



THE  
TECHNOLOGY  
PROVIDER

A large green square with a white arrow pointing upwards, centered on the page. The text 'CORPORATE SOCIAL RESPONSIBILITY' is written in bold black letters across the arrow.

# CORPORATE SOCIAL RESPONSIBILITY

ALSO Denmark



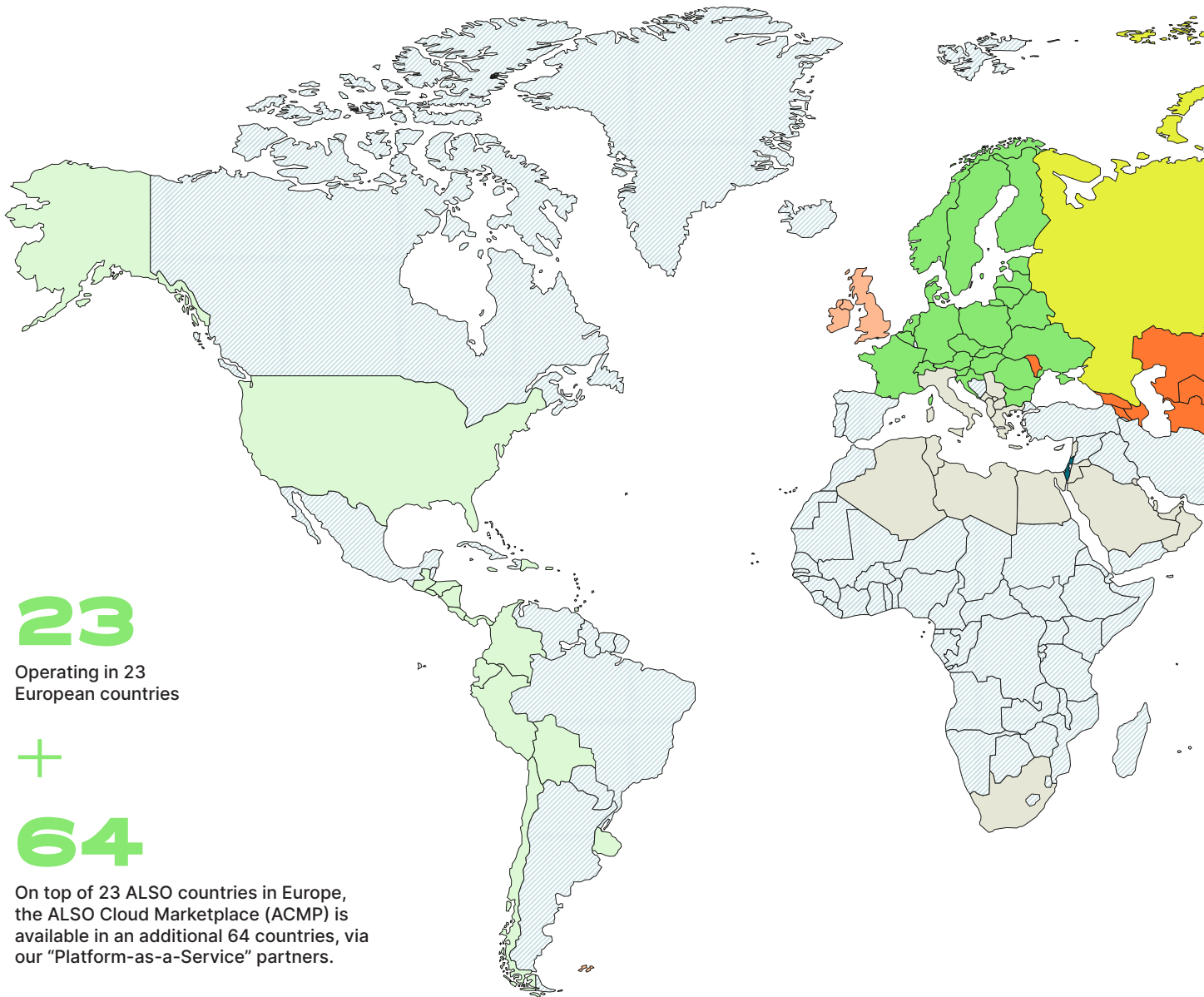


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# ALSO in brief

ALSO Denmark is part of ALSO Group with headquarters in Emmen, Switzerland, which is one of Europe's leading service providers for the ICT industry. As an end-to-end service provider ALSO brings the vendors and resellers in the ICT industry together and offer them services at all levels of the value chain from a single source. Our goal is to ensure sustainable growth of the company by increasing our customers' competitiveness and developing their business sustainably and profitably.



