# Report on Sustainability

## 2022

intility

## Report on Sustainability

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# Introduction

The United Nations Climate Change Conference (COP27) highlighted the need for private-sector action to prevent the worst impacts of the climate crisis. Only through collective efforts can we empower positive change and achieve the Sustainable Development Goals laid out by the United Nations.

A responsibility rests on the business community to innovate, choose sustainable solutions and collaborate with partners to reduce our environmental footprint. Intility aims to conduct business in a way that minimizes negative impact on the environment while ensuring sustainable development both locally and globally. Reducing the carbon footprint of our end-to-end platform solution is essential, as efforts to digitalize core business are increasing across all sectors.

Our business model, which revolves around a multi-tenant and industrialized service, is based on a shared platform where companies favor access over ownership, enabling them to use resources more efficiently. We are increasing our efforts to reduce the use of environmentally damaging resources as well as improving our environmental accounting standards, adopting suitable frameworks and audits by third parties.

# About Intility

Intility operates as a catalyst for digitalization and enables companies to realize their digital ambitions. Intility's platform service puts the user at the center and includes a modern, secure and fully managed digital workplace, delivered as a service. Our mission is to build a fully managed and automated platform solution, that reduces complexity and acts as a catalyst for digitalization.

We operate and secure nationally critical infrastructure. More than 600 companies across 2000 locations in Norway and globally utilize the platform's capabilities as a foundation for digital transformation while ensuring a modern and secure workplace environment. Intility includes end-to-end operations and support services from local infrastructure and devices to business-critical systems and cloud services. The platform comprises several service areas and sub-platforms. Each on its own can fulfill business needs, catalyst innovation, or act as a vital component in companies' digital strategies. When integrated and orchestrated into one single solution, delivered as a service, Intility enables companies to utilize information technology more efficiently, and increase their productivity and competitive edge.

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# Purpose

Help companies leverage technology to fulfill their digital potential.

# Mission

Build a fully managed and automated platform solution, that reduces complexity and acts as a catalyst for digitalization.

# Vision

Become the leading European managed technology platform provider. Intility as code.

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Intility in (numbers)

**EMPLOYEES**

501

**YEARS OF ORGANIC GROWTH**

23

**TOTAL USERS**

>30 000

**LOCATIONS GLOBALLY**

>2 000

**ANNUAL REVENUE**

1217 MNOK

# Intility in ( 2022 )

As Intility grows, we make sure our positive impact on society grows as well. Our efforts are aimed at empowering companies and employees, as well as minimizing our ecological footprint. In this report, we showcase actions taken to become better at sustainability in 2022.

In 2022, Intility welcomed

**NEW COMPANIES**

30

**NEW USERS**

2872

**NEW EMPLOYEES**

125

**NEW APPLICATIONS**
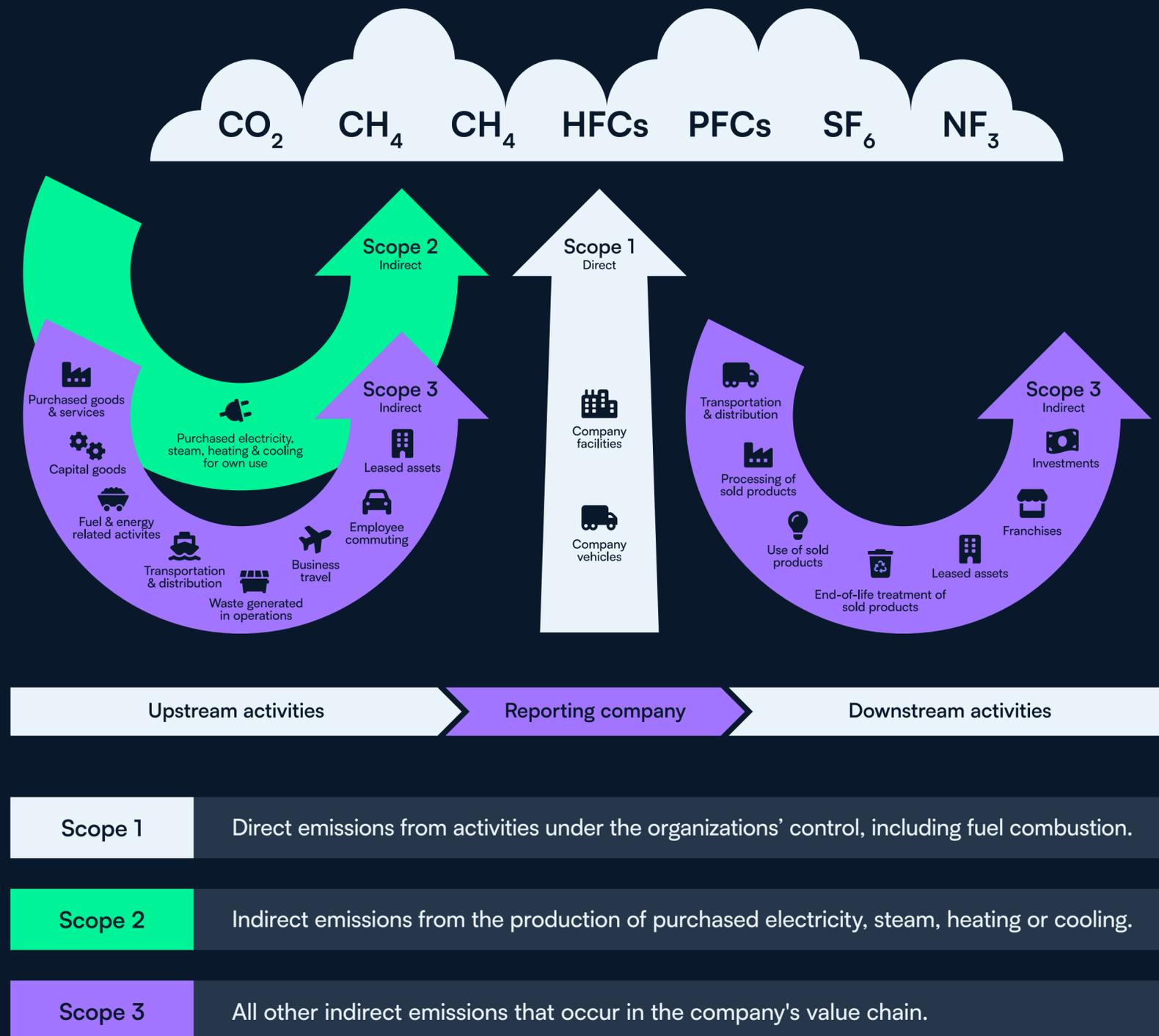
1078

# Environment

Environment

# Reporting on greenhouse gas emissions

To calculate and report greenhouse gas emissions, Intility uses the Greenhouse Gas Protocol — the world's most widely used reporting framework for calculating greenhouse gas emissions.

Intility has been reporting on the organization's $CO_2e$ through Eco-lighthouse certifications, in line with the GHG-protocol. This reporting covers the following key areas:

→ Vehicle fleet

→ Electricity usage (offices and data centers)

→ District heating

→ Waste (electric, glass & metal, paper, plastic, wood, residual)

→ Travel

In addition, Intility reports on the Scope 3 of hardware for Computers, Network, Mobile Devices and Cloud Workloads through the Intility Sustainability Dashboard for all customers.



GREENHOUSE GAS PROTOCOL

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$CO_2$  $CH_4$  $CH_4$  HFCs  PFCs  $SF_6$  $NF_3$

Scope 2 — Indirect
Scope 1 — Direct
Scope 3 — Indirect
Scope 3 — Indirect

Purchased goods & services
Capital goods
Fuel & energy related activites
Transportation & distribution
Waste generated in operations
Purchased electricity, steam, heating & cooling for own use
Leased assets
Employee commuting
Business travel

Company facilities
Company vehicles

Transportation & distribution
Processing of sold products
Use of sold products
End-of-life treatment of sold products
Leased assets
Franchises
Investments

| Upstream activities | Reporting company | Downstream activities |
|---|---|---|

| Scope 1 | Direct emissions from activities under the organizations' control, including fuel combustion. |
|---|---|
| Scope 2 | Indirect emissions from the production of purchased electricity, steam, heating or cooling. |
| Scope 3 | All other indirect emissions that occur in the company's value chain. |

# A true (multi-tenant) community platform

Our delivery of Cloud Services is in every aspect built on a virtualized and automated multi-tenant platform. Companies on the Intility platform favor access over ownership, granted through an ever-increasing portfolio of technologies. This uncompromising "as-a-service" business model facilitates what the companies needs to gain a competitive edge, quick access when they need it and at the appropriate scale.

# Sustainable virtual workloads

The Intility Cloud Platform is built to handle the highest levels of requirements on security, stability and performance. On behalf of our customers, we are managing business and mission critical workloads as well as supporting critical societal functions.

Our delivery of data center services is built on a virtualized multi-tenant platform with a high level of compute density and minimal degree of dedicated customer hardware. This aligns with Intility's business strategy of industrialization and standardization which is reflected in all aspects of the platform. As a result, energy efficiency in our data centers offerings is in the very nature of our delivery model.

Alternative models where organizations are running workloads on dedicated hardware often represents less energy efficiency, as it is challenging to achieve the same levels of resource utilization compared to pure multi-tenant models.

Intility has implemented several measures which increases energy efficiency for cloud workloads:

→ Fully virtualized data center infrastructure on Compute, Storage and Network

→ Resource planning using live monitoring

→ Balancing buffer capacity vs. idle hardware in terms of available capacity to meet growth and shortening procurement cycles

→ Exclusively using SSD-based storage for production workloads and modern data reduction technologies, such as deduplication, compression and thin-provisioning

→ Virtualization of physical servers where possible for new and existing customers

→ Virtualized GPU in Virtual Desktop deliveries (VDI)

## Win-win-win

The measures implemented on Compute and Storage are good examples of how effects on cost, utility and sustainability can harmonize:

→ Compute density reduce costs on both hardware and operations, presents easier management than silo-based architectures as well as reducing physical space and emissions from energy usage and hardware supply chains.

→ SSD presents lower costs in operations by enabling more stable performance and responsive systems as well as representing a more sustainable option with less physical space needed and higher energy efficiency.

# Physical measures at Intility's data centers

All Intility central data centers are equipped with Hot Aisle / Cold Aisle Containment structures, giving higher energy effiency. A Hot Aisle / Cold Aisle Containment structure is the lining up of server racks in alternating rows, with cool air intakes facing one side and hot air exhausts facing the other. This structure prevents hot and cold air from mixing, which conserves energy and lowers cooling costs.
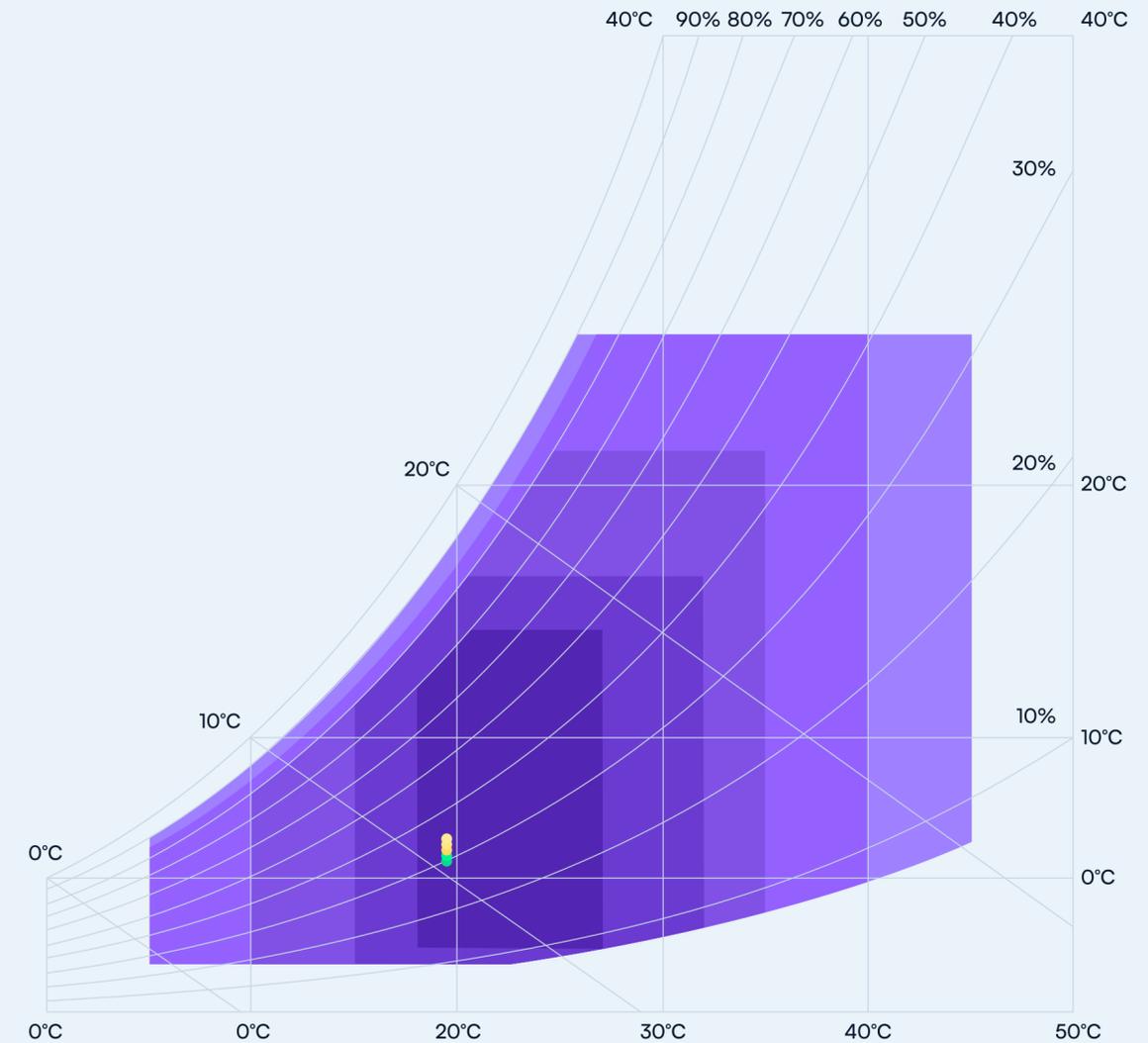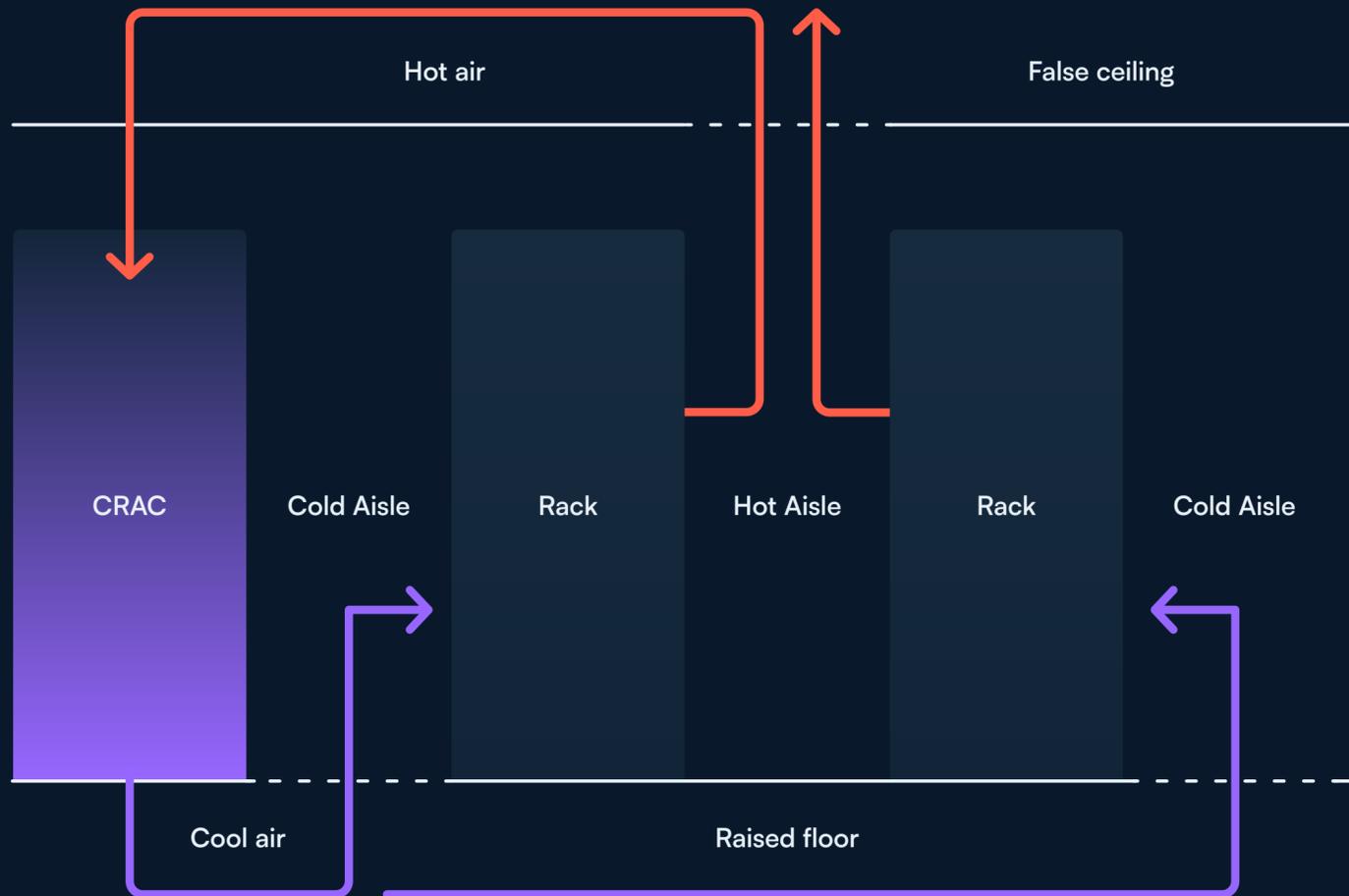


The illustration above shows how Intility data center (OSL01) is scoring on the ASHRAE scale (darker is better). Throughout 2022, optimization of the containment structures installed in 2021 and overall HVAC was performed.

# Intility Data Center Partners

| | Environmental certifications | | Sustainability initiatives | | |
| --- | --- | --- | --- | --- | --- |
| | Implemented | Planned | Implemented | Planned | PUE* |
| STACK INFRASTRUCTURE | ISO 14001<br>ISO 45001<br>EU Code of Conduct for Datacenter Energy Efficiency (EN 50600) | | Cold Aisle Containment<br>Heat recycling (OSL01 & Celsio project) | | 1.20 |
| Green Mountain | ISO 14001 | ISO 45001<br>ISO 50001 | Hot Aisle Containment<br>Water cooling from fjord | Heat recycling (Hima Seafood Project) | 1.24 |
| bulk | ISO 14001 | EU Code of Conduct for Datacenter Energy Efficiency (EN 50600) | 24/7 renewable power matching<br>Cold Aisle Containment<br>Assessment and reporting according to Task Force on Climate-related Financial Disclosures (TFCD) | Heat recycling<br>Replacing diesel with advanced biofuel HVO | 1.28 |

*Power usage effectiveness (PUE) is a metric used to determine the energy efficiency of a data center. PUE is determined by dividing the amount of power entering a data center by the power used to run the computer infrastructure within it. PUE is therefore expressed as a ratio, with overall efficiency improving as the quotient decreases toward 1

Environment

Despite the introduction of new services and net growth of both users and workloads in 2022, Intility had a 29% decrease in the energy consumption. Several factors contributed to greater energy efficiency:

→ Finalization of new data center architecture, including air containment solutions

→ Decommissioning of older, less energy-efficient hardware (compute, storage, network)

→ Newly implemented energy-saving measures for idle hardware

# The (29%) decrease in energy consumption from 2021 to 2022, equals (1.15 GWh).

## Energy Consumption (GWh)
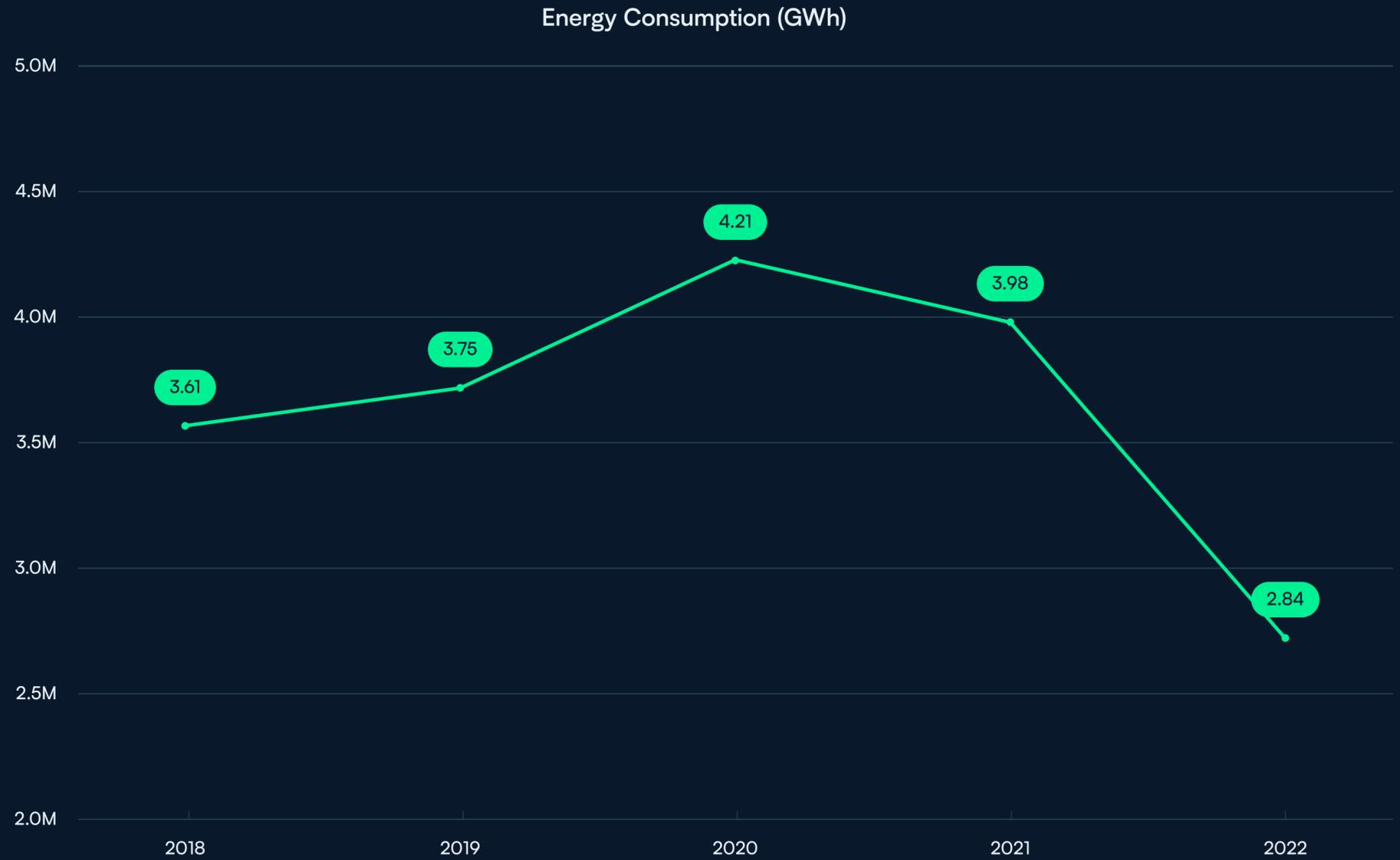


*The figures include Intility Scope 2 electricity consumption + Scope 3 cooling of IT-hardware in data centers (PUE)*

Carbon intensity has had a decreasing trend over the last years and is now stabilized at a very low rate of 2.3 grams per kWh. Although the data centers are running on 100% renewable energy, some $CO_2$ is emitted due to operational testing of backup diesel aggregates.

## Energy Carbon Intensity



*The figures are weighted averages (based on actual energy consumption) for all data centers with their respective carbon intensitites (g CO2e/kWh)*

## Scope 2 $CO_2$e (tonnes)
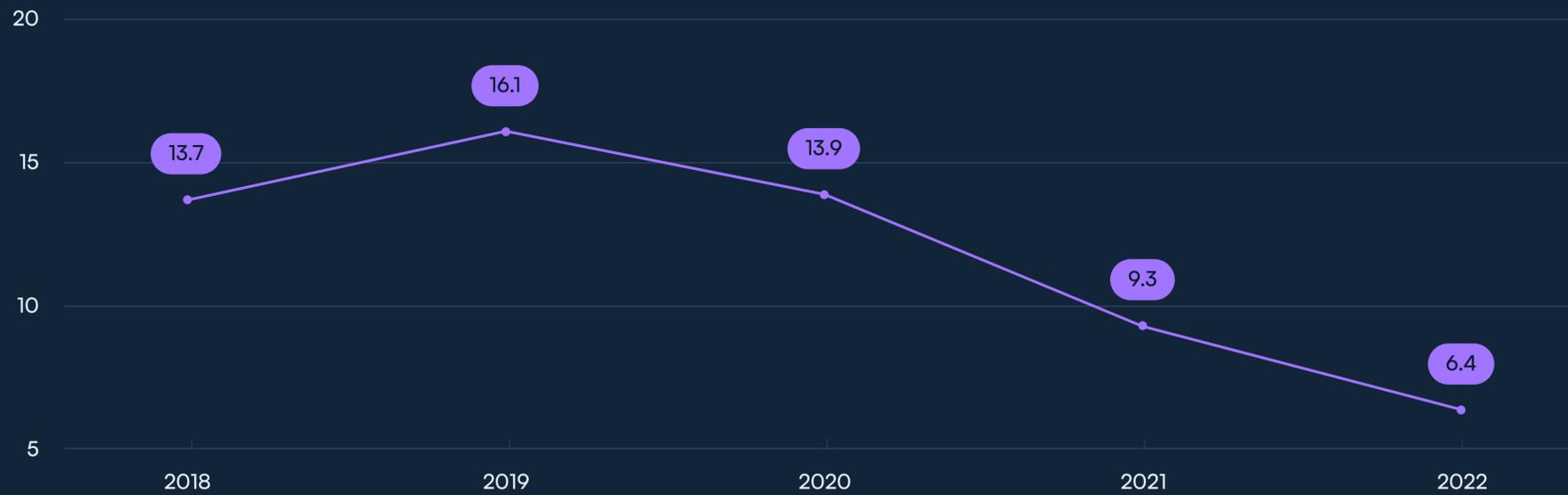


The combination of decreased energy consumption and lower carbon intensities results in decreasing Scope 2 $CO_2$e.

Environment

# Energy consumption per user



182

153

150

122

78

200

150

100

50

2018  2019  2020  2021  2022

*Average energy consumption (kWh), distributed across all users of the Intility platform*

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The average energy consumption per user on the Intility Platform is steadily decreasing. Increased energy efficiency of the platform coupled with the effects of the community model as Intility grows, both factor into this trend.

Average wattage per user represents **45%** of an Apple 20W USB-C Power Adapter.
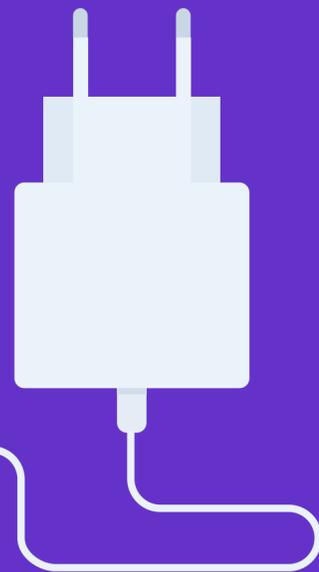
# Wattage per user



21

17

17

14

9

25

20

15

10

5

2018  2019  2020  2021  2022

*Average energy consumption (kWh), distributed across all users of the Intility platform*

Environment

## Scope 2 per user (kg)



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| | 0.69 | 0.66 | 0.49 | 0.28 | 0.18 |
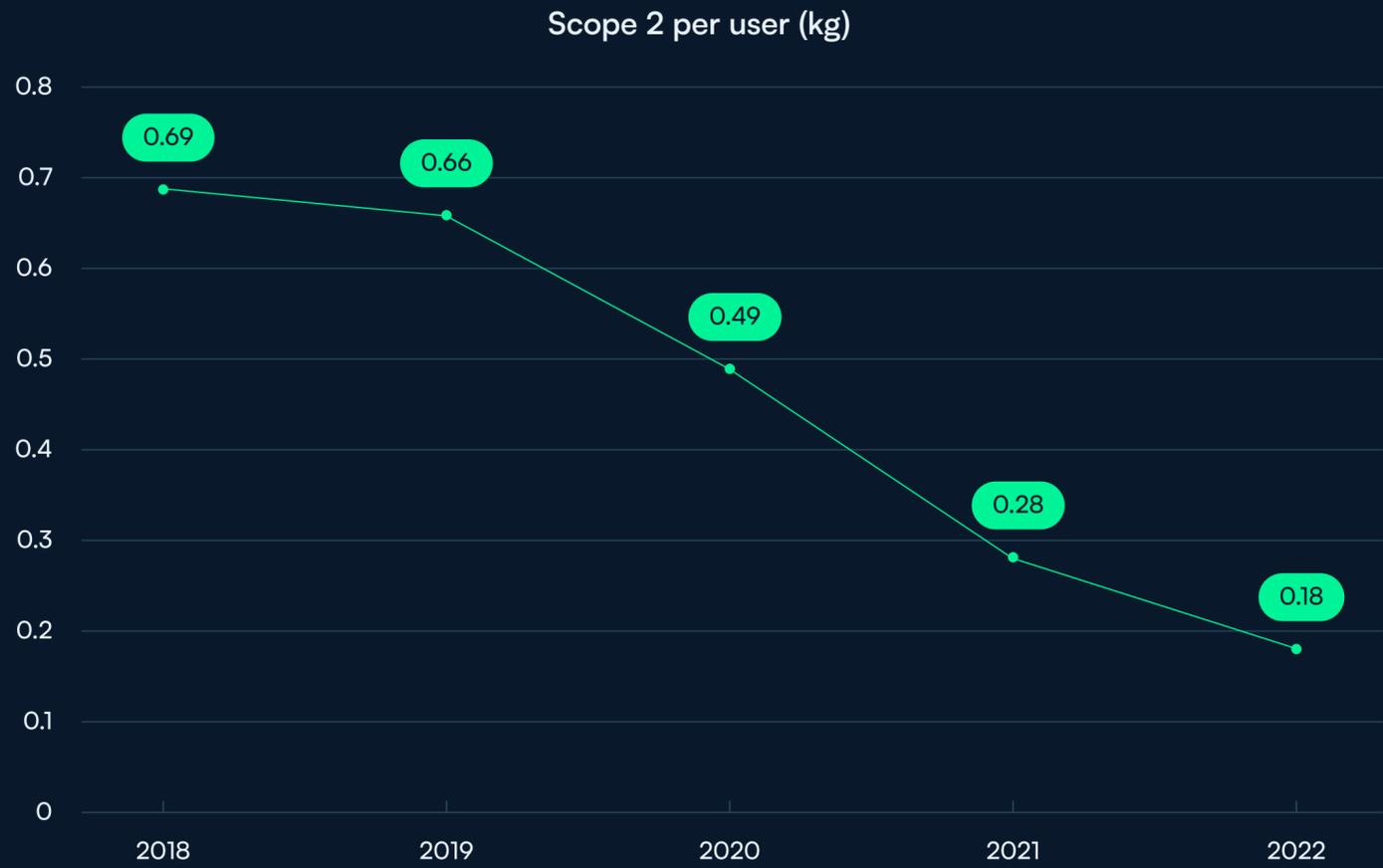
*Average energy consumption (kWh), distributed across all users of the Intility platform*

Following decreasing energy consumption per user,
the Scope 2 $CO_2$ equivalent are decreasing.

The yearly Scope 2 equivalent of **180g** $CO_2$ per user, represents approximately **2 hours** of Netflix Streaming.
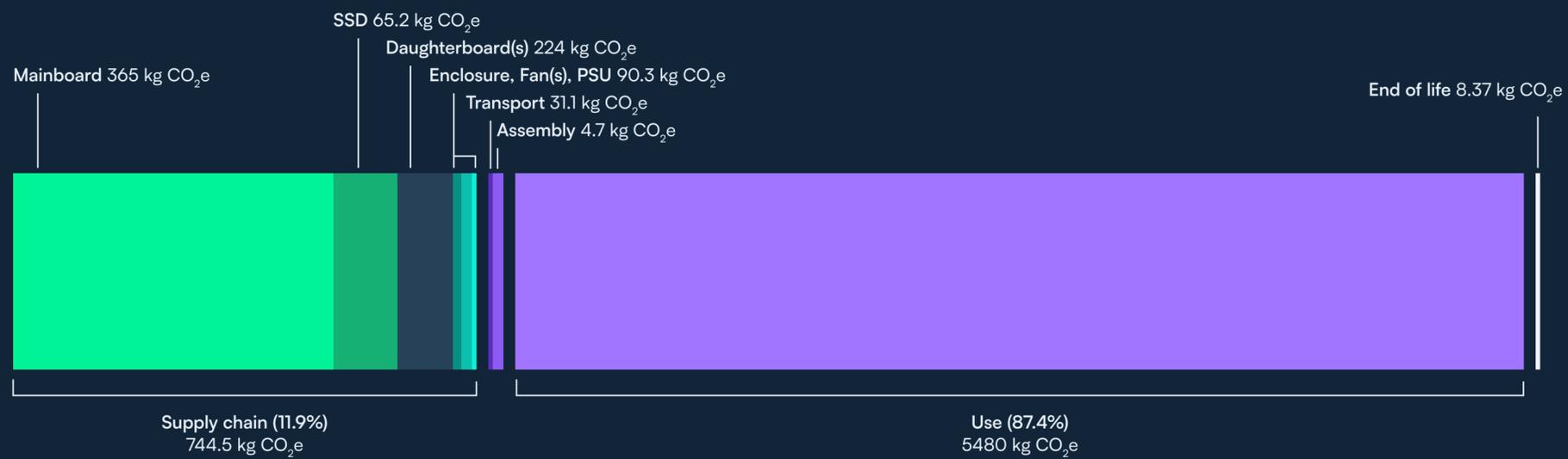
*https://about.netflix.com/en/news/net-zero-nature-our-climate-commitment*

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NETFLIX

Environment

## Scope 3 $CO_2e$ (tonnes)



| Year | Value |
|------|-------|
| 2020 | 26.0 |
| 2021 | 88.4 |
| 2022 | 151.5 |

## Scope 3 $CO_2e$ per user (kg)



| Year | Value |
|------|-------|
| 2020 | 0.92 |
| 2021 | 2.71 |
| 2022 | 4.15 |

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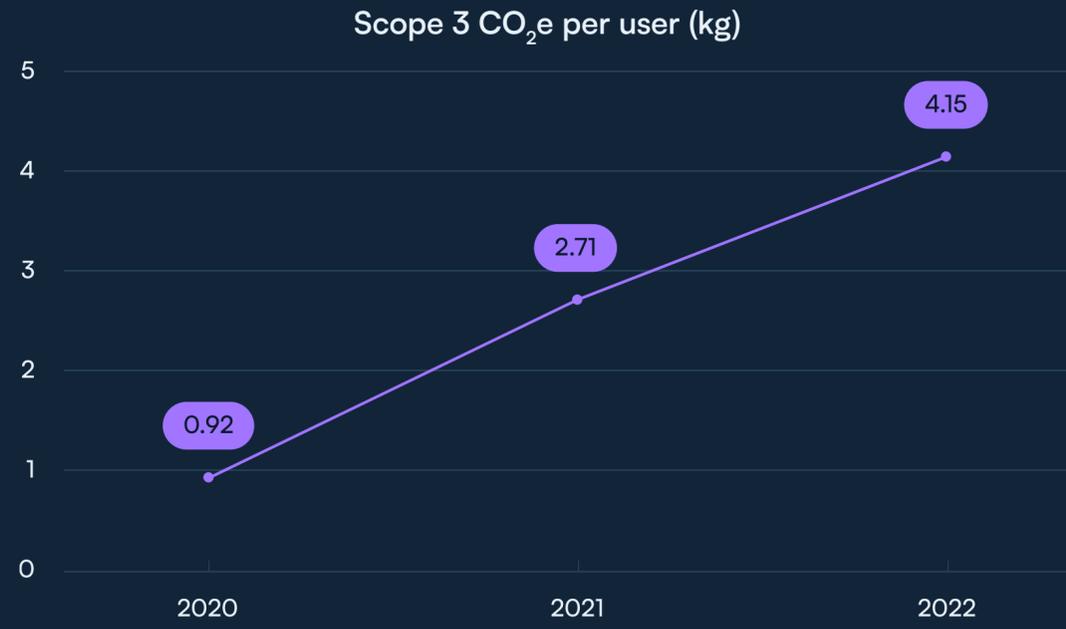
The Scope 3 $CO_2e$ is increasing, due to more data points being made available from our partners.

Environment

The Scope 3 $CO_2e$, which includes the hardware supply chain (Production, Transport, Assembly and End of Life) of Compute, Storage and Network, is seemingly increasing. However, the increase is mainly due to the percentage of assets we included in the accounting for each year. As more data points have been made available from Intility's hardware partners and older hardware models have been decommissioned, the completeness of the Scope 3 carbon accounting is increasing. A high degree of Scope 3 calculation is mainly achieved through standardization and industrialization of the infrastructure.

### Rate of Scope 3 $CO_2e$ calculated for different hardware categories

| Year | Storage | Compute | Network |
|------|---------|---------|---------|
| 2022 | 100% | 100% | 88% |
| 2021 | 88% | 80% | 42% |
| 2020 | 0% | 70% | 0% |

Legend: Storage · Compute · Network

### Cradle-to-grave Scope 3 $CO_2e$ for Intility's most common server, the HPE DL360

Mainboard 365 kg $CO_2e$
SSD 65.2 kg $CO_2e$
Daughterboard(s) 224 kg $CO_2e$
Enclosure, Fan(s), PSU 90.3 kg $CO_2e$
Transport 31.1 kg $CO_2e$
Assembly 4.7 kg $CO_2e$
End of life 8.37 kg $CO_2e$

Supply chain (11.9%)
744.5 kg $CO_2e$

Use (87.4%)
5480 kg $CO_2e$



*The HPE DL360-server*

**Environment**

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# 158 tonnes

Total $CO_2e$ from Intility Data Centers in 2022

# 4.33 kg

Yearly $CO_2e$ emissions of an average Intility user

The yearly $CO_2e$ emissions is equivalent to either one of these:

| | | | |
|---|---|---|---|
| 63 km driving with a diesel car | 1 steak (200 grams of beef) | 15 cups of coffee | 7 tubes of toothpaste |
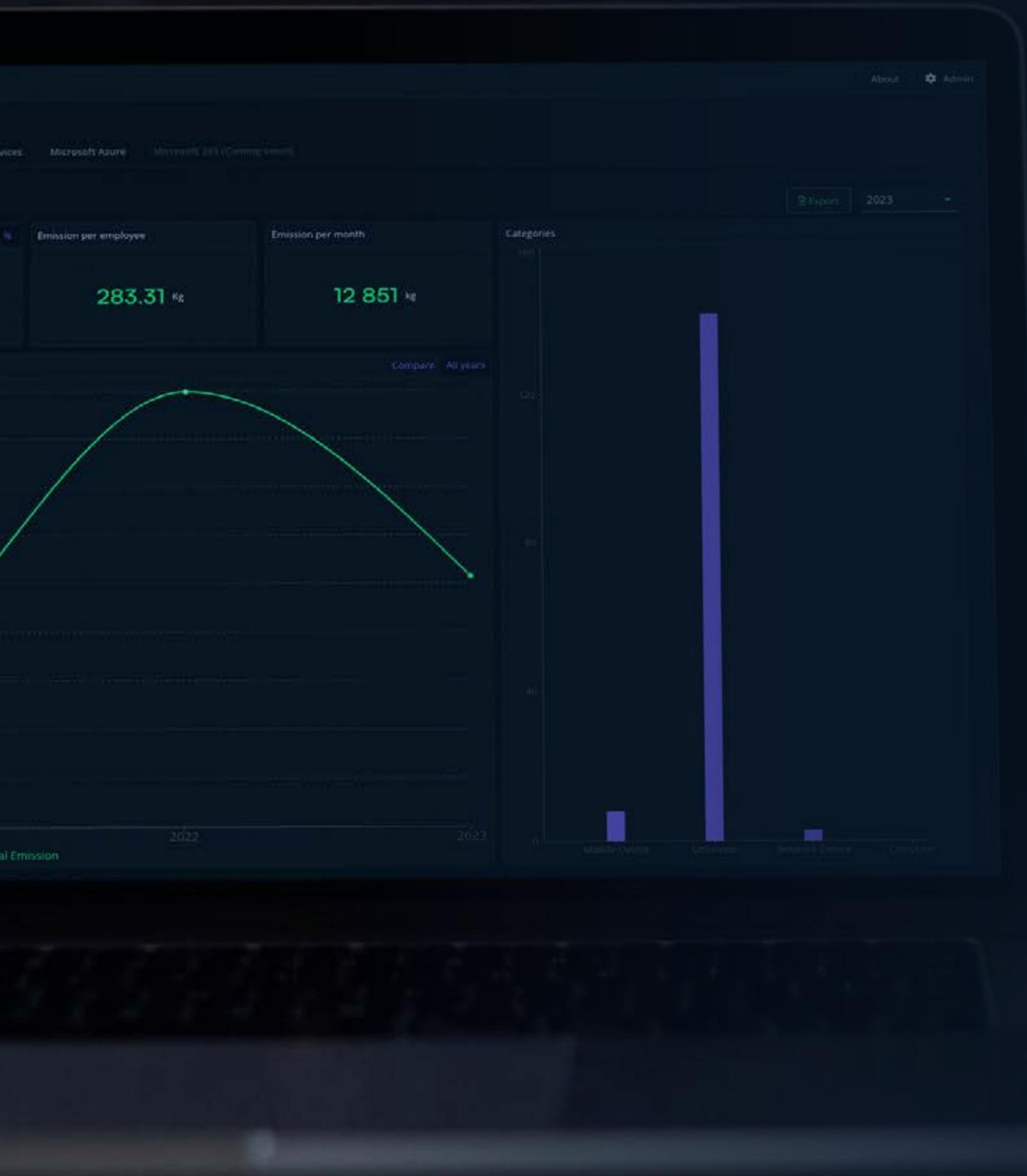
# Intility sustainability dashboard

Throughout 2022 we continued to work on and invested significantly in the development of carbon accounting software. In March 2023, we launched the Intility Sustainability Dashboard as an included and integrated part of the Intility platform for all customers. The purpose of this web-application is to gather, integrate, visualize and ultimately give actionable insights on the carbon footprint, and make carbon accounting as easy as possible for our customers.

The foremost benefit of the Intility Sustainability Dashboard is the extent of carbon accounting data which is readily and automatically calculated, without the need for implementation- or data integrations projects. Following Intility's end-to-end responsibility model, we have extensive information and data points about our customers' IT environments.

The assets, ranging from Workplace IT (computers, mobile devices, network equipment) to Cloud workloads, often represent a large portion of an

organization's total environmental footprint. We use this data to automatically calculate the IT $CO_2$ emissions over time, following widely recognized frameworks like the GHG Protocol. Other emissions (e.g. vehicle fleet, travel or electricity) can be registered separately, where we have readily available $CO_2e$ rates for the most common categories, tailored to the Nordic markets. Following Intility's Community model, organizations can also opt-in to share their $CO_2e$ rates for different categories, making calculations and the completeness of carbon accounting for other organizations using the platform better over time.

# Emissions data include

| Computers | Mobiles | Networks | Intility InCloud | MS Azure |

# IT asset inventories

By leveraging our extensive data points about every customer' IT environment in our end-to-end management model, we integrate operational data with carbon accounting.



*Workplace Portal — All computers and mobile devices are documented with security posture, performance metrics, warranty status and more.*
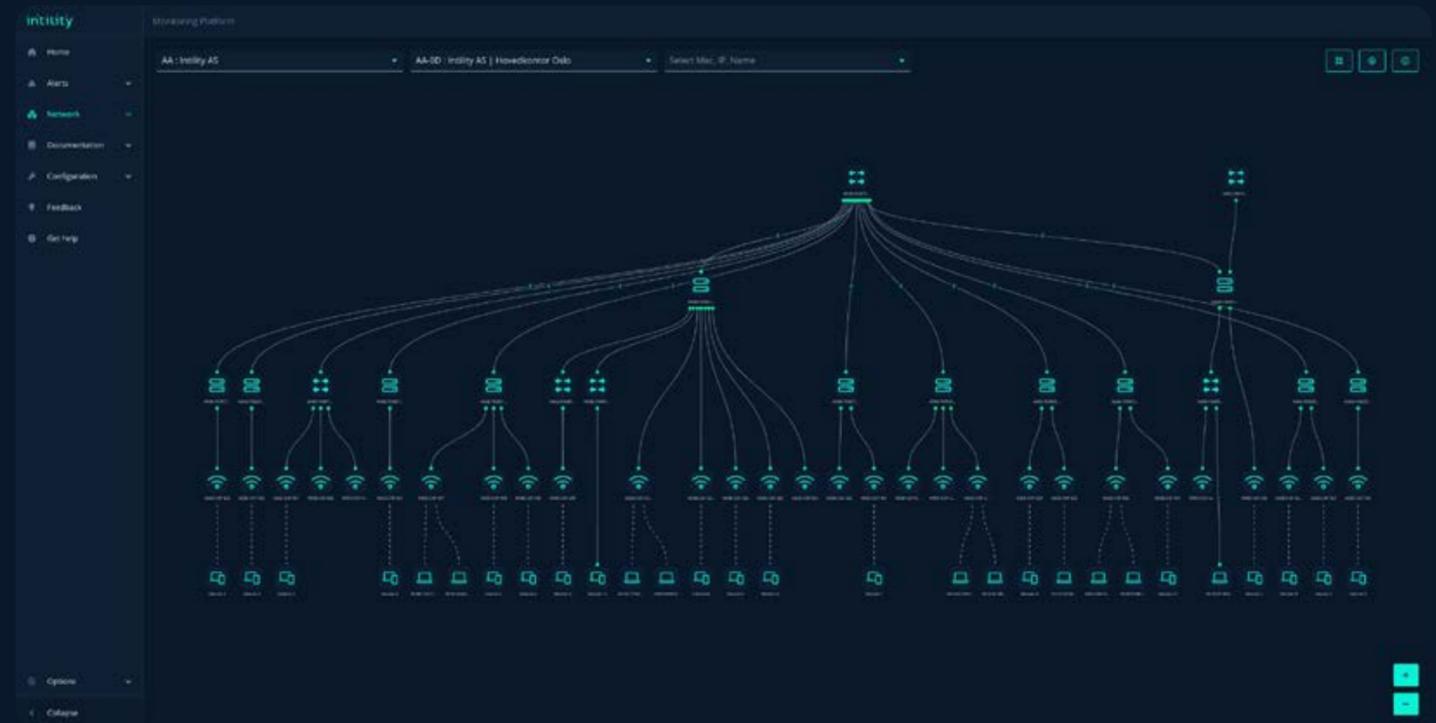


*Network Center — all network devices are documented, with topology views.*

# Workplace ( emissions )

Throughout the last 18 months, Intility has collected Scope 3 $CO_2$ factors across more than 80 000 hardware units we manage, distributed across hundreds of hardware models. The product carbon footprint (PCF) data is used to automatically calculate the footprint of computers, mobile devices and networks of all companies on the platform. For any single organization, these numbers can be challenging to obtain, systematize and integrate into their carbon accounting.

We are proud to report that these efforts have resulted in a high degree of carbon accounting completeness for Workplace carbon emissions.

**88%**
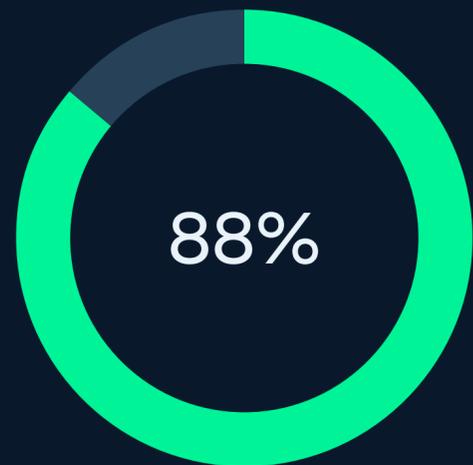
**Mobile Devices**
20 000 units

**77%**
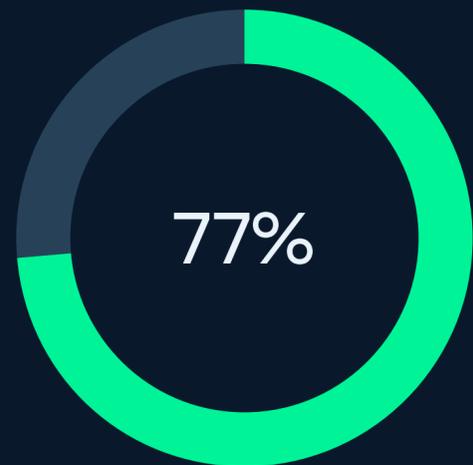
**Computers**
35 000 units

**99%**
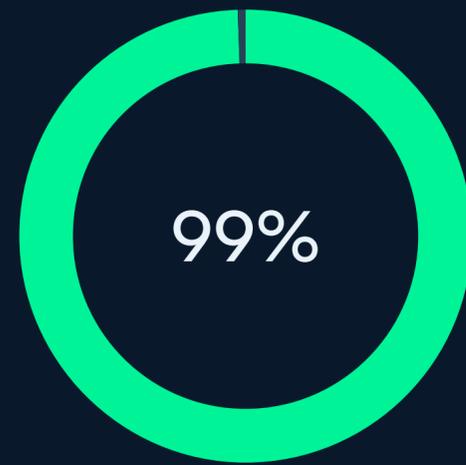
**Network Devices**
25 000 units

## Lenovo ThinkPad T14s 2nd Gen

Transportation 5%
Packaging 1%
Use 19%
EoL 0%
Chassis & assembly 5%
Optical- and Hard Drive 0%
Display 30%
Solid State Drive 9%
Power Supply 11%
Mainboard and other boards 18%
Battery 2%
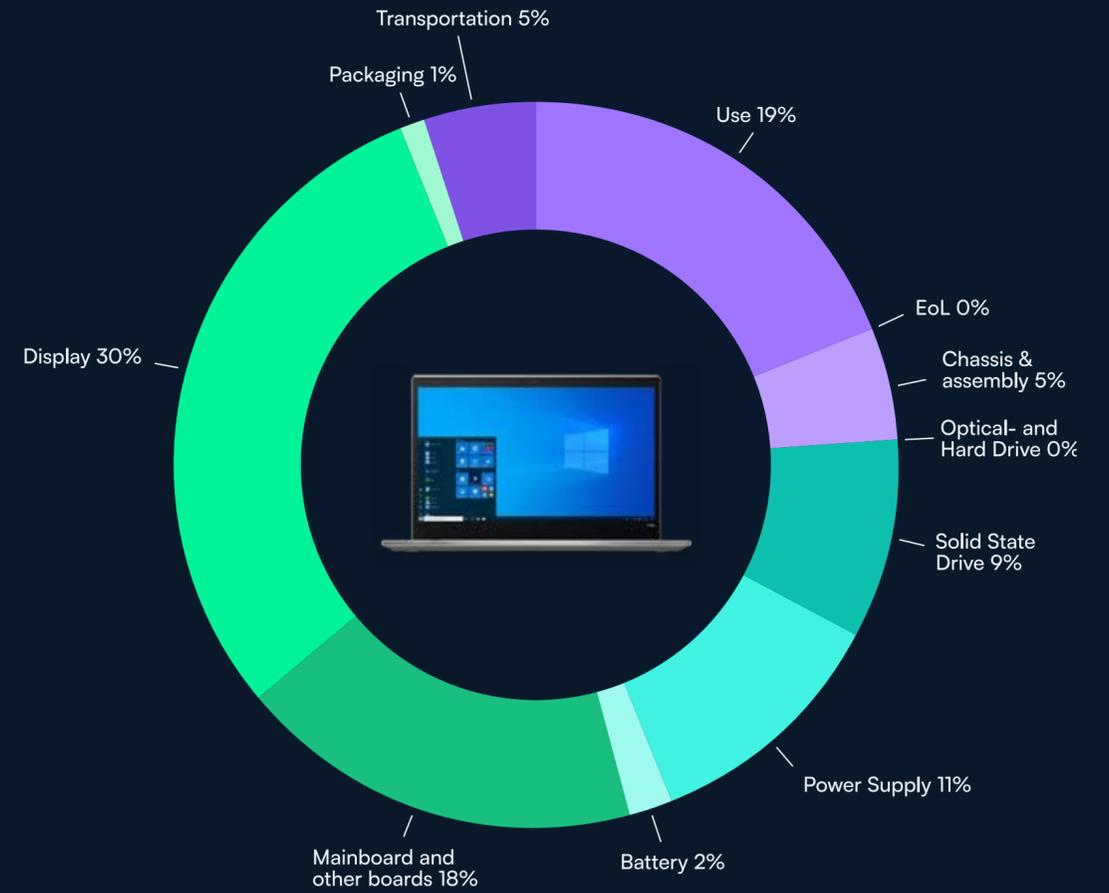
Lenovo ThinkPad T14s 2nd Gen is the most common computer model on the Intility Platform. T14s has a cradle-to-gate PCF of 332 kg (mean of 248 +/- 54 kg $CO_2e$), distributed over the categories shown.

# Intility InCloud Emissions



# Public Cloud Emissions
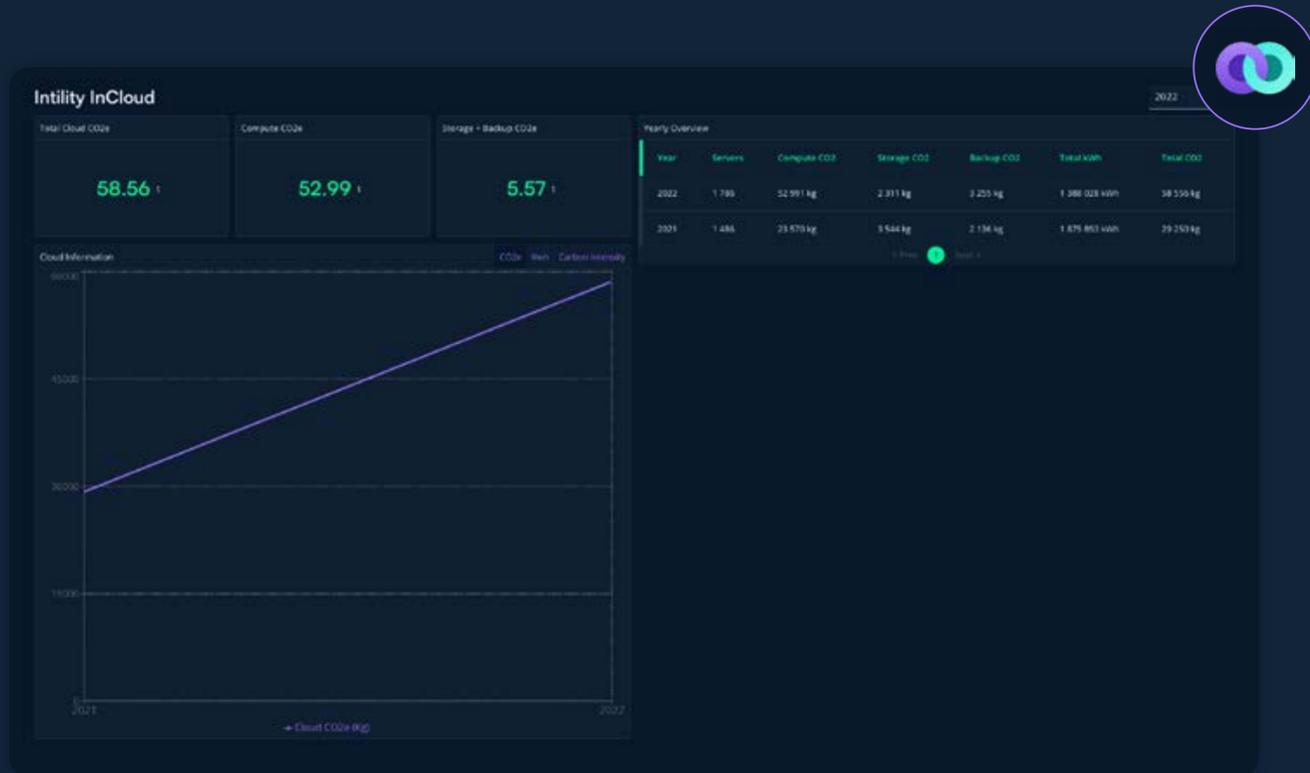


In 2022, we improved our calculation methodologies for workloads running on Intility's cloud service InCloud. The improvements included a transition from $CO_2$ factors based on average use data of virtual machines across the platform, to more granular and detailed calculation on different cloud categories such as Compute (CPU & RAM) Storage (GB) and Backup (GB).

Improved data points and granularity on electricity consumption per hardware node and higher coverage of hardware Scope 3 $CO_2$ factors were key in these improvements.

Intility Sustainability Dashboard is tightly integrated with $CO_2$ emissions data for Microsoft Azure and M365, giving holistic views of the carbon emissions across a multi-cloud landscape.

# Flexible carbon accounting

The application includes a flexible module for registering and calculating products, services and activities that are not pre-calculated by Intility. Every organization can register emissions across all scopes.

We have included suitable and high-quality $CO_2$ factor numbers with sources for Nordic products and activities, and the database is available for all customers.

# Cloud & Network

To ensure consistent communication and connectivity between the customer's endpoints, core resources, and 3rd party services, Intility delivers a fully integrated and continuously monitored network platform. The network platform provides a foundation for daily IT operations throughout our customer's IT environments and aims to provide high-quality connectivity and secure services.

Being a department with various core and edge infrastructure projects, the potential positive effects of a proactive and environmentally friendly mindset are imminent. We distribute hardware to office spaces, digital buildings, solar power plants, and production facilities. Not only can we impact our own, hence the customers, use of hardware, but we also operate as advisors and solution designers on processes beyond solely a network hardware delivery. After a round of workshops and discussions within the department, we have identified some areas where we see the lowest-hanging fruits.

## Vendor interaction — packaging and lifecycle management

Our network services revolves around hardware and equipment, as network relies on physical infrastructure. The equipment is provided by vendors from different countries, shipped in protective, and somewhat extensive packaging. Cables, for instance, come in unique plastic bags, where every ten plastic bags are packaged in yet another plastic bag. Another aspect is the network units, that come with an announced end-of-life date. The hardware is to be considered ready for replacement after the specified date, as the hardware at this point will become unsupported. Considering the aspects mentioned, Intility has identified a couple of initiatives to incrementally improve the footprints that belongs to the vendor interaction.

→ We have changed our procurement routines, so that patch cables are delivered to us in plastic bags with 10 cables each. This saves the environment for one plastic bag per patch cable used. We are also ordering packages with loose cables in stock. In addition, it requires less effort for technicians, not having to unpack each and every cable. Win-win.

→ Regarding lifecycle management, Intility seeks to explore the alternatives, outlining whether it is possible for the vendors to prolong their hardware end-of-life dates. This is an ongoing dialogue, and the final outcome will have to follow in an updated report.

Environment

## Travelling and means of transport

With multiple on-site operations every week, the need for travelling is always present. All edge network projects require some form of travelling, but the footprint can be reduced by a few measures. The network department has implemented and enforced the following practices:

→ Decrease the use of taxi and company cars whenever possible in Oslo city center. This means walking, in addition to using public transport and electric scooters more frequently. Intility has provided subscriptions on Voi for Business for all onsite personnel. An electric bicycle with a space for transport of network units is made available for onsite technicians.

→ Reduce flying by combining onsite missions and planning for remote operations where feasible. This is accomplished by using a project management software newly implemented in the department. The tool shows a live map of future operations, hence making it easy to get an overview of upcoming travels and join the missions, even across different project teams.
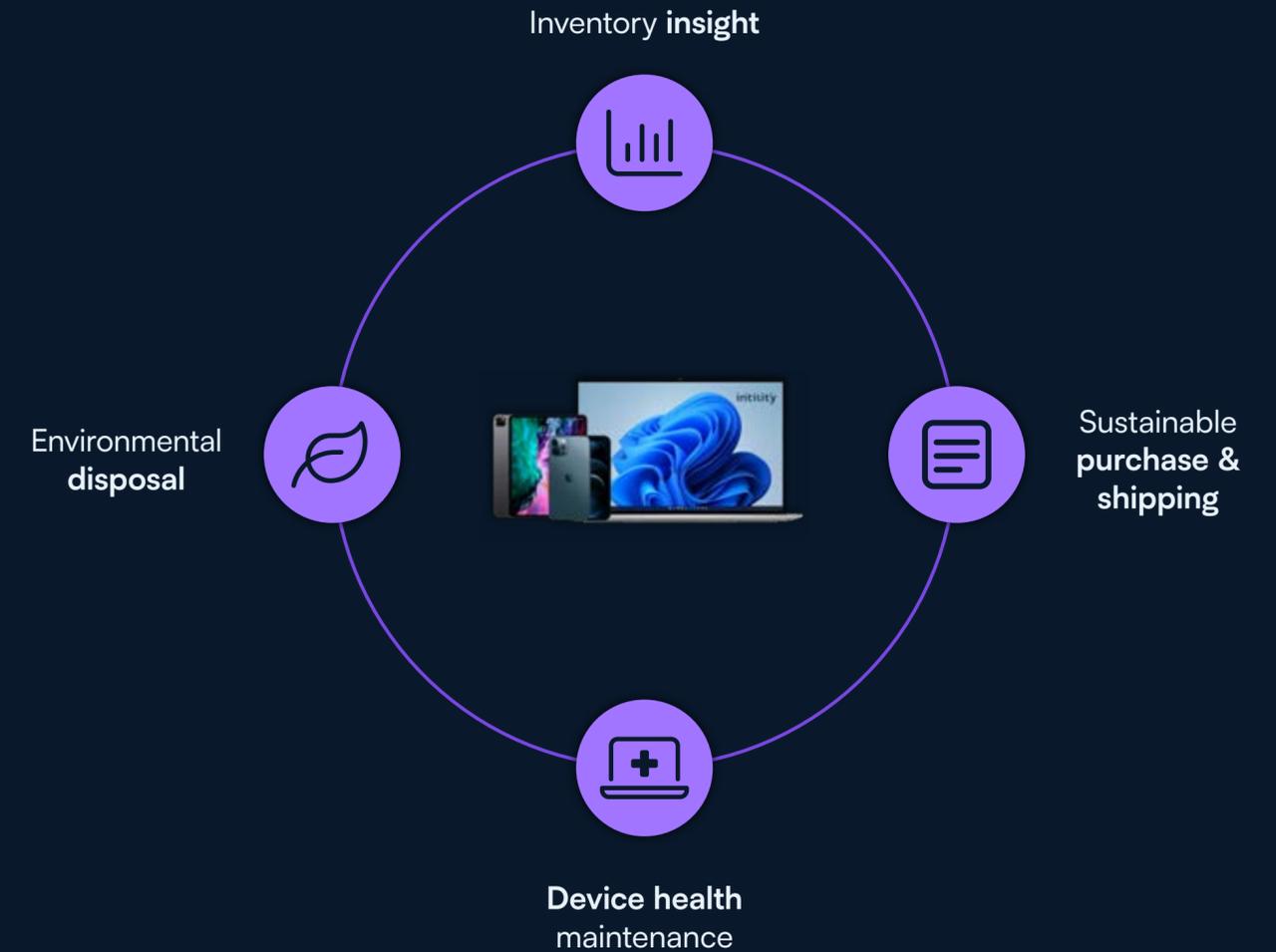
Environment

# Workplace Services

### Improving sustainable workplace delivery

Intility takes an end-to-end responsibility for the entire Workplace environment for all companies on the platform. This includes more than 50 000 machines and mobile devices across 2 000 customer locations. Intility works to minimize climate impact through all phases of the unit's life cycle with technology development and strategic choices. Intility handle over 10 000 annual purchase orders. A key role is advising companies in finding equipment that meets their needs. Companies on the platform have access to detailed overviews of their machine inventory to help them have a conscious relationship with a sustainable management and replacement rate. The freight volume is reduced by choosing the right equipment and making more extensive, coordinated replacements.

### Central management and error correction

The core of Intility's delivery is to produce services centrally and efficiently per user. All PCs and mobile devices are managed centrally. Several technologies and proprietary software form the basis for the devices to be as stable and well-functioning as possible.

Intility Client Health is an included service that runs on all machines and removes underlying errors in real time. Among other things, the tool detects whether the laptop battery should be replaced. This keeps the devices in better condition over time and reduces the need for repair and onsite calls.

### Recycling and reuse

The production and disposal of electronic devices have a significant environmental impact. Disposal of old devices generates large amounts of electronic waste containing toxic substances harmful to the environment and human health. Intility offers environmentally friendly disposal of PCs, printers, monitors, servers, network equipment, and cell phones. The service includes secure deletion of data in collaboration with our partner Foxway. The equipment is subject to resale on the secondary market. Foxway handles equipment safely in line with ISO-certified processes 9001 and 14001. Intility is committed to continuously improving our lifecycle service for our customers and our own devices, to extend the lifespan, recycle and reuse even more devices in the future.

Inventory **insight**

Environmental **disposal**

Sustainable **purchase & shipping**

**Device health** maintenance

# Audio Visual Services & Collaboration in the Digital Era

Intility delivers an end-to-end standardized meeting room platform, as a service, enabling several opportunities to optimize solutions.

Covid-19 forced Intility and our customers to re-imagine how we collaborate and attend meetings, conferences, and events. With customers present in over 20 countries covering 2 000 locations, we understood the need to effectively communicate with colleagues and partners regardless of geographical proximity.

While our customers increased their office presence in 2022 and sought advice on their hybrid workplace model, Intility actively encourages customers to adopt a "video first" approach to professional communication. Resultantly, travel is made redundant, providing an equally effective option for collaboration with environmental benefits.

**Some of the actions taken in 2022:**

→ When designing collaboration spaces, we recommend reusing equipment where possible and offer lifecycle services for resale and/or safe disposal of outdated technology.

→ Monitors and video conferencing equipment installed by Intility enter sleep mode when not in use to guarantee efficient power usage.

→ We collaborate with third party logistics companies to ensure waste from projects is carefully collected, transported, recycled, and correctly disposed of.

→ We have developed long-term, strategic partnerships with key partners in the global audiovisual industry and deliver standardized solutions with high quality equipment intended to last for a long time, without compromising security.

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We are committed to taking responsibility and empowering our customers to choose sustainable solutions to optimize the use of a modern digital office. **Opportunities we are focusing on:**

→ In 2023 we aim to accelerate sustainability initiatives to include reporting on power usage and $CO_2$ emissions on equipment where possible.

→ Meeting scheduling software and sensor technology enable Intility and our customers to optimize collaboration spaces and identify under- or overutilized zones in the workspace. Accordingly, the office spaces can be more productively designed and the use of electricity and heating and/or cooling better planned.

→ We are continuously developing our collaboration platform to make data on equipment usage accessible for customers.

Environment

# Print- and Logistics management

Intility Print Management provides a fully managed print platform that offers customers purchasing guidance and assistance with print queue optimization and lifecycle management. Our aim is to deliver a secure and standardized platform that is built on sustainable partnerships, with more than 1,700 registered network printers, 35 million prints, and 2,500 support tickets managed annually. Our team continually works to improve and standardize our platform to ensure the highest level of service for our customers.

All the printers we recommend are Energy Star certified, and we partner with Hewlett Packard (HP) and Canon for toners that can be recycled. Our standardized printer configuration ensures a smooth transition between locations, with easy access for our customers.

Intility Logistics & Supply Chain Management handles all incoming and outgoing goods, flow, and stock keeping, with a focus on providing high-speed delivery and quality. Our goal is to always have products available for our customers, especially given the global situation of recent years.

In the future, we will continue our efforts to

→ encourage our customers to choose solutions from sustainable producers and implement secure print

→ facilitate services and print management operations so hardware and devices can operate for as long as possible

→ recommend secure print, as there will be less waste compared to direct print when requesting identification to pull a print

→ minimize the use of plastic in all product packaging

→ use environmentally friendly packaging produced from renewable and natural materials

→ reuse products when we see the need for replacing equipment in-house

→ reuse waste such as bubble wrap and boxes not damaged during transport
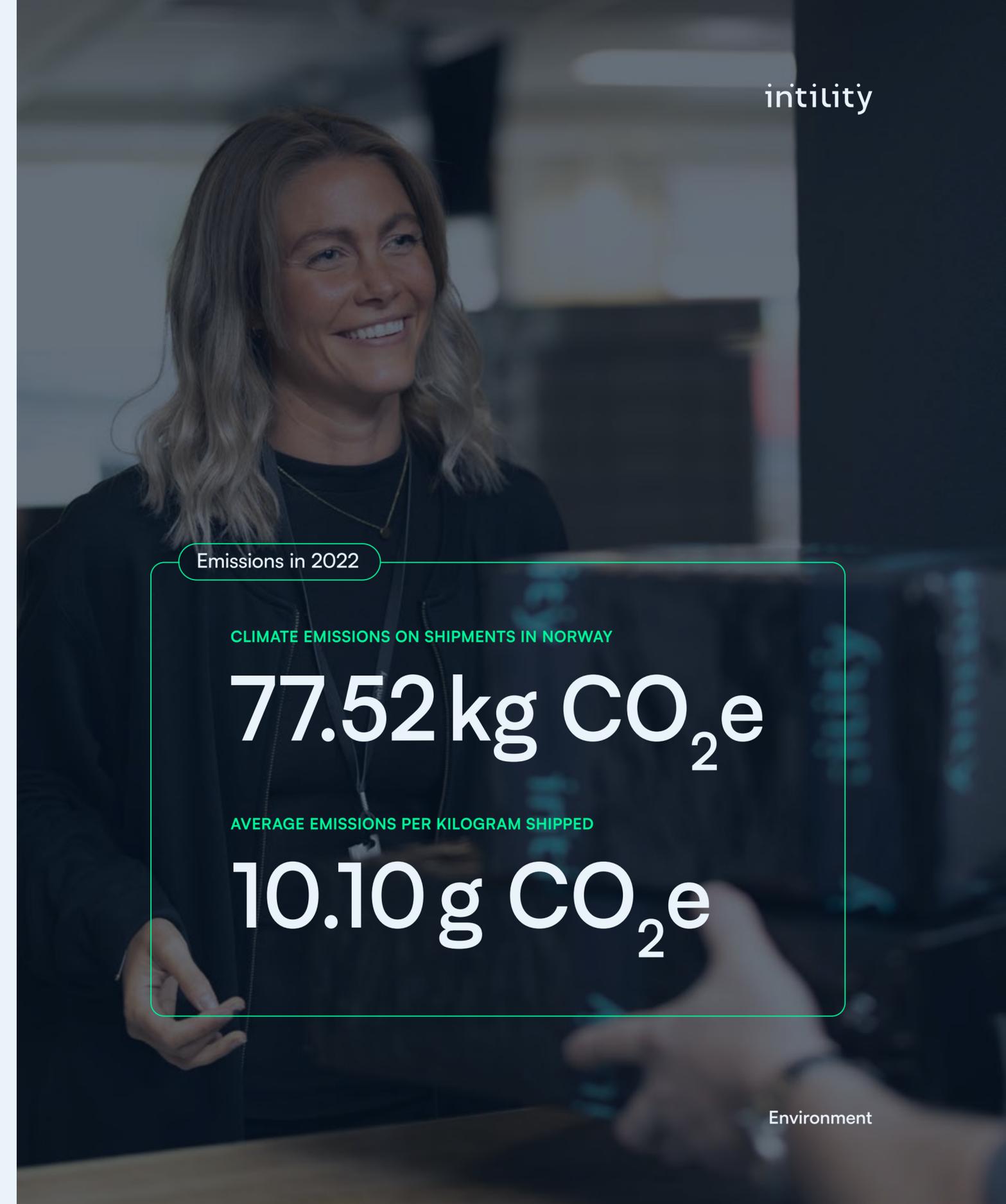
Emissions in 2022

CLIMATE EMISSIONS ON SHIPMENTS IN NORWAY

# 77.52 kg $CO_2e$

AVERAGE EMISSIONS PER KILOGRAM SHIPPED

# 10.10 g $CO_2e$

# A smarter and more energy-efficient building

Intility is continously growing, and completed, in the period of 2020—2022, an extension of three floors. Instead of demolishing the building, environmental measures were considered, and existing office floors were reused and refurbished, in addition to the new floors.

Windows were replaced, and a new ventilation system was established with an ice water system. The ice water system consists of a machine in the basement connected to the ventilation system that cools water running down through the entire building. This allows us to use electricity more efficiently and reduce energy consumption in the office spaces. Along with this, all lights in the building are controlled by motion sensors, and at night, ventilation and temperature are reduced. The building is completely powered by renewable energy.

After still being held back by covid restrictions and precaution, we could finally move in to our new-old building in 2022.

# Eco-Lighthouse

Intility has been Eco-Lighthouse certified since 2013, and was recently recertified for the period of 2023—2026. We are committed to operating in an environmentally responsible manner, and our efforts are reflected in our recent Eco-Lighthouse certification.

We have taken steps to address key areas within procurement, waste and recycling, energy, transport, and the working environment, and we continuously monitor and improve our practices. Our climate-and-environmental accounting for 2022 is available on our website at intility.no/wp-content/uploads/2023/04/Intility-miljofyrtarn-2022.pdf

Environment

## People Development and Lifelong Learning

# Our approach

At Intility, we strive to create a positive and inclusive work environment based on respect and kindness for both our employees and customers. We believe that supporting and caring for our employees is key to our growth. To achieve this, we prioritize both personal and professional development for our staff, emphasizing continuous learning and improvement. This approach enables us to enhance and refine our platform services on a daily basis.

Despite our high-paced and growing organization of more than 500 full-time employees, we maintain a relaxed and social atmosphere. We value teamwork, and each individual has a significant impact on their own workday and the overall development of the company. Our goal is to cultivate talent from within and provide opportunities for all employees to build fulfilling and long-lasting careers at Intility.
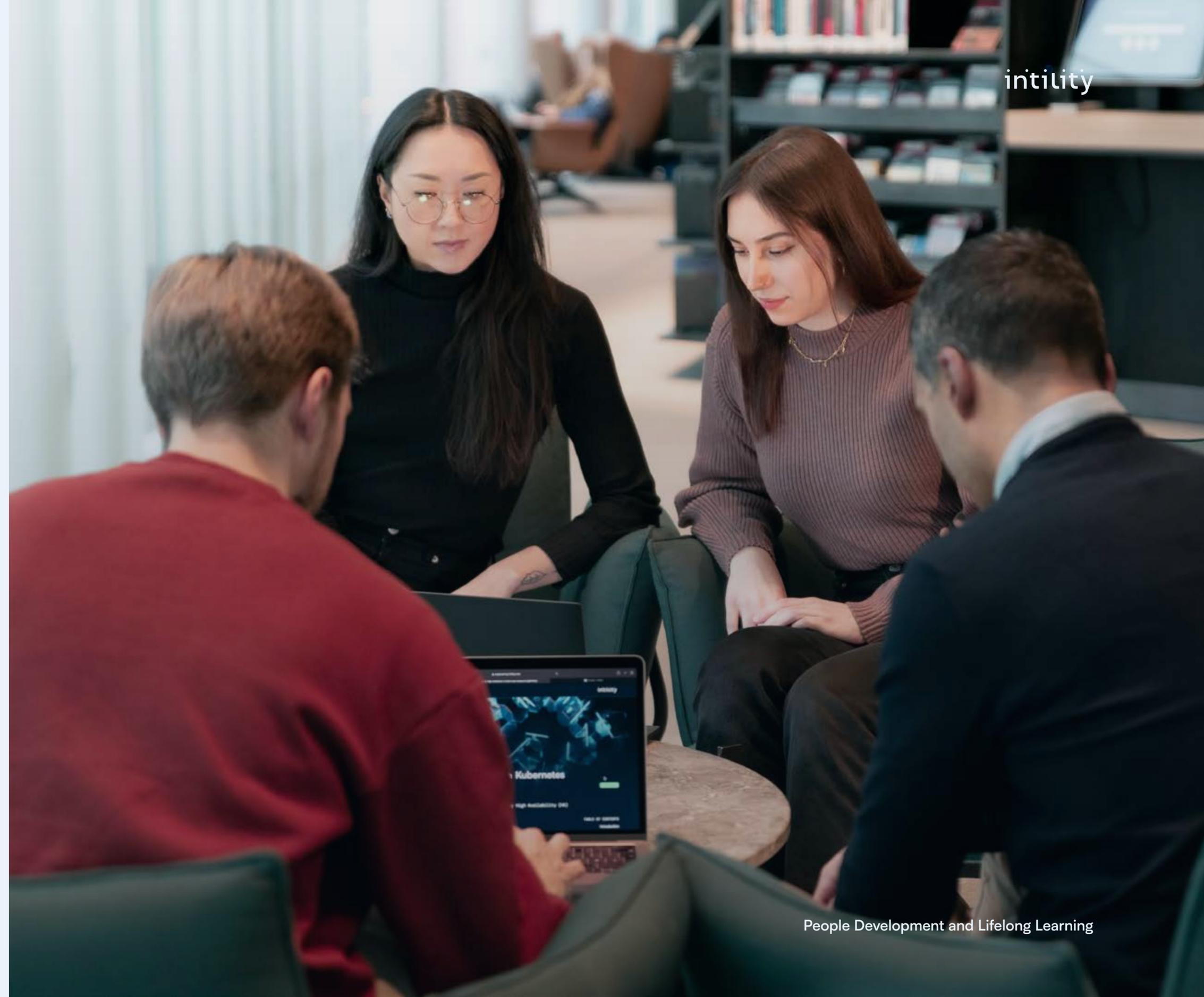
# Educating for tomorrow

Intility is focused on promoting quality education, which includes both sharing knowledge internally and externally. As technology advances rapidly, the company encourages all its employees to keep learning through educational programs and courses. The Intility Academy is a program designed specifically for this purpose. It offers courses on various topics such as project management, coding, Microsoft services, agile principles and techniques, and internal systems. These courses are organized annually, but employees are also welcome to find and participate in courses of their choice.

The company also runs a program called Intility Talent Onboarding, which is designed for new employees. This program runs for several weeks and is held twice a year. Its main aim is to provide new employees with an insight into the services the company offers, internal systems, and the various departments to ensure they have a good start at Intility.

People Development and Lifelong Learning

# Welcoming more (talents)

At Intility, we value diversity and encourage individuals with various backgrounds to join our team. We believe that everyone can enhance their technology skills while working with us, and we offer positions that do not require previous work experience or technology education. We also have a specific focus on reaching out to graduates to provide them with opportunities to kick-start their careers.

We offer specially tailored Management- and DevOps trainee programs that allow trainees to gain exposure to various technologies across Intility's departments. These programs are designed to equip trainees with the skills and knowledge necessary to succeed in their roles.

In addition to our trainee programs, we have also established more part-time jobs for students in recent years. This enables students to gain valuable experience in technology while still pursuing their studies. We believe that this approach not only benefits the students but also provides Intility with valuable resources.

## In 2022, Intility welcomed

| MGMT TRAINEES | DEVOPS TRAINEES | PART-TIME INTERNS |
|---|---|---|
| 6 | 15 | 25 |
| APPRENTICESHIPS | STUDENT APPRENTICES | BACHELOR STUDENTS |
| 19 | 18 | 28 |

People Development and Lifelong Learning

# Collaborating with educational institutions

At Intility, we take pride in our close collaboration with upper secondary schools and universities to provide apprenticeships, bachelor's groups, and other higher education opportunities. Throughout the year, we actively participate in career days and company presentations to connect with potential candidates and build relationships with students.

Our apprenticeship program has a long-standing tradition at Intility, with several candidates passing their trade tests yearly as part of their training. Many of our apprentices have continued their careers at Intility, becoming valuable resources for the company.

Additionally, Intility welcomes bachelor groups every year to work with real cases from the company. This provides students with relevant experience and knowledge and offers an essential arena for Intility to meet and engage with students.

In 2022, we had the pleasure of working with eight groups of 28 bachelor students who wrote their thesis in collaboration with Intility. This partnership allowed us to provide the students with practical experience and contribute to their academic success. We look forward to continuing our work with students and academic institutions to support the growth of the next generation of professionals.

## Digital Inclusion

Digital Inclusion

# Enabling technology

Over the past decade, information technology (IT) has revolutionized the way we work. In the years to come, IT will continue to transform business models and provide new opportunities. Digital transformation is the process of implementing technologies across a business to create significant change. This change can lead to many benefits, such as increased efficiency, greater business flexibility, and unlocking new value for employees, customers, and shareholders.

At Intility, we provide a unique approach to IT infrastructure that benefits businesses of all sizes and industries. All our customers have access to the same IT infrastructure as part of their collaboration with us. Our goal is to help companies leverage technology to reach their digital potential. By using our platform, companies can enjoy the advantages of continuous development and innovation as part of our service, rather than developing their own IT platforms. This approach promotes digital inclusion by making it possible

# 24/7 Support

Intility Support is a 24/7 IT support service with deep operational insight through real-time data from the underlying platform, clients and network. Through machine learning models, automation, and portal interfaces, we are continuously utilizing technological advances to develop our support platform and surrounding infrastructure.

A holistic approach to support in a constantly evolving landscape is important in our work to support satisfied and efficient end users. As a service provider, we aim to reduce the impact of the technical competence gap by meeting the customer at their own level. Regardless of age, gender, or education, we will provide understandable help and guidance. This is enabled by data-driven solutions, enabling our technicians to view your relevant user information and devices at the touch of a button.

As the "Single Point of Contact", our customers only need to remember one of our communication channels for all IT-related issues. Should the issue require involvement with a third-party vendor, we will handle all communication, operating as a technical translator between our customers and their

application providers. For our more tech-savvy customers, a broad array of guides and solutions to common IT problems are made available through Intility Portal. Should the guides prove too difficult, our 24/7 availability ensures that they will be able to contact us for assistance anytime, anywhere. During 2022, over 70 000 calls, 55 000 chats, and 60 000 e-mails were handled by the technicians at Intility. Around 65% of all submitted tickets were solved on the first inquiry, allowing customers to return to their work quickly. Support is delivered remotely from our offices in Oslo, reducing travel time and emissions and enabling us to efficiently distribute our efforts between customers depending on where the help is needed. We help all our customers navigate their day-to-day IT problems and questions, supporting a modern, secure, and inclusive IT workspace.

In 2022 we responded to

**CALLS**

# 73 840

**CHATS**

# 56 932

**E-MAILS**

# 64 722

# Engineering@intility

In February 2022, Intility launched its own developers blog, www.engineering.intility.no.

We strongly believe that sharing knowledge is key to drive innovation and progress in the technology industry. Our blog is written by engineers at Intility and is intended to benefit all engineers globally. The blog covers a range of topics, from how we build advanced systems to tutorials and best practices in application and infrastructure development and scaling.

Digital Inclusion

# Sharing knowledge and keeping customer up to speed with «Meet the Team»-sessions

Intility regularly invites customers to a variety of engaging events, including online meetings and in-person gatherings featuring internal and external speakers.

In late 2021, we introduced a new concept called "Meet the Team," where customers can connect with operational owners, learn about platform updates, and ask questions directly. Meet the team is also utilized under specific security threats, alerts and vulnerabilities. This is an effective way of reaching out and keeping our customers informed.
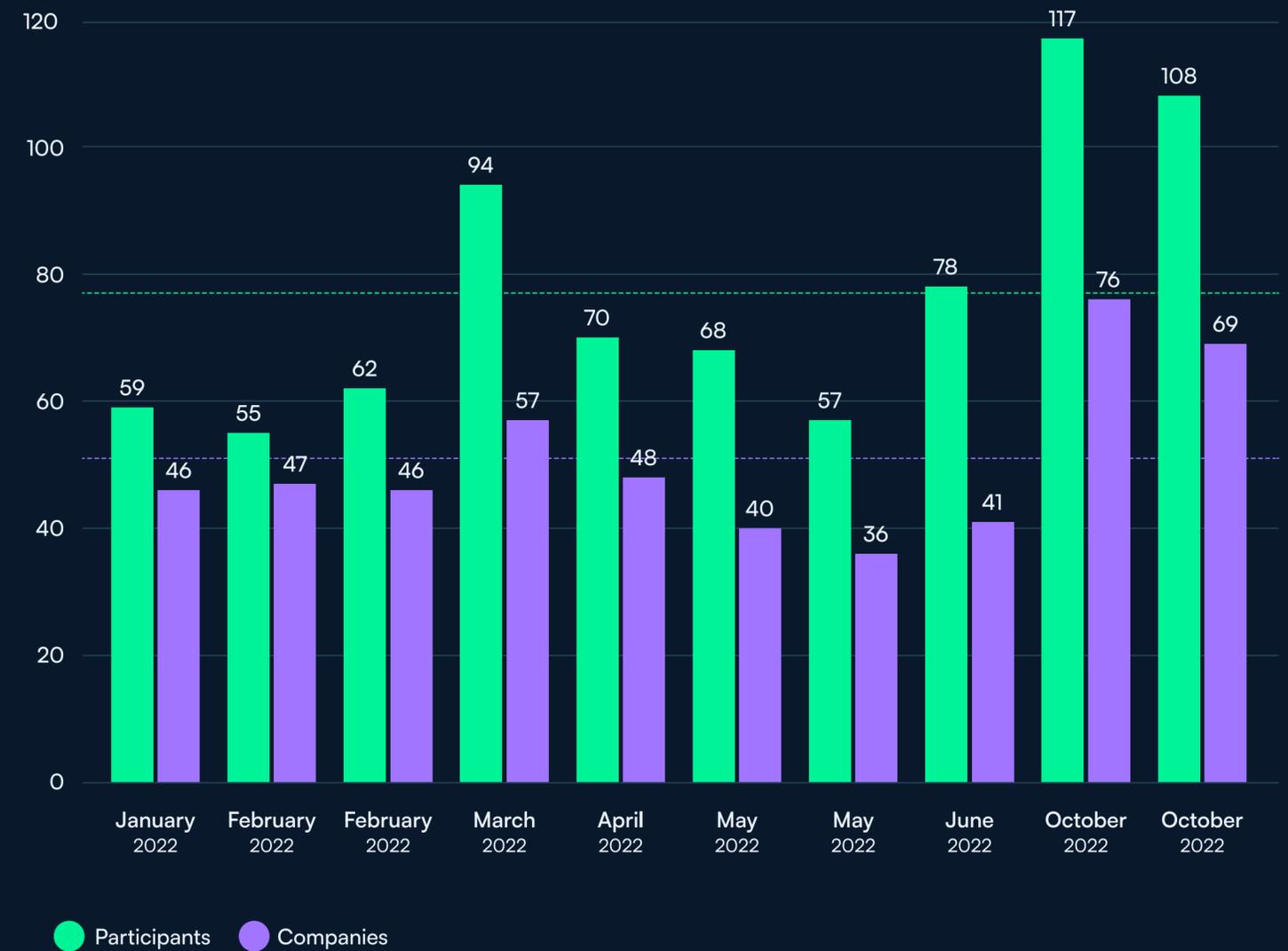
Meet the Team in 2022

SESSIONS
**10**

COMPANYS*
**51**

ATTENDEES*
**77**

*Average per session*



● Participants  ● Companies

## Cyber Security and Data Privacy

# Managing our cyber risk

Cyber security, is viewed to be one of the significant barriers to sustainability and more environmental-friendly solutions. However, for companies to take advantage of the opportunities of digitalization and technology, the risks must be both understood and reduced. Any attacks on critical infrastructure would damage the affected parties and weaken the trust to the technology.

Information security and privacy is the core of our business. Our customers expect and deserve an IT platform and experience that puts security and privacy first.

At Intility, security is the responsibility of everyone. We work diligently to process and safeguard company and customer data appropriately. Our industrialized security platform, delivered as a service to all customers, is constantly updated and developed to keep pace with the rapidly changing cyber threat landscape.

Intility continuously assess and improves its information security measures and efforts. This is managed using Intility's Information Security Management System, which consists of policies, procedures, risk assessments, contingency plans

and other relevant documentation. The management system is based on the Cloud Controls Matrix (CCM) issued by the Cloud Security Alliance. The CCM is a framework of cloud-specific security controls, mapped to leading standards, best practice frameworks and requirements such as PCI-DSS, ISO 27001 and COBIT. Our policies and procedures are reasonably designed to comply with applicable laws, regulatory guidance and widely adopted industry best practices.

Intility's Security Management department is responsible for all the information security measures, controls, monitoring and incident response capabilities that are implemented and maintained on the platform to ensure compliance with our information security and regulatory requirements.

# Information Security Objective

Intility's objective is to process information and data pursuant to applicable data protection regulations and to reduce the risk of incidents that threaten the principles of **confidentiality, integrity** and **availability** by:

→ Preventing data loss

→ Providing secure identity and access management

→ Installing and maintaining robust, available and secure systems and services

→ Establishing clear roles and responsibilities for information handling, data protection and privacy work in Intility

→ Providing knowledge through mandatory cybersecurity awareness, information handling and privacy training of all Intility employees

→ Limit the processing of data and information to what is necessary in relation to the purposes for which they are processed



Confidentiality
Integrity
Information security principles
Availability

IT governance & internal controls

Information security management system

Next-gen security technologies

Regulatory requirements

Independent audits and assessments
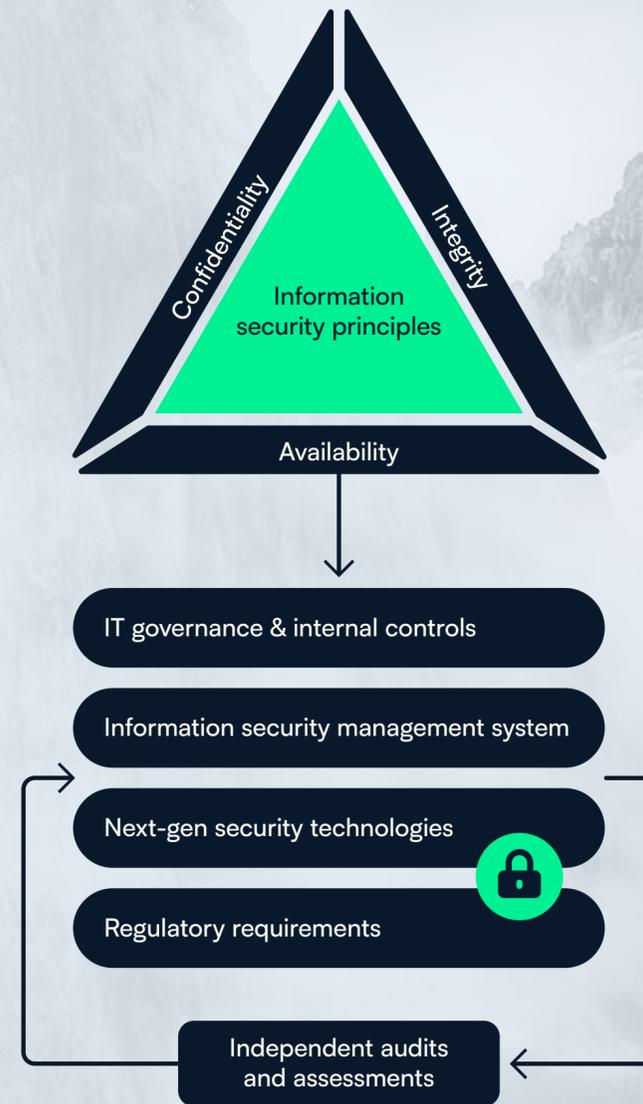
# Cybersecurity Risk Oversight

**The Intility Security Operations Center (SOC)** is a key component in Intility's efforts to ensure confidentiality, integrity and availability of customer information and to secure continuous advances in our cyber intelligence and analytic capabilities. The SOC is made up of dedicated security experts and threat analysts whose mandate is to identify and stop advanced cyber-attacks that can lead to loss of data, unavailable services, or information theft.

Intility continues to advance our cyber intelligence and analytic capabilities by proactively exposing our platform to enterprise-scale penetration testing and security assessments conducted both by in-house experts and external parties. In doing so, we are able to analyze how we should enhance our security program and reduce our attack surface. These efforts include comprehensive risk assessments and external security audits.

## Involvement of Executive Management

Intility's Board of Directors and Executive Management are regularly briefed by the Security Management department on Intility cybersecurity matters, including threats, policies, practices and ongoing efforts to improve security. The briefings include updates on matters such as the results of incident response readiness and threat detection capabilities periodically led by third parties who provide an independent assessment of the Intility security platform by simulating real-world breaches and conducting security assessments.

In addition to the briefings, the management is presented with an annual Security report which summarizes and highlights the threat landscape, the activities of the Security Management department during the past year and focus areas for the year to come.

**Security Operations Center**

**Incident analysis & response**
- Computer network defence — support center
- Countermeasure implementation
- Incident coordination & response
- Realtime monitoring & triage
- Incident analysis

**Threat & vulnerability mgmt**
- Vulnerability assessments
- Vulnerability scanning
- Threat assessments
- Penetration testing

**SOC tool lifecycle mgmt**
- Sensor tuning & maintenance
- SOC infrastructure O&M
- Scripting & automation

# Information sharing

**Intility provides information about our cybersecurity efforts and privacy practices through Intility Security Center.**

Intility Security Center is also a customer portal that provides each customer insight in the security and governance posture of each their IT environment on the Intility platform in real-time. Intility aims to provide our customers with as much relevant information as possible concerning the security posture of their IT environments.

**United against cyber threats**
Intility is a member of the Cloud Security Alliance (CSA) and we partner with other companies, cybersecurity organizations and law enforcement to share and receive information about the latest cyber threats. This gives us access to advanced threat modeling insights that we integrate into our own cybersecurity programs. Furthermore, we are part of a sensor network for critical infrastructure (VDI) organized by the Norwegian National Security Authority (NSM). This increases detection capabilities and contributes to the VDI network. Intility has been the first company in the Nordics to be awarded the status of Trusted Cloud Provider by the Cloud Security Alliance. Other Trusted Cloud Providers include companies such as Microsoft, Cisco, VMWare, PaloAlto Networks,

BeyondTrust, GitLab and PwC. Intility receives the appointment for its work in promoting and ensuring the use of best practices in cloud security.

Intility's CAIQ response has been published and can be downloaded in CSA's STAR register. The Cloud Security Alliance has also published an FAQ about its Trusted Cloud Provider program which is available here.

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Intility has been the first company in the Nordics to be awarded the status of Trusted Cloud Provider by the Cloud Security Alliance. Intility receives the appointment for its work in promoting and ensuring the use of best practices in cloud security.

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## Governance and Value Chain

8 DECENT WORK AND ECONOMIC GROWTH

17 PARTNERSHIPS FOR THE GOALS

## Our Approach

Intility is committed to promoting sustainable and responsible operations. We have zero-tolerance for discrimination, child labour, harassment and corruption and this commitment extends to our entire value chain.

We are working with our suppliers and partners to maintain and promote good standards and routines throughout our value chain, in line with the Norwegian Transparency Act. Our principles are formalized and communicated through a Supplier Code of Conduct.

# UN (Sustainability Goals)

The UN Sustainable Development Goals are the blueprint for achieving a more sustainable and better future. The goals are complex and 0address the global challenges we face. Intility has identified six prioritized goals where our efforts have the most significant potential for impact based on our business model, industry, and our stakeholders' expectations.

| | | |
|---|---|---|
| **1** NO POVERTY | **2** ZERO HUNGER | **3** GOOD HEALTH AND WELL BEING |
| **4** QUALITY EDUCATION | **5** GENDER EQUALITY | **6** CLEAN WATER AND SANITATION |
| **7** AFFORDABLE AND CLEAN ENERGY | **8** DECENT WORK AND ECONOMIC GROWTH | **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE |
| **10** REDUCED INEQUALITIES | **11** SUSTAINABLE CITIES AND COMMUNITIES | **12** RESPONSIBLE CONSUMPTION AND PRODUCTION |
| **13** CLIMATE ACTION | **14** LIFE BELOW WATER | **15** LIFE ON LAND |
| **16** PEACE, JUSTICE AND STRONG INSTITUTIONS | **17** PARTNERSHIPS FOR THE GOALS | |

# UN ( Global Compact )

Pursuing United Nations Sustainable Development Goals (SDGs) with our platfrom-service.

In March 2022 Intility launched its first Communication of Progress(COP). UN Global Compact is the world's largest organization for sustainable business. We continue our support to the ten principles of the UN Global Compact and the UN Social Development Goals. This continues to be an ongoing priority for Intility and our operations.

# The Ten Principles of the UN Global Compact

## Human Rights

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

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

## Labour

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

4. The elimination of all forms of forced and compulsory labor;

5. The effective abolition of child labor; and

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

## Environment

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

8. Undertake initiatives to promote greater environmental responsibility; and

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

## Anti-Corruption

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

# The Norwegian Transparency Act

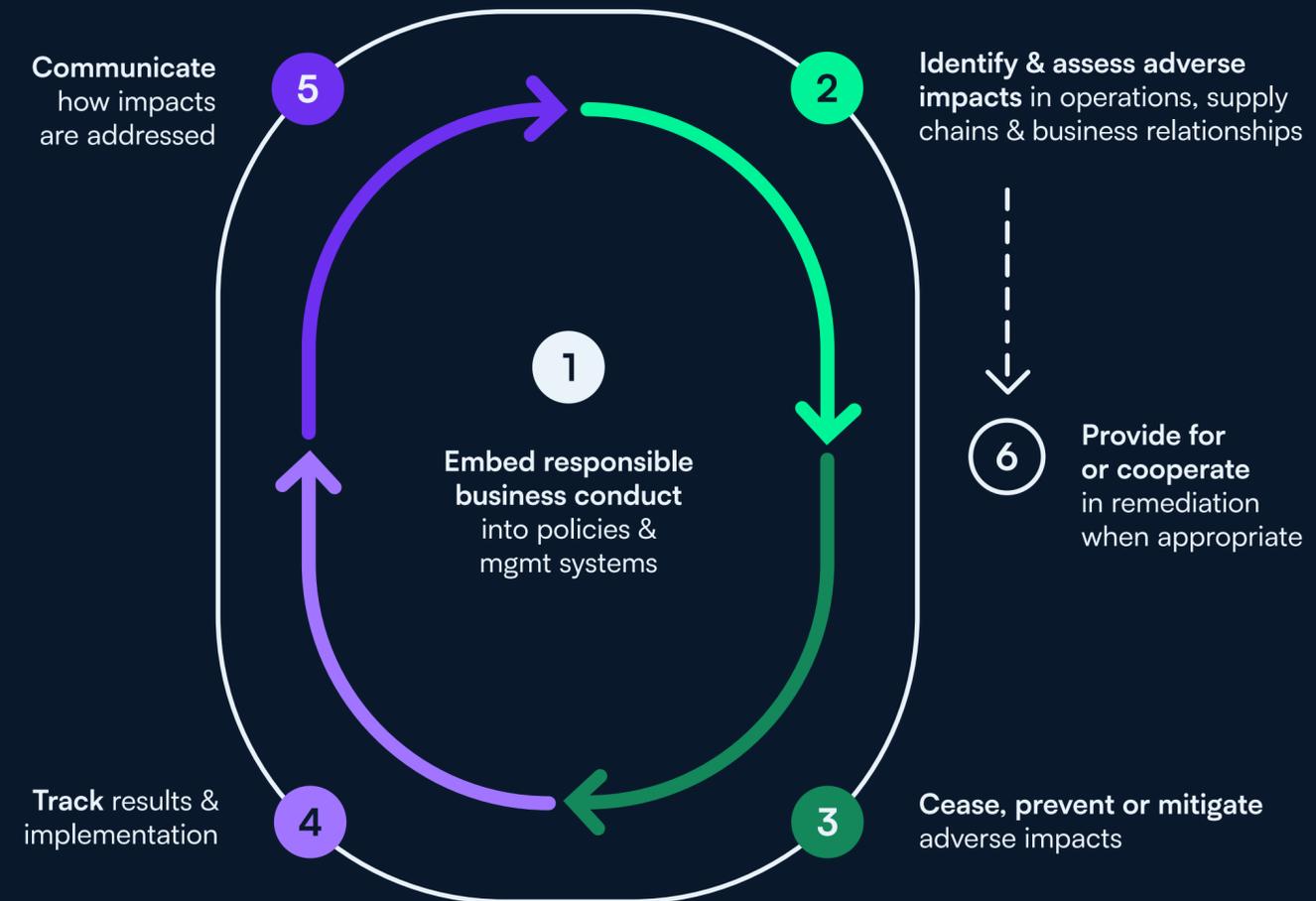The act on companies' transparency and work with basic human rights and decent working conditions (Åpenhetsloven) came into force 1st of July 2022. The act applies to larger companies domiciled in Norway that are offering goods and services in or outside Norway.

Intility falls under the scope of the Transparency Act and is obliged to carry out due diligence assessments in line with the OECD's guidelines for multinational companies and publish a report of the due diligence assessments.

The purpose of the Act is to promote businesses' respect for basic human rights and decent working conditions in connection with the production of goods and the provision of services, and to ensure the public has access to information about how businesses deal with negative consequences for basic human rights and decent working conditions.

In short, the law puts a requirement for larger businesses to actively work to safeguard and assess risks linked to human rights and working conditions in their own business, the supply chain and with business partners.

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**5** **Communicate** how impacts are addressed

**2** **Identify & assess adverse impacts** in operations, supply chains & business relationships

**1** **Embed responsible business conduct** into policies & mgmt systems

**6** **Provide for or cooperate** in remediation when appropriate

**4** **Track** results & implementation

**3** **Cease, prevent or mitigate** adverse impacts

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# Sustainability Governance

Intility has zero tolerance for human rights violations and expects our value chain partners and suppliers to share this approach. Our expectations have been formalized through a Supplier Code of Conduct, which has been implemented in key partnerships and supplier contracts. The ethical guidelines address relevant aspects from the UN Global Compact's ten principles, the UN's sustainability goals, the OECD's guidelines for multinational companies and Intility's sustainability and ESG strategy. The Supplier Code of Conduct guidelines define the basic sustainability requirements placed on Intility's suppliers and ensure that the Norwegian Transparency Act is complied with.

Intility's Legal & Compliance department is responsible for ensuring compliance with national and international regulations. The department carries out internal controls, risk assessments and reporting of its own operations and suppliers.

# Investing in People

Investing in People
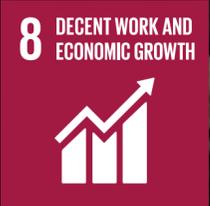
# A People-Business

Intility is a company that values its people above all else. We recognize that our employees are the backbone of our organization, and their well-being is crucial to our success.Our mission is to provide our employees with the highest quality professional development opportunities and to prioritize their physical and emotional health.

At Intility, we believe that by working together with a long-term perspective, we can achieve extraordinary things that surpass the sum of individual efforts. We're more than just colleagues - we're friends who support each other not because we have to, but because we want to.

In addition to fostering a supportive work environment, we also encourage our employees to pursue their passions outside of work. We organize various gatherings, sports events, and activities to bring like-minded individuals together and facilitate their interests. As a result, many employees who share common interests spend a significant amount of time together outside of work.

In short, at Intility, we are committed to creating a people-centric company culture that prioritizes the well-being and development of our employees. By doing so, we believe that we can achieve our goals while creating a positive and fulfilling work experience for everyone involved.

Investing in People

# Sports and activites

At Intility, there are different clubs and activites for employees to participate in. Some of them are:

→ Intility Cycle Club       → Cageball

→ Intility Cloud Runners    → Intility E-sport

→ Intility Cloud Kickers    → Intility TCP/IPA

→ Intility Summiteers (climbing)   → Intility Poker

### Intility Cloud Runners

Every Monday after work, a group of employees kickstarts the new week with a professional running coach training. The running group is a low-threshold offer for those who want to run with good colleagues. There are two different levels: "Joggern" (some experience with running) and "Super-joggern" (more experience with running).

Investing in People

# Strengthening the team-spirit through e-sport

In recent years, e-sports has exploded in popularity, becoming a legitimate competitive sport that is watched by millions of people worldwide. This trend has created an opportunity to participate in e-sports tournaments for companies, providing a fun and social activity for employees while promoting teamwork, collaboration and friendly competition.

For Intility, participating in e-sports tournaments has been a great way to bring employees together within the company. With 7 teams in League of Legends, 3 in Rocket League and 8 in Counter Strike, 81 Intility employees have been able to engage in a shared passion and work towards a common goal.





Intility e-sport in 2022

| TEAMS | EMPLOYEES | TOURNAMENTS | WINS |
|-------|-----------|-------------|------|
| 18 | 81 | 8 | 5 |

Investing in People

# Supporting the local community

In 2022, we remained committed to fostering collaborative partnerships and initiatives, with a specific focus on engaging with the youth within our local community.

As a company, we believe in supporting sports initiatives that align with our values and are of significance to us. We recognize that supporting sports and sports clubs can foster a sense of team spirit and contribute to meaningful engagement.

At Intility, our average employee age is 28 years, and we attribute much of our success to our strong organizational culture. We understand that sports and team cohesion are inherently linked, and partnering with sports clubs allows us to

further promote this value within our organization. Through our collaborations, we hope to continue to enrich our employees' experiences, contribute to our local community, and create a positive impact in the areas that matter most to us.

Through our collaborations, we hope to continue to enrich our employees' experiences, contribute to our local community, and create a positive impact in the areas that matter most to us.

Investing in People

# Employee benefits

Intility values a positive and supportive work environment, where employees can enjoy working together and maintain a healthy lifestyle. We offer a range of training groups, including a running group with a professional coach and a football team that participates in the corporate league. Every year, approximately 50 employees gather at Lillehammer Indoor Cup to compete against other companies in football. On weekends, our employees can go for a football match at Intility Arena or take a trip to one of our company cabins at Norefjell Ski and Spa Resort or in Kragerø.

We also organize social events throughout the year, such as pay day beer, game nights, Christmas parties, and ski weekends. To support our employees' wellbeing, we offer an additional week's vacation per year, providing a total of six weeks of vacation. At Intility, we serve breakfast, lunch, and afternoon snacks to all employees, ensuring that everyone stays energized and focused throughout the day. Moreover, our canteen prepares dinner for those who want to take it home to enjoy with their families.

### At Intility you get...

🏝 Six weeks of vacation

🏡 Cabins on Norefjell and in Kragerø

🥮 Food throughout the day

⚽ Match tickets to Intility Arena

👯 Social benefits and activities

💪 Our own fitness center

... and of course we cover mobile and broadband, insure our employees at work and in their free time, and contribute to their pension savings.

## Our canteen

At Intility, we recognize the importance of food as a crucial aspect of everyday life. Our canteen, which has been a standalone company under Intility AS since 2018, is proud to offer some of the best meals. They are a dedicated team, committed to providing exceptional service and quality meals throughout the day, including breakfast, lunch, afternoon snacks, overtime meals, and surprise dinners for those who want to take it home to share with friends and family. We prioritize healthy and varied food options, with an emphasis on vegetables and green choices. In fact, we have increased our focus on plant-based options and now have an average of two meat-free days per week.

Investing in People

# The Way Ahead

At Intility, we are committed to making sustainability a top priority by continuously seeking out innovative and sustainable solutions to improve our platform.

Intility remains committed to advancing our selected Sustainable Development Goals (SDGs), as well as upholding the principles of the United Nations Global Compact (UNGC). The reduction of emissions related to our platform services, particularly in the scope 3 category, is a crucial area of focus for us, and we are dedicated to mapping, measuring, and reducing them.

As outlined in this report, we have made substantial progress in collecting environmental data, and will continue to do so across all aspects of our platform. We will also continue to enhance our lifecycle services for hardware, promoting circularity and enabling devices to remain operational for extended periods.

To further support our sustainability efforts, we will intensify our efforts to gain greater insight into and establish requirements for our partners and suppliers within our value chain. We will closely monitor our suppliers and collaborate with them to maintain and improve a responsible value chain.

In addition to these initiatives, we are dedicated to increasing the representation of women in IT, both within our organization and the industry at large. We will actively seek out and establish partnerships and alliances that prioritize sustainable, long-term solutions and promote inclusive employment practices.

## Appendix

This report has been prepared based on the fiscal year 2022 (January 1st, 2022 through December 31st, 2022, unless otherwise stated). The report represents Intilitys key sustainability efforts and results during the period.

Please address questions regarding this report to Intilitys sustainability team: sustainability@intility.no

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