



# 2021

Empowering the future  
through digitalisation

# How we deliver sustainable business



– I want to encourage more girls into the tech industry. When running student recruitment activities I try to emphasise that tech is fun by sharing my experiences as someone who has recently joined the world of work.

*Charlotte Söderström*

Developer

Itera Norway, Oslo

# Digitalisation and technology are key to a **sustainable future**

Digitalisation and technology are key to the opportunities of the future. We are therefore already investing in new solutions that will have a positive impact on our customers and on sustainability.

The World Economic Forum's multi-stakeholder community for the tech industries and its partners, 2030Vision, has concluded through research that 70% of the 169 targets underlying the UN Sustainable Development Goals can be directly supported by digital technologies. To achieve this, businesses, governments, organisations, and experts must cooperate closely. Itera will be part of this opportunity.

Itera aims to be recognised as the specialist in creating sustainable business. Our starting point for achieving this position is the best it can be. We have made sustainability a driver for our services and solutions, we have dedicated employees who want to help make a difference – and we have good partners that will accelerate business opportunities that will bring about a greener future.

An example of a sustainable partnership is our Cloud Centre of Excellence, which has been developed in collaboration with Microsoft. It offers efficient and secure solutions for customers while reducing energy and material consumption. More than technology, the move to the cloud is about adopting a new operating system for future data-driven business, opening radically new ways for companies to work, compete and drive value. Our customers value the depth and breadth of our services, our talent for creating sustainable digital business and our ability to find human solutions to complex challenges and to deliver tangible outcomes.

Our strategy is to take an holistic approach to sustainability and business. We have therefore integrated our sustainability work into the group's business strategy. This means that we will no longer have a separate sustainability strategy – for us it is natural that sustainability consists of taking responsibility for society's common challenges and at the same time for us to use this as a catalyst for strengthening our business. For us, it is simply a question of always striving to achieve the group's vision of making a difference.

We integrate sustainability into our end-to-end services. We help our customers to realise their strategies and to develop innovative business models through technology and communication. We think it is important that both we and our customers demonstrate what we are doing to bring about a sustainable future. We even took the first step in this regard as long ago as 2000, when we became environmentally certified. Then it was a matter of curiosity, today it is a natural, integral part of our ambitions, strategies and business.

We have prioritised those of the UN's Sustainable Development Goals to which we can contribute. This provides us with a direction for how Itera can have a positive impact through its business activities. Smart concepts, including in the area of energy, will be an important focus.

# 70%

of the 169 UN Sustainability Goals targets can be directly supported by digital technologies.

# Living up to expectations

Itera has numerous stakeholders. We affect their day-to-day activities – and they affect ours. In order to gain insight into what our stake-holders expect and require from us, we have updated our stakeholder and materiality analysis. This provides valuable input for Itera’s strategic business decisions.

The stakeholder and materiality analysis identifies which stakeholders are important to us and what they think Itera should deliver on. This information is the basis for how Itera prioritises its efforts in terms of the areas that will produce the greatest benefit for society and the company.

The materiality analysis confirmed that our primary stakeholders are our customers, our employees, our investors/owners and our partners.

The following summary is an extract from the stakeholder and materiality analysis:

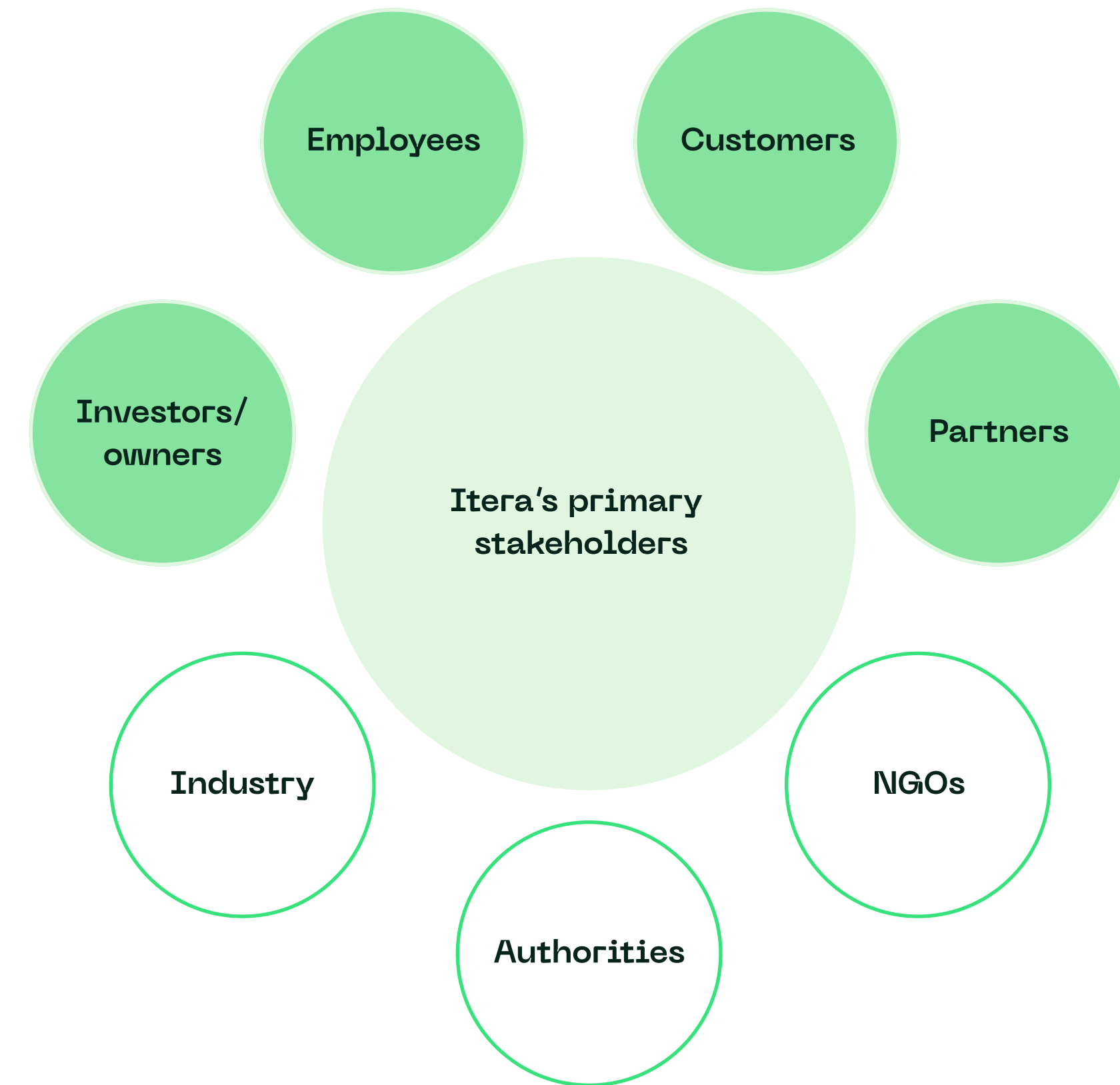
Technology is increasingly a driver and a pre-requisite for more sustainable solutions. Itera’s competitive advantage is that we have expertise, experience and delivery capabilities that can meet our stakeholders’ expectations. We are ready to digitise every aspect of any business with innovation, speed, quality and scale. Our strategy defines the areas in which we will drive growth, build differentiation, and enable our business to create high, sustainable value every day:

