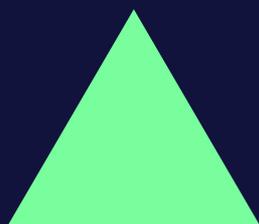


— bouvet



2020

SUSTAINABILITY REPORT

Sustainability

We take sustainability seriously. Our vision of “we lead the way and build tomorrow’s society” shows that we want to contribute to long-term value creation, with our attention concentrated on the climate and the environment as well as social aspects and corporate governance – the three pillars which sustainability comprises. Although generating financial value is important for any enterprise, we also create value which is non-financial in character. Our main contribution as a consultancy is digitalisation, and we make our largest impact through the assignments we perform for our clients in addition to our own operations.

Our approach

Our business concept is: *“The culture, expertise, sense of community and closeness to clients of our personnel make us a driving force for renewal and improvement. With a strong desire to share, we are the guide to a new reality for people and enterprises. As a leading IT group, we will take the lead on and contribute to a sustainable future locally, nationally and globally.”* This means that we will be conscious of, accept responsibility for and work long-term on sustainability.

Our approach to sustainability takes its inspiration from the formulation produced by the Brundtland commission for the Rio conference in 1987:

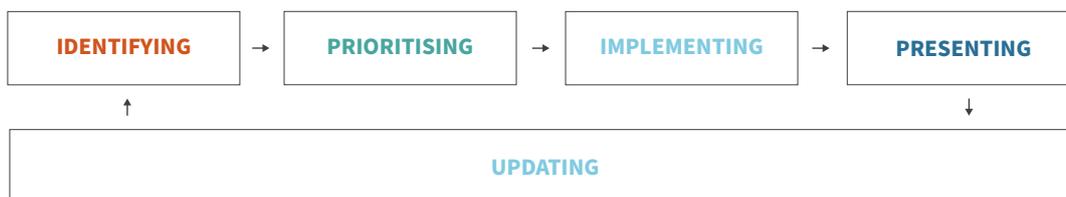
“Sustainable development is development which meets the needs of the present without compromising the ability of future generations to meet their own needs.”

In the autumn of 2020, we conducted a materiality analysis based on Euronext’s guidance on environmental, social and corporate governance (ESG) issues of January 2020. This aimed to identify sustainability areas which are important for us in terms of our size, our regional structure and a value set exemplified by freedom and engagement.

The materiality analysis was developed on the basis of insights obtained from employees with various roles in all our regions, interviews with stakeholders and a review of megatrends and regulation. It has identified what the various ESG components mean for us in terms of risks and opportunities, and thereby which areas will receive our attention to in the future.

As a consultancy, we can contribute our digital expertise and ability to deliver in such a way that we, society, our clients and other stakeholders are collectively able to move the world in the right direction. The breadth of our services and our client relationships in many key sectors mean that we can influence, directly or indirectly, all the UN’s sustainable development goals (SDGs). We have therefore not chosen any specific SDGs, but will work consciously in the future with these goals where appropriate. In that way, we can remain opportunity oriented – something which is important for us.

ESG reporting process



■ MATERIALITY ANALYSIS ■ ENTERPRISE MANAGEMENT ■ COMMUNICATION

The materiality analysis will form the basis for our future work. How we prioritise measures and integrate sustainability in our business will be founded on our vision, ambition, long-term goals and values – in other words, our strategic platform.

While the analysis will be updated annually, priorities, implementation and communication will develop iteratively throughout the year.

How can we influence the world, and how will it influence us?

It is important for us that sustainability is part of the strategic platform for our business and is integrated naturally in our operations. We will be conscious of what influences us and how we can influence the world in a long-term and sustainable way.

Our value chain

As part of the work on the materiality analysis, a value chain analysis was conducted to illustrate our impact. Being conscious of this impact throughout our value chain is important for us, and for how we can find good ways to reduce our footprint in the time to come.

Environment and climate

Our environmental impact is greatest at the client level and in developing solutions. In collaboration with our clients, we have the potential to influence the world to a high degree in the right direction by participating in sustainability-focused projects. This potential applies particularly to clients in such emission-intensive sectors as oil and gas, public administration, the armed forces and transport – which account for a large part of our turnover.

As part of our assignments, we develop solutions which are useful for both client and society, but which also require energy. Overall power consumption by the ICT sector is high. We have the potential to help reduce this footprint through the way we advise our clients and by developing more energy-efficient solutions. This has consequences for the environmental impact of our own activities as well as those of our clients and their customers.

Our own data management has a low climate footprint. At the same time as we observe guidelines – such as those in the Eco-Lighthouse – on buying electronic aids, we should also make conscious efforts to reduce our environmental footprint.

