



ALSO Norway

CORPORATE SOCIAL RESPONSIBILITY 2021



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ALSO IN BRIEF

ALSO Norway is part of ALSO Group with headquarters in Emmen, Switzerland, which is one of Europe's leading service providers for the ICT industry.

As an end-to-end service provider ALSO brings the vendors and resellers in the ICT industry together and offer them services at all levels of the value chain from a single source. Our goal

is to ensure sustainable growth of the company by increasing our customers' competitiveness and developing their business sustainably and profitably.

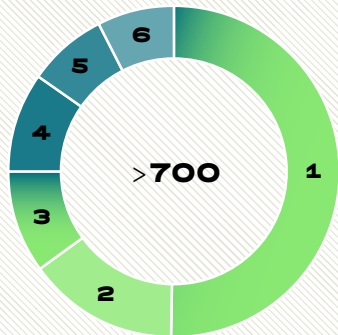
The ecosystem of ALSO secures access to the most important vendors and encompasses a board base of resellers on the market.

The ALSO Group:

- ▶ Operating in 28 European countries
- ▶ 120 000 resellers
- ▶ Over 700 vendors
- ▶ 1 450 product categories
- ▶ other customized services in the cloud and as-a-Service, logistics, finance, and IT services sectors.

~ **500 million Unique User¹⁾**

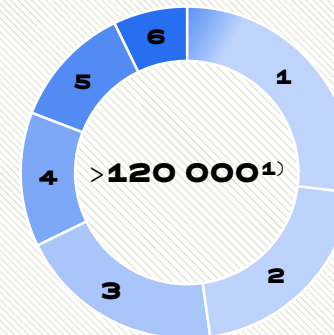
Vendors



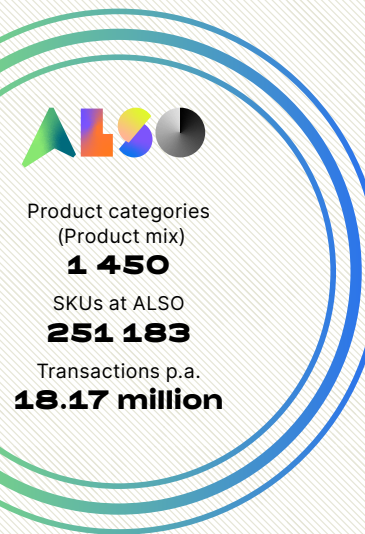
Main product categories:

- 1: Computing
- 2: Server, Storage, Networking
- 3: Components and Accessories
- 4: Consumables
- 5: Software
- 6: Others

Resellers



- 1: Retailers
- 2: Etailers
- 3: SMB-Resellers
- 4: Corporate Resellers
- 5: Value Added Resellers
- 6: Others



All numbers are approximate
 1) Total addressable market

OUR 3S BUSINESS MODEL

With the three business models of Supply, Solutions, and Service, ALSO serves the ICT industry in two marketing channels: transactionally through the purchase of hardware and software, and on a subscription basis (consumptional) with cloud based as-a-Service offers, including possible hybrid solutions.

Supply

Net sales in the traditional Supply business model include wholesale business with equipment and software for the IT, consumer electronics, and telecommunication sectors. Marketing is mostly transactional, i.e. it takes place through the sale of products and supplementary services. The e-commerce area is increasingly gaining in importance here.

Solutions

The Solutions business model is divided into five growth areas, which are then targeted by ALSO's activities:

- ▶ Working place
- ▶ Infrastructure at companies
- ▶ Gaming place
- ▶ Infrastructure at home
- ▶ IoT

Within these fields, the company develops ready-to-use solutions for marketing, for example in the areas of IoT and gaming. ALSO acts as a technology provider and offers support primarily to

small and medium-sized businesses (SMBs) on questions of IT architecture and design, rapidly translates requirements into specific configurations and monitors the status of projects.