- Our customers will recognise us as an attractive provider if we display clear targets, expertise and an active commitment to digital, sustainable, value-adding solutions. We are a realisation partner, and together with our customers we can lead the way in relation to sustainability.
- Our owners and investors increasingly recognise the value of businesses operating ethically and sustainably. Sustainability is smart business, and investors regard this as a requirement for good investment returns.
- Our employees are our most important resource. They are committed to contributing to sustainable growth and want a meaningful working day. Through its commitment to sustainability, Itera will seek to ensure that we are an attractive employer for skilled people who want to make a difference.
- Our collaboration partners want to operate sustainably. We often rely on one another to meet our customers’ needs. This means that we need to have the same responsible attitude to what represent the most sustainable and value-adding solutions – for the benefit of our customers and our customers’ customers.

**On the basis of the stakeholder and materiality analysis, we have prioritised the following topics:**

- Deliver, often with partners, complete, digital, sustainable solutions
- Create a safe and responsible return on investment
- Ensure that all employees are treated equally and feel included in an increasingly diverse culture.
- Focus on employees – people first

## Itera’s primary stakeholders



# Our prioritised goals for a sustainable business

Itera is committed to being part of the global effort to create a sustainable world. Through our strategy work, it became clear that Itera cannot make a meaningful contribution to all of the UN's 17 Sustainable Development Goals. Our approach is therefore to prioritise those goals where we can make a difference through our company.

Our sustainability strategy work, and the materiality analysis in particular, clearly identified the targets where our business and our employees can make a credible contribution to sustainable development.

Itera believes that technology and digitalisation are helping to create sustainable societies. Big data, cloud solutions, the internet of things and other technologies, in addition to open arenas for democratic processes, are the basis for our shared resources to be managed responsibly.

Itera has formulated and implemented four purposes:

- We realise sustainable innovation
- We integrate sustainability into our deliveries
- We are sustainable in our day-to-day operations
- We collaborate to achieve our goals

Goals prioritised by Itera

The four Sustainable Development Goals set out below have been prioritised by Itera as a guide for our organisation. Over the next few years, Itera will focus on innovation and developing measures and services that are in line with these overarching ambitions.



**5: Gender equality**  
“End all forms of discrimination against all women and girls everywhere”.

Itera shall give all employees equal opportunities, regardless of gender. We shall be characterised by a safe and inclusive culture where harassment and discrimination are not accepted, and where work is remunerated equally according to skills, not gender. Unfortunately, the balance between women and men in the ICT sector is a challenge globally, both at the level of education and in companies. Itera will support and cooperate with interest groups to reverse this imbalance.



**9: Industry, innovation and infrastructure**  
“Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation”.

Itera has prioritised measures that mean that we can be a capable advisor to our customers on building sustainable value chains. We have put in motion internal competence development activities, including setting up the Itera Sustainability Academy.



**11: Sustainable cities and communities**  
“Make cities and human settlements inclusive, safe, resilient and sustainable”.

Itera develops sustainable smart concepts via its interdisciplinary teams of specialists. Smart cities, smart mobility and smart energy are important and appropriate focus areas.



**12: Responsible consumption and production**  
“Ensure sustainable consumption and production patterns”.

Itera rewards internal conduct that contributes to responsible consumption. We have ambitious targets in relation to recycling or reusing equipment for which the company no longer has a use. Itera will also set requirements to ensure its procurement activities are as sustainable as possible.



**Global effort**

The UN's 17 Sustainable Development Goals are the world's shared blueprint for eradicating poverty, fighting inequality and stopping climate change by 2030.

Sustainable development is about meeting the needs of people alive today without compromising the ability of future generations to meet theirs. The Sustainable Development Goals reflect the three dimensions to sustainable development: the climate and environment, the economy, and social issues.