Value chain

	IMPACT IN SUPPLIER CHAIN	OWN OPERATIONS	GROUP MANAGEMENT AND MARKETING	CLIENT AND END USER
ENVIR.	<ul style="list-style-type: none"> ENVIRONMENTAL FOOTPRINT FROM DATA MANAGEMENT ENVIRONMENTAL FOOTPRINT FROM HARDWARE 	<ul style="list-style-type: none"> TRAVEL GHG EMISSIONS RESOURCE EFFICIENCY 	<ul style="list-style-type: none"> FOOTPRINT FROM SOLUTIONS PENSION SAVING AND EQUITY 	<ul style="list-style-type: none"> ENVIRONMENTAL IMPACT
SOCIAL	<ul style="list-style-type: none"> SOCIAL CONDITIONS IN SUPPLIER CHAIN 	<ul style="list-style-type: none"> EXPERTISE DEVELOPMENT WORK-EXPERIENCE PLACES PHILANTHROPY AND SUPPORT 	<ul style="list-style-type: none"> WORKING ENVIRONMENT DIVERSITY AND EQUALITY 	<ul style="list-style-type: none"> ACCESS TO INFORMATION SOCIAL IMPACT SHARING EXPERTISE
CORP. GOV.	<ul style="list-style-type: none"> ANTI-CORRUPTION 	<ul style="list-style-type: none"> INFORMATION SECURITY ANTI-CORRUPTION AND INTEGRITY 		<ul style="list-style-type: none"> INFORMATION SECURITY TRANSPARENCY



We help to lessen the environmental impact of our travel activities by having offices close to traffic hubs, making provision for and encouraging employees to cycle to work, and having electric cars at some offices. To be conscious of the environmental impact of travel, this assessment must also be weighed for each journey.

Each of our employees can also contribute to improving our overall environmental footprint through their own travel activities and efficient use of resources, for example.

Social

We are a large player in a sector with few women in leading positions. As a group, we have the opportunity to contribute to increasing equality and diversity in our organisation and in the sector as a whole.

Employee surveys are conducted annually, and the one for 2020 shows that our workforce has a high level of job satisfaction and thrives with us. As a group, we have a high reputation internally. It is important for us that each employee is part of and further develops our corporate culture, creates an inclusive working environment, and facilitates flexibility in collaboration with colleagues.

As a consultancy staffed with knowledge workers, continuous expertise development is a fundamental precondition for satisfied employees. This forms part of our ambition. Our regional and incentive models support employees in helping each other to achieve their full potential through sharing expertise and experience. Such sharing occurs in a variety of arenas, such as internal cross-group conferences, specialist meetings and networks, and participation in external courses and conferences. We see the importance of offering work-experience places, contributing as lecturers and serving as “clients” and advisers for bachelor and master degree dissertations in various disciplines in order to both share and learn.

Our various regions take responsibility in their local community for philanthropy or support for voluntary organisations and sports teams.

In our procurement practices, we are conscious of safeguarding human rights, avoiding conflict minerals, and protecting working conditions along the supplier chain.

Corporate governance

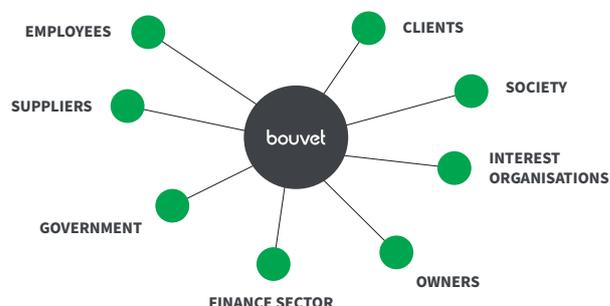
We exert our greatest impact through corporate governance by supporting our clients on information security and data protection. A broad range of services allows us to help clients meet forthcoming requirements for reporting, and to utilise data to motivate work on their own ESG effect.

We are responsible for our own information security and for protecting the data of clients and employees.

Where our broad range of clients and relationships in our assignments and our own operations are concerned, we have a

responsibility to ensure integrity and avoid corruption on both sides. Our approach to the supplier chain will be ethical and transparent.

Our stakeholders



In our work, we have identified what our stakeholders regard as important, and would highlight the following in particular.

- Employees – our employees are interested in what and how we as a group can deliver on sustainability, and how the individual can contribute and take the initiative.
- Clients – many of our clients are working actively with ESG. A number have defined sustainability goals. At the same time, our clients make demands on us as part of their value chain.
- Suppliers – paying greater attention to sustainability throughout the value chain will create change and development among our suppliers, which could affect our business and services.
- Interest organisations – the ICT sector is an enabler in digitalisation and the expertise needed to equip Norway and the individual enterprise to reach their sustainability goals. This work involves companies in collaborating, sharing expertise and experience, and contributing to joint initiatives.