Service

In the Service area, ALSO acts as a service provider for logistics, sales, and IT services. IT services comprise the "as-a-Service" sales of all technological components that a digital workstation (unique user) requires. All software components are used via the cloud. In addition, services such as financing, maintenance, dimensioning, and replacement are provided for use. The central hub for all of these services is the ALSO Cloud Marketplace (ACMP).

OUR STRATEGY – MORE

ALSO introduced the MORE strategy in 2011. The company's primary goal is to increase its enterprise value and thus generate income for its shareholders in the most sustainable possible way. A balanced relationship between growth, profitability, and the capital structure is crucial here. ALSO stands for growth that is reproducible, scalable and profitable, as well as ethical and responsible toward current and future stakeholders.

With these four key activities, ALSO continues to drive the growth of the company.

M for MAINTAIN

stands for securing what has already been achieved, further expanding the ecosystem, and maintaining the dominant position in developed markets.

O for OPTIMIZE

stands for continuous optimization of the processes.

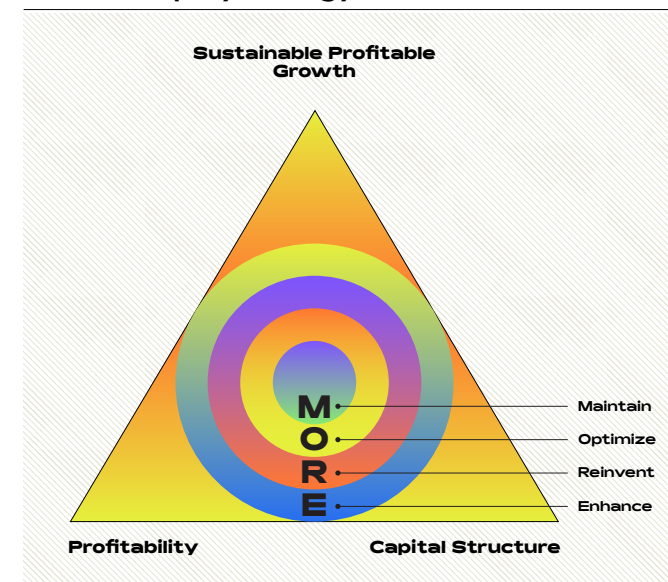
R for REINVENT

ALSO aims to continue growing with the transactional business model while also significantly increasing the share of net sales generated with solution- and service- oriented business models.

E for ENHANCE

This mainly means expanding our market position by acquisitions in line with the Reinvent goal.

MORE – Company strategy



CORPORATE RESPONSIBILITY

“Always be a reliable, socially oriented, and ecologically responsible company in everything that we do”

We are focused on operating a profitable business based on principles of respect for the individual and our shared environment. The social responsibility is a part of our culture and integrated in the way we do business. It is underlined in our business strategy with the clear goal to “always be a reliable, socially oriented, and ecologically responsible company in everything that we do”.

An important milestone in ALSO's commitment was marked when it joined the UN Global Compact. The aim of this pact launched by the UN is to shape globalization from a more social and ecological perspective. By signing up to it, ALSO has undertaken to comply with minimum social and ecological standards.

ALSO Norway is committed to and support the ten principles of the Global Compact in the field of human rights, labor standards, environmental protection and the fight against corruption. We have declared our intention to promote these principles in our sphere of influence. We are committed to integrating the Global Compact and its principles into corporate culture and day-to-day business, and to participate in cooperative projects that promote the general goals of the United Nations, in particular the Sustainable Development Goals.

In order to monitor the goals set for the ecological and social commitment, to ensure they are achieved, and to document the results transparently, a series of measurement systems have been introduced and, because of their scope, the results they produce are published in a separate [ALSO Group ESG report](#)

The relevant Sustainable Development Goals (SDGs) for us:

	3. Good health and well-being
	4. Quality education
	7. Affordable and clean energy
	8. Decent work and economic growth
	9. Industry, innovation and infrastructure
	10. Reduced inequalities
	12. Responsible consumption and production

10 principles of the UN

HUMAN RIGHTS

Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2 Make sure that they are not complicit in human rights abuses.