# We are open about what we do

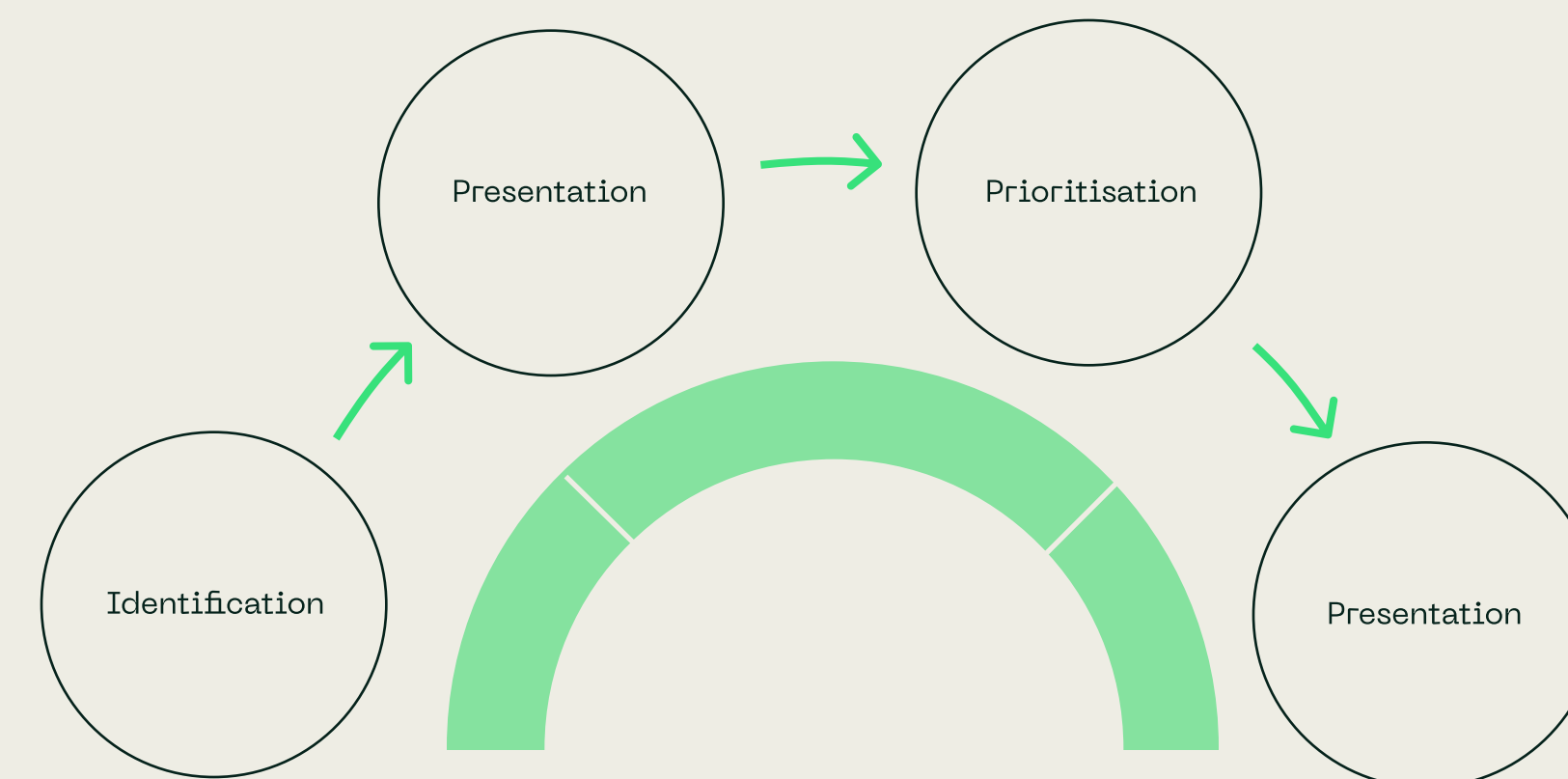
Itera is committed to reporting its sustainability work in a transparent way. This is also in line with the growing requirements to which listed companies are subject. Itera's objective is to have a set reporting structure that we regularly use to report on our targets, where we are in relation to them, and what measures we have taken for the KPIs we have prioritised.

In our reporting, we have been inspired in our reporting by the process model for ensuring comprehensive reporting and the use of reported data produced by organisations such as the Oslo Stock Exchange (OSE). We are on the right path, and since 2021 we have been certified as a Transparency Partner by NASDAQ. This serves as confirmation of Itera's commitment to sustainability and transparency, including its commitment to ensuring human rights, looking after the environment and operating responsible business activities.

See ESG-index on page 08.

Itera is also certified as an Eco-Lighthouse. This requires us to be open about our environmental impact and the measures we take to reduce our environmental footprint.

## Reporting process



### 1.

#### Materiality analysis

- Identifying stakeholders and mapping their interests
- Identifying the relevant themes for the company
- Prioritisation

### 2.

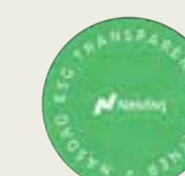
#### Operational management

- Include material risks and opportunities in operational management
- Define targets and indicators for material topics
- Ensure robust internal ESG data collection and management processes

### 3.

#### Communication

- Quality of the information
- Format of the presentation
- Make the ESG information accessible



# Our sustainable value creation



Itera takes a holistic approach to how we contribute to sustainable value creation. Our foundation is formed of our vision and strategy, our strength, and our core deliveries. When these are combined, value is created for our customers, our employees, our owners and society.

## Our vision and strategy

### Vision

Make A Difference

### Strategic position

The specialist in creating sustainable digital business

### UN SDGs prioritised by Itera

**5:** Gender equality

**9:** Industry, innovation and infrastructure

**11:** Sustainable cities and communities

**12:** Responsible consumption and production

## Our strengths

### Expertise

Technology, design and business expertise applied correctly contribute to sustainability

### Commitment

Employees motivated to make a difference

### Customer portfolio

We have an impact on many of the largest companies in the Nordics

We integrate sustainability into our deliveries

We establish innovative and future oriented partnerships that strengthen and develop our sustainable solutions

## Our main activities

### Realise sustainable innovation

Identify, sell and deliver projects

Test and learn methods

### Sustainability in operations

Technology and digitalisation are a prerequisites for the green transition. Through our services, we contribute to sustainable solution