Other stakeholders are owners, government, society, the individual local community and the finance sector, who will define requirements and expectations while providing us with opportunities as a group.

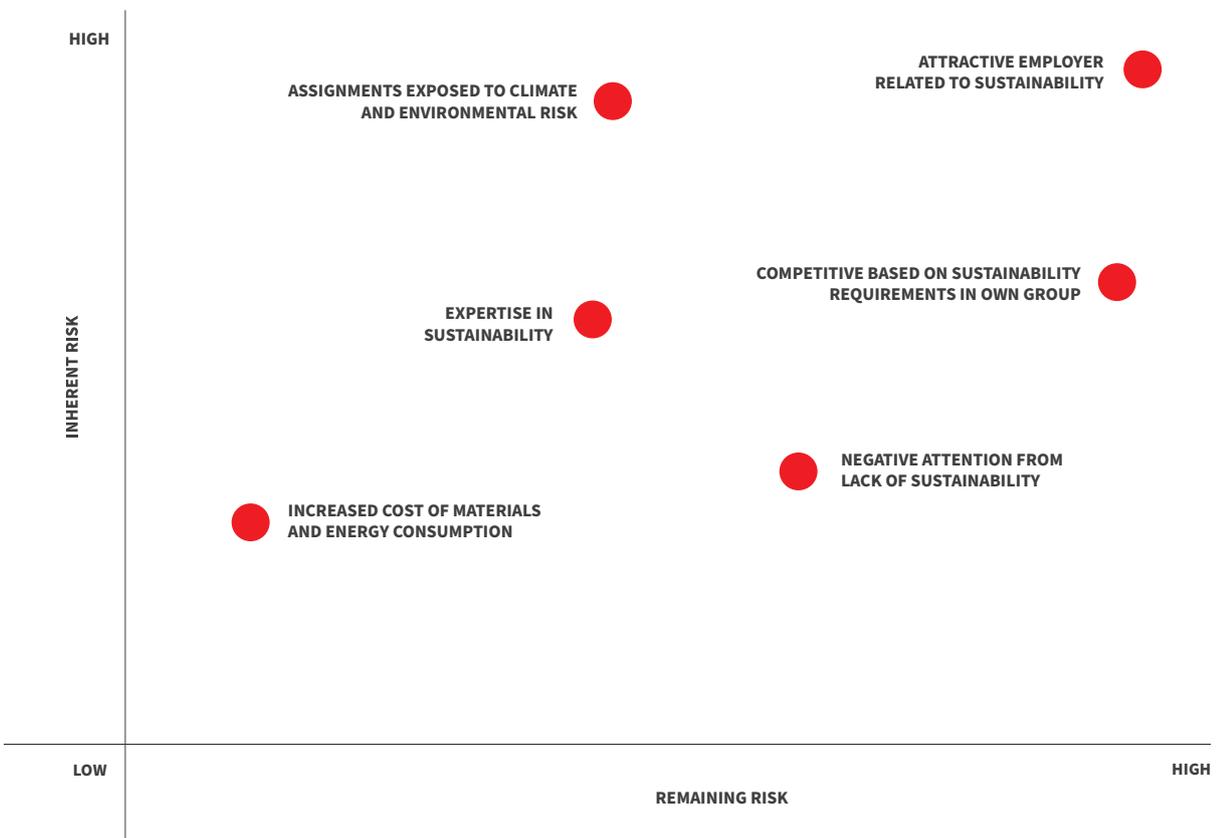
Our materiality analysis

The analysis identifies ESG issues of significance for us. Looking at our value chain and the risk and opportunity matrix has confirmed that our biggest chance to influence the world lies in collaborating with our clients and partners in all three pillars – environment and climate, social, and corporate governance. This is work which each and every one of our employees does every day out at our clients, which is important if we are jointly to achieve sustainability goals and ambitions.

Materiality matrix focused on opportunities



Materiality matrix focused on risk



Our priority areas

Based on this analysis, we defined four priority areas in 2020 which will be important for us in the time to come.

We will devote attention to sustainability in all relationships with clients and partners

We can influence the world most strongly in the right direction through assignments for our clients and in collaboration with our partners. This is accomplished by the positive effects which follow from digitalisation and the consequent transformative change. A number of our clients give emphasis to incorporating sustainability in their digital assignments and consider it important to do so. We contribute to that development. Collectively, our employees have a holistic understanding based on knowledge of the technology, the user, the organisation and the business. Cross-disciplinary collaboration and close relationships with clients allow us to identify, develop and implement solutions for a sustainable transformation.

Our assignments

Long-term client relationships equip us to integrate sustainability and to contribute to achieving client goals in our assignments. Among clients where we worked specifically with sustainability in 2020 were the Norwegian Environment Agency, Eress and Innovation Norway. In partnership with the last of these, we contributed to developing a sustainable business model for 12 tourism companies as part of the Global Growth Scandinavian Tourism programme.