LABOUR

Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4 The elimination of all forms of forced and compulsory labour.

Principle 5 The effective abolition of child labour.

Principle 6 The elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7 Businesses should support a precautionary approach to environmental challenges.

Principle 8 Undertake initiatives to promote greater environmental responsibility.

Principle 9 Encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.

LESS – OUR SUSTAINABILITY STRATEGY

For us, responsible corporate governance means growing profitably, acting ethically, and improving people's quality of life with technology. This encompasses environmental issues such as CO² emissions, energy consumption and avoiding waste, as well as social issues such as data security and passing on digital expertise across all generations.

ALSO has defined four activities that together form our LESS sustainability strategy.

Lower

The aim is to reduce our CO₂ footprint using measures such as lowering energy consumption and heating costs, switching to electricity from sustainable energy sources and targeted waste management.

Enhance

To encourage responsible use of resources in the company and further reduce the environmental footprint, the sustainability reporting will continue to be systematically developed.

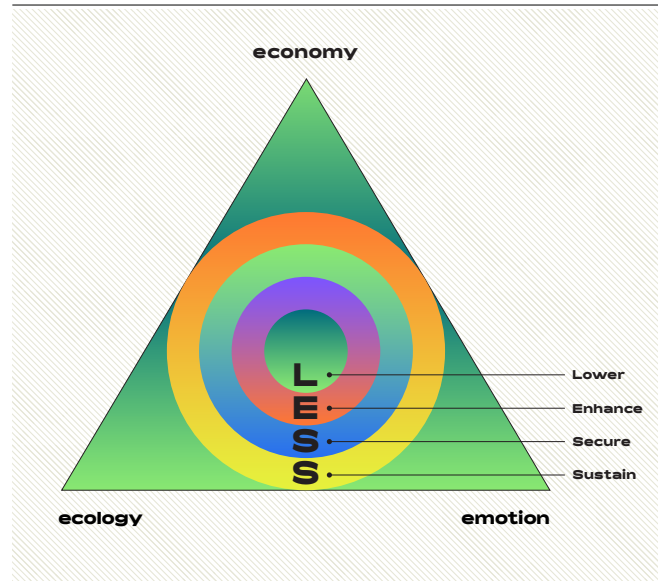
Secure

Cybersecurity is one of the biggest challenges of increasing digitalization. The security of business (risk management and compliance) in the interests of sustainable corporate development and the resulting security for employees and customers are also important elements in this area.

Sustain

We actively contribute to making skills and knowledge about the use of digital technologies available to civil society, and especially to children and young people.

The 3e of the LESS strategy



On yearly basis ALSO Norway reports on Corporate Social Responsibility through EcoVadis CSR assessment tools. Currently ALSO Norway has Gold rating.

PARTNER NR 1 – THE PREFERRED PARTNER

We enable digital transformation of companies within all industries, by bringing our partners new technologies and innovative solutions

Technological advancements lead to greater productivity and economic growth for the society. As a competent, reliable and long-lasting partner, our goal is to grow and give access to a technological product range for every need – from daily essentials to robot theology. We empower our Partners by bringing them new technologies and innovative solutions, which they can transfer to improving the life and work standards in the communities they are involved in.

ALSO's work serves the goal of enhancing everyone's quality of life through IT. As a technology provider, the company supplies hardware and software both to the many retailers of electronic equipment for end consumers and to IT specialists who plan, implement, and manage the IT architecture for and with firms of a wide variety of sizes. Many of the sensor-based IoT applications can be used to reduce energy consumption or to increase the security of people and goods. By using the ALSO Cloud Marketplace, even smaller software companies, known as ISVs (independent software vendors) can gain access to international markets. The development of AI-supported software, for example for translations or the development of chatbots, serves to improve communication and customer service. For many people, quality of life also means entertainment. For this, they can use SoraStream, the cloud-based games platform which gives them access to over 200 games. Here, too, ALSO pursues the long-term objective of using the knowledge gained through online gaming for the virtualization of complex processes, for example in medicine, in order to develop new procedures in this area in combination with 3D/4D printing. The business activity thus plays its part in the development of digital technologies that is focused on people and ethically justifiable.