### Collaborators

We seek partnerships that strengthen our sustainable business

## Our value creation

### Investors

Long-term and ethical investments

### Customers

Attractive partners with clear standpoint and contributions to sustainability

### Employees

Projects with purpose at a value-based company

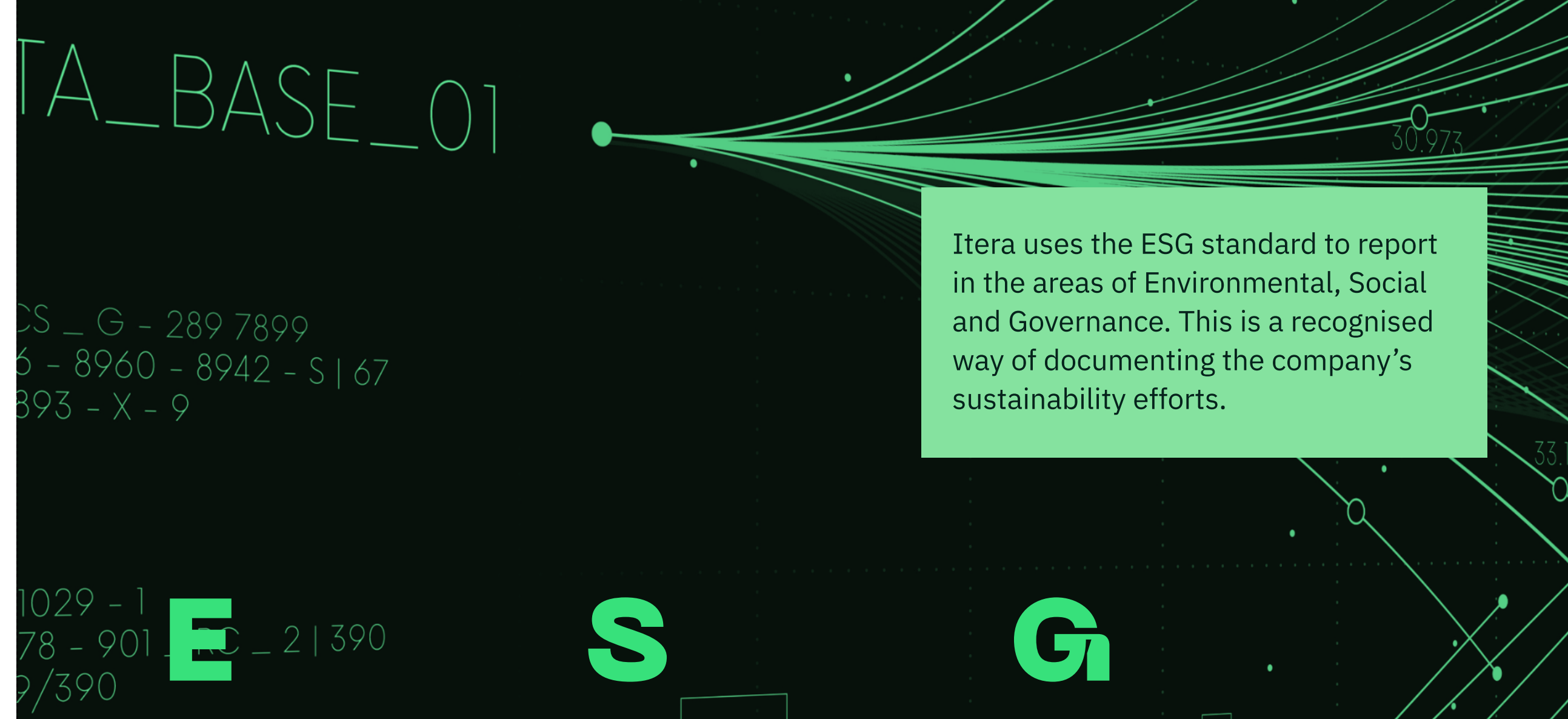
### Society

Serious business and responsible employer

By applying our expertise in digital technology, business and design, we are transforming our customer's business and helping them to realise their ambitions for a sustainable future.

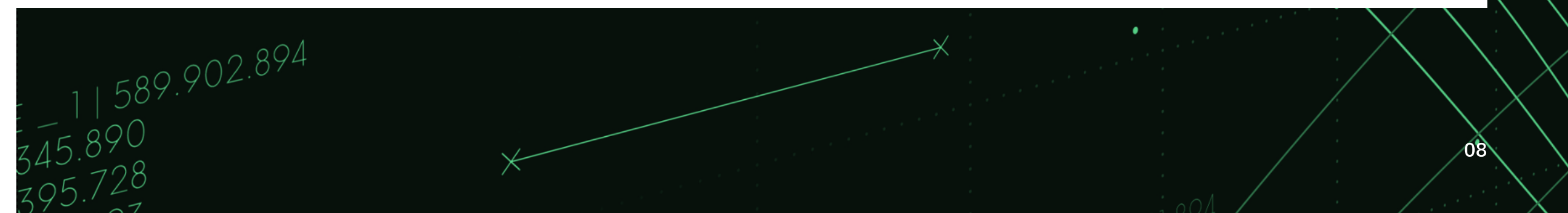
# Sustainable initiatives and activities 2021

Itera has a constant focus on improvement, and sustainability is an important driver for responsible business. In this section we present the initiatives we have prioritised, our progress and our targets.



Itera uses the ESG standard to report in the areas of Environmental, Social and Governance. This is a recognised way of documenting the company's sustainability efforts.

Environmental	Read	Social	Read	Governance	Read
Climate-related disclosures	p. 9, 13	Accidents at work	p. 11	Anti-corruption	p. 13
Emissions	p. 9	Diversity and equal opportunities	p. 11–12	Certifications	p. 13
Energy	p. 9	Gender balance	p. 11–12	Code of Conduct	p. 13
Transportation and mobility	p. 9	Health and safety	p. 11	Corporate governance	p. 13
Waste management	p. 9	Human rights	p. 13	Ethical guidelines	p. 13
Procurement	p. 10	Labour rights	p. 11–14	Materiality analysis	p. 06
		Sick leave	p. 11	Reporting standards	p. 13
		Supplier monitoring	p. 10	Risk management	p. 13
		Employee engagement	p. 11	Stakeholder engagement	p. 04
		Internships	p. 12	Sustainability strategy	p. 07
				UN Sustainable Development Goals	p. 05
				Whistleblowing	p. 13





# E = [ENVIRONMENTAL]

Itera is certified as an Eco-Lighthouse company. This is a natural extension to Itera’s history: In 2001, Itera became the first Norwegian communication and technology company to obtain certification in accordance with the environmental standard ISO 14001.

