



Experience the commitment®

# Sustainability Report

**CGI Sverige AB**



Fiscal 2018

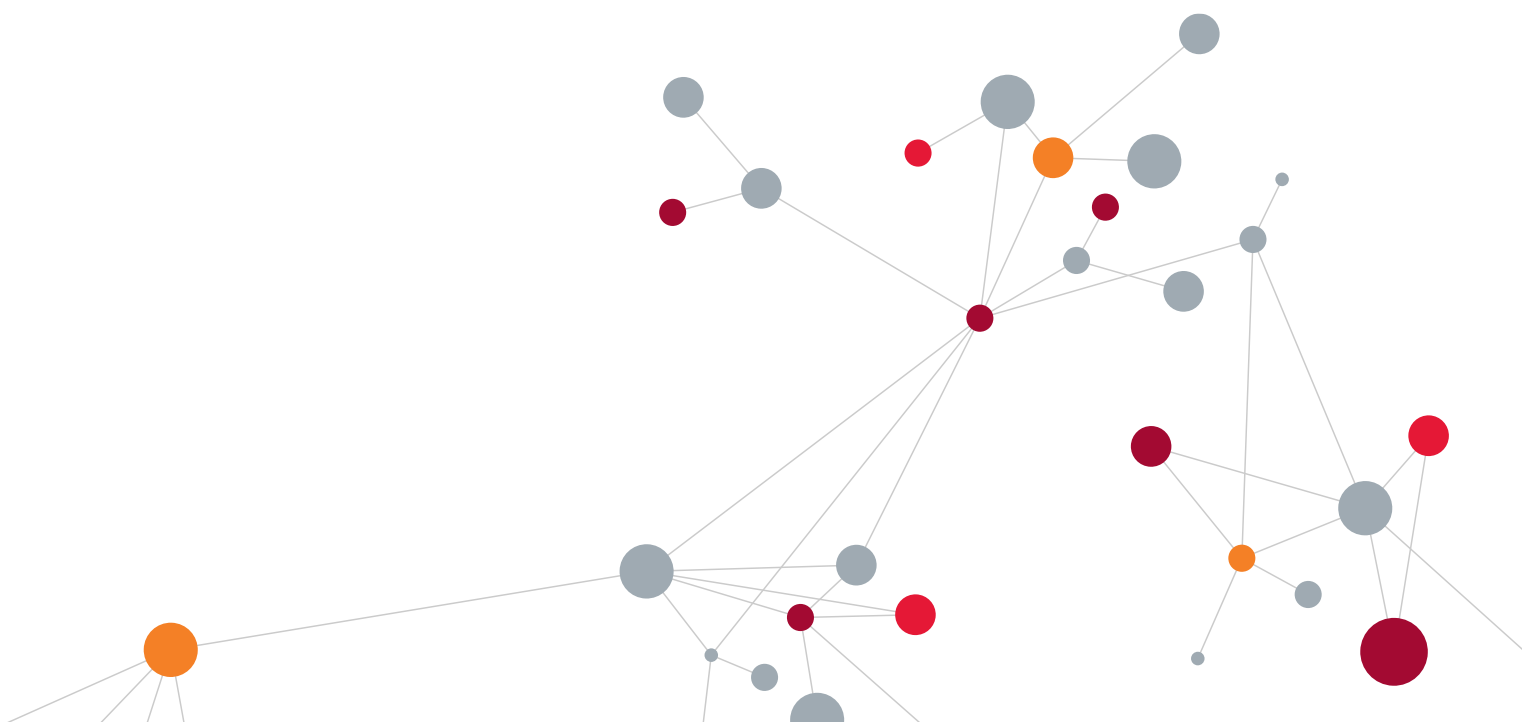






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## CGI at a glance

Founded in 1976 and headquartered in Montréal, Canada, CGI is among the largest information technology (IT) and business consulting services firms in the world. CGI delivers an end-to-end portfolio of capabilities, including high-end IT and business consulting, systems integration, and outsourcing. CGI's Intellectual Property (IP) solutions, combined with in-depth industry expertise, a unique client proximity model and best-fit global delivery network enable CGI to partner with clients around the world to accelerate results, transform their organizations, and drive competitive advantage. The Company employs approximately 74,000 professionals worldwide. CGI delivers end-to-end services that cover the full spectrum of technology delivery; from digital strategy and architecture to solution design, development, integration, implementation, and operations.

The digital needs of customers and citizens are bringing about the transformation of commercial and government organizations around the world. CGI is at the forefront of this change, serving as our clients' guide on their digital journey, providing practical innovation to create powerful results.

## Key facts fiscal 2018



## Long-term value creation

At CGI, our CSR commitment motivates us to grow our clients' businesses, enhance the lives and careers of our professionals, whom we call members, and generate superior value for our shareholders through socially and environmentally sustainable and ethical business strategies and practices. Shareholder value also benefits our members, since a majority are owners. Long-term financial strength ensures that CGI can continue to invest in our company and our members.