The Next Normal 2022++

The Covid-19 pandemic has changed the way we work, travel, pay and protect ourselves – this has impacted our economy and

society. COVID-19 will be a decisive factor in the Next Normal, that become clear most recently with the emergence of the Omicron variant. The virus will not disappear, it is here to stay, and it will constantly change. Social distancing, vaccinations, wearing masks, and sustained hygiene precautions will also be necessary in the future, the changes in the “3es” (economy, emotion, and ecology) will continue.

Virtual communication and collaboration, ecosystems and digital platforms will characterize the new normal. We are invested to enable our partners to provide their customers with the best tools and solutions for the 'Next Normal'.

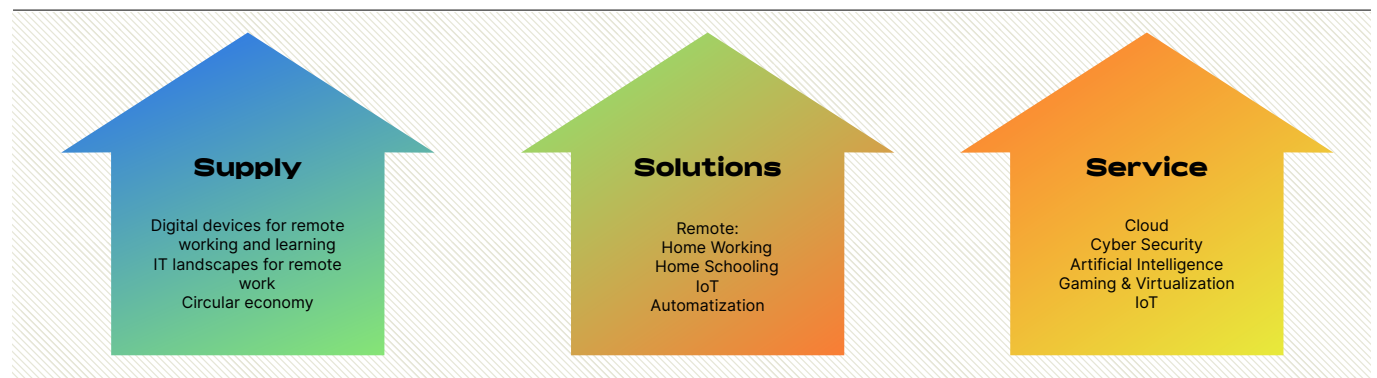
Investments in hybrid work environments as well as more digitalized and automated processes will continue to have a positive impact on the development of the ICT industry. The trends within the “3e” are directly linked to this:

Economical: Not only are digital platforms in the areas of the Internet of Things, virtualization, and artificial intelligence gaining considerably in importance, there is great potential in the combination of the technologies, which will lead to a further increase in efficiency and automation and make new business models possible.

Emotional: Remote work has come to stay. That not only opens up for companies the possibility of attracting talent from regions where this would not have been possible in a culture based on being physically present in the office. It also promotes responsible interaction with employees and the social commitment of the companies.

Ecological: It is clear that the ecological actions and changes that need to be taken can be achieved only in a concerted effort of all forces. Through the virtualization of meetings, digitalization and higher efficiency of work processes, the IT industry can play its part in significantly reducing CO² emissions.

Drivers of the Next Normal



EMPLOYEES – OUR KEY TO SUCCESS

Our employees are the energy that drives us forward, their expertise, commitment, engagement and diversity are the keys to achieving our ambition.

To be competitive in the market and attract talents, it is our goal to create a culture driven by employee success, where all employees feel they can be heard, propose new ideas and find their passion. Our goal is to create the safe work environment

which is welcoming, inspiring and giving employees' possibilities to thrive, learn from each other and have opportunities for growth and development. We also promote equal opportunities and discrimination free workplace.