We are committed to operating our business activities in such a way that we avoid damaging the external environment. At Itera, we have a pronounced environmental policy that is reflected across our entire organisation.

**Measures:**

1. Limit paper usage
2. Encourage use of public transport
3. Sort waste electronic equipment (return scheme).

## Climate impact

Itera strongly believes that the use of disruptive technologies and digitalisation will be important to mitigating climate changes. However, we also understand the importance of minimising the negative impact of our own operations on the environment. As a consultancy company in the Information and Communications Technology (ICT) sector, our main impact is related to our people and offices. In general, our emissions impact in 2021 was less than previous years as the pandemic restricted business travel and the use of our offices for large periods of the year. Our climate impact is divided into scopes 1 to 3, according to the GHG protocol.

2021	Total tCo2e)	(tCo2e) per FTE
Scope 1 (direct emissions)	1.0	>0.01
Scope 2 (indirect emissions)	308.2	0.53
Scope 3 (other indirect emissions)	140.1	0.24
<b>Total emission impact</b>	<b>449.3</b>	<b>0.78</b>

### Scope 1: Direct emissions

Scope 1 – Emissions in scope 1 include all direct emissions from the activities of an organisation. For Itera, this means emissions from company cars. Itera currently has two company cars (CEO and COO), which are both electric. Scope 1 emissions were 1.0 tCo2e or > 0.01 tCo2e/per FTE. Emissions from scope 1 make up only a fraction of our total emissions.

Siren Tønnesen, Data Scientist and Head of AI and Analytics in Itera – on her way to work.



## Transport

Air travel*	2019		2020		2021	
	Itera Norway	Itera Norway	Group	Itera Norway	Group	
No. of flights in the Nordic region	289	134	135	87	98	
No. of flights within Europe	175	12	106	20	100	
No. of flights in the rest of the world	12	6	8	0	0	

\*Roundtrip

Car travel	2020	2021
Total car mileage (in km)	54 665	61 864
Car mileage in electric cars (in km)	32 000	42 499
Fossil fuel consumption (in litres)	1 392	547
Company cars	2	2

### Scope 2: Indirect emissions

Scope 2 – Indirect emissions from electricity purchased and used by the organisation. For Itera, this means emissions from our office locations for heating and cooling, and energy used by electronic devices. Scope 2 emission were 308.2 tCo2e or 0.53 tCo2e/per FTE. Itera’s scope 2 emissions represent the majority of our total emissions.

\* Some locations were unable to provide scope 2 emissions due to the war in Ukraine. We used estimates for these locations based on the other locations and the number of employees who work at them.

### Scope 3: Other indirect emissions

The inclusion of other indirect climate emissions is voluntary. Scope 3 emissions are emissions from upstream and downstream activities that we do not directly control. Scope 3 emissions will be double-counted in the larger context as our scope 3 emissions will be other companies’ scope 1 and 2 emissions. Even though we do not directly control these emissions, there is significant scope for us to reduce them. For Itera, scope 3 emissions consists of indirect emissions from business travel (car mileage and air travel), waste management, energy consumed at third party datacenter locations, and from the production and use of mobile phones and IT-equipment. Itera’s scope 3 emissions in 2021 were 140.1 tCo2e or 0.24 tCo2e/per FTE. Iteras scope 3 emissions represent a large proportion of our total emissions. Itera is also likely to be responsible for more indirect emissions that are outside the scope of this reporting.

\*Scope 3 emissions may also include several additional sources of emission not included here.

\*\*Scope 3 emissions include calculated estimates.

## Waste management

### Group

Residual waste	Recycled waste	Sorting rate %
10 058 kg	4 493 kg	31%

### Norway

Residual waste	Recycled waste	Sorting rate %
5 028 kg	3 119 kg	38%

Itera’s sorting rate is 31% for the group and 38% for the Norwegian part of the group. Some locations do not yet have a recycling program in place. In our headquarters in Oslo, the sorting rate has been around 40% in recent years. The building facilitator has a long-term plan of increasing the sorting rate to 65%.

Recycled waste can be divided into the following categories: food waste, paper and cardboard, electronics, glass, and metal.

### Hardware recycling

Itera has a target of recycling all computer equipment for which we no longer have a use. Used screens, keyboards and mice are given to employees free of charge. PCs that are no longer being used by Itera are formatted and prepared with a Windows operating system for a new life in low-income families. Itera has a return scheme agreement with Alternativ Data AS. On its website, it estimates a Co2 saving equivalent of driving from Norway to Spain for every PC that is re-used. Equipment that cannot be reused is disposed of as hazardous waste.

# Procurement

We focus on sustainable products. As an example, all our cleaning products, coffee and office supplies are environmentally certified. In 2020, Itera increased its focus on the companies from which we purchase goods and services. We will constantly identify which of our suppliers currently have environmental certifications and / or sustainability strategies and establish internal guidelines to ensure that future suppliers also take on environmental commitments. These measures will help us to reach our 2025 target, which is that 90% of the companies from which we buy goods and services have a sustainability strategy and / or environmental management system in place.

The number of our top 50 suppliers that have an environmental management system and/or sustainability strategy:

2019	2020	2021	2021 (Group)	2025 Target
18	28	34	36	45 of top 50

Percentage (%) of purchase volume (measured in NOK) spent with suppliers that have sustainability on their agenda:

2019	2020	2021	2021 (Group)	Target 2025
46%	56%	79%	80%	90%

The proportion of purchase volume is based on our 50 largest suppliers in 2021.

\*The numbers for 2019 and 2020 apply to the Norwegian part of the Group  
 \*\*Internal suppliers and suppliers with less than five employees are excluded



Chris Kløv Andersen  
 Interaction Designer, Oslo

## Initiatives related to sustainability

### Mobile telephone scheme

Itera's employees are entitled to NOK 6,000 plus value-added tax every second year to buy a new mobile phone. In 2020, Itera introduced a scheme that rewards all employees who keep their phone for more than two years. This involves employees who choose to keep their phone for more than 24 months seeing their next entitlement increase by NOK 250 plus value-added tax per month. The scheme applies retroactively to the last time the employee purchased a phone.