We work in sectors where a number of clients are pursuing their own environmental and climate transformation in order to meet regulatory requirements while also working towards self-defined ESG goals. Our support for these efforts included contributing expertise to and transferring existing technology at Equinor for its renewable energy commitment. BKK wants to take a leading role in supplying power from shore to the offshore sector, and has engaged us to support the development of its data platform. The City of Stockholm has established a sustainable growth programme, where we contribute with enterprise architecture and management.

One example of our assignments for selected start-ups include a project implemented with Bjurtech to develop a management app for the Freepower electrically driven boat, which uses solar energy as its sole source of power.

Different types of assignments related to sustainability will be important for us in the future. Such jobs will focus attention on and enhance consciousness of our own responsibility among employees, and clarify our contribution among clients.

New sectors and enterprises

New markets are developing in relation to the green shift, with new types of companies emerging. Existing sectors and enterprises acquire new societal roles, market positions and service offers. Examples include offshore wind power, sustainable fish farming and green shipping, as well as transformations in the health care and education sectors.

Our attention is concentrated on sharing knowledge and experience across sectors and enterprises. This has given us the opportunity to transfer technology experience from existing users to new enterprises and sectors. Examples in 2020 include assignments for offshore wind power, where established technology has acquired new applications.

During the year, we worked with various industry clusters on environmental and climate challenges. These included:

- work for the Eyde cluster aimed at increasing value creation and reducing the environmental footprint at member companies
- participation in the Smart Ocean project at the Centres for Research-Based Innovation (SFI) on sustainable growth in the sea
- participation in Industrial Green Tech, which aims to elevate the Grenland region into a leading international centre of expertise for reducing industrial GHG emissions
- member of and active participant in DigiPro, a centre for process industry digitalisation.

Our priority areas



WE WILL DEVOTE ATTENTION TO SUSTAINABILITY IN ALL RELATIONSHIPS WITH CLIENTS AND PARTNERS



WE WILL EMBRACE AN INCLUSIVE AND DIVERSE CULTURE



WE WILL DEVELOP AND SHARE EXPERTISE ON SUSTAINABILITY



WE WILL LEAD THE WAY AND KEEP OUR OWN AFFAIRS IN ORDER

Local responsibility

Our regional model gives us the opportunities and latitude required to take a local responsibility, where our offices are hands-on with needs in their community. An example in 2020 was the way the Bergen region participated in Must, a mobility lab for developing intelligent transport solutions. We contributed here to idea development, data verification and concept testing.

Energy-efficient solutions

IT is an important part of the solution for developing a low-carbon economy, but data centres account today for one per cent of global energy consumption. We can help to reduce this through energy-conscious development.

We will work continuously on how we can contribute in this area.

Socially inclusive solutions

Sustainability is also about conditions in society. This concerns meeting genuine user needs and not creating technical exclusions or user interfaces which require a high level of digital skills. Universal design is one of our service areas and a self-evident part of our deliveries.

We are engaged in assignments which aim to reach out to and include more members of society. At the Western Norway Regional Health Authority, for example, our designers are working to help create more user-friendly solutions for staff and patients. We have also supported the Norwegian Directorate for Education and Training with quality assurance and the development of educational materials related to the introduction of new digital solutions for taking tests and exams. The Forsvaret.no armed forces website is another example where universal design has been important throughout the development process, so that the website is accessible and reflects the diversity of the target group.

Digital services can be in themselves not only inclusive, but also excluding for certain social and user groups. Our employees were invited in 2019 to take part in a sustainability-related innovation competition. Two projects went to the next round with concepts which aim to overcome social challenges where existing solutions can be perceived as excluding individuals. These were further developed in 2020, and we provided support in the form of time and resources.

We will continually develop our expertise with and implementation of inclusive solutions.

Exposure to climate and environmental assignments

A number of clients are devoting attention to sustainability and sustainable delivery chains, which means that the demands clients make of us are likely to increase. The forthcoming introduction of the EU taxonomy will affect every enterprise. Together with our clients, we will help to identify how our assignments qualify in relation to the taxonomy.

At the same time, we will want to help to increase opportunities for our clients to be open and transparent in non-financial reporting.

We will develop and share expertise on sustainability

Our ambition is to be the consultancy with the most satisfied employees. Sustainability is important for them. A number are building expertise, and new recruits contribute new knowledge because sustainability has been part of their education. Since more of our clients want sustainability included in their assignments, our employees must be given the scope to extend their own expertise in this area and feel competent in applying it.