Diversity and Inclusion

We believe that diversity and inclusion deliver better business results and contributes to competitive advantages. Employees with different background and skillsets are contributing to develop innovative thinking and new ways to do business. We want to reflect the world we are operating in and we welcome people with diverse skillsets no matter their gender, nationality, religion, age or physical mobility.

The ICT environment is one of the areas where gender imbalance still persists. As we play a role in the ICT industry, we are aware of the issue and strive to create an environment which is attractive for women. During 2021 we slightly improved the gender balance from 28 % to 29 % women, what is above average level for the ICT sector, which came just under 18 percent in 2019 according to Eurostat*.

Age structure

Our sector is a very young one, but a balanced age structure is nonetheless important due to the specific knowledge and networking in the channel. Our ambition is to establish a workforce with diverse age structure to create a dynamic multi-generation environment in the company. We believe that a workforce composed of different age brings diverse skillsets and experience – thereby giving the opportunity to share knowledge and learn from each other.

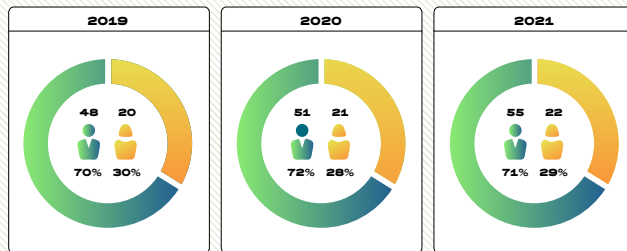
The age structure of our employees is balanced and displays a good mixture between highly qualified, internationally experienced managers, and young talents.

Talent management

Ultimately it is the employees, with their knowledge, commitment, efficiency and adaptability, who make the company successful.

Employees

Gender diversity



Average age

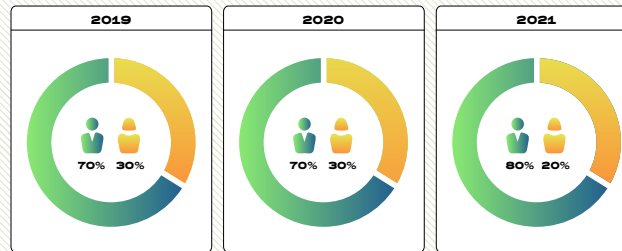
Year	2019	2020	2021
Average age	43	43,8	43

Age distribution

	2019	2020	2021
Under 20	2%	0%	1%
21-30	6%	8%	8%
31-40	16%	16%	26%
41 -50	28%	25%	36%
Over 50	16%	17%	27%

Management board

Gender diversity



Average age

Year	2019	2020	2021
Average age	47,8	49,1	56

The ability to identify, attract, and retain highly qualified staff will be critical in order to shape the necessary transformation. Continuous coaching and indirect training for managers means that they can motivate talented employees, which enables us to create a flexible, dynamic organization that reacts in a rapid and agile way to the requirements of the constantly changing market. At the start of the pandemic, the company introduced a “New Working Style” in order to take account of the changes in the working situation and to provide employees with support in designing of their day-to-day remote life. For continuous development of professional skills, ALSO Academy supports the digital transfer of knowledge in the modules Training, Knowledge, and Exchange provided by a range of technologies from the e-learning platform, through process wikis, to live events and webinars.

“Individual Development Plans”, held twice a year continue to provide the framework to define development and encouragement.

Health and Safety

ALSO complies with HSE applicable laws and regulations and it is part of our work culture adhere to established internal control system to safeguard the systematic HSE work. ALSO promotes inclusive work life and is IA company, our goal is to prevent and reduce sick leave, withdrawal and facilitate inclusion.

The Working Environment Committee (AMU) is a decision-making and advisory body whose main task is to ensure that our working environment is fully justified. The AMU safety representatives are trained and regularly carry out safety rounds. All employees can contact the committee with any problems related to the working environment.