If an employee uses his or her phone for the entire third year, the additional entitlement amounts to NOK 3,000 plus value-added tax, meaning the total entitlement for a replacement mobile phone would be NOK 9,000 plus value-added tax. If the employee purchases a telephone that is cheaper than his/her total entitlement, the difference can be put toward the next telephone he/she purchases.

### Digital signing of contracts

To make life easier for our customers and also to contribute to sustainability, Itera has introduced a solution that allows contracts to be signed digitally. Instead of having to print, sign, scan and return contracts, customers can receive their documents by email and then choose whether to sign them on their mobile, tablet or PC.

# S = [SOCIAL]

## Working environment

### Number of employees

<b>Itera group</b>	649
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Number of employees at year end 2021.

### Full-time equivalents employees

Company	Office locations	FTE
Itera Norway	Oslo, Bergen, Fredrikstad	219.5
Itera ASA	Oslo, Bergen	21.5
Itera Offshoring AS	Kiev, Bratislava	302
Itera APS	Copenhagen	24.3
Compendia	Bryne	31.6
<b>Total</b>		<b>598.7</b>

Average FTEs for the 2021 period by company.

## HSE Framework

Itera is vulnerable to poor employee engagement, frequent and /or prolonged sick leave, fire or evacuation or unwanted high employee turnover. Our employees work in a safe and appealing environment where digital and physical collaboration between people is at the core of our work pattern.

Itera’s focus on systematic HSE work with policies, processes, system support and roles and responsibilities results in better health and well-being, reduced sick leave and greater commitment and satisfaction among employees in a safe, sustainable environment. All-in-all Itera provides an attractive workplace.

The HSE targets we have set ourselves are part of our systematic health, safety and working environment work. When it comes to the working environment and health and safety, Itera’s main focus is on promoting employee well-being, avoiding incidents and strains that can lead to health problems and stimulating health-promoting activities.

### We have set the following HSE targets:

1. Promote employee engagement
2. Maintain a low sick leave rate

### Employee engagement

Itera does not measure employee satisfaction but employee engagement, as we are of the view that this is a strong indicator of employee well-being. The engagement score (10 is the maximum) is an overall indicator of how engaged our employees are. Employee engagement is measured every two weeks through a digital survey consisting of around 10 questions.

Each employee gives his/her score and feedback on a wide range of relevant topics, such as his/her work-life balance, professional development, workload and adherence to Itera’s values. Employees are given the opportunity to share their opinion on which areas and measures should be prioritised in order to improve the results. Based on the input from our employees, different levels of analysis are undertaken and different actions to improve engagement are taken.

### Employee engagement: Measures and targets

Unit	Actual 2021	Target 2021	Target 2022
Itera Group	8.5	8.0	8.0
Itera Norway	8.3	8.0	8.0
Itera ASA	8.8	8.0	8.0

### Sick leave

Unit	Actual 2021	Target 2021	Target 2022
Itera Group	2.6%	3.0%	3.0%
Itera Norway	3.4%	3.0%	3.0%
Itera ASA	4.7%	3.0%	3.0%

There were no work-related injuries at Itera in 2021.

## Diversity and inclusion

### Peakon Equality Score

People from all backgrounds are treated fairly at Itera

Segment	Organisational Fit – Equality 2021*
Itera Group	9.1
Itera Norway	9.1
Itera ASA	9.3

(\*Max score: 10)

### Itera strongly believes diversity and inclusion make a difference to Itera, our customers and society.

At Itera we share a commitment to making a positive difference in the world. To make this happen, our mission is to create sustainable digital business. We believe all our individual uniqueness represents the driving force for our winning team in their work to grow our customers and our employees. We believe a diverse culture is a sustainable culture. As a company, Itera cultivates a working environment where everyone feels valued and included.

Through our diversity and inclusion framework, Itera focuses on three areas:

- ensuring representation of diverse talent,
- enabling equality of opportunity through fairness and transparency
- tackling microaggressions and promoting multivariate diversity

The diversity and inclusion framework will help us to make a positive difference in terms of developing and hiring talented people from groups that at the moment are underrepresented, as well as nurturing a culture where everyone at Itera feels welcome and respected.

Greater diversity is correlated with a significantly greater likelihood of outperformance. Furthermore, fostering a diverse and inclusive culture is a critical success factor: it enables individuals both to shine in their own right and to pull together as ONE Itera.

## Definition D&I

Diversity refers to the traits and characteristics that make people unique. These can relate to race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs and other ideologies.

Inclusion refers to the behaviours, practices and norms that ensure that people are given fair and equal opportunities and feel welcome in the workplace.

### Women as a proportion of Itera’s employees

Unit	Actual 2020	Target 2021	Actual 2021	Target 2022
Itera Group	30%	35%	30%	35%
Itera Norway	25%	37%	25%	37%
Itera ASA	71%	50%	71%	50%

30% of the Group’s employees in 2021 were women as compared to 32% in 2020. The Group’s core management team consisted of seven men and two women in 2021. The shareholder-elected Board members are two women and two men, while the employee-elected representatives and observers are two women and two men.

# Partnerships and initiatives

## ODA

Our partnering with ODA shows our focus on helping to increase the number of women in technology. As an ODA Gold partner, Itera hosted a digital kick-off event for the 2021 ODA Mentorship program that was attended by over 80 women.



### Arne Mjøs – one of three finalists to ODA Man of the year 2021

Since 2009, ODA-Nettverk has awarded the ODA Awards to leading ambassadors for diversity in the technology industry. They award the prize to the woman and man who have contributed most to ODA's goals of gender balance and diversity, and to the organisation that has impressed most with concrete results in its strategic commitment to diversity. Itera CEO Arne Mjøs was selected as one of the three finalists for the ODA Man of the year award in 2021.

## SHE

The SHE Index is a catalyst for encouraging stakeholders to focus on diversity and inclusion in leadership and the workforce, equal compensation and work life balance. The Index consists of six categories that focus on different aspects of gender equality.