The ALSO Group

100.000+

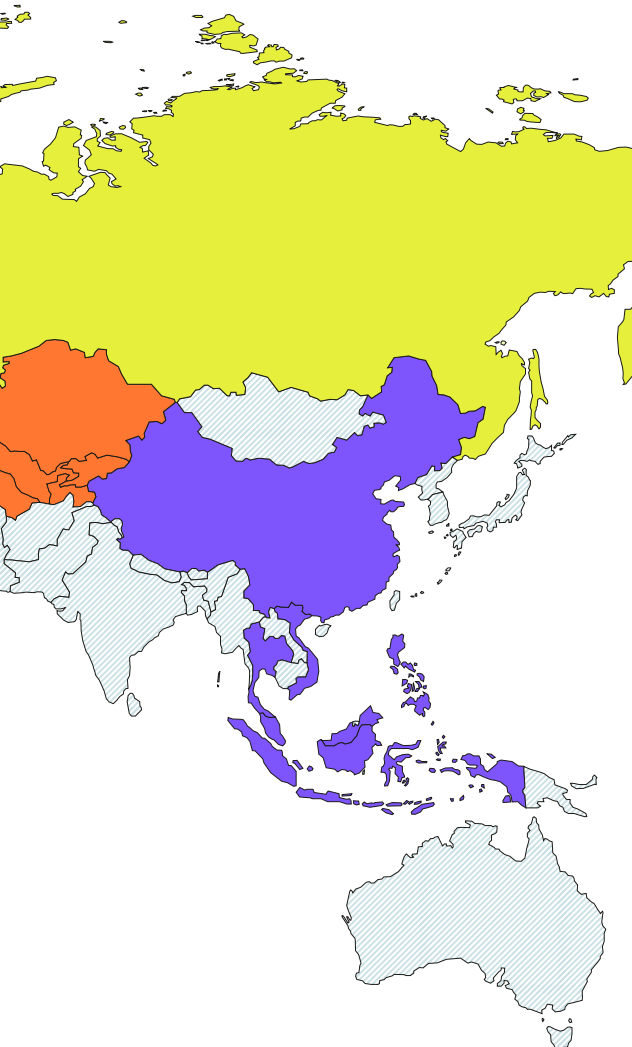
CUSTOMERS

600+

VENDORS

255.000

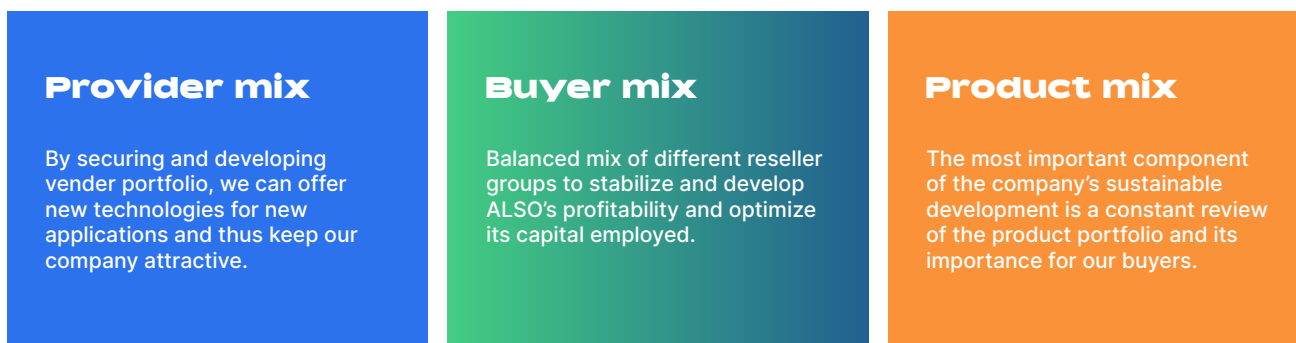
ARTICLES CONTAINED IN ALSO PORTFOLIO



- ▶ Austria
- ▶ Belarus
- ▶ Belgium
- ▶ Bulgaria
- ▶ Croatia
- ▶ Czech Republic
- ▶ Denmark
- ▶ Estonia
- ▶ Finland
- ▶ France
- ▶ Germany
- ▶ Hungary
- ▶ Latvia
- ▶ Lithuania
- ▶ Netherlands
- ▶ Norway
- ▶ Poland
- ▶ Romania
- ▶ Slovakia
- ▶ Slovenia
- ▶ Sweden
- ▶ Switzerland
- ▶ Ukraine

# Our 3S business model

Our 3S business model: Supply, Solutions, and as-a-Service, which has been defined with a clear focus on our customers and how the market is evolving. With the mix of its three businesses models, ALSO can improve profitability, and increase customer loyalty and stabilize businesses by expanding access to the important partners in the ecosystem. ALSO uses digitalization to optimize the existing business models and continuously to develop new ones. ALSO uses digitalization to optimize the existing business models and continuously to develop new ones.