Based on national targets, ALSO have set three objectives – Reduce sickness; strive to recruit more employees with reduced ability to work, increase retirement age. To reach these objectives ALSO develops yearly action, setting actions, time frames and assigning responsibilities within company.

To promote healthy lifestyle, we encourage employees to participate in different challenges to be physically active, inspire

each other and participate in competition runs, walks as ALSO team. During the year we “walked” around the world, to visit our vendors and we have been at the North Pole.

Our goals:

- ▶ Employee turnover < 10%
- ▶ Employee sick absence < 3%
- ▶ Zero number of accidents
- ▶ Zero number of discriminations
- ▶ Zero number of harassments
- ▶ As principle strive to increase the gender balance and not fall below the existing level.
- ▶ Hold two IDPs (Individual Development Plan) a year. One in 1th quarter and one in 4th quarter of the year.

Health and safety		
Work related accidents		
2019	2020	2021
0	0	0
Harassment		
2019	2020	2021
1	0	0
Discrimination cases		
2019	2020	2021
0	0	0

ENVIRONMENT

At ALSO we recognize the need to preserve and protect environment. The responsible use of resources is an element that is firmly integrated in our business processes and we follow the principles of respect for the individual and our common environment.

At ALSO, we take the environment and our common surroundings seriously and we take upon ourselves a responsibility for the environment in our part of the value chain. We are committed to complying with applicable environmental laws and regulations and we work to reduce the company's environmental impact. This involves making it possible to quantify, and thus also to control and manage our environmental efforts. We are currently focusing on three main points throughout the company: Increasing efficiency in the areas of electricity and heating, waste recycling and limiting CO2 emissions from our deliveries.

Supply chain

ALSO is working with more than 500 suppliers/manufacturers, our supplier contracts require suppliers/manufacturers confirmation and compliance with EU environmental regulations and quality standards to prevent health risks to consumers and the protection of the environment, especially with regards to waste treatment. Suppliers/ manufacturers are asked to confirm compliance with, but not limiting to requirements for labeling and correct specification of the products, product compliance with relevant EEC directives, such as Waste Management of Electronic Products (WEEE), restrictions on the use of high-risk substances and restrictions on concentration of heavy metals.

Recycling

ALSO waste/recycling objective is record and optimize the material and substance flow to ensue recycling and appropriate disposal while systematical considering the environmental requirements at our suppliers and waste disposal partners. To assure that collected electronic products are properly recycled in accordance with the Norwegian regulations and the WEEE directive, ALSO Norway is a member of the European Recycling Platform (ERP) since 2015. ERP Norway AS is certified according to NS-EN ISO 9001: 2014 quality and NS-EN ISO 14001: 2015 environment.

To take responsibility for packaging set out into Norwegian market and to comply with Norwegian Waste regulations, ALSO Norway is a member of Grønt Punkt Norge to ensure the collection and recycling of packaging. In addition, we are members of Batteriretur to fulfil the requirements for collection and recycling of discarded batteries.

Waste management, recycling in cooperation with European Recycling Platform

	2019	2020	2021
Plastic	26.682 kg	25.400 kg	45.258 kg
Packaging and cardboard	389.604 kg	347.812 kg	295.690 kg
WEEE return	2.588.581 kg	2.069.305 kg	2.525.499 kg

Energy efficiency

ALSO is working on minimization and reduction of CO2 emissions associated with operating and heating of office and warehouse facilities. Reduction of electricity and gas consumption through an improved heating and lighting concept and optimal building insulation.

We are continuously working with our transportation suppliers to reduce the emissions generated by our deliveries across Scandinavia. Since the total CO2 figure will always be affected by the total number of parcels delivered, the focus going forward will continue to be on the reduction of the average CO2 emission per parcel.