Itera has taken a huge leap on the SHE Index in 2021, from number 61 in 2020 to number 17.

# Recruitment and competence

## Summer internship: An important contribution

To help it succeed with recruitment in a sector in which the demand for employees exceeds the supply, Itera runs an annual summer internship program targeted at students at major universities. This program is a strategic tool intended to help Itera to build relationships with the most talented students at an early stage in their education, with some students offered positions at Itera as early as after the second or third year of their master's program. The students are tasked with solving strategic problems in a variety of eight-week customer projects, each led by one of Itera's experienced project managers.

## 19 graduates onboarded onto Itera's "Boost" program

We also continue to increase the number of recent graduates we accept on to our graduate program "Boost", and in September 2021 we welcomed 19 talented new colleagues. The graduates specialise variously in development, business consulting, design and test management for what will be a great start to their careers, both professionally and socially due to their involvement in exciting customer projects.

## Partnership for increased knowledge about digitisation and sustainability

Itera is a partner to "GoForIT", which is a collaboration between the IT industry and academia that is intended to facilitate knowledge development at the intersection between digitalisation and sustainability.

Summer internships  
2020: 31 students  
2021 : 27 students  
2022: 0 students\*

\*Due to the war in Ukraine, the summer internship program 2022 is postponed one year.



In September 2021 we welcomed 19 talented new colleagues to "Boost", our Graduate Program.

# G = [GOVERNANCE]

## Policies

### Corporate governance

Itera applies corporate governance that is based on the requirements of the Norwegian Accounting Act and the Norwegian Code of Practice for Corporate Governance. The separate section in the Report of the Board on corporate governance provides more information on how Itera complies with Section 3-3(b) paragraph 2 of the Norwegian Accounting Act and the provisions of the Norwegian Code of Practice for Corporate Governance.

### Human rights

Itera is committed to ensuring internationally recognised human rights such as those defined in the United Nation’s Universal Declaration of Human Rights and other UN conventions. Itera has operations in countries outside Scandinavia, specifically Ukraine and Slovakia, and considers that the establishment of these workplaces has contributed to increasing the living standards of its employees in these countries.

### Anticorruption

Itera does not tolerate any form of corruption.

The Group is exposed through its nearshore activities in Ukraine to a certain level of corruption risk as the country has a low score on the Transparency International Corruption Index. Itera has therefore decided to protect the Group from this risk by not delivering services to the public or private sectors in Ukraine where the problem of corruption is principally found, and by only exporting its services to countries where western business standards are the norm.

The Group has guidelines for all employees concerning the acceptance of gifts and other benefits or advantages.

### Itera and the UN Global Compact

Itera is a member of the UN Global Compact and supports the Ten Principles of the United Nations Global Compact on human rights, labour, the environment and anti-corruption. In our annual update on our progress, we describe the actions we are taking to continually improve the extent to which the Global Compact and its principles are integrated into our business strategy, culture, and daily operations. We also commit ourselves to sharing this information with our stakeholders using our primary channels of communication.

### The UN Global Compact’s SDG Ambitions program

In Q4 2021, Itera participated in the UN Global Compact’s SDG Ambition program.

This was a great learning platform for discussing sustainability with other Scandinavian companies across industries. Common to all participating companies was that they have sustainability on the agenda and have a strong desire for the business community to contribute to a sustainable future. SDG Ambition is a six-month accelerator that aims to challenge and support participating companies of the UN Global Compact in setting ambitious corporate targets and accelerating the integration of the 17 Sustainable Development Goals (SDGs) into their core business management. SDG Ambition enables companies to move beyond incremental progress and step-up transformative change – unlocking business value, building business resilience, and enabling long-term growth.