That makes it important for us to see opportunities for building and sharing expertise in line with national and international trends and market requirements, so that we can take responsibility along with clients for sustainability in our assignments. The aim is to produce good-quality services for our clients, and pursue assignments which are meaningful and give value to both employees and clients.

Sustainability-related services

We are continuously developing our own services in close collaboration with clients and on the basis of the trends which will affect both them and us in the time to come. Among other advances in 2020, we established a “digitalisation and sustainability” concept which includes the “flourishing business canvas” framework for producing sustainable business models. This type of service is developed in our specialist disciplines for subsequent sharing through experience transfer across the organisation.

Leading-edge expertise in security and data protection

Information security and data protection are a key ESG component, and attract growing attention from society and our clients. We have already taken big strides towards being a leader in this area through our policy on information security and by establishing a security toolbox. The latter has been created to ensure that data security is incorporated in every project. It describes how security involves different roles in our workforce, including project managers as well as advisory, user experience specialists and developers.

We are certified to ISO 27001, the most widely recognised standard for information security. It describes best practice for data protection and requirements for a management system in this area.

Our attention is continuously concentrated on developing security expertise. We keep a close eye on all new developments, including advances made outside our own offices.

Expertise-sharing

ESG is becoming ever more important for our clients. A number of enterprises give emphasis to sustainable IT investment, and demand sustainability as part of a delivery. Our employees are also genuinely concerned with sustainability and with making a

positive contribution to society through meaningful assignments. We can influence the world by sharing expertise with employees, clients and other stakeholders.

A sharing culture has pride of place among our values, and this expertise area is included in the #bouvetdeler concept which we have already defined. That means that, in addition to sharing naturally in our everyday work internally and for assignments, we share our expertise and experience through a separate section of our website. An example is the podcast on sustainable programming, where several employees share how to deliver the highest possible business value with the fewest possible watts.

We pursued various activities in 2020 aimed at developing and sharing expertise among employees, customers and partners.

Examples of expertise-sharing for sustainability during 2020 include the following.

- BouvetShares – clients in Bergen are annually invited to a knowledge-sharing session where our employees give presentations on various areas of expertise as well as on experience gained from assignments. Topics in 2020 included digitalisation for promoting sustainable growth and development, how to incorporate sustainability in your business model, and what happened and how we handled it when we were hacked at Easter 2019.
- GoForIT – we established this collaboration in 2020 with ICT Norway, the University of Agder, the Norwegian University of Science and Technology (NTNU) and Sopra Steria in order to identify knowledge requirements, stimulate research, contribute to the public debate and develop relevant educational provision to lay the basis for sustainable social change. We will continue to be engaged with this partnership.
- Nokios – we are involved in staging this Norwegian conference for e-government. The theme in 2020 was sustainable digitalisation on the Nordic model. We contributed presentations and workshops on sustainable business models.
- Norwegian Directorate of Public Construction and Property – to promote development and innovation at this agency, we gave a presentation at one of its events on how service design, design thinking and sustainable business modelling could contribute to the green shift, and what this means for the agency's organisation and culture.
- Teach Kids Coding – we helped to start this project and sit on its board. It aims to create engagement in technology development among children.
- University of Agder – we contributed a guest lecturer to the university's continuing education course on sustainability and digitalisation, with an introduction to sustainability and examples of how digital solutions can contribute.

Expertise and knowledge are important for the world to reach its sustainability goals. We will continue to develop #bouvetdeler in order to exchange experience and expertise between the sectors we operate in and our clients, so that we can contribute through others. That includes taking responsibility for preparing tomorrow's workers.

Examples of developing and sharing sustainability expertise internally include the following.

- BouvetOne – our large internal sharing arena, staged regularly twice a year for everyone in the group. At the event held in the autumn of 2020, a number of employees shared their experience of and expertise with sustainability, including sustainable business models, the circular economy and lessons learnt from assignments at our clients.
- BouvetOne Making Harbour – a smaller version of BouvetOne, where new employees give presentations to each other. Several of these dealt with sustainability-related issues during 2020.
- Sales and management conferences – held twice a year. Sustainability was a main theme at the event in the autumn of 2020, which also included external speakers from the Norwegian School of Economics.
- Continuous interdisciplinary sharing – our consultants constantly take the initiative to share specialist expertise with colleagues across disciplines and regions by inviting them to workshops as well as to technical lunches and evenings. This has been particularly popular in connection with introducing the flourishing business canvas framework in order to look at sustainable business models.

We will continue to work for sharing and inspiration across regions, services and disciplines, and for increasing the proportion of employees who engage in this so that we can all pull together in the right direction.

We will embrace an inclusive and diverse culture

Diversity for us means more than gender, ethnicity and beliefs. A diverse range of skills, traits and experience is equally important. Great variety gives us a broader perspective and increases understanding of client needs and of each other. That in turn enhances client satisfaction, employee job satisfaction and innovation. Valuing and developing people who have been with us for a long time is as important as recruiting new members of our organisation.