## CGI in Sweden

CGI Sverige AB is a part of the international corporation CGI Inc, and is a leading IT services and consulting company in Sweden, with over 3,000 professionals serving private and public clients in all sectors. We engage with our clients from around 30 locations in Sweden, bringing CGI's global expertise to our local market. CGI Sverige AB delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions.

### Key facts fiscal 2018



### CGI offices in Sweden

Strengthened by our values-driven culture and management approach, we partner with clients through our local proximity model, working and living in the same communities.



# Message from the Senior Vice President

One of CGI's strategic goals is for our communities to recognize us as a caring and responsible corporate citizen, and corporate social responsibility is one of our six values. In collaboration with our clients—and through the expertise of our professionals—we strive to be a global leader in benefiting the well-being of our communities, encouraging and educating more young people to be technically literate, and supporting environmental sustainability.

In this sustainability report, we highlight the central aspects of our social and environmental commitment as we continuously strive to better serve our clients, professionals and shareholders, as well as our local community and society as a whole.

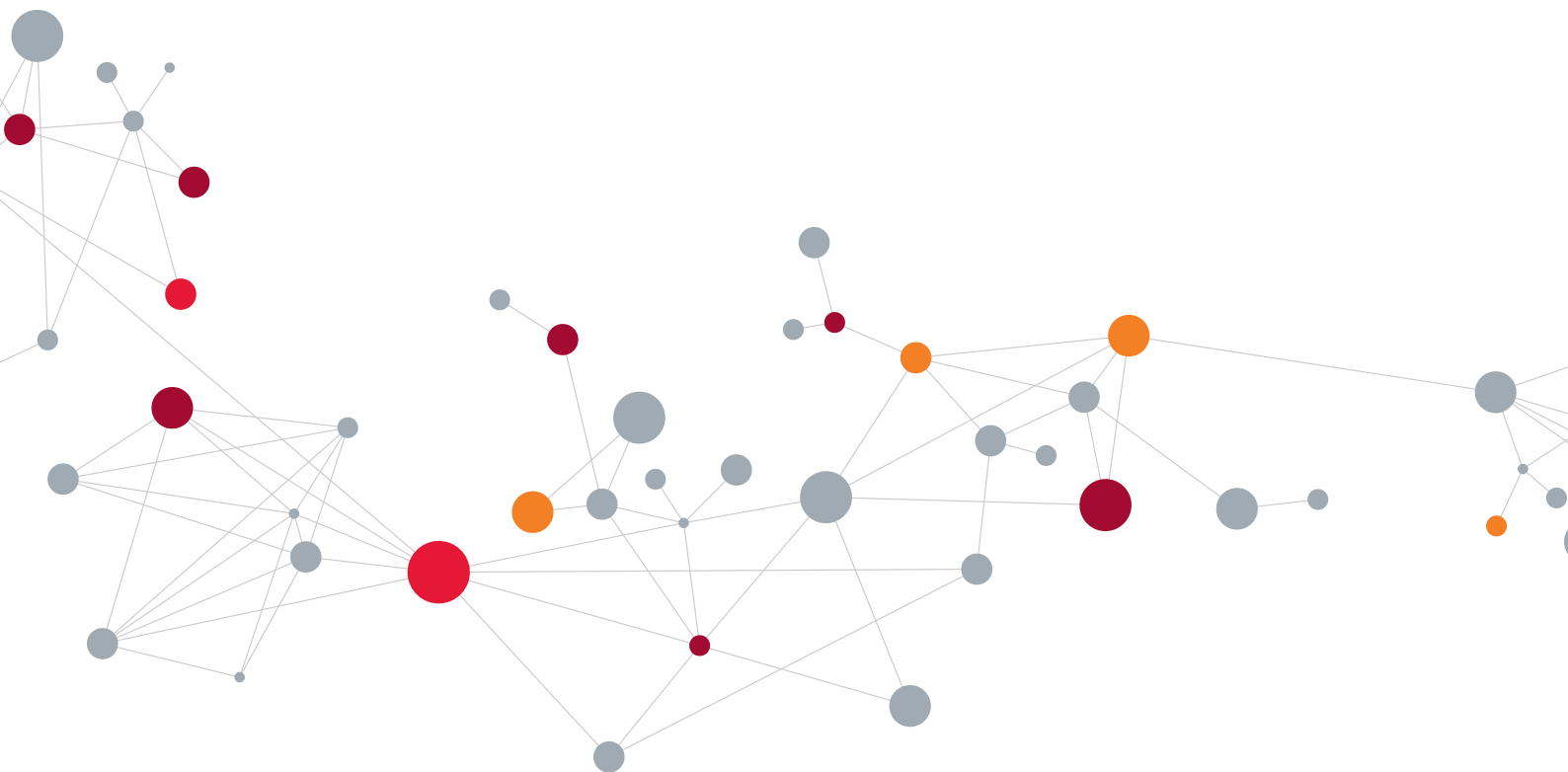
## Building a sustainable society

The latest report from the UN Climate Panel IPCC concludes that we need to significantly reduce our greenhouse gas emissions within the next ten years, if we want to avoid serious effects on the environment and human society.

