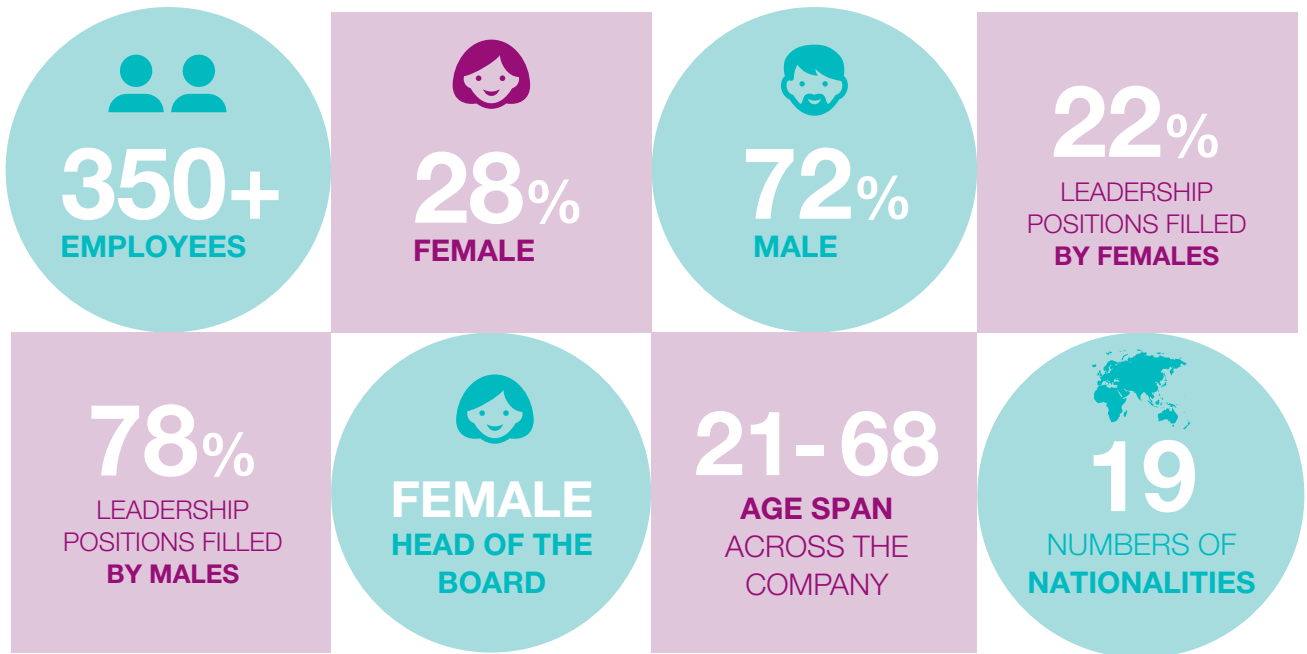
# BEING DIFFERENT AND UNCONVENTIONAL

2020 has been a year for us to shine the light on our employees and highlight the great work they are doing as they enthusiastically, innovatively and sustainably drive us closer towards our goals.

We are a culture-based, people oriented business. We are only as good as our people and as strong as our culture and have coached on Compassionate Leadership for a long time. This topic is now trending in the corporate business world and we value that we are already ahead of the curve.



# ABAX DIVERSITY



## GENDER PAY ANALYSIS

ABAX is always competitive and compensates based on performance and contribution to company values and results, as well as seniority.

In 2020, we performed a gender pay gap analysis in one of our Nordic offices. What we found was that we have not had sufficient wage determination routines in place across the planet.

This analysis helped to determine the scope of a larger project where planet-wide structures will be developed.

# INCLUSION

In 2020, our HQ entered into a co-working agreement with various local organisations that work to impact society in a positive way, these include the Larvik Language Centre and GET Academy. Both organisations help to give students relevant training and working experience as they prepare for the challenging Norwegian workplace.

The language centre provides training services to adults who have immigrated to Norway from all over the world, from different, sometimes vulnerable backgrounds. GET Academy offers gifted students, with varying levels of high school completion, alternative avenues to access technology development training to traditional tertiary education.

The connection that we have with each of these organisations fosters a more inclusive approach to hiring for ABAX. When we hire from a variety of backgrounds, we become a more diversified company with employees who think differently and bring new ways of solving complex problems. This is how we become a more inclusive organisation.

During 2020, opportunities to collaborate and facilitate internships for students arose.

In December one of the women from the Learning Centre programme was permanently employed and is responsible for the operation of the canteen. Another student, who has a background in IT, has started an internship in the IT Department. There are good values in both companies that are built on inclusion, respect and generosity, something you see when you

gather employees in the same place' says Inger Hjortland, Business Manager at Larvik Language Center. 'Unfortunately, the canteen has been closed for part of the year due to the corona pandemic, but a concept has been created in 2020 that is ready to be resumed. Our goal is lifelong learning, and by being co-located with such an innovative company as ABAX, it shows us and our students the importance of being constantly evolving' explains Inger.

**'A space for diversity, knowledge and recognition'** says Inger Hjortland, Business Manager at Larvik Language Center.

A GET Academy student completed an internship programme in 2019 and in 2020 was offered a permanent role in the technology development department, joining two colleagues who had the same route to ABAX. 'We find this a great way of recruiting junior developers who are well trained and highly motivated', says Andre Trommestad, Engineering Manager at ABAX.

'Beginning your career at ABAX in this way gains you further knowledge in the programmes we use and if you work hard, gives you an avenue to start your career.'