Equality

We work consciously to increase diversity and equality in our organisation and in the sector as a whole. Since the ICT sector lacks enough women and few of them are in leading positions, this is a long-term effort. The gender imbalance exists today from as early as the educational stage and interest in technology among young people.

During 2020, we contributed in our sector by inspiring youngsters to study technological subjects via our participation on the board of the Teach Kids Coding programme, collaboration with Fyrstikkalleen Upper Secondary School, preparing students for working life through the Nerd School, guest lectures at universities and university colleges, and providing internships and support for bachelor/master dissertations.

In order to take responsibility within our own organisation, structured work has been done on recruitment and employer branding which involves increased collaboration and experience exchange across the organisation. An internal women's

network has held presentations and workshops to increase knowledge of and awareness about diversity and the gender balance in our group.

Diversity and equal teams

We are experiencing increased demand for teams. Comprising members with diverse capabilities in terms of expertise, personality, experience, ethnicity, age and so forth, these encourage greater innovativeness. That is because applying different perspectives can allow more complex issues to be resolved and provide a more creative approach.

With a broad range of services, we have 1 650 employees and have existed as a company for 19 years. That has given us a diversity in our workforce which allows us to assemble teams on the basis of the challenge to be overcome. A good example is the group which is developing a customer information programme with Bane Nor to help travellers make good travel choices through access to identical, correct, speedy and useful information sourced from a number of enterprises across the sector. This team comprises several specialist disciplines and employees of different ages, education, experience, ethnicity and gender.

Our employees collectively possess the expertise to view a solution's whole life cycle from business, user, organisational, technical, administrative and continued development perspectives. This allows us to take a holistic view of system design.

Increased demand for cross-disciplinary teams means that we are continuously working on how to strengthen our diversity and continue developing our sharing culture. This will include all the personal strengths in our organisation and in assignments out at the clients.

Communication and visibility

Our ambition concentrates attention on satisfied employees. We want to hold onto our people while simultaneously attracting new recruits, both experienced and newly graduated. Through this work, we increase our own knowledge about and awareness of how we influence society and our clients to help develop the world in the right direction, and how the individual can contribute. Our digital communication channels, such as the intranet, bouvet.no/bouvet.se and our presence on social media, will be important in this context.

During 2020, we also met students at a number of university colleges and universities – such as the NTNU, the University of Oslo, the University of Agder and Kristiania University College.

We will further develop our work in this area in order to have an open communication based on the principle of “show, don't tell”.

Our management principles

Cultivating diversity is one of our management principles. That is based on the perception that an environment and a culture where people differ from each other generate more energy. Our managers work on the basis of this and several other

management principles to ensure that everyone is included, can be themselves and can make an impact with their personality, expertise and experience in a secure working environment when people have respect for each other. We will help each other and our clients to achieve their full potential.

In order to be hands-on with employees, this is followed up through job reviews. Managers are given coaching and take the Cornerstones for Bouvet's Management programme to reflect on and discuss what diversity and inclusion mean and how they can be incorporated in everyday life.

We are working on and will continue to develop how we systematically deal with diversity and inclusion in our management programme, as a subject in our various schools, by learning from statistics on gender balance, through inviting speakers and engage our employees to inspire us and raise our awareness.

As a result of Covid-19, specific efforts are being made to create secure and inclusive virtual surroundings so that the individual is seen, can be themselves, and has their special needs met, and can contribute at their best to virtual social and professional events.

Work-life balance

All our regions worked on measures in 2020 which contributed to an inclusive workplace and made provision for more flexibility in everyday life. Ensuring that employees achieve a balance between work and leisure became even more relevant in 2020 with the increased use of home working.

We will lead the way and keep our own affairs in order

The ICT sector is experiencing tough competition over the recruitment of able personnel. New entrants to the job market expect companies to take the lead in setting a good example of ethics and morality. That is also equally relevant for retaining staff. At the same time, our clients make demands on us as a supplier about the way we observe and work with ESG in line with existing national and global requirements and guidelines. Our employees and owners have an interest in the way we will meet forthcoming regulations and taxes intended to influence the green transformation.

Environment and sustainability in our own operations

We achieved Eco-Lighthouse certification for all our own offices in Norway during 2020. This means that we work systematically with green measures on an everyday basis in order to reduce our own footprint, including environmental accounting. That also extends to supplier management.

Our regional and incentive models give each region and employee scope for engagement in their own area and across our group. The regions have the opportunity – and take it – to set their own requirements in this area so that employees are hands-on in influencing the results. This means we can draw on all our resources. That could involve, for example, sharing expertise, choosing assignment types, contributing to research projects and fulfilling our Eco-Lighthouse obligations.