Today, we can all see the effects of extreme weather and climate conditions – climate change is no longer a future scenario, it is happening right now. Sweden's national objective of being the world's first fossil-free developed nation requires that we all contribute to building a sustainable society, both locally and on a global level.

Clients have a competitive urgency to become digital in a sustainable way. They realize they need to invest in the digital future and transform their organizations across the people, process and technology areas of their business. CGI is one of the few global firms with the talent, scale and end-to-end services and solutions necessary to help clients succeed.

Many of our clients in Sweden have set ambitious sustainability agendas and our services and solutions are present in a host of critical systems that we depend on daily, such as energy infrastructure, data storage, urban development and banking and finance. Thanks to our ability to apply CGI's global insights and local expertise, our clients can expect CGI's members to support them in creating new business models, products and services.



### A membership beyond the ordinary

As employees, we are driven by the CGI dream; To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of.

Our business model relies on our ability to attract and retain professionals that can match and exceed our stakeholders' expectations. CGI has a responsibility to provide a working environment that empowers each member to achieve this dream and to promote good health and a culture of diversity, respect for each other and our shared values.

Therefore, we were proud to be awarded recognition during fiscal 2018 for our endeavours to be an attractive, equal opportunities employer, and happy that our efforts to offer a unique membership produces results.

Thanks to our talented professionals and robust business delivery processes, CGI has strengthened its position on the Swedish IT market during 2018 and we look forward to developing our existing and new business relationships around the country during the coming year.

### Partnerships for a sustainable society

Co-operation between business, academia, the public sector, and community organizations is necessary when we turn to tackle the challenges ahead. The use of artificial intelligence, cybersecurity, protection of privacy and integrity, and making technology inclusive and functional requires partnerships in order to build long-term solutions that are socially, environmentally and ethically sound. IT is a powerful driver of change and I believe that we can find innovative, sustainable solutions together in the cross-section between IT and our clients' core business.

We look forward to helping clients in both the private and public sector turn rapid change into opportunity.



**Pär Fors**  
Senior Vice President  
CGI Sverige AB

# Business outlook and market trends

Today's society continues to be characterized by rapid change, with improvements for health, technology and economic development. The drivers of social, economic and environmental trends create effects on business environments, which in turn have direct or indirect consequences for CGI and our clients.

## Demographics and urbanization

Global improvements regarding health and national economic development continue to bring positive effects to society in general. As life-spans increase and general health improves, there are new and increasing expectations on several aspects of society, particularly regarding employment, welfare and pension systems as well as healthcare and care for the elderly.

Urbanization continues to expand, globally as well as in Sweden. A rapid influx of new inhabitants to urban areas puts pressure on for example health services, schools, housing, infrastructure and natural resources. Smart cities, digital inclusion, mobility and creating environments that promote health and safety are current trends that relate to CGI and our clients.

Technology such as Artificial Intelligence and Machine Learning can offer the possibility of creating new processes, work methods and increased cost-efficiency, without compromising the users' integrity, right to privacy and an adaptation to individual needs. The emergence of Smart Cities allows integrating buildings and infrastructure with digital technology, which can create social and environmental value if these perspectives are integrated in a way that benefits the needs of the user, and with a lifecycle approach. As to the risk perspective, cybersecurity is an issue that affects organizations in all sectors, as our dialogues with our clients show. The IT services sector understands the need to support clients in handling cybersecurity issues with integrity, which means contributing to an inclusive, democratic and transparent society, as well as combating financial crime and corruption.

## Tomorrow's workforce

Employers in several sectors face issues concerning finding enough staff, as well as finding employees with the necessary skills. Also, employment in many sectors is shifting - some jobs are fundamentally changing and others will be redundant – in part to be replaced by new jobs and new sectors.

Employees place higher demands on the workplace to offer meaningful assignments, transparency and the possibility of engagement and participation. Today's employer is expected to take social and environmental responsibility, and employees want to feel a sense of pride before they will commit to being an ambassador for their employer.

Digital transformation is having profound effects on businesses, and therefore also on citizens, placing a greater need for dialog and discussion around future employment, workplaces and social responsibility. Our clients' digital transformation places high demands on CGI and our peers to supply the resources that are in demand. In the Stockholm region alone, there is an estimated shortage of 10,000 people in the IT industry. This makes it even more important for the employer to appeal both to senior professionals and younger employees who want to build and develop their skills and experience.

## The natural environment

According to the IPCC Special Report 2018, the impacts of global warming of 1.5°C above pre-industrial levels is a serious threat to sustainable development. Although many initiatives are being taken to reduce negative impacts on the environment, there is widespread concern that changes are currently not extensive or rapid enough to halt climate change, pollution or loss of biodiversity. According to WWF's Living Planet Report 2018, Sweden's ecological footprint is among the highest in the world. Many organizations are rethinking their business models and working to achieve the behavioural and organizational change that is necessary as we enter the Fourth Industrial Revolution. CGI aims to support our clients both in mitigating environmental risk and working proactively to create positive value for the environment.