# Our strategy – MORE

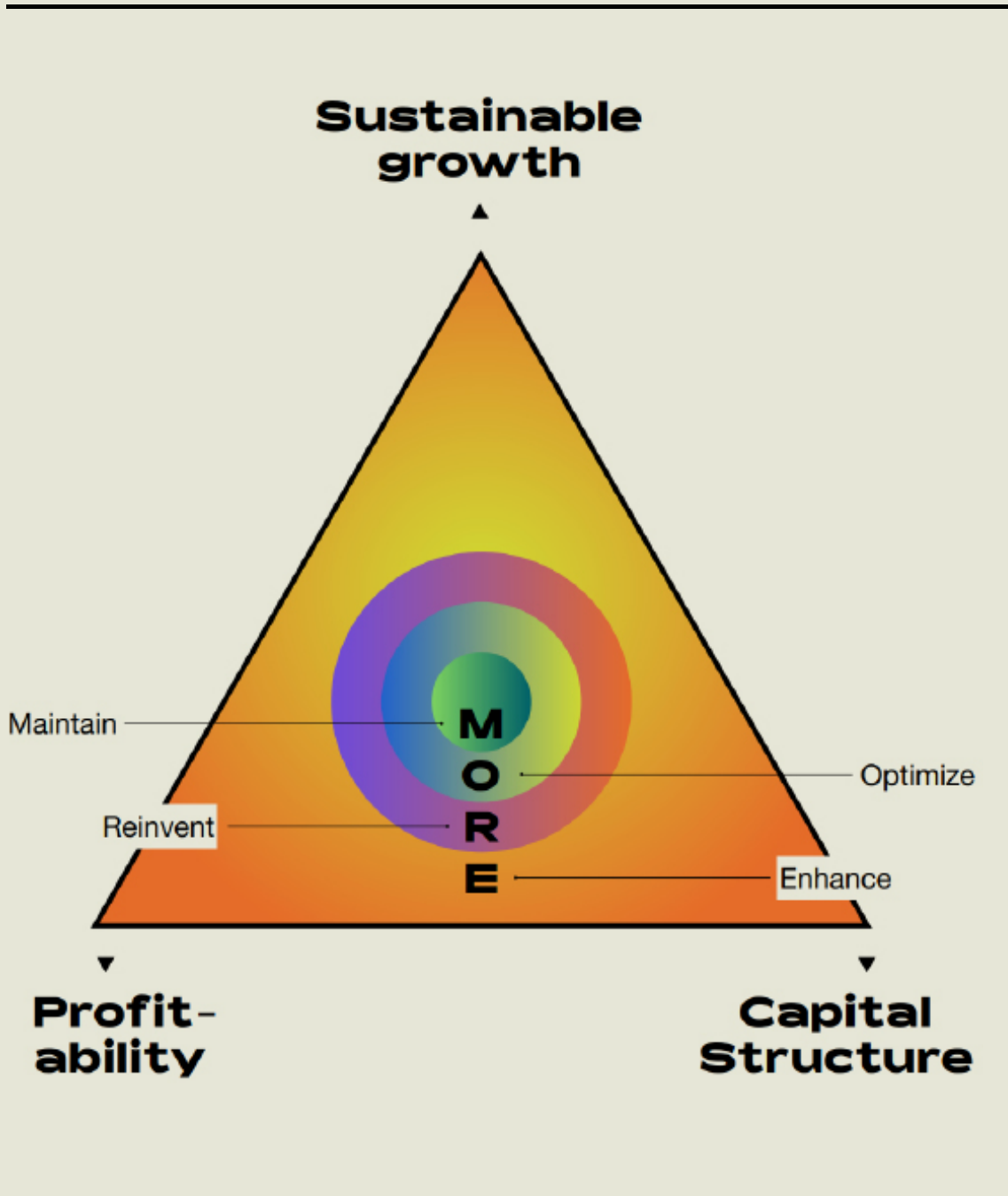
ALSO developed the MORE strategy in 2011. The company's field of action is defined by the elements of sustainable profitable growth and the capital structure. For ALSO, this means growth that is reproducible, scalable and profitable, as well as ethical and responsible towards current and future stakeholders.

**M for MAINTAIN:** stands for securing what has already been achieved, for example the position on the market. On this basis, we expand our Service and Solutions business even further.

**O for OPTIMIZE:** Stands for continuous optimization of the processes.

**R for REINVENT:** ALSO will continue to achieve growth with the transactional business model at the same time generating additional growth through the solutions and service oriented business models.

**E for ENHANCE:** This mainly means expanding our market position by acquisitions in line with the Reinvent goal.



# CHAPTER

# 2

## Corporate responsibility

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

The technology-driven changes have impacted every aspect of our life and business. Big data and artificial intelligence, the Internet of Things, or blockchain technology – all of these are drivers for the ICT industry, which is continuously expanding.

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

ALSO Denmark is committed to and respecting the Ten Principles of United Nations Global Compact on: Human Rights, Labor, Environment and Anti-Corruption. The Principles are imbedded in the four CSR areas in our CSR program, which is linked to our core business.

We respect human rights by seeking to avoid infringing on the rights of others and working to address adverse human rights impacts with which we are involved. The ALSO Denmark will not discriminate on the basis of national origin, citizenship, color, race, belief, religion, ancestry, marital status, gender, disabilities, age, sexual orientation, place of birth,

social status, or any other basis prohibited by local law.

At ALSO we believe that employees are an essential source of energy that drives the company's growth and improves productivity. Therefore, we are committed to motivate and support employees to reach their full potential by improving the working environment through appropriate development, performance evaluation, workplace facilities, corporate culture, etc.

At ALSO, we take the environment and our common surroundings seriously and we take upon ourselves a responsibility for the environment in our part of the value chain. We are focused on running a profitable business based on principles of respect for our common environment, and we work to reduce the company's environmental impact.

ALSO Denmark is determined to maintain the highest standards of integrity and work ethics among its staff and across all areas of activity. We therefore maintain a policy of zero tolerance towards corruption in all its forms.

We expect employees, partners, suppliers and customers to share this commitment to ensure that information technology and our business respects and promotes human and labor rights, environment and business ethics.





# 10 principles of the UN



## HUMAN RIGHTS

- Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.
- Principle 2 Make sure that they are not complicit in human rights abuses.



## ENVIRONMENT

- Principle 7 Businesses should support a precautionary approach to environmental challenges.
- Principle 8 Undertake initiatives to promote greater environmental responsibility.
- Principle 9 Encourage the development and diffusion of environmentally friendly technologies.