We will review how we are conducting Eco-Lighthouse work in 2021 to see whether other areas should be included. Looking ahead, we will become clearer and set our own requirements for data and information flows to increase insight for motivation and exerting influence. We will also start a process for ISO 14001 certification during 2021.

Increased consciousness at our clients

Our clients have increased their consciousness of and attention paid to their own supplier chain and to sustainability in their own operations. Requirements are set for supplier transparency in areas related to sustainability when tenders are submitted. Norway’s Klimanjaro supply chain project is an example of an initiative which requires suppliers to be climate neutral and establish climate accounting. Requirements for emission cuts and compliance with binding national and local climate targets set parameters for all procurement in the public sector, which is increasingly emphasising green purchases. Trøndelag county council is an example of a client which has made demands on us as a supplier.

We will continuously develop our communication in this area on the basis of client requirements.

Materials consumption

The circular economy is a concept intended to incentivise repairs, recycling and a sharing economy. The EU’s circular economy action plan of 2019 aims to improve operating parameters for such an approach, and will be introduced to Norway. Single-use packaging will also be subject to a forthcoming ban.

All our regions have systems for waste sorting, which includes electronic waste. PCs and Macs are our biggest impact in this area. These have a service life of about four years with us. When they are renewed, a scheme is in place to transfer redundant machines to private ownership. Alternatively, some are used for spare parts and the rest are recycled.

Naturally enough, many purchases were reduced in 2020. Where work equipment such as screens and keyboards are concerned, however, procurement increased as a result of outfitting home offices.

We will motivate employees to reduce their own electronic waste through the introduction of incentive schemes to retain PCs, mobile phones and similar equipment for longer.

Our guidelines for purchasing and utilising single-use articles will be further developed.

Environmental footprint

Looking ahead, the world and Norway will be devoting attention to pollution, with emission trading and taxes likely to be utilised as government instruments. We collect figures annually for our environmental footprint from all group offices in Norway, which are amalgamated into a single climate accounting.

Travel activity was minimal during the 2020 pandemic year, and a number of our offices were virtually closed at times. That is reflected in our footprint. Travel is expected to be lower after the pandemic than in earlier years as a result of the new routines established for remote working.

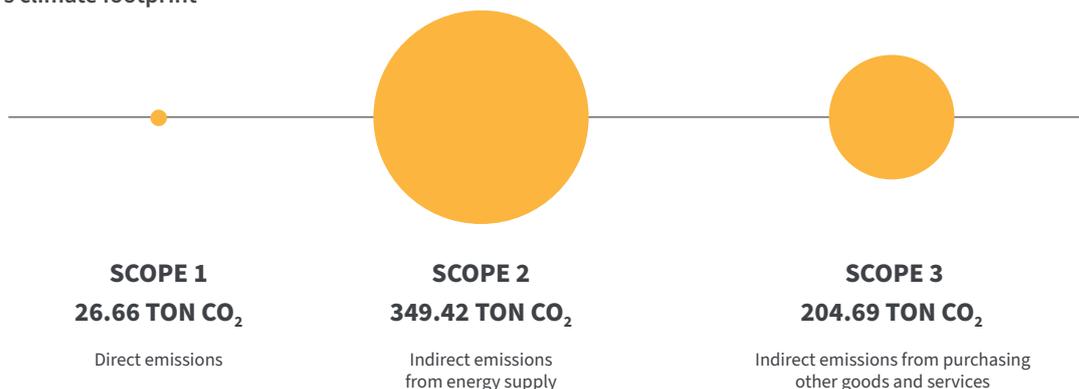
We are working consciously on our environmental accounting, and will reinforce these efforts in the time to come.

Environmental harm, corruption and working conditions in the supplier chain

Looking at our own suppliers forms part of the Eco-Lighthouse certification of all our regions, which includes encouraging intelligent behaviour on climate and the environment.

IT equipment represents the largest commodity category in our procurement activity, and growing attention is being paid to how industry buys and handles the minerals used in such electronic devices as mobile phones, PCs/Macs, screens and tablets. Our PCs/Macs, screens and printers/copiers are environmentally-labelled products, which certifies that they meet criteria related to environmental and social responsibility. We use two large suppliers of IT equipment, Apple and Lenovo. Lenovo notes in its sustainability report that all its factories are certified to ISO 9001 (quality), ISO 14001 (environmental management) and ISO 45001 (HSE). Apple has implemented analyses of environmental impact, social conditions and availability when choosing its priority materials.