Trend in electricity consumption:

Electricity consumption	2019	2020	2021
Heating	127 814 kwh	191 958 kwh	195 163 kWh
Light etc.	103 899 kw	125 251 kwh	113 669 kWh

CO2 impact from deliveries (Bring)*

	2019	2020	2021
Number of parcels	331 994	327 607	306 572
Number of pallets	14 814	13 051	12 676
CO2e average parcel	0,47	0,45	0,45
CO2e average pallet	25,09	24,62	24,58
CO2e total (kg)	528 029	469 678	448 718

*The environmental calculation for emissions are for a Well-to-Wheel value (WTW). This means that all CO2ekv emissions in the entire chain of the fuel are calculated, from the production of the fuel to the combustion in the exhaust pipe.

BUSINESS ETHICS

“Our primary goal is not to meet minimum legal requirements – but to be among the best in exercising entrepreneurial responsibility”

Dealing with large number of suppliers and customers, demands sound compliance structures and an internal ethics policy. The ALSO Group “Code of Conduct” serves as the code of ethics, which all employees must act in accordance with, as well as providing the basis for ALSO Norway guidelines for supplier and customer collaboration.

Integrity of our actions

ALSO has set up a compliance management system that is aligned with the market standards. Our collaboration with business partners must be based only on objective criteria such as service, price and sustainability. It is our credo that our judgement in decisions is not affected by unfair advantages as gifts or invitations.

ALSO Norway has introduced and implemented the Compliance Program, which among other things ensures that the individual employees and the organization as a whole are trained and competent in matters of anti-trust and anti-corruption issues. Our Compliance Employee Training Program is one of the key components, consisting of both on-line training courses and live training sessions for new employees as well as repeated refresher sessions for all employees throughout the course of each year.

Whistleblower program

Any ethical concerns in relation to ALSO's actions can be communicated to the ombudsman at any time. His contact details can be accessed via the ALSO Norway website. The ombudsman is available as an independent external contact for employees and third parties to report violations of the ALSO Code of Conduct, particularly in cases of criminal acts or agreements restricting competition. The ombudsman has a professional duty of confidentiality and will follow up tip-offs

anonymously if desired. The information is passed on to ALSO only after consultation with the whistleblower. At the same time, ALSO complies with the legal requirements for whistleblower protection.

Data protection

To ensure compliance with the applicable data protection regulations, particularly the European General Data Protection Regulation (GDPR) and the related national data protection laws, ALSO has created a data protection organization consisting of a Chief Data Protection Officer at Group level and Local Data Protection Officers at all national companies. Based on a Group data protection guideline, ALSO's business processes in all business areas are geared toward principles such as fairness, lawfulness, purpose limitation, transparency, and data economy, and are reviewed in regular internal data protection audits.

Compliance and code of conduct training completion rate 2021-100%

Code of Conduct in short

The Code of Conduct is the foundation of our corporate ethics. It guides all our commercial activities and daily interactions. Our Code of Conduct can be summarized by the following basic rules:

- ▶ We respect human dignity and human rights. Every employee at ALSO receives the same opportunities without discrimination.
- ▶ We follow the laws of our respective jurisdiction as well as internal regulations and commitments. In particular this applies to the prohibition of entering into anti-competitive agreements and the prohibition of accepting or offering improper advantages.

- ▶ We avoid entering into a conflict of interest to the detriment of ALSO, in particular, it is not permitted to engage in activities that compete with ALSO.
- ▶ We keep confidential information like business, financial or technical data of ALSO and other confidential internal documents and data secret.
- ▶ We are asked to assist in the enforcement of the ALSO principles of conduct and to pay attention to the company's reputation.

Our actions

- ▶ Strive to achieve introductory e-learning programs completion rate at 100%
- ▶ Inform vendors on Compliance policies for incentives, gifts and other advantages
- ▶ Zero tolerance for bribery and corruption.
- ▶ Compliance, Code of Conduct and GDPR training as part of employee onboarding program.
- ▶ Conduct compliance audit once a year



**THE
TECHNOLOGY
PROVIDER**