## LABOUR

- Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4 The elimination of all forms of forced and compulsory labour.
- Principle 5 The effective abolition of child labour.
- Principle 6 The elimination of discrimination in respect of employment and occupation.



## ANTI-CORRUPTION

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

# CHAPTER

# 3

## LESS: our sustainability strategy

Corporate responsibility LESS – Our sustainability strategy. For us, responsible corporate management means growing profitably, acting ethically, and improving people’s quality of life with technology. This encompasses environmental issues such as CO2 emissions and avoiding waste, as well as social issues such as data security and passing on digital expertise across all generations. Within our field of action, we have defined four activities that together form our LESS sustainability strategy.

### LOWER

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

### ENHANCE

To encourage responsible use of resources at the company and further reduce our environmental footprint, we are enhancing our sustainability reporting. We are doing so using a system that first identifies all relevant areas for ALSO (materialities) in an analysis and then underpins these with a monitoring and reporting system.

### SECURE

Cybersecurity is one of the biggest challenges of increasing digitalization. This relates to both the security of data traffic in the cloud and the protection of individuals’ privacy. With our cybersecurity platform, we aim to contribute to data security in both an industrial and an individual context.

### SUSTAIN

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

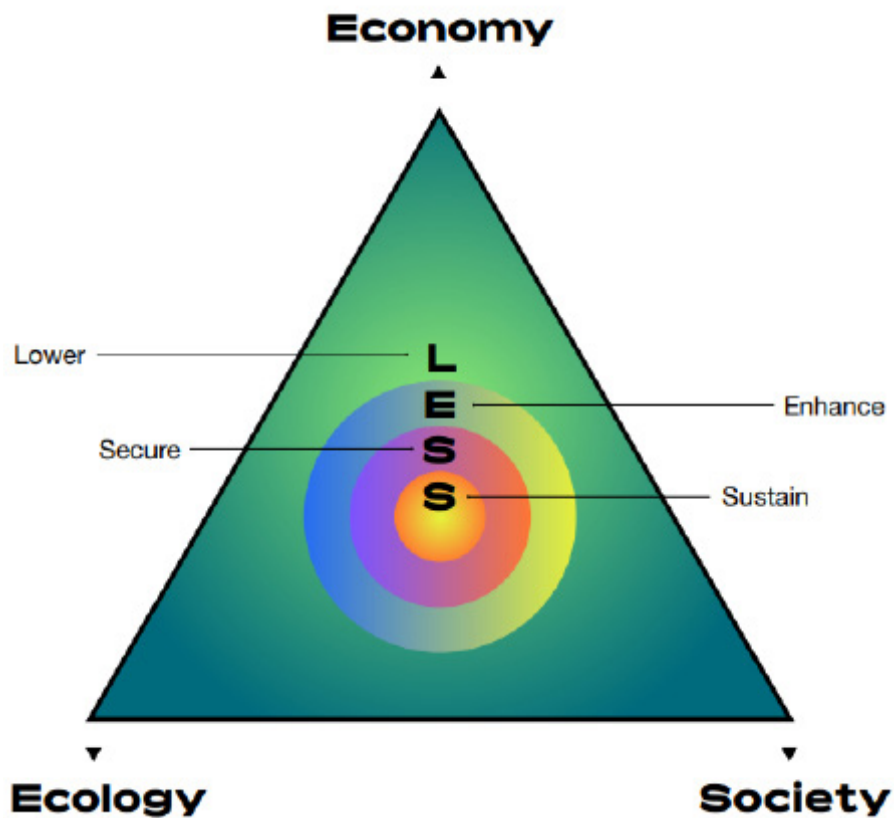
Based on these strategic pillars, we will develop a detailed reporting system for ALSO Holding AG’s environmental and social commitment over the next two years. An organization reporting directly to Group Management will be established within ALSO for this purpose.



## Reporting

This CSR report covers ALSO Denmark, our sustainability strategy and provides an overview of ALSO's social and environmental impact. The report was prepared in accordance with Sections 99a of the Danish Financial Statements Act.