Bouvet’s climate footprint



Environmental marking of the main IT equipment categories

PRODUCT	ENVIRONMENTAL LABELLING	
PCS		
MACS		 
SCREENS		
PRINTERS/COPIERS		
TONER		

Ethics, integrity and anti-corruption

We appreciate the importance of having clear ethical guidelines for our employees. This is particularly important for a consultancy. Trustworthy behaviour as an employer in relation to clients and suppliers, owners and other partners is our cornerstone. The guidelines emphasise that we will always give the client the advice which is best for it, observe applicable legislation and statutory regulations, and require employees to show respect for others in their work – both formally and in more informal circumstances.

We regard all forms of corruption as unacceptable. All employees must exercise great caution in accepting gifts and invitations from clients, suppliers and partners. No whistleblowing reports were received in 2020.

Trustworthy and ethical behaviour is incorporated in our training programme for new recruits and in our Cornerstones for Bouvet’s Management programme, which is taken by all managers.

Information security

Information security is more important than ever, because of both an ever more complex IT structure and a sharp increase in cybercrime. We work on security in a structured way and are certified in accordance with ISO 27001 for all processes and areas of the organisation.

Our concentration on security is entrenched in our board, our management and all our employees through the security

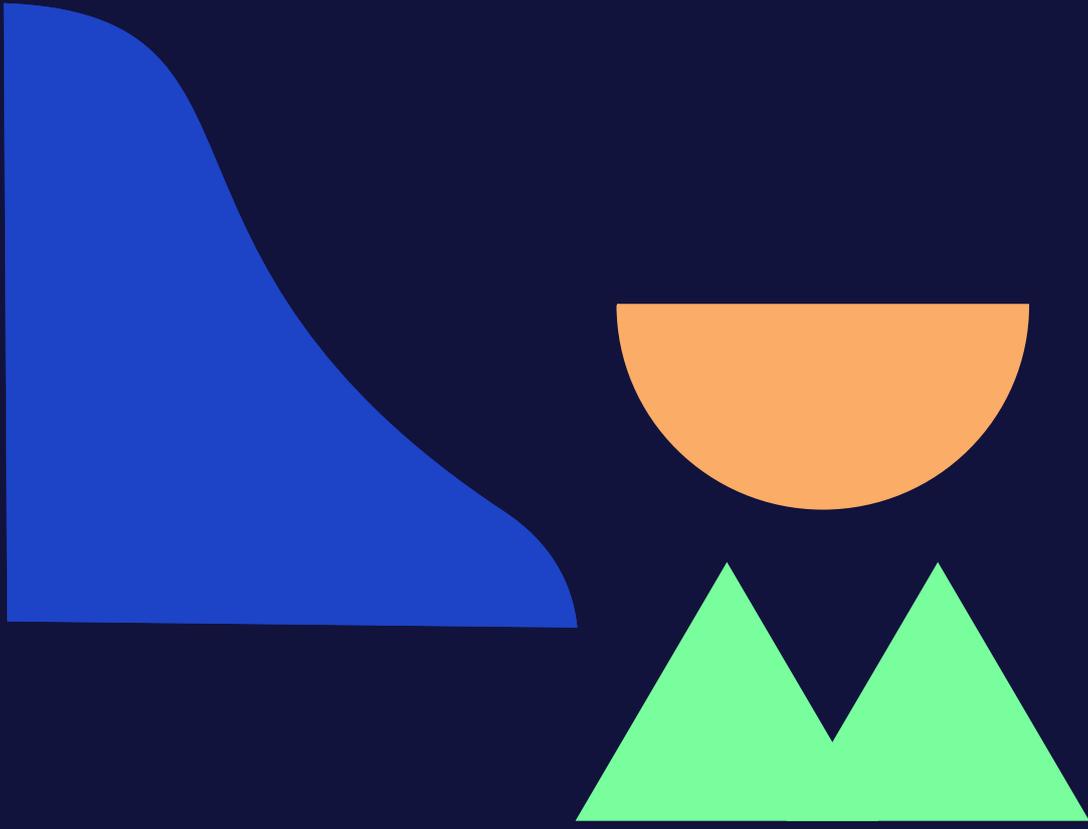
toolbox. This helps to ensure that everyone knows what responsibility they have in relation to information security from their first day at work through the introductory course, which is further followed up through activities at departmental, regional and group level as well as in the individual assignments.

We use Secure Code Warrior as a learning platform for secure development. Information on our information security management system (ISMS) is readily available. All employees must sign a statement that they have read and understood our security instructions and rules on information security, and these are incorporated into job reviews to emphasise the importance of and expectations for expertise and execution. Management receives an annual review.

A business impact analysis is conducted annually and when required, involving a review of all aspects of information security. The results of these analysis are further utilised in our continuity plan.

All our machines are centrally administered to ensure that they are running the latest security updates and anti-virus tools at any given time.

A number of monitoring systems enable us to react swiftly when circumstances arise, and a dedicated channel has been established for employees to report security deviations which contributed to continuous learning.



bouvet —