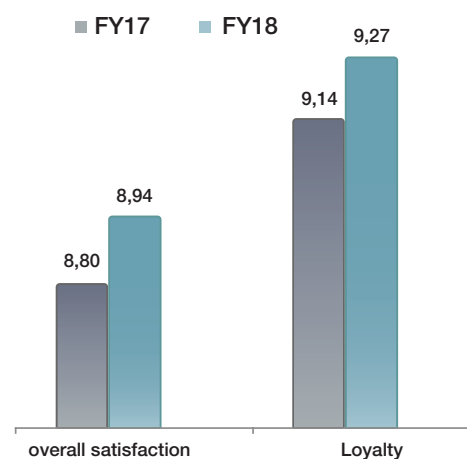
# Our stakeholders

One of CGI's strategic objectives is to be recognized by our communities as a caring and responsible corporate citizen. We aim to achieve this by contributing to the well-being of society through our own operations and in partnership with our clients and other stakeholders. CGI's core stakeholders are its clients, employees whom we call members, and shareholders. In addition to these, suppliers, sub-contractors and the local community are also stakeholders that are impacted by CGI and that have an impact on us. The majority of CGI's members are also shareholders, and therefore form a group of significant stakeholders in the company.

We value the input of internal and external stakeholders in the development of our strategy and on-going improvement of our processes. Moreover, our strategic planning is established on an annual basis according to a rigorous process that includes extensive participation from our members as well as from our clients and shareholders.

## Client Satisfaction scores

### CGI in Sweden



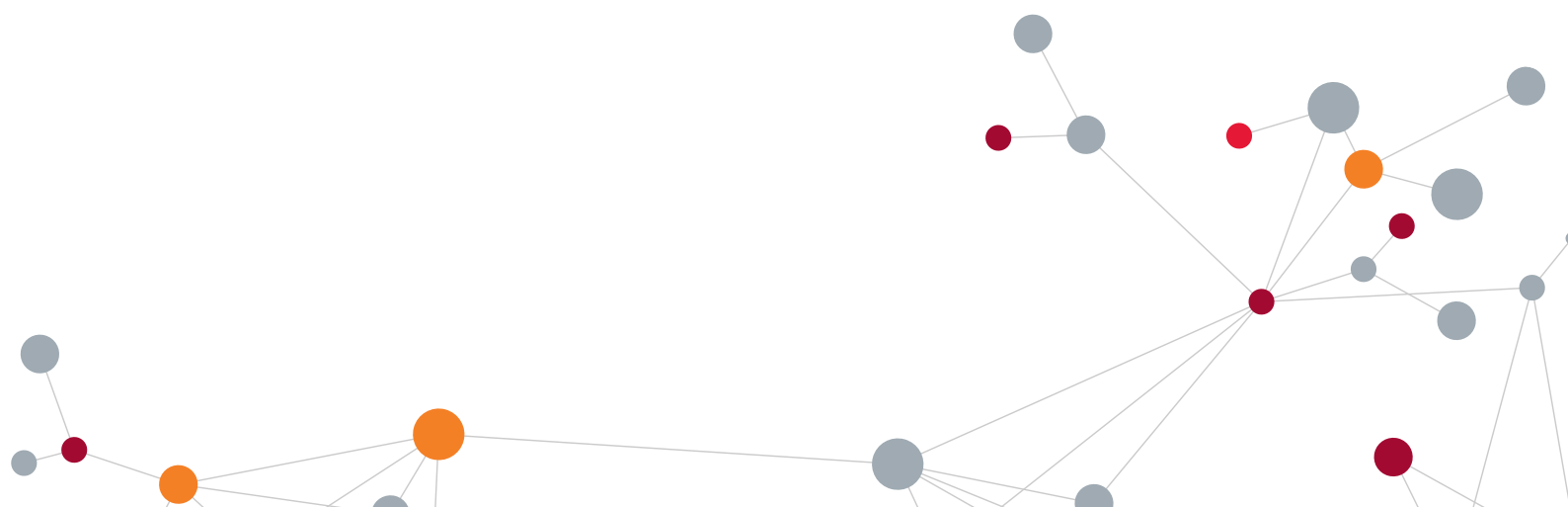
## Members

Member satisfaction, ownership and engagement are all key competitive differentiators for our company. Our members are in daily contact with clients, colleagues and people in our communities. Therefore, their perspective on CGI's operations provides valuable insight on trends, challenges and opportunities to grow our business and to operate it more efficiently and effectively. This is why every year we invite all members to provide feedback and suggestions by participating in a Member Consultation, which is an opportunity, as an owner of the company, to assess the path we are on and identify what else we could do to achieve our goals. Our Member Satisfaction Assessment Program is designed to foster quality dialogue between members and their leaders at a local level, support timely action plans and reinforce collective ownership of members' satisfaction.