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



# CHAPTER

# 4

## We make technology accessible to everyone

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

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

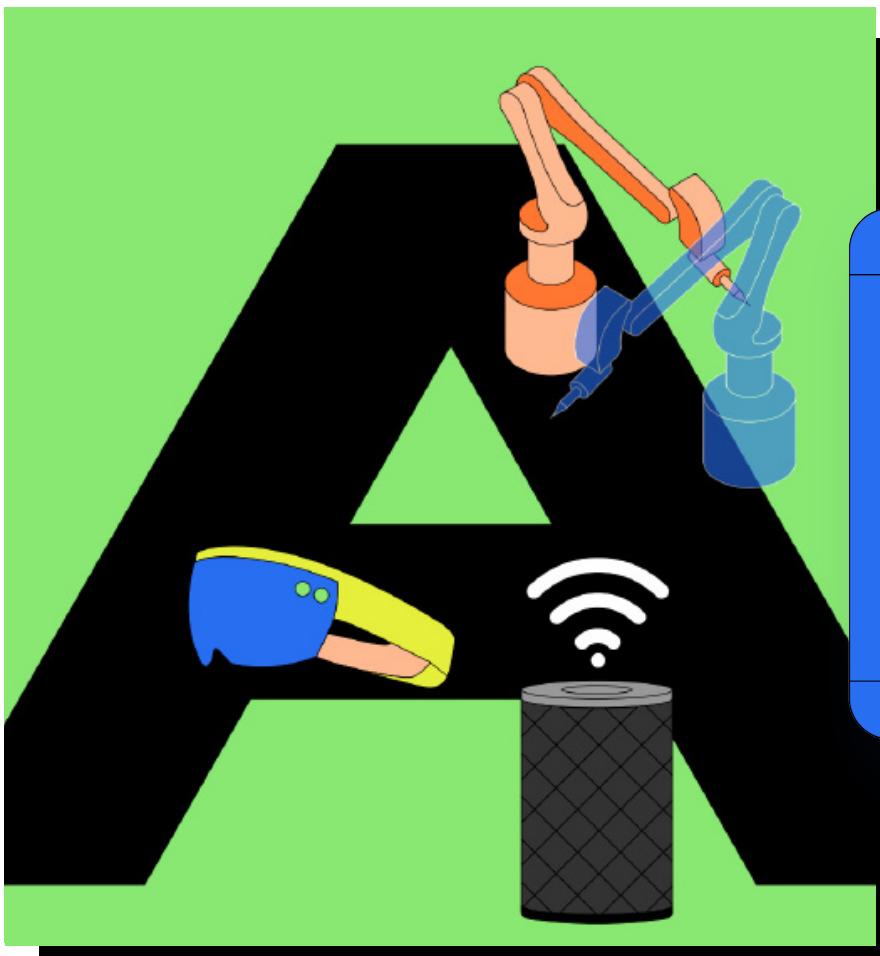
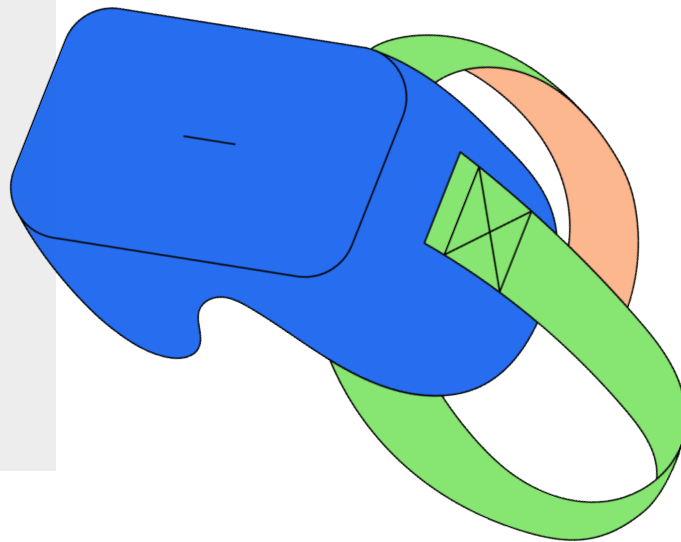
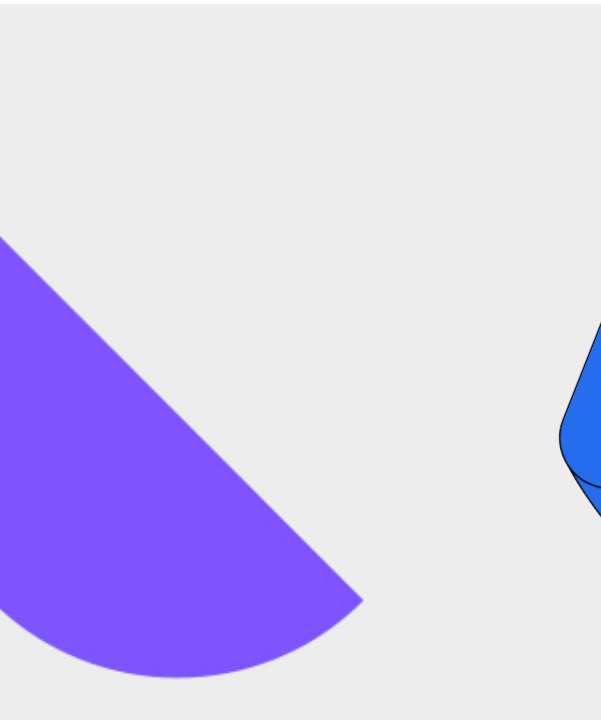
As Technology solution provider we offer a choice of an extensive range of products and services in a total of over 1,000 product categories – ranging from 3D printing products to IoT applications for security to data simulation. Through the ALSO cloud platform, we connect service providers with our partners and enables them to assemble appropriate cloud solutions for their customers easily and quickly.

### Build Partner ICT literacy skills

Technology is continuously improving, as new products and systems are constantly developed becoming more efficient, faster. It is a challenge and essential to keep up

to date for every business, and not only technology companies. Therefore, we are very focused on training our Partners and provide with technological awareness, so they can carry forward and introduce innovative solutions for their customers.

We focus on market developments and strive to build our partner awareness of the technological development. Together with our suppliers we are organizing various trainings in digitalization, cloud computing, data security etc. via webinars, classroom training and certification. In addition, we have consultancy services on combination of various technologies and optimization of IT environments.



# CHAPTER

# 5

## Employees – key to success

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

Ultimately, it is the employees, with their knowledge, commitment, efficiency and adaptation, who makes the company successful. It is our goal to create a culture driven by employee success, where all employees feel they can be heard, propose new ideas and find their passion. Our goal is to create a safe work environment which is welcoming, inspiring and giving employees possibilities to thrive, learn from each other and have opportunities for growth and development. We also promote equal opportunities and a discrimination free workplace.

### Professional development and talent management

At the start of 2019, the activities of HR departments were harmonized by creating an HR Center of Competence with Group-wide responsibility. The challenge of increasing work in international teams can be met with regard to a more comparable compensation system and performance evaluation. In professional development, further training of employees is ensured by the ALSO Academy, which includes internal and external components.

The employee development dialog "Individual Development Plan" (IDP), held three times a year, ensures that all employees have clearly defined development goals and plans for how to achieve them. Likewise, the employees are receiving

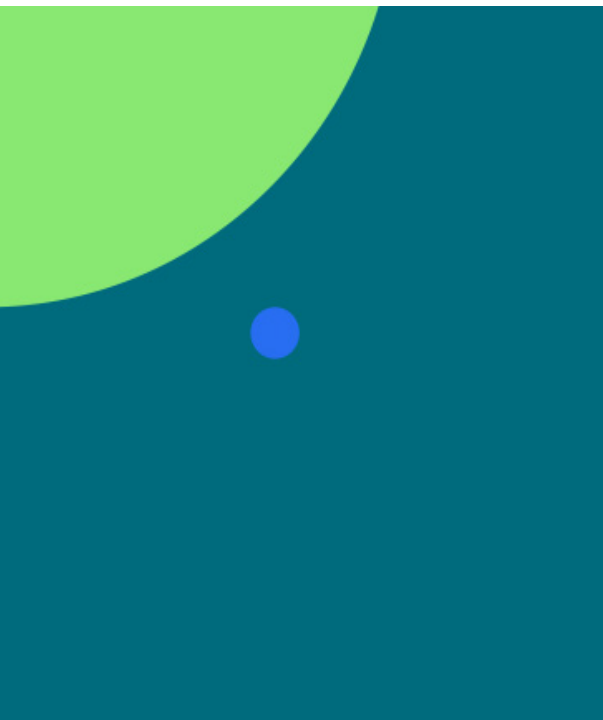
feedback on their performance and have opportunity to give feedback to the leader.

### Age structure

Our ambition is to establish a workforce with diverse age structure to create a dynamic multi-generation environment in the company. We believe that a workforce composed of different age brings diverse skillsets and experience – thereby giving the opportunity to share knowledge and learn from each other.

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

	2018	2019
<20	1%	1%
21-30	11%	12%
31-40	22%	19%
41-50	40%	39%
Over 50	26%	29%

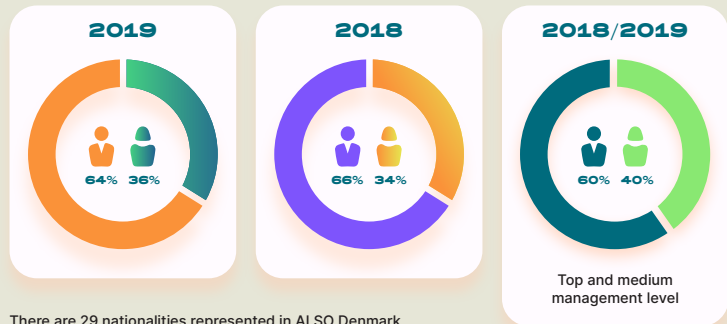


### Diversity and Inclusion

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

The ICT environment is one of the areas where gender imbalance still persists. As we play a role in the ICT industry, we are aware of the issue and strive to create an environment which is attractive for women.

During 2019 we slightly improved the gender balance from 34% to 36% women. Based on required skill sets we have hired 12 women and 16 men during 2019 - thereby showing a positive development that women are a growing talent pool within IT.



There are 29 nationalities represented in ALSO Denmark.

### Work environment

The workplace and atmosphere in the office is one of the factors that can influence the way we feel about our jobs. We work for creating a work environment which is welcoming, inspiring and technologically up to date – thereby providing a basis for motivation and work satisfaction.

To reflect who we are, our culture we moved to a state-of-the-art modern building in 2019. The new facilities have more natural light, integrated noise reduction measures, advanced energy saving measures and more modern air circulation systems to provide better air quality. The space is designed to include break and lunch facilities and better conditions for people with physical disabilities

### Health and Safety (HSE)

ALSO complies with HSE applicable laws and regulations. It is a part of our work culture to adhere to established internal control system and to safeguard the systematic HSE work. The Occupational Safety and Health Committee (Arbejdsmiljøorganisation (AMO)) is a decision-making and advisory body whose main task is to ensure that health and safety at work is in accordance with Danish laws and regulations. The AMO safety representatives are certified and regularly carrying out safety inspections. All employees can contact the committee with any problem related to the work environment and health and safety – including discrimination and harassment issues at the work place.

ALSO Denmark is operating a large Logistic Centre where attention to employees' health and safety is a high priority.

To underline our priority, we have implemented a "safety first" program to avoid work-related accidents and all employees receive safety instructions. As work in a warehouse is physical work affecting the body, the employees are receiving guidance on how the right working methods can prevent short and long term injuries.

For ALSO Denmark the number of work-related accidents has fallen from five in 2018 to two in 2019, which is a positive trend.



