

Cybercom GRI Appendix

Background information, methods and assumptions used in sustainability information presented in Cybercom's annual report.

The reporting of Cybercom's sustainability work has complied with the guidelines of the Global Reporting Initiative (GRI) since 2011. Our sustainability report is presented annually as part of our annual report, and this document supplements the information provided in the annual report.

The report for 2014 complies with the latest version of GRI, GRI G4, for the first time. Our sustainability report is self-declared in accordance with the Core option, which means that it has not undergone external independent review. We regularly evaluate the need for external review but have currently not taken any decision to change the existing method.

In this document, we describe how we have selected what our sustainability report focuses on and how we meet the wishes of our stakeholders. We also account for the sources of the data, assumptions and conversion factors used in the context of sustainability reporting.

Dialogue with stakeholders

Cybercom has identified its employees, clients, shareholders and unions as its key stakeholders based on how much they are affected by or affect Cybercom.

In 2013 and early 2014 we conducted a number of interviews and surveys with employees in Sweden and Finland, with clients from different sectors, with representatives of various shareholders and with union representatives. The aim was to identify the main issues for Cybercom based on the sustainability issues that most affect and are affected by our activities and where we can make the biggest difference.

In addition to interviews and surveys there are other forums for dialogue with stakeholders on sustainability issues. Shareholders have the opportunity to express opinions to management and the board of directors at the annual general meeting. Cybercom's employees can comment and ask questions to management through the employee survey and through contacts with our CSR ambassadors. Employees can also discuss and obtain information on health and safety issues or on business-related issues through the health and safety committees or through their immediate manager. See also forums and formats for dialogue in the table below.

Stakeholder group	Issues	Dialogue	Outcome
Clients	Offer, quality, delivery, security management, privacy, business ethics, labour conditions, climate performance, procurement procedures	Client survey, interviews	Sales training, business system in the Swedish operations for quality, environment and information that will be integrated throughout the group. The system is based in the established standards ISO 9001 (quality) and ISO 14001 (environment) and to some extent ISO 27001 (information security)
Employees	Skills development, working environment, corporate culture, diversity and equality	Employee survey, interviews	Training, management conferences, employee events/meetings on vision, values
Investors/shareholders	Profitability, corporate responsibility, business ethics	Annual general meeting, board work, interviews, investor meetings	Code of business conduct and ethics, sustainability report, corporate governance report
Suppliers	Suppliers' environmental work	Suppliers' code of conduct, procurement, negotiations	Compliance with code, sustainability focus
Trade unions	Labour law, employment conditions, skills development, work environment, codetermination, board matters	Workplace meetings, board meetings, interview/survey	Support in wage bargaining and negotiation of layoffs

Materiality analysis

During late 2014 and early 2015 we have conducted an analysis to identify our key sustainability aspects in conjunction with our transition to GRI G4. Our management team has together with an external consultancy identified 11 sustainability aspects that we believe are material to Cybercom. The sustainability aspects evaluated are based on the sustainability aspects presented in GRI G4 and aspects that we have identified through our business intelligence. The table below lists the sustainability aspects we have identified as material and the GRI G4 sustainability aspect these correspond with.

Cybercom's sustainability aspect	GRI G4 aspect
Business ethics	
Anti-corruption & anti-competitive behaviour	- Anti-corruption
Dedicated employees & employee development	- Employment - Occupational health & safety - Training & education
Financial stability	- Economic performance
Sustainable products & services	- Products & services - Product & service labelling
Sustainability in Cybercom's culture	
Information security	
Privacy issues related to IT	- Customer privacy
Diversity & equality	- Diversity & equal opportunity - Non-discrimination
Smart use of resources	- Energy - Emissions
Procurement procedures	- Supplier assessment for labour practices, environmental & human rights

The table shows which aspects of sustainability that Cybercom's management team has assessed as material in terms of their impact on the company and how they are deemed relevant to our stakeholders and their relationship with the aspects of GRI G4.

Focus & boundaries

The information presented in the Sustainability Report covers all the companies listed in Note 13 of the Annual Report. Any organisational boundaries are indicated alongside the information reported.

Many of our sustainability aspects have an impact outside Cybercom's legal frameworks, such as with our clients and suppliers. The table below shows where each sustainability aspect has a direct impact on different stakeholders.