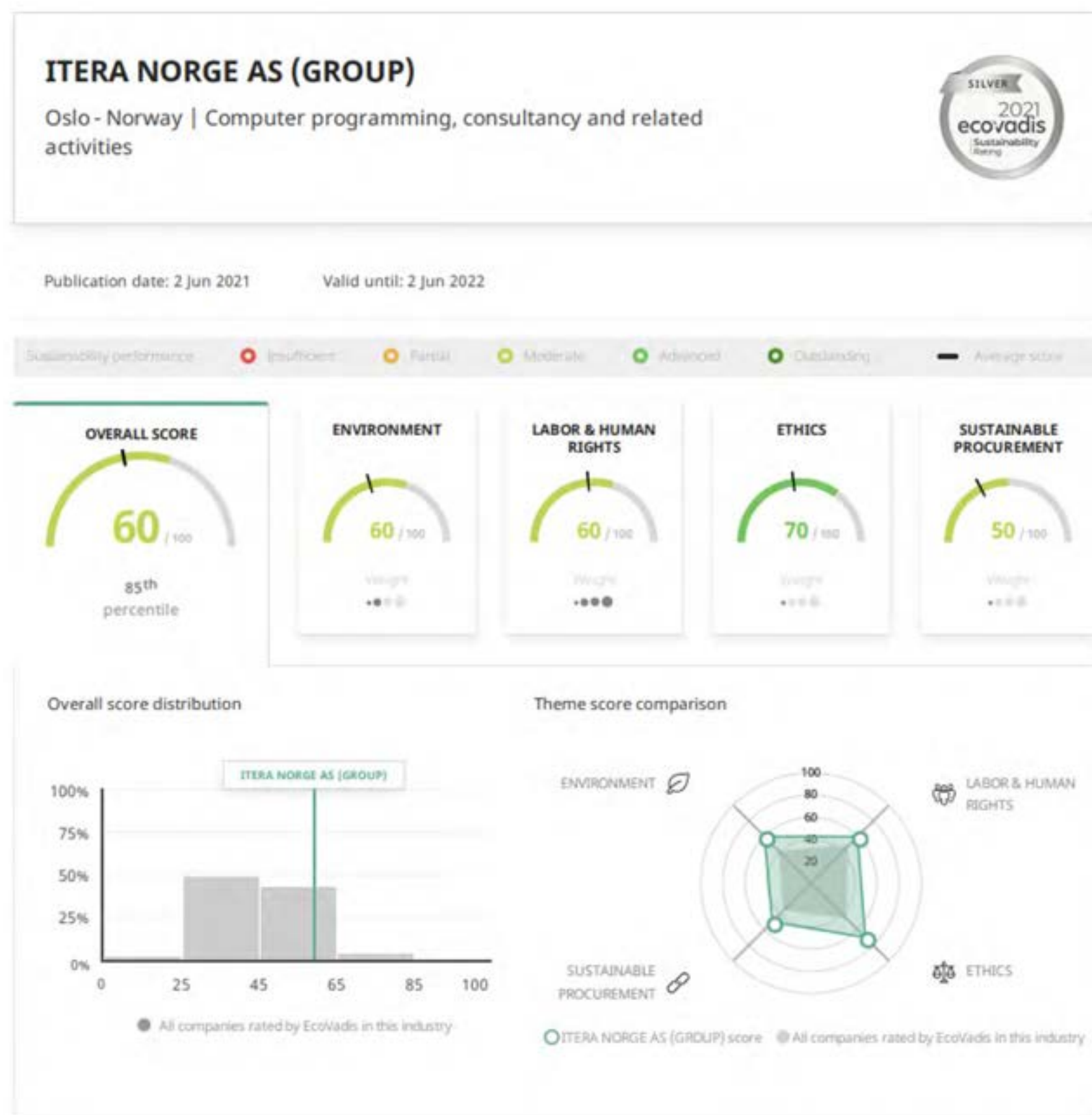
### EcoVadis

Itera was rated for sustainability by EcoVadis in 2021. EcoVadis is the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 75,000 rated companies. Itera received a total score of 60 out of 100, which is better than 85% of the other 75,000 companies assessed. In the global IT and consulting industry, Itera is in the top 10% of companies. EcoVadis analyses companies' reported efforts in relation to the environment, labor and human rights, ethics, and sustainable procurement. Itera’s highest score was in relation to ethics, while it received lower scores in the sustainable procurement area. We continuously invest in our sustainability activities, and have high ambitions related to the score on the next assessment.

Category	Principals	Comment	Guidelines/policy/topics	Report index
Human rights	<p><b>Principle 1:</b> Businesses should support and respect the protection of internationally proclaimed human rights.</p> <p><b>Principle 2:</b> Make sure that they are not complicit in human rights abuses.</p>	<p>All Itera employees and members of its board of directors must follow Itera’s Code of Business Ethics. Itera does not tolerate human rights abuses in any country we operate in.</p> <p>Itera does not deal with customers and vendors that violate human rights in any form.</p>	<ul style="list-style-type: none"> <li>• Itera Code of Business ethics</li> <li>• Itera Guidelines for purchases</li> </ul>	<p>p. 10</p> <p>p. 13–14</p>
Labour rights	<p><b>Principle 3:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p> <p><b>Principle 4:</b> The elimination of all forms of forced and compulsory labour.</p> <p><b>Principle 5:</b> The effective abolition of child labour; and</p> <p><b>Principle 6:</b> the elimination of discrimination in respect of employment and occupation</p>	<p>Itera does not tolerate any form of discrimination, forced labour our child labour.</p> <p>Itera follows national laws and regulations on labour rights.</p> <p>Itera believes in transparency and promotes diversity and inclusion.</p>	<ul style="list-style-type: none"> <li>• Itera Code of Business Ethics</li> <li>• Diversity and inclusion framework</li> <li>• Whistleblowing guidelines</li> </ul>	<p>p. 10–14</p>
Environment	<p><b>Principle 7:</b> Businesses should support a precautionary approach to environmental challenges.</p> <p><b>Principle 8:</b> Undertake initiatives to promote greater environmental responsibility; and</p> <p><b>Principle 9:</b> Encourage the development and diffusion of environmentally friendly technologies.</p>	<p>At Itera we focus on environmental protection by minimising environmental damage and by promoting and utilisng sustainable technologies. Our employees are encouraged to bear in mind the environmental effects work-related activities have on the environment and to choose sustainable solutions as far as is possible.</p> <p>Itera believes in transparency about our environmental impact and reports on this through several initiatives. Itera’s headquarters in Oslo is certified as an Eco-Lighthouse.</p>	<ul style="list-style-type: none"> <li>• Itera Code of Business Ethics</li> <li>• Environmental policy</li> </ul>	<p>p. 9–10</p> <p>p. 14</p>
Anti-corruption	<p><b>Principle 10:</b> Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>As stated in Itera’s Code of Business ethics, Itera firmly opposes all corruption, bribery and money laundering.</p> <p>Itera follows strict guidelines on gifts between stakeholders (customer and employee etc). Itera has whistle-blowing procedures in place to report any misconduct.</p>	<ul style="list-style-type: none"> <li>• Itera Code of Business Ethics</li> <li>• Anti-corruption policy</li> <li>• Whistleblowing guidelines</li> </ul>	<p>p. 13–14</p>

# High score but even higher ambitions

Since its founding in 2007, EcoVadis has grown to become the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 75 000+ rated companies.



EcoVadis, the world's largest and most trusted provider of business sustainability ratings, analyses companies' reported efforts in relation to the environment, labor and human rights, ethics, and sustainable procurement. Compared with 75,000 rated companies, Itera received a total score of 60 out of 100, which is better than 85% of the other 75,000 companies assessed. In the global IT and consulting industry, Itera is in the top 10% of companies.



*Make a difference*

**Itera ASA**

Telephone +47 23 00 76 50  
Nydalsveien 28  
P. O. Box 4814 Nydalen  
0422 Oslo, Norway  
[www.itera.com](http://www.itera.com)

**Arne Mjøs**

CEO  
Mobile +47 905 23 172  
[arne.mjøs@itera.com](mailto:arne.mjøs@itera.com)

**Bent Hammer**

CFO  
Mobile +47 982 15 497  
[bent.hammer@itera.com](mailto:bent.hammer@itera.com)