### Our goals

- ▶ Employee turnover < 10%
- ▶ Employee sick absence < 3%
- ▶ Zero number of accidents
- ▶ Zero number of discriminations
- ▶ Zero number of harassments
- ▶ As principle strive to increase the gender balance and not fall below the existing level
- ▶ Hold three IPD performance/career development talks.

# CHAPTER

# 6

## Environment

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

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

### Increase efficiency of heating and electricity consumption

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

As a step towards greater sustainability, we have chosen



to use green energy, and therefore we have switched to using 100% sustainable VIND energy, which is electricity produced exclusively by Danish wind turbines. One of the major benefits of wind power is that it is a renewable energy source, with virtually no CO2 emissions, and at the same time has a very limited environmental impact.

By using VIND energy, it is our desire to reduce the burden on the environment.

#### ALSO Office

	2017	2018	2019
Heating (kWh p.a.)	738.008	696.923	729.454
Electricity (kWh p.a.)	654.790	273.566	195.148

#### Logistic center (Warehouse)

	2017	2018	2019
Heating (kWh p.a.)	1.346.833	1.838.883	1.783.943
Electricity (kWh p.a.)	624.660	562.006	622.379





**Limiting CO2 emissions resulting from our deliveries**

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

From 2015 we have worked together with our transportation suppliers to reduce the CO2e emission per parcel. The majority of our transportation suppliers' have transitioned from heavy duty fleets to modern fleets using renewable fuel, leading to considerable reductions in CO2e per liter fuel. This fuel (HVO) can reduce CO2e emission by up to 90%. In addition, our transportation suppliers have significantly improved their systems of calculating CO2e, resulting in higher quality of the data reported back to ALSO. They can now measure the actual volume of each individual parcel instead of an estimated average, as was previously provided.

**Optimization of waste management in the ALSO Logistic Center**

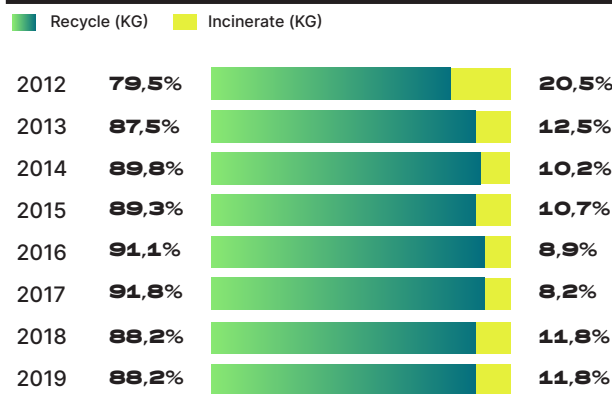
Year	CO2e emission in kg	# of parcels delivered	Average CO2e emission in kg per parcel
2014	2.442.944	1.929.361	1,26
2015	2.285.565	1.881.591	1,21
2016	1.479.382	2.116.858	0,70
2017	1.465.248	1.958.566	0,75
2018	1.311.859	1.711.141	0,77
2019	1.218.856	1.625.749	0,75

To reduce the company's overall environmental impact, ALSO has since the summer of 2012 worked to structure the processes for the collection and delivery of waste for recycling. We also collect data for the percentage of recyclable materials compared to incineration. Optimization of internal processes ensures that more than 90% of the waste at ALSO Logistic Center in Taastrup is sent back to the supply chain as raw materials.

ALSO waste/recycling objective is to record and optimize the material and substance flows, to ensure recycling and appropriate disposal, and to avoid waste, while systematically considering the environmental requirements at our suppliers and waste disposal partners.

By separating waste consistently and more efficiently, we have been able to increase the proportion of recyclable packaging components at our warehouse facilities. Thus it has proved possible to further reduce the high level of non-recyclable waste. In addition, more detailed separation of the materials has been implemented.

In 2019 the ALSO Logistic Center handled around 500 thousand kg (of which recyclable around 90%) of cardboard, foil, electronics and other waste, and we strive to the fullest extent possible to return waste for recycling into reusable commodities. We emphasize that the processes for disposal and recycling take place with as limited impact on the environment as possible, and that the individual processes are performed locally by certified partners. ALSO is disposing the waste of electrical and electronic equipment in a safe manner and is meeting the requirements of the WEEE directive. ALSO has obtained the Elretur environmental certificate – to assume responsibility within waste electrical and electronic equipment (WEEE) and batteries.



**Our goals**

- ▶ Increase efficiency for heating and electricity consumption.
- ▶ Continued reduction of the CO2 footprint:
  - Verification of the provided data with the transport partner
  - Ensure regular receipt of the data (quarterly) with transport partners
- ▶ Waste management: To continue to cooperate with our partners to further optimize the collection and delivery processes to increase the recycle level up 92%.

# CHAPTER

# 7

## Business ethics

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

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

### Integrity of our actions

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

ALSO Denmark has introduced and implemented the Compliance Program, which among other things ensures that the individual employees and the organization as a whole are trained and competent in matters of anti-trust and anti-corruption.

Our Compliance Employee Training Program is one of the key components, consisting of both on-line training courses and live training sessions for new employees as well as repeated refresher sessions for all employees throughout the course of each year.

### Code of Conduct in short

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

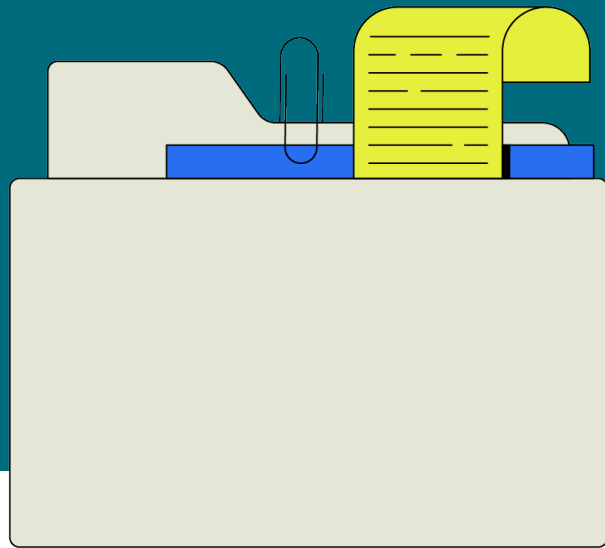
- ▶ We respect human dignity and human rights. Every employee at ALSO receives the same opportunities without discrimination.
- ▶ We follow the laws of our respective jurisdiction as well as internal regulations and commitments. In particular this applies to the prohibition of entering into anti-competitive agreements and the prohibition of accepting or offering improper advantages.
- ▶ We avoid entering into a conflict of interest to the detriment of ALSO, in particular, it is not permitted to engage in activities that compete with ALSO.
- ▶ We keep confidential information like business, financial or technical data of ALSO and other confidential internal documents and data secret.
- ▶ We are asked to assist in the enforcement of the ALSO principles of conduct and to pay attention to the company's reputation.



### Whistleblower program

ALSO Group has appointed an Ombudsman to be contacted by staff members, third parties or other independent parties regarding violations of the ALSO Code of Conduct, particularly in cases of criminal acts or agreements restricting competition.

The Ombudsman is obligated to maintain confidentiality; upon request, he will also investigate complaints/tips provided anonymously. The objective is to assist the company in handling compliance violations without the person providing information about the violations having to fear adverse effects.



### Our goals

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

**Compliance and code of conduct training completion rate:**

**98%**

# CHAPTER

# 8

## Summary action sheet – trends and indicators

### Age structure

	2018	2019
<20	1%	1%
21-30	11%	12%
31-40	22%	19%
41-50	40%	39%
Over 50	26%	29%

2018: Employee average age 44  
2019: Employee average age 45

### Gender diversity

Year	Male (%)	Female (%)	Year	Male (%)	Female (%)
2019	36%	64%	2018	34%	66%
2019	Top and medium management level 40% 60%				
2018	Top and medium management level 40% 60%				

There are 29 nationalities represented in ALSO Denmark.

Employee sick absence: 3,47 %

Discrimination and Harassment cases: 0

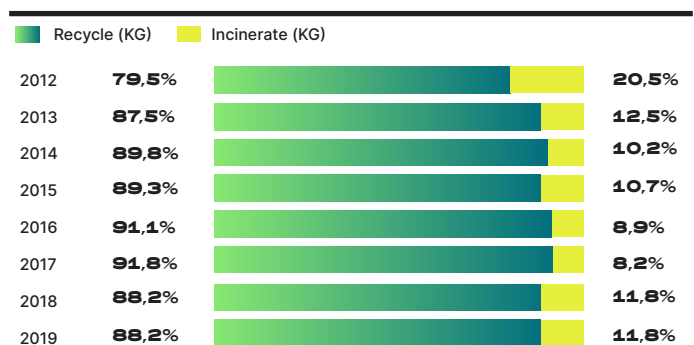
Number work related accidents: 2

Compliance and Code of Conduct training completion rate: 98 %.

### CO2 emissions resulting from deliveries

Year	CO2e emission in kg	# of parcels delivered	Average CO2e emission in kg per parcel
2014	2.442.944	1.929.361	1,26
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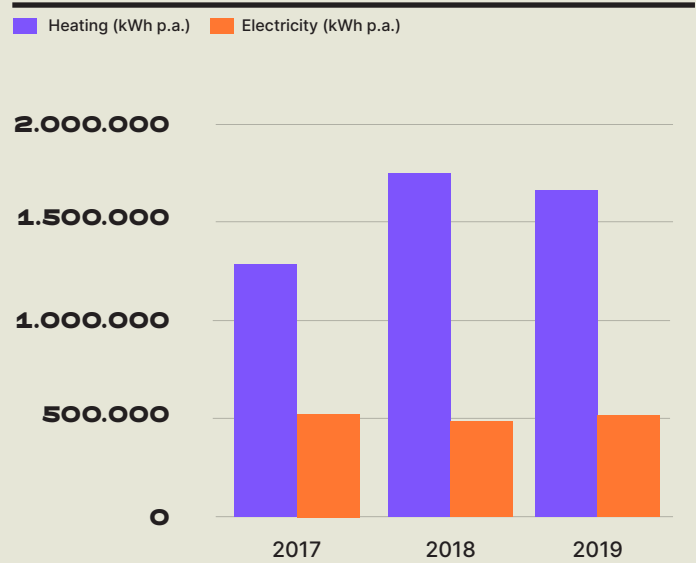
### Trend in waste management



## TREND IN HEATING COSTS AND ELECTRICITY CONSUMPTION

### Logistic Center (Warehouse)

	2017	2018	2019
Heating (kWh p.a.)	1,346.833	1,838.883	1,783.943
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