## Clients

CGI works with our clients' most strategic processes and functions. Together we create solutions that help our clients to develop and improve technology and services that is critical for their business. In order to do this successfully, we need to listen to our clients and understand their context and conditions.

As well as regular and frequent dialogues and reviews of our client deliveries, CGI conducts annual in-depth interviews with clients in different industries and in the public sector. In 2018, our local leaders met in person with more than 1,400 executives across CGI's major regions and the 10 industries we serve. The resulting client insights and CGI's perspectives from those conversations support both CGI's and clients' strategic and business planning and inform the dialogue on how we can work together to address key imperatives.



## Shareholders

CGI strives to be recognized by our shareholders as a well-managed, financially strong company providing superior returns. Institutional shareholders and analysts are surveyed every year through the corporate Shareholder Satisfaction Assessment Process. CGI is a member of the FTSE4Good Index Series, which measures the performance of companies that meet globally recognized corporate responsibility standards and facilitates investment in those companies. CGI is also recognized in the Dow Jones Sustainability Indices for the eighth consecutive year and has a “gold” certification with EcoVadis. CGI shares are listed on the Toronto Stock Exchange (TSX (GIB.A)) and the New York Stock Exchange (NYSE (GIB)).

## Our communities

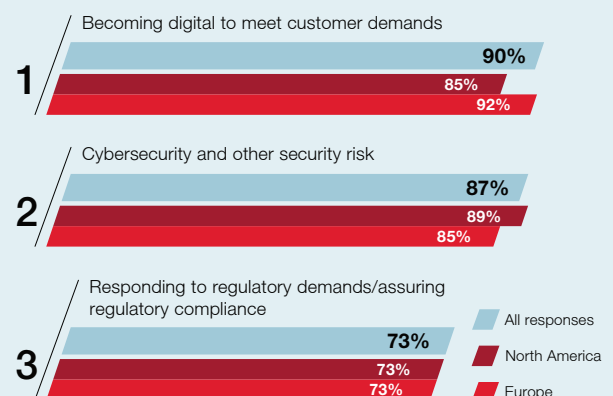
CGI's local proximity business model ensures that we are close to our clients and communities. We know from experience that serving locally benefits all of us globally. CGI in Sweden engages in community involvement and enters governmental and other strategic partnerships to benefit the society around us.

## CGI Global Insights

Each year, CGI meets face-to-face with business and IT leaders to hear the trends affecting their organizations and the implications for their business. These in-depth conversations delve into our clients' challenges and opportunities, business and IT priorities, and budget and investment plans. While we note a number of similarities across the industries we serve, we recognize that executives experience transformation in the context of their industry, geography and organizational culture. To dive deeper into these variations, we provide CGI Client Global Insights reports by industry.

### TOP TRENDS

% of executives citing top trends



# Our Dream

CGI is different from most companies. We have not only a vision and mission, as other companies do, but a dream:

**“To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of.”**

This dream embodies two key principles—enjoyment and ownership. We strive to create an environment where our professionals enjoy working together and feel empowered as owners to build their company and grow their careers.

At CGI, members are encouraged to join the corporate share purchase plan, in order to create a sense of ownership and accountability. The vast majority of members are shareholders, forming the largest shareholder group with over 50 percent of the capital. CGI's ownership culture is woven into all aspects of our management approach and gives our members the freedom to drive their careers, make decisions in the best interests of our clients and take part in the continuous improvement of our business.

## **CGI's vision:**

**“To be a global world class end-to-end and business consulting services leader helping our clients succeed. ”**

To achieve this, we have defined our mission as follows:

**“To help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to fully satisfy client objectives in information technology, business processes, and management. In all we do, we are guided by our Dream, living by our Values to foster trusted relationships and meet our commitments now and in the future. ”**





# Values and mission

Good corporate governance is very important to us. The values we share at CGI form the foundation of our corporate governance practices, which seek to balance the interests of our key stakeholders: our clients, our shareholders and our members.

CGI's values define our core character as a company and guide our daily decisions and interactions. Embracing corporate social responsibility, business ethics and environmental concerns has been a core value at CGI from the start and is now more important than ever in meeting environmental and social challenges in the world around us.

## Partnership and quality

For us, partnership and quality are both a philosophy and a way of life. We constantly deepen our understanding of our clients' business and we develop and follow the best management practices. We entrench these approaches into client relationship and service delivery frameworks in order to foster long term and strong partnerships with our clients. We listen to our clients and we are committed to their total satisfaction in everything we do.

## Objectivity and integrity

We exercise the highest degree of independent thinking in selecting the products, services and solutions we recommend to clients. In doing so, we adhere to the highest values of quality, objectivity and integrity. We do not accept any remuneration from suppliers. We always act honestly and ethically. We never seek to gain undue advantages and we avoid conflicts of interest, whether real or perceived.

## Intrapreneurship and sharing

Our collective success is based on our competence, commitment and enthusiasm. We promote a culture of innovation and initiative where we are empowered with a sense of ownership in supporting clients, thus ensuring our profitable growth. Through teamwork, sharing our knowhow and expertise across our global co-operations, we bring the best of CGI to our clients. As members, we share in the value we create through equity ownership and profit participation.

## Respect

In all we do, we are respectful of our fellow members, clients, business partners and competitors. As a global company, we recognize the richness that diversity brings to the company and welcome this diversity while embracing the overall CGI business culture.

## Financial strength

We strive to deliver strong, consistent financial performance that sustains long-term growth and benefits both members and shareholders. Financial strength enables us to continuously invest in our members' capabilities, our services and our business solutions to the benefit of our clients. To this end, we manage our business to generate industry superior returns.

## Corporate social responsibility

Our business model is designed to ensure that we are close to our clients and communities. As members, we embrace our responsibilities to contribute to the continuous improvement of the economic, social and environmental well-being of the communities in which we live and work.

## The CGI Constitution

CGI's Constitution is the DNA of our company; it defines the essence of who we are and our culture. It is made up of the common dream, vision, mission and values that drive us as we strive together to build a global IT and business consulting services leader. With frameworks and programs founded upon this Constitution, CGI's professionals have the opportunity to participate in the life and development of their company, which, in turn, results in client loyalty and shareholder growth.



# CGI Management Foundation

The Management Foundation includes the key elements that define and guide the management of our company, for example our common policies, frameworks, processes, operational principles and measures. The CGI Management Foundation encompasses the best practices that enable us to deliver in a consistent and successful manner no matter where CGI operates around the world.

This quality management structure is reviewed in a specific Management Review process; twice a year at CGI in Sweden, where central aspects such as policies, business objectives, and actions are analyzed to ensure that the processes help us to meet our goals to the high level of service and delivery that our stakeholders expect.

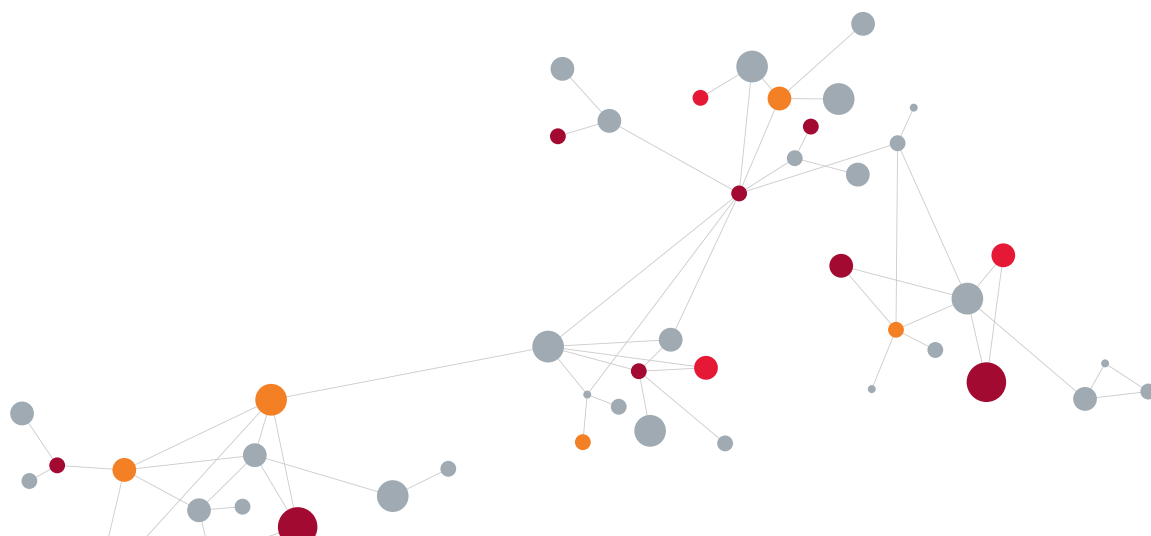
The management systems for security and environmental issues are integrated with the CGI Management Foundation and the local environment management processes specific to CGI in Sweden also follows this quality management system.

## CGI Management Foundation

The CGI Management Foundation is a set of key elements that define and guide the management of the company. It ensures both quality and consistency of execution, and this has allowed CGI in Sweden to achieve ISO 9001 certification for all its operations, an ISO 14001 certification of environmental management and ISO 27001 for Information Security management. The framework's well-defined processes and performance metrics are used to achieve our goals.

ISO 9001 CERTIFIED OPERATIONS	CGI Constitution				Enterprise Policies and Processes					
	Dream	Vision	Mission	Values	Code of Ethics	Organization, Governance and Adjustments	Human Resources	Finance and Investment	Security and Data Privacy	Quality System
	Strategic Directions and Operational Planning		Range of Services		Managing for Excellence	Marketing, Client Relationship and Business Development	Engagement Risk Management	Innovation and Intellectual Property	Mergers and Acquisitions	Management Frameworks
	Client Partnership Management Framework						Member Partnership Management Framework		Shareholder Partnership Management Framework	
	Proposal	Contract	IT Management Best Practices		Delivery	Closing	Leadership Institute		Investor Relationship Management	
			Engagement Governance				Assignment Performance Management and Career Planning Recruitment			
	Methods and Tools						Orientation and Integration Team Meetings		Disclosure guidelines Investor Communications	
	Consulting, System Integration and Development		Application Management		Technology Operations Management					
Client Satisfaction Assessment Program						Member Satisfaction Assessment Program		Shareholder Satisfaction Assessment Program		

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# Our business model

CGI has operated under the same fundamental beliefs and quality-focused business model for 40 years. We believe our consistent ability to execute this model will continue to create value for all of our stakeholders. CSR is a core CGI value and represents a key aspect of our business model, which is designed to bring us closer to our members, clients, and shareholders, as well as to the communities in which we live and work.

We partner with our clients to turn rapid change into measurable opportunity. Through our client-proximity business model, we work side-by-side with them, drawing upon our global capabilities to help identify, develop, implement and operate the innovative strategies and solutions needed to meet their customer and citizen expectations.

## A focus on the fundamentals:

- Working side-by-side with clients to help maximize the technologies that transform their business
- Proven Build and Buy growth strategy that provides a balanced mix of organic growth and acquisitions
- Competitive global delivery model that combines onsite responsiveness with the value of remote delivery
- Employee ownership with the vast majority owning stock, making CGI's commitment to achieving client success a common goal
- Solid profitability, cash flow and backlog demonstrates focus on running a sound and stable business for the long term

## CGI Business Partners

Our pool of global and specialized partners, combined with alliances, market analysts and advisors, academic institutions and research bodies, creates a wealth of knowledge, expertise and resources that have resulted in thousands of successful client projects.

## Our CSR Approach

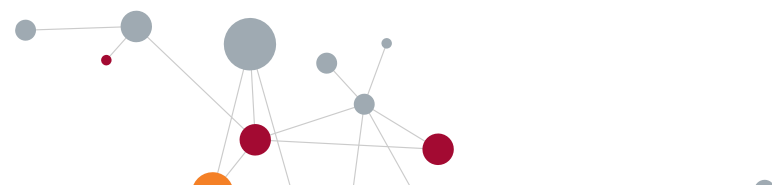
As stated in our commitments—and as demonstrated through our actions—we aim to serve our stakeholders and to improve the social, economic and environmental well-being of the communities in which we live and work. We have a culture of giving and strategically manage our resources to best benefit our professionals, clients, shareholders and communities.

## CGI's global CSR aspects

- Our members
- Ethics and governance
- Supply chain
- The environment
- The community
- Our clients
- Innovation

## Our commitments:

- To provide our professionals – our members—with health, wellness and ownership programs that positively influence their wellbeing and satisfaction.
- To partner with our clients to deliver energy and environmental sustainability solutions and to collectively support charitable causes.
- To improve the environment through environmentally friendly operating practices, community service activities and green IT offerings.
- To operate ethically through a strong code of ethics and good corporate governance.
- To recognize the importance of responsible supply chain management.





## Planning process

Every year, we go through a strategic planning process where we gain invaluable insight by listening to and refining our plan based on the expectations of our key stakeholders. As part of this process, we set our goals and priorities for the year ahead.

## Policies that govern our sustainability issues

The CGI Management Foundation is the framework for all policies that lay the foundation for our values as well as policies that govern issues concerning human resources, security, financials, CSR, environment and quality. These policies also cover the business ethics perspective in our relationship to stakeholders, such as anti-corruption, whistleblowing and conflicts of interest.

### Code of Ethics

CGI's Code of Ethics and Business Conduct along with our corporate governance practices guide our decision-making to ensure we live up to our core values and are open, transparent and accountable in our interactions with all of our stakeholders. CGI recognizes the importance of supporting these individuals as ethical issues arise and has an open door policy for resolving such issues with integrity. Upon joining CGI, each member acknowledges the Code by signing the Member Commitment to the Code of Ethics and Business Conduct.

All new members are required to complete mandatory ethics compliance training (including anti-corruption training) as part of the onboarding process within 30 days of their start date. In addition, refresher training is assigned when necessary, to ensure a high level of training for all members.

## The Code of Ethics is comprised of:

- The Code of Ethics and Business Conduct
- Executive Code of Conduct
- CGI Anti-Corruption policy
- Third Party Code of Ethics

### CSR Policy

CGI continues to strengthen a culture of sustainable and profitable growth by formalizing a collective commitment to acting responsibly across our global operations. The CSR policy publicly reinforces this commitment and covers aspects such as health and wellness among our members, community involvement, the environment, ethics, our relation with partners and suppliers and governance.

Topics such as human rights, transparency and communication are integrated in these aspects.

### Procurement Policy

The corporate procurement policy covers several aspects relevant to CGI's environmental and social responsibility, such as employment aspects, human rights and business ethics. The procurement policy applies to procurement via both suppliers and sub-contractors. Before any commitment is made to obtain goods or services from a Third Party it is mandatory to carry out the Third Party due diligence process,

### Whistleblower policy

CGI's whistleblower policy has been established to enable members to report serious ethical incidents. It has been developed to assure the integrity of the company's operating rules and internal controls and is in keeping with CGI's corporate governance quality practices. The policy allows any person who has direct knowledge of specific facts to report incidents where the company is exposed to a serious risk in matters of accounting, auditing, internal accounting controls, finance, banking or financial corruption. CGI's whistleblower hotline, which is provided by a third party, is confidential and allows members to remain anonymous.



# CGI aligned with the 10 principles of the UN Global Compact

CGI's ethical commitments align with the United Nations (UN) Global Compact's ten principles as described below.

## Human Rights

**O1** CGI is committed to comply, not merely with the letter, but also with the spirit of the law, to support and respect the protection of nationally and internationally proclaimed human rights and to refrain from being complicit in human rights abuses. This includes, but is not limited to, the right to life, security and equality and to personal, economic, cultural and social freedoms.

**O2** CGI's Code of Ethics and Business Conduct, along with our corporate governance practices, guide our decision-making to ensure we live up to our core values and are open, transparent and accountable in our interactions with all of our stakeholders. Our Code of Ethics emphasizes the importance of conducting business ethically and avoiding complicity in human rights abuses.

## Labour

**O3** The quality of the relationship between management and members within CGI is a cornerstone of our corporate culture. We are committed to seeking the best equilibrium among the legitimate interest of our stakeholders. This greatly contributes to employment conditions that foster mutual trust between management and employees. CGI recognizes and respects the right of members to freely join worker organizations of their choosing and enter into valid collective bargaining associations as permitted by law.

**O4** Prohibited by law and universally condemned, forced and compulsory labour is against our business philosophy and the CGI dream; CGI is committed to avoiding all forms of such labour.

**O5** CGI is committed to comply with applicable child labour laws, including but not limited to those relating to minimum age limits, working hour limits, prohibitions of certain types of work and regulations on legitimate workplace apprenticeship.

As a global company, we recognize the richness that diversity brings to our company and welcome this diversity while embracing the overall CGI business culture.

**O6** Consequently, CGI considers that every person has the right to equal treatment with respect to employment and the right to be free of discrimination due to race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, gender identity and gender expression, sexual orientation, age, pregnancy, record of offences, marital status, social conditions, political beliefs, language, veteran status (U.S. only), family status, disability or means used to overcome a disability.,

## Environment

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As a high-growth company, CGI understands that growth must not come at the expense of the communities where we do business or of the environment in general. This is why CGI is committed to contributing to the protection of the environment through responsible and environmentally oriented operating practices.

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CGI is continuously undertaking global as well as grassroots initiatives to promote greater environmental responsibility and is harnessing technology to reduce the depletion of natural resources and degradation of the environment. Moreover, we measure our impact and follow up on it annually against various economic, environmental and social indicators. Additionally, we also expect our suppliers to adopt environmental friendly practices, thus extending our influence across the supply chain.

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CGI is committed to protecting the environment by combining our in-depth knowledge, leading IT solutions and end-to-end service offerings to help our clients successfully manage sustainability challenges and opportunities. Through our offerings, we help clients reduce their environmental impact and energy costs while improving their regulatory compliance programs and the well-being of their employees, citizens and customers.

## Anti-corruption

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As stated in our Code of Ethics and Business Conduct, CGI is committed to conducting its activities free from the illegal and improper influence of bribery and to ensuring compliance with all anti-bribery and anti-corruption laws and regulations that may be applicable to our business worldwide.





# Our environmental responsibility

At CGI, we understand that business growth must not come at the expense of the environment or society at large. This is why CGI is committed to protecting the environment by working with our clients to deliver a robust set of environmental solutions, as well as through our own operating practices.

As well as taking full responsibility for our own ecological footprint, CGI's in-depth knowledge, leading IT solutions and end-to-end service offerings can help clients manage environmental challenges and to create business opportunities that arise from innovative and sustainable business models and practices.

## CGI's corporate environmental objectives

Our commitment to environmentally friendly operating practices is demonstrated through the following objectives:

- Complying with or exceeding all applicable governmental regulations
- Implementing waste management practices and promoting waste reduction and recycling, and making environmentally conscious purchasing decisions
- Reducing and preventing carbon emissions and pollution, including minimizing travel by promoting telework and alternative commuting options
- Promoting the development and use of sustainable facilities, continuously striving for greener buildings and workplaces
- Researching and employing new solutions for our data centers, to improve efficiency and reduce energy consumption

## Furthermore, CGI in Sweden has established the additional environmental objectives:

- independence from fossil fuels in our own operations by 2030
- Work with and for our clients to reduce a dependency on fossil fuels
- lower carbon emissions from our own operations by 5 percent per year
- Implement and continuously improve a process for sustainