

CSR Report 2020

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CSR Report 2020

2020 defined new standards in corporate social responsibility. The world faced the global outbreak of COVID-19, and the pandemic accelerated the digitization of society and businesses dramatically.

While struggling to keep employees safe and healthy during lockdown, and at the same time minimizing losses and keeping businesses running in the face of the unknown, the world witnessed a new era of connectivity. Connectivity that had the power to fill the void, to fend off the negative consequences of isolation, and to support the new way of working from home.

Moreover, the heavy carbon footprint from transportation and travel was reduced as people began working from home, and the digital penetration of education, healthcare and other public-sector services suddenly took a giant leap.

Due to the tremendous acceleration of a more digitized and connected world, everyone was forced to take on a virtual responsibility and consider new ways of working post-pandemic towards achieving a more sustainable world.

For GlobalConnect Group, 2020 was also a year to remember as we merged two companies – GlobalConnect and IP-Only – to become one of the leading digital infrastructure providers to businesses, public institutions, and consumers across Northern Europe. With a comprehensive national and cross-border fiber network, GlobalConnect Group has a unique position and plays a key role in enabling digitization across society.

Through our assets, our technology, and our people, we aim to make a difference for society at large – now more than ever. In 2020, we saw a substantial increase in data traffic, which bears witness to the fact that the services we deliver are vital to society, especially during lockdown when people are more dependent than ever on stable and fast internet connections.

Our corporate social responsibility strategy is closely linked to our business strategy and offerings, as we believe this is how we can truly make a positive difference and contribute to building a more sustainable society for everyone.

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Each day we strive to leverage our expertise and unite our efforts to enable people to connect in a more sustainable way.



Our key goals for 2020

This is the first CSR report for GlobalConnect Group after merging GlobalConnect and IP-Only in the beginning of 2020. GlobalConnect Group is represented by the following brands:

- B2B: **GlobalConnect** is our unified B2B brand, operating in Denmark, Sweden, Norway, Germany, and Finland. **GlobalConnect Carrier** addresses the international carrier market.
- B2C: Towards the consumer market, we operate as **IP-Only** in Sweden, **Homenet** in Norway, and **Onefiber** in Denmark.

The key goals in the report are based on our aligned strategy as one united company.

1

Connecting society across the Nordics

In 2020 we continued the expansion of our fiber network across the Nordics. Connectivity played a vital role in keeping the wheels of society turning – for businesses, public institutions, as well as for private households. As a result of COVID-19, connectivity came to play a key role in 2020, as it enabled families and friends to stay in touch and made online meetings the new normal for professionals.

2

Creating a greener GlobalConnect Group to reduce climate impact

We worked to minimize our climate impact in support of a greener and more sustainable planet. We had to start with ourselves to be able to help our customers on their sustainability journey utilizing fiber networks, cloud solutions, and other technologies that develop sustainable businesses and thereby sustainable societies.

3

Creating a GlobalConnect Group for everyone – focusing on diversity and equality

We worked to create an innovative and sound organization, which embraces diversity and equality while reducing inequalities – not only at GlobalConnect, but throughout our industry.

Our corporate social responsibility strategy is based on the UN Sustainable Development Goals, and our business contributes directly to 10 out of 17 of them. Our three focus areas are taken directly from our Corporate Sustainability strategy 2020 and are as such closely linked to our DNA, business areas, and mode of operation.





Letter from our CEO

Welcome to our corporate social responsibility report 2020!

I am proud to present our first report based on our integrated strategy for the GlobalConnect Group following our merger between GlobalConnect and IP-Only at the start of the year 2020. This is also our first report written in the shadow of a global pandemic.

Going by personal experience over the years, it has never been more imperative for businesses to exercise and demonstrate social responsibility in terms of ensuring employee health and safety while maintaining motivation and keeping the wheels of businesses and society turning.

The pandemic has rapidly accelerated the digitization of society. In 2020, most of us were totally dependent on a secure, stable, and fast internet connection for maintaining productivity, social relations, and our involvement in society at large.

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Our goal is to become the leading digital infrastructure provider in Northern Europe, and this position comes with a responsibility.

Throughout 2020, GlobalConnect Group made substantial efforts towards improving the sustainability of our own business, as well as supporting our customers through these challenging times.

We increased internet connection speeds for a large number of customers at very short notice, and launched valued new services across the group to enable smarter network usage, such as SD-WAN, the network technology of tomorrow.

Critical infrastructure has become more crucial than ever, and the pandemic has opened our eyes and taken our perception of ourselves as a company and our role in society to a whole new level.

On our way to becoming the leading digital infrastructure provider in Northern Europe, we are committed to keep driving economic, social, and environmental sustainability by empowering society with connectivity.

This will advance the transition to a fully digitized and more sustainable society and pave the way for positive change – a change I am very proud to be a part of.

Martin Lippert
Group CEO, GlobalConnect

Environmental responsibility

Continuously striving to develop greener and more sustainable processes and solution is essential in our daily operations, running our business.

Our goal is to contribute towards a more sustainable planet by reducing our own and our customers' environmental footprint. We focus actively on advancing greener technology and lower energy consumption by enabling digitization with connectivity.

Our efforts align with the following UN Agenda 2030 Sustainable Development Goals: Affordable and clean energy, Sustainable cities and communities, Responsible consumption and production, and Climate action.

Risks

The need for data storage has grown tremendously over the past few years, and as a cloud service provider we are aware that storage facilities carry a high CO2 footprint, as it is energy-consuming to cool them down.

We see it as our responsibility to provide a solution to store the increasing amount of data while working towards improving the standards of data centers and decrease the negative climate impact of data storage.



Strategy and objectives for 2020

Our overall strategy is to always consider how we can remedy any environmental issues throughout the entire supply chain. We work continuously to reduce and reuse electronic waste and we dispose of hazardous substances in accordance with applicable laws and other regulations.

Key objectives and achievements within environmental responsibility in 2020

- ✓ Increase renewable energy usage in Denmark from 30% to 100% by signing a new agreement in 2020.
- ✓ Increase renewable energy usage in Norway from approx. 95% to 100% by signing a new agreement in 2020.
- ✓ Maintain 100% renewable energy usage in Sweden.
- ✓ Retain our Eco-Lighthouse certification in Norway.
- ✓ Upgrade our ISO 14001:2015 environmental management certification in Sweden.
- ✓ Introduce a new code of conduct for suppliers, highlighting our aim to use eco-labelled products.
- ✓ Relocate to new, rigorously certified environment-friendly office premises in Denmark.



“

We can only approve suppliers who meet our environmental certification standards and adhere to our code of conduct.

Key actions in 2020

100% renewable energy

We have reduced our climate footprint across Northern Europe – using 100% renewable energy for operating the entire group in all countries during 2020. An important and influential measure, as energy consumption stands for the vast majority of GlobalConnect Group's carbon footprint.

Certifications

In acknowledgement of our efforts towards contributing to a greener and more sustainable planet, we have achieved several significant and prestigious certifications.

Norway

In Norway, we remain qualified for the coveted Eco-Lighthouse certification ([Miljøfyrtårn](#)), which is the most recognized certification for enterprises documenting their environmental efforts. The certification sets high standards for work environments, purchasing, energy, transportation, and waste management.

Furthermore, we have a long-term partnership with Entelios in Norway, a large reseller of renewable energy to businesses across the Nordics.

Denmark

In 2019, GlobalConnect was the first data center provider on the Danish market to earn the [Energy Efficiency Certificate with an A-rating](#), and in 2020, we improved the energy efficiency further, resulting in A+ ranking for our data centers in Taastrup, accounting for more than half of GlobalConnect's data storage for Danish customers. Also, GlobalConnect has achieved a certificate from Energi Danmark recognizing our clean energy consumption from wind farms in Denmark.

In 2019, we reduced our carbon emissions by 572 tons, and in 2020, they were reduced by an additional 453 tons. The primary focus in 2020 has been to upgrade our cooling units as these represent the most energy-intensive factor in any data center.

In 2020, we moved our Danish offices to new premises in the certified and climate friendly CPH Highline in Copenhagen which is easily accessible by public transport.

Sweden

In Sweden, we have maintained our [ISO 14001 certification](#), the most stringent international standard for environmental management systems. The certification provides a framework through which an organization can deliver environmental performance improvements in line with its environmental policy commitments.

In 2020, we achieved the Kinect Energy Group's diploma confirming that 100% of the total electricity consumed by GlobalConnect in Sweden comes exclusively from Scandinavian hydropower and is covered by Guarantees of Origin according to the EU Renewables Directive. The electricity production is certified according to the international EECS standard.

Germany

While there are no major changes to our operations in Germany, we are still happy to announce that for the first time ever the energy consumption from our data centers and offices are now 100% green, which aligns perfectly with our strategy for the entire GlobalConnect Group.

Finland

In Finland, our business is operated with 100% renewable energy and solar power.



Surveys and reports

Each country compiled a country-specific emissions reports to identify improvement areas to ensure progress within the area of environmental responsibility.

Results

7/7

objectives achieved in 2020



Social responsibility

Focusing on social responsibility is a deeply integrated part of our business. Our objective is to connect as many people and organizations across society as possible, because we regard connectivity as a democratic right and necessity for all, regardless of location.

A future-proof, fast, and robust connection is critical for everyone to be able to work and have easy access to vital services such as healthcare and education, as well as communicating and interacting in the increasingly digitized world we live in.

Our social responsibility strategy is aligned with the following UN Sustainable Development Goals: Good health and wellbeing, Quality education, Industry, Innovation and infrastructure, Reduced inequalities, and Sustainable cities and communities.

Risks

People are more dependent than ever on a stable and fast internet connection – especially in the light of the pandemic. As a fiber network provider, it is our responsibility to provide a future-proof connection for as many people as possible.

However, building and expanding a fiber network is not entirely straightforward. Especially outside urban areas with a low population density. Negotiations and permit processes with authorities and private landowners might slow the expansion down.

Therefore, we will take the appropriate measures to influence and improve these processes across all markets.



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Any supplier or subcontractor who fails to meet our standards will be replaced by one who does.



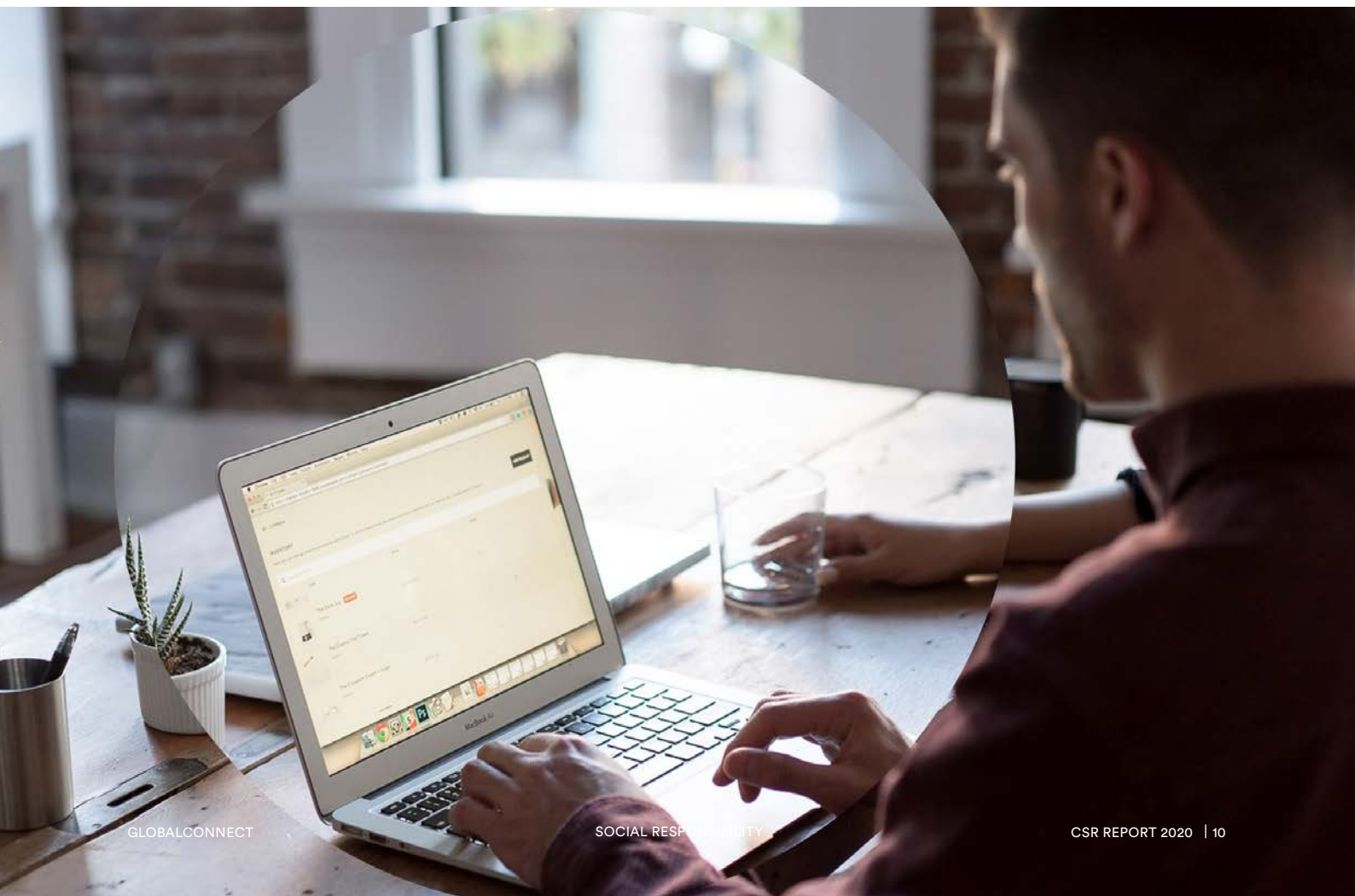
Strategy and objectives for 2020

As a socially responsible company, we abide by our corporate code of conduct. In addition, we require that our local and international suppliers and subcontractors live up to the standards laid down in our supplier code of conduct, including respect for human rights, decent working conditions, and zero tolerance of child labor.

Our aim in 2020 has been to keep forming partnerships with municipalities and regions to expand our infrastructure.

Key objectives and achievements within social responsibility in 2020

- ✔ Expand our network in Norway, connecting 16,000 homes.
- Establish our fiber-to-the-home footprint in Denmark, rolling out fiber in four cities.
- ✔ Expand our network in Sweden, connecting 76,000 homes.
- ✔ Be selected by at least two large municipalities and/or government agencies/public institutions per country (Sweden, Norway, and Denmark).
- ✔ Become the player that provides the highest number of fiber-to-the-home connections in rural Sweden and improve our internal process for addressing the challenges of lengthy licensing processes with relevant authorities and the process of collecting and negotiating land agreements with private landowners.



Key actions in 2020

Securing critical infrastructure

The pandemic has emphasized the need for stable, fast, and secure connectivity. Worldwide, societies have been dependent on the authorities responsible for keeping critical functions and services online.

Despite the lockdown, we have continued to work on securing critical infrastructure for our customers. In addition, we offered a free Content Delivery Network (CDN) and web acceleration to several Swedish authorities that were experiencing a dramatic increase in web traffic which resulted in crashed websites and poor functionality. Our services were able to off-load traffic to authority websites maintaining vital services and public information

Speed upgrade to keep the wheels turning

COVID-19 made most people and businesses dependent on their connection to the outside world, and this resulted in a major increase in data traffic across all countries.

To help keep the wheels of society turning and boost the wellbeing, we decided to provide speed upgrades free of charge to our Swedish B2C customers, from 250 to 500 Mbit/s.

For our B2C customers in Norway, we also decided to offer free upgrades, making life easier during straining times with a dramatic increase of home office work. The customers were upgraded with 100 or 200 Mbit/s, dependent on their previous speed.

Connecting societies across the Nordics

We have expanded our fiber network in our operating countries by 10,000 kilometers and came close to achieving our pre-pandemic targets for 2020.

- We connected 60,863 homes in Sweden – making GlobalConnect the main contributor to digitizing rural Sweden despite its many challenges.
- We connected 14,790 homes in Norway.
- We were selected to connect 15 municipalities and/or government agencies/public institutions across the Nordic countries to our network: Four in Sweden. Three in Denmark. Eight in Norway.
- We have established the Onefiber by GlobalConnect brand on the Danish market, formed several key partnerships, and entered three cities in Denmark.

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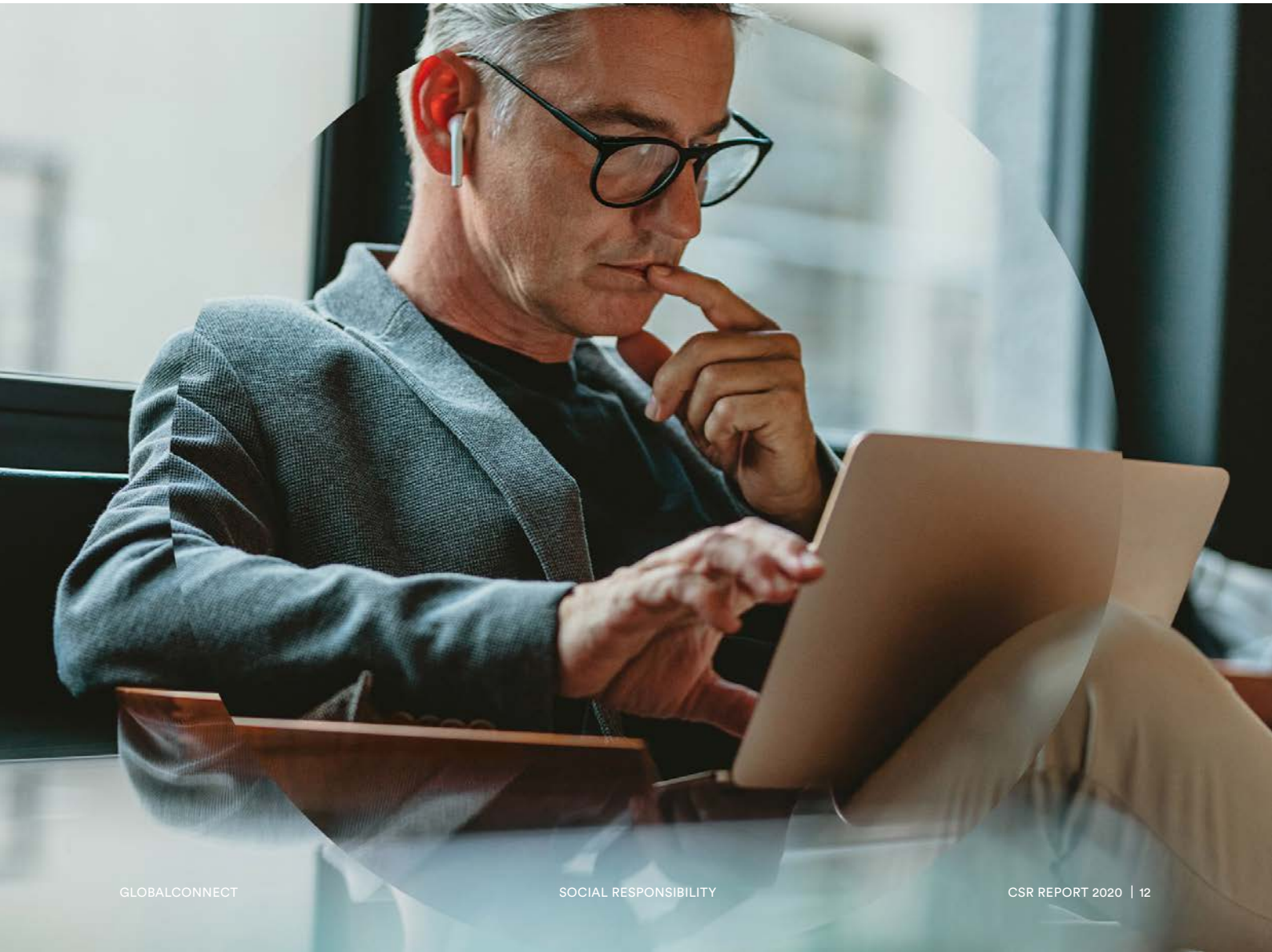
To boost people's wellbeing, we decided to provide speed upgrades free of charge to our Swedish and Norwegian B2C customers.



Results

4/5

objectives achieved in 2020

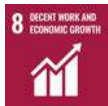


Work environment, health, and safety

Our employees are the most important assets to our business, and we believe that having a sound work environment is vital to thrive, attract, and retain talent. Our goal is to be the preferred place to work in our industry.

We believe that healthy employees and a safe work environment are fundamental for any sustainable business, and that an empowering and inclusive culture increases well-being and allows talent to grow.

All efforts towards creating a sound work environment are aligned with the following UN Sustainable Development Goals: Good health and wellbeing, Decent work and economic growth, and Gender equality.



Risks

There are multiple risks associated with building fiber networks. First, the work takes place in a wide range of locations in different countries. To avoid accidents, we have set up security guidelines to help monitor, report, and follow up on any incidents. Learnings made along the way will be included in the collaboration with our contractors, to make sure the correct preventive measures are being carried out.

In addition to the physical work, we are aware of the risks associated with the wellbeing of our employees, particularly during 2020 where we had to face the challenges associated with the COVID-19 lockdowns.

We do all that we can to protect the wellbeing of our employees. To prevent stress and to make them feel safe. During 2020, we introduced more space for social distancing, extensive cleaning, and hand sanitizers in the workplace. Our leaders and managers are in daily contact with their teams to retain personal interaction and to monitor the general well-being of their staff.



Strategy and objectives for 2020

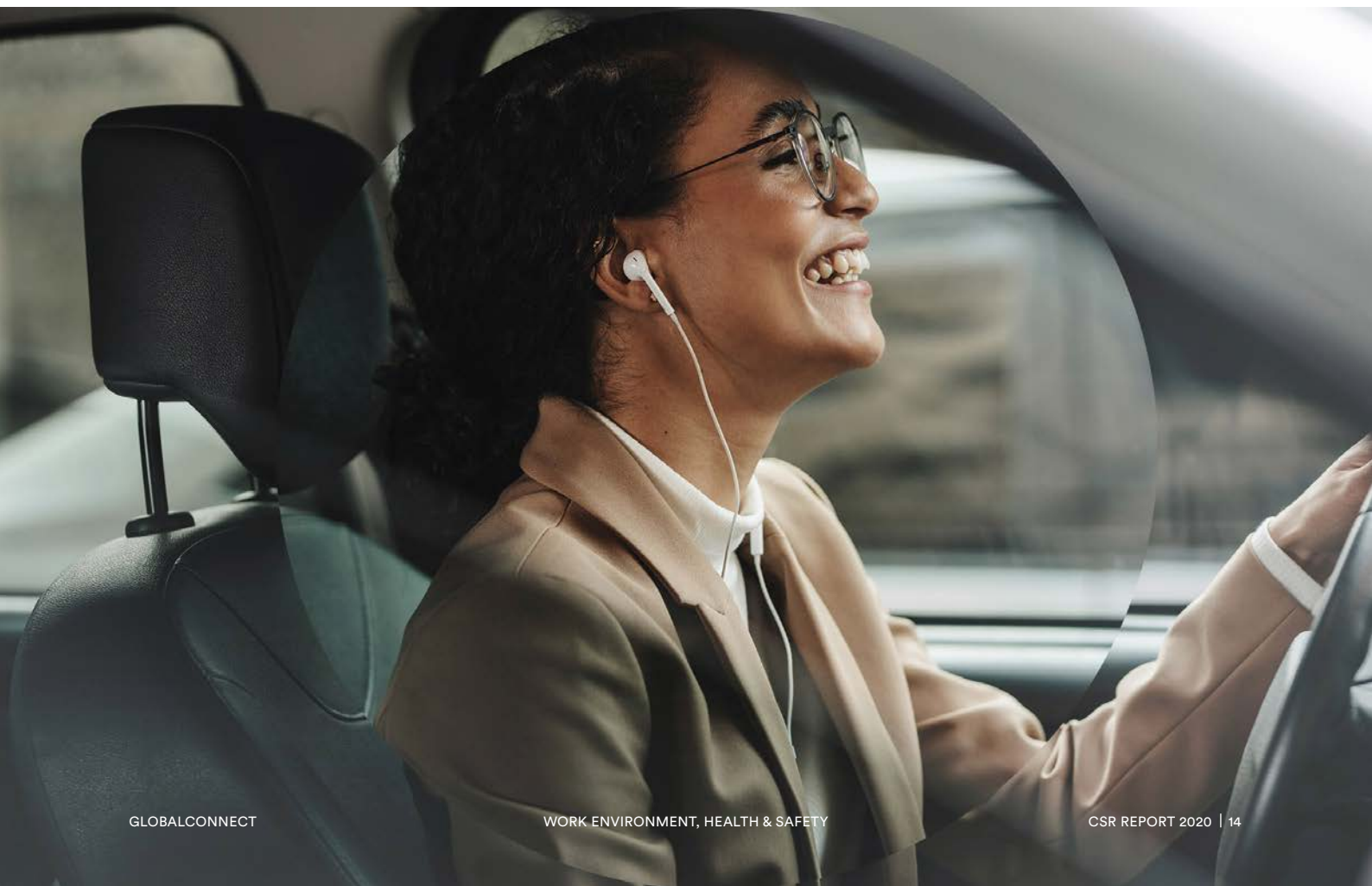
Our fundamental strategy for securing a healthy and safe work environment is to comply with local labor legislation agreements as well as zero tolerance of any form of harassment. We have also implemented initiatives in response to the pandemic.

Building and working on fiber networks poses many risks. The work is typically carried out in multiple locations, with multiple tasks being performed at the same time. Although the responsibility for managing incidents lie with the contractors, we still conduct quality and safety checks, take responsibility for all documentation, and follow up on any incidents. We have a strict set of requirements for our contractors regarding incident prevention and management.

To ensure that our efforts have the intended results, we conduct regular anonymized employee surveys to identify initiatives and focus areas for continuous improvements to the work environment.

Key objectives and achievements within a healthy and safe work environment in 2020

- ✓ Increase our employee engagement score to 7.3 (Peakon survey). The goal is to be a top 25% company in the Tech benchmark by the end of 2022.
- ✓ Relocate the Danish offices to CPH Highline in Copenhagen.



Key actions in 2020

COVID-19 workplace adjustments

In 2020, we had to deal with many new social, physical and hygienic aspects such as extra sanitation and distancing at all office spaces in order to comply with the prevailing restrictions and to maintain a safe office environment. To help our employees get through the difficult times of the lockdowns and boost their wellbeing we have implemented online workouts as well as various events for our employees working from home. This created a sense of community despite the physical restrictions.

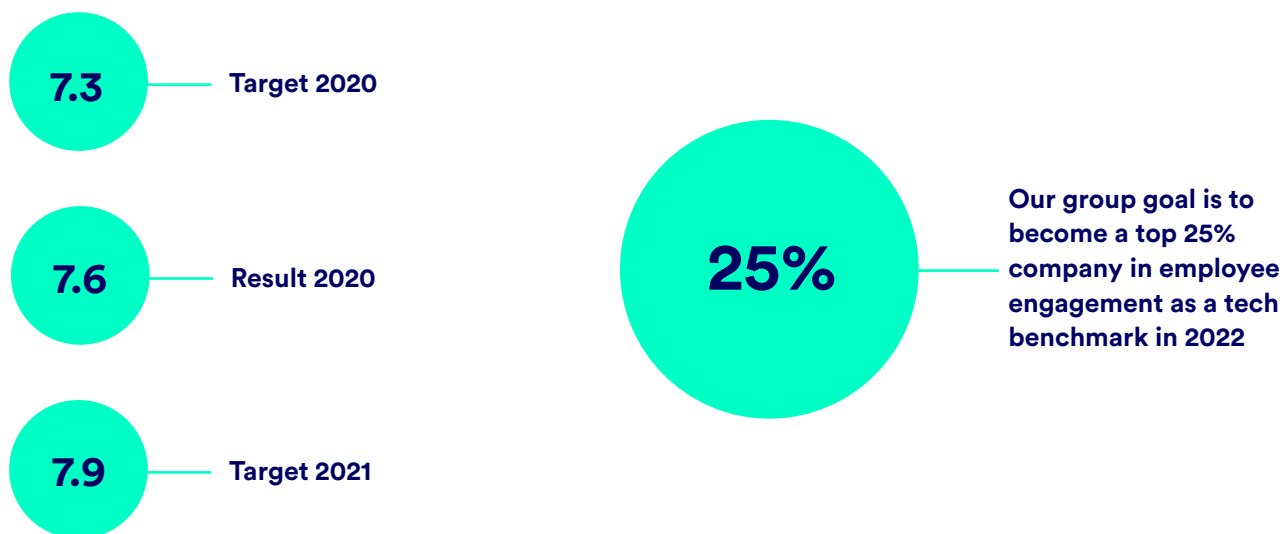
New domicile in Copenhagen

In November 2020, we relocated our Danish office to new attractive, sustainable premises. CPH Highline offers healthy eating options, fitness facilities, a rooftop park, and indoor environment control. Due to the pandemic, most employees have been working from home, but can hopefully look forward to moving into the new location in 2021.

Employee engagement

In 2020, we implemented the same method for measuring employee engagement across the group. It is measured by conducting bi-weekly surveys to provide a real-time snapshot. Our current employee engagement score is 7.7 which is in the mid-range of our benchmark, the tech sector. To get a better understanding of how the measures we have taken in response to the pandemic have affected our employees, we included questions related to this in our bi-weekly surveys. Insights from the surveys have helped us understand and act on employee feedback.

Peakon engagement score



Illness and accidents

In the past year, we started tracking illnesses and accidents across the group for the first time, given the recent company merger. As an employer, we pay close attention to the health of our employees and do everything we can in order to keep a healthy workforce.

Short-term illness rate (14 days or less):

- Norway: 3.75%
- Denmark: 6.50%
- Sweden: 9.12%
- Germany: 3.87%

Long-term illness rate (15 days or more):

- Norway: 1.10%
- Denmark: 0.42%
- Sweden: 1.00%
- Germany: 1.82%

The total illness rate for GlobalConnect Group was 7.11% in 2020.

No fatalities among employees have taken place during 2020, but we have registered a total of nine work related accidents in 2020. Five of these were in Sweden, one in Norway, and three in Denmark. Every accident is one too many, and we work consistently across the group on improving our security measures and make use of preventive registering to hopefully avoid future accidents.

All employees in Sweden, Denmark, and Norway are covered by health insurance.

We acknowledge the fact that we cannot force our employees to get tested for coronavirus, but do encourage everyone within the company to get tested on a regular basis. Any employees displaying even the slightest symptoms related to COVID-19 are expected to work from home or call in sick to minimize the risk of spreading infections and to protect coworkers.

To minimize the spread of infection, each office location has been following recommendations from local authorities in terms of working from home. As a result of this, the vast majority of GlobalConnect employees have been working from home during 2020. Despite the increased working hours spent at home, operations and delivery maintained steady across the organization in 2020.

Results

2/2

objectives achieved in 2020

Diversity and equality

Promoting diversity and ensuring equal opportunities for all, regardless of gender, ethnic origin, religious beliefs, and sexual orientation is a top priority for us to stay innovative and thrive as an organization.

We believe that workforce diversity contributes to the success of businesses, making sure that all perspectives are considered in decision-making and business development.

Our efforts in this area contribute to the following UN Sustainable Development Goals for: Gender equality and Reduced inequalities.



Risks

A lack of diversity and equality in the workforce can be a major strategic business risk which is why we actively combat mono-cultural group-thinking and aim for diversity.

One example of this is the male to female ratio among our employees. We are conscious about the fact that it has been the norm for many years that more men than women are employed in the IT and tech sector. We strive to act as a role model in the industry by addressing this and invest in how we can influence and change the perception of this norm – not only in GlobalConnect Group but also in society as a whole.

A one-sided focus on diversity can also represent a risk, as employment opportunities at GlobalConnect Group first and foremost are and should be based on the competencies, track records, and qualifications of the candidates. We are confident, that it is possible to encourage equality and diversity in all its forms when candidates apply for positions in GlobalConnect Group without compromising this principle.



Strategy and objectives for 2020

To fulfil our purpose within the area of diversity and equality, as an equal opportunity employer, we focus on encouraging anyone to apply for a job with GlobalConnect Group. We are working continuously to identify areas for inclusive workplace improvements, including gender distribution, work environment, and physical conditions as well as the way we communicate with each other.

Key objectives and achievements within diversity and equality in 2020

- Ensure 40% or more women in top management.
- Work towards a 30/70 gender split among leaders by the end of 2020.
- Implement English as our corporate language.
- Secure a minimum of one female candidate on shortlists for all senior positions.
- Identify improvement areas within diversity in GlobalConnect Group and start implementing new recruitment policies organization wide, ensuring diversity at all levels.
- Stressing the importance of diversity for continued business success as well as sustainable growth in society at large.



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We focus on encouraging anyone to apply for a job with GlobalConnect Group regardless of their gender, race, religious beliefs, and sexual orientation.

Key actions in 2020

Creating common ground

In 2020, we have identified several areas in which to increase gender equality in middle and top management as well as creating an open and welcoming work environment for everyone. This constitutes the foundation for our ongoing work within this area.

We continually focus on implementing change and new recruitment policies, ensuring diversity at all levels in GlobalConnect. The communication and cascading of these new policies will be fully implemented in 2021.

Corporate language

To strengthen our common ground, we have implemented English as our company language, creating inclusion for those who do not speak any of the local languages.

This will lower the threshold for creating a diverse workforce and attract new international talent.

Gender distribution

Across the group, the gender split among leaders was 27% women and 73% men in 2020. Our target was 30/70. We will continue to work on improving the numbers, e.g., by securing a female candidate on the short-list for senior positions and other initiatives.

We are proud to have a gender ratio of 45% women in top management of GlobalConnect Group with three female CEOs in Denmark, Sweden, and Norway respectively.



45%

women in top management 2020.
Our goal is to reach an even split in
2024.

Results

4/6

objectives achieved in 2020



Anti-corruption

GlobalConnect Group does not condone corruption in any shape or form. We are committed to acting with integrity in everything that we do in and in all our daily business practices.

It is imperative that the ethical standards of our group are not compromised or challenged in any way. We are entrusted with data from private companies, multinational conglomerates as well as public authorities and we oversee critical infrastructure.

The moral integrity of our processes, solutions and decisions must be irreproachable and vulnerabilities may never be exposed.

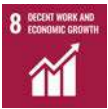
Our anti-corruption strategy is based on the following UN Sustainable Development Goals: Decent work and economic growth and Responsible consumption and production.

Risks

Being a large company based on multiple locations and countries with more than 1.600 employees, many of which are handling large contracts with private corporate companies and public authorities, poses a serious risk of bribery and fraud.

It is essential that all managers at GlobalConnect Group are aware of this and continuously instruct and update their teams on our policies and guidelines in this area.

Should it be known that we are subject to either attempted bribes or any form of fraud, this must instantly be escalated to top management and reported to relevant authorities to protect our reputation amongst stakeholders.



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Our goal is for our policies to be instilled in the minds of our employees as a natural part of their everyday work.



Strategy and objectives for 2020

To ensure that we live up to our high ethical standards, we have outlined explicit policies on anti-corruption. The policies are easy to access and all employees have to complete anti-corruption training to make our standards second nature.

Key objectives and achievements within anti-corruption in 2020

- ✓ Align policies on anti-corruption groupwide.
- ✓ Make our anti-corruption policies easy to access.
- ✓ Lay the foundation for an engaging training program in support of our anti-corruption policies for all employees.

Key actions in 2020

Easy access to our code of conduct

As GlobalConnect merged with IP-Only at the start of 2020, we have consolidated our policies and made them easily accessible to all employees on our newly launched and common intranet.

Our policies include

Employees must never accept illegal or unwarranted monetary gifts or other rewards designed to achieve advantages. In addition, employees must not make use of agreements with intermediaries to channel payment to a third party in such a way that they may be suspected of having colluded in corruption. All suspicions of such a matter and money laundering must be notified in accordance with our internal procedures for notification of censurable conditions.

Internal training

We are planning to introduce an e-learning platform in 2021, in order for all employees to receive mandatory anti-corruption training. This is still a work in progress but will bring us closer to our goal of instilling the anti-corruption policies in the minds of our employees.

Results

3/3

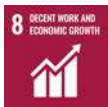
objectives achieved in 2020

Customer integrity

We strive to remain a trusted company among our stakeholders, and the privacy and protection of our customers is of the utmost importance to us and vital for our business. Customer centricity is a strategic focus across the group and the integrity of our customers may never be compromised.

All employees who share touchpoints with customers are made aware of this responsibility and receive the proper integrity support and training. Our customer focus was conceptualized in 2020 with the introduction of the E A S Y framework (Expertise, Available, Speed, You) – which makes the integrity of the customer an internal centrifugal force across all platforms and touchpoints.

This refers to the following three UN Sustainable Development Goals: Decent work and economic growth, Industry, innovation, and infrastructure and Responsible consumption and production.



Risks

It is of critical importance to GlobalConnect's business to protect the integrity of our network as well as the data and privacy of our customers. The risk of being compromised by hackers or cyber-attacks poses a serious threat to our business and the trust bestowed upon us by our customers and stakeholders.

Having employees, customers and stakeholders based across multiple locations and countries results in many touch points with our customers.

It is vital that all employees are continuously updated, informed, and instructed on how to act appropriately and in accordance with our security guidelines when supporting customers and stakeholders.



Strategy and objectives for 2020

To ensure that our customers are always met with insight, respect, and understanding, our employees are encouraged to make every effort to meet the customer's needs in the best manner possible within the constraints of our business ethics policy. It is part of this policy to keep our customers' personal data and information in compliance with applicable legislation.

Key objectives and achievements within customer integrity in 2020

- ✓ Align internal policies following the merger of GlobalConnect and IP-Only.
- ✓ Implement the E A S Y framework across the organization as part of our corporate strategy.
- ✓ Increase customer satisfaction for both B2B and B2C (Net Promoter Score).
- ✓ Maintain protection of our customers' personal data with the highest degree of caution in accordance with applicable laws and regulations.

Key actions in 2020

Aligning internal guidelines

To increase employee awareness of how personal data is processed, we launched a mandatory security awareness e-learning tool in 2020. Furthermore, we are in the process of updating and aligning our GDPR code of conduct that all employees are required to sign up on when joining the company.

High level of customer satisfaction

A strategic business unit to serve the entire GlobalConnect Group has been established to secure high customer satisfaction. The strategy is based on the E A S Y framework, which also forms the foundation for our employee conduct policy to ensure that we create an E A S Y customer experience.

Protection of personal data

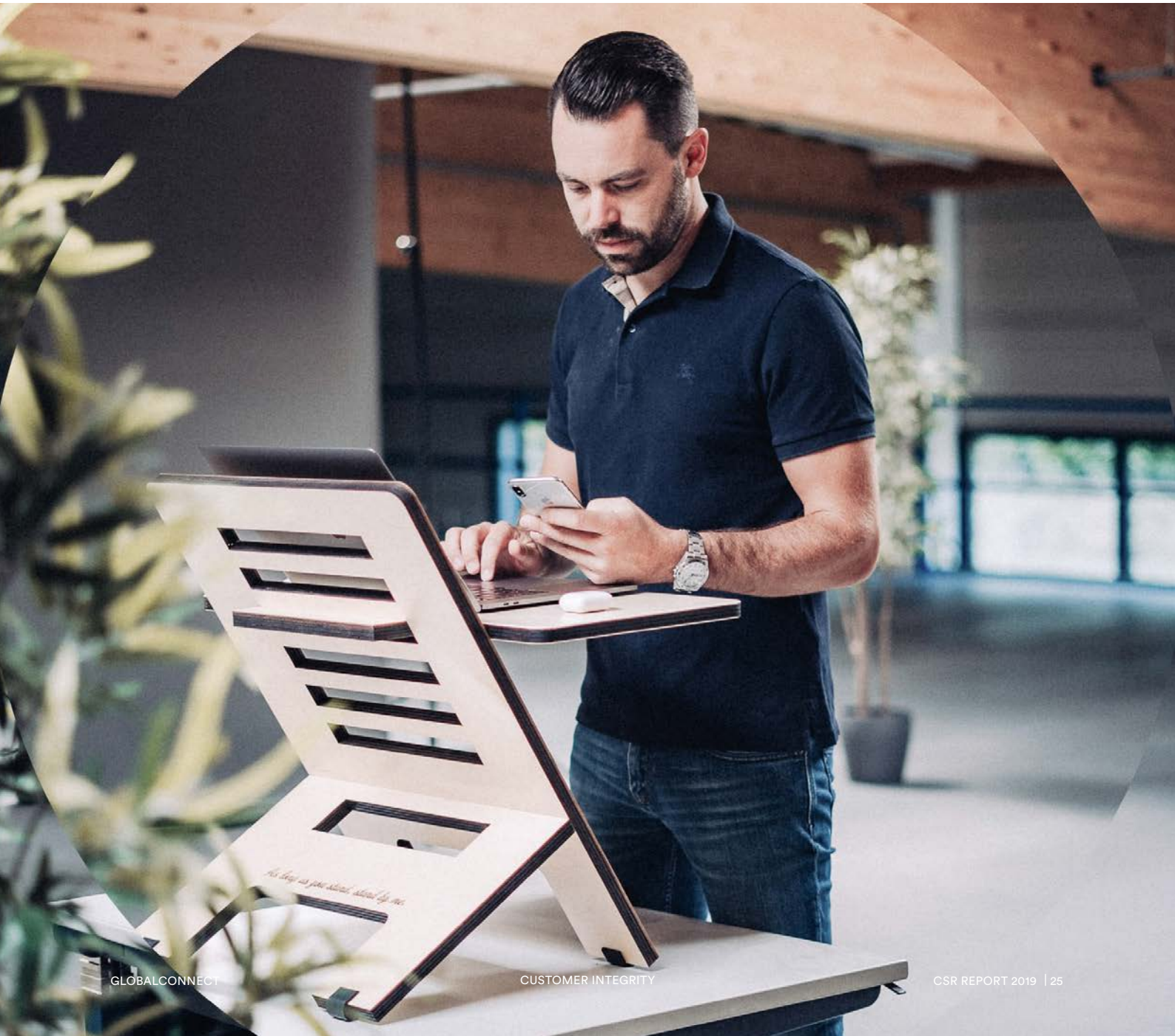
As part of the integration of GlobalConnect and IP-Only we will establish common guidelines on the processing of personal data with the highest degree of caution, in accordance with GDPR, similar laws, and regulations in 2021. These guidelines will apply regardless of whether such information can be linked to customers, employees, or others.



Results

4/4

objectives achieved in 2020



Summing up and looking ahead

This is the first CSR report by GlobalConnect Group after merging GlobalConnect and IP-Only in the beginning of 2020. The framework of the report and our key targets set the baseline for our CSR efforts going forward.

The year 2020 took quite a detour, the likes of which no one was prepared for. The whole world went into lockdown before the ink on our new group organization chart had dried, and suddenly our services played a key role in keeping the wheels of society turning.

Despite the pandemic, we defined our corporate social responsibility strategy and successfully achieved 85% of our key objectives. We outlined three key areas of focus for 2020 and successfully attained our three key goals within these areas:

Overall, we have built a solid foundation for further improvement in 2021 when we plan to pursue ambitious new initiatives for an even more sustainable society.

1

We **connected society across the Nordics** by expanding our fiber network in Northern Europe by 10,000 kilometers. Furthermore, we have connected more than 75,000 homes in Norway and Sweden, while establishing the fiber-to-the-home brand in Denmark.

2

We have **created a greener group** by addressing the main factor in our carbon footprint: energy consumption. In 2020, we achieved our goal of operating GlobalConnect Group on 100% renewable energy in all countries.

3

We are building a fully aligned **GlobalConnect Group for all** focusing on diversity and equality. We are proud to have a gender ratio of 45% women in top management and are confident that we will achieve an even split by the end of 2024.



Gold scores in 2020

- Implementation of 100% renewable energy to operate across GlobalConnect Group.
- Expansion of our infrastructure – connecting homes across the Nordics.
- Improving gender diversity in top management.
- Increasing the internet speed of fiber-to-the-home for B2C customers during lockdown.