Cybercom's sustainability aspects	Impact of aspects on different stakeholders				
	Employees	Clients	Suppliers	Society	Shareholders
Business ethics	X	X	X	X	X
Anti-corruption & anti-competitive behaviour	X	X	X		
Dedicated employees & employee development	X				
Financial stability	X	X	X	X	X
Sustainable products & services		X		X	
Sustainability in Cybercom's culture	X				
Information security	X	X	X		
Privacy issues related to IT	X	X		X	
Diversity & equality	X			X	
Smart use of resources	X	X		X	
Procurement procedures			X		

The table shows where Cybercom's material sustainability aspects have direct influence. The report is designed to provide a balanced view based of where the various aspects have their impact.

Background data for metrics & GRI indicators

Below we outline the methods, assumptions, and conversion factors used to calculate Cybercom's metrics and GRI indicators. We also report certain supplementary tables and information that are not presented in the annual report.

In cases where we have implemented changes in the reporting of metrics and indicators that significantly affect comparability, this is indicated adjacent to the information reported.

Dedicated employees

Number of employees

Metrics and indicators regarding the number of employees refer to the end of December each year.

Employees at Cybercom on Dec 31	2014		2013
	Employees (number)	Percentage women	Employees (number)
Total number of employees			
Number of permanent employees	1,287	17%	1,260
- Of which full time	1,238	16%	1,199
- Of which part time	52	37%	61
Number of temporary employees	20	15%	7
Total number of employees	1,307	17%	1,267
<i>Agency staff</i>	0	-	35

The table shows the number of employees broken down by employment status and gender.

Composition of the company	2014		2013		2012	
	Number	Percentage women	Number	Percentage women	Number	Percentage women
Employees at different levels of the company (number)						
Board of directors	9	22%	9	11%	8	25%
Under 30 years	0	0%	0	0%	0	0%
30 - 50 years	7	29%	6	17%	4	25%
Over 50 years	2	0%	3	0%	4	25%
Managers	80	29%	96	25%	106	25%
Under 30 years	0	0%	n/a		n/a	
30 - 50 years	64	30%	n/a		n/a	
Over 50 years	16	25%	n/a		n/a	
Other employees	1,226	16%	1,171	16%	1,229	15%
Under 30 years	334	19%	n/a		n/a	
30 - 50 years	763	14%	n/a		n/a	
Over 50 years	129	19%	n/a		n/a	

The table shows the composition of the company broken down by staff category and reported by age category and gender.

Collective bargaining agreements

Employees covered by collective bargaining agreements (%)	2014	2013	2012
All employees	80	81	81

The table shows the percentage of employees at Cybercom covered by collective bargaining agreements.

Development dialogue

Employees given development dialogue (%)	2014	2013	2012
Women	83	n/a	n/a
Men	83	n/a	n/a
All employees	83	81	83

The table shows the number of employees who have completed development dialogues during each year. Our aim is that all employees should have at least one formal development dialogue per year. Those who have not completed a dialogue are primarily new employees during the year.

Sustainable business

Energy

We annually review the electricity consumption at our offices and in our own data centres. In 2015, we will be working with a project to obtain even more metrics for the electricity consumption in our data centres. Cybercom buys renewable electricity in all countries in which we operate, except Poland.

To convert energy from MWh to GJ, use the conversion factor of 3.6.

Electricity consumption at Cybercom' offices & data centres	2014	2013
Total electricity consumption (MWh)	2,610	2,437
Electricity consumption by sales (MWh/SEKm)	2.1	2.0

The table shows the electricity consumption of Cybercom's offices and our data centres, as well as the energy intensity in relation to the company's sales.

Greenhouse gas emissions

We measure and annually monitor our greenhouse gas emissions from employee air travel. We have a target for our greenhouse gas emissions from air travel related to the metric of the ratio of greenhouse gas emissions per unit of sales. The base year for the target is 2011 and the target extends until 2015.

Greenhouse gas emissions are reported directly by our travel agents in each country. For our operations in Singapore, greenhouse gas emissions are calculated based on distance travelled, reported to us by a travel agent. We do not make our own conversions from other greenhouse gases to CO₂ and therefore have no overall value for Global Warming Potential (GWP). We do not use a Radiative Forcing Index (RFI) for emissions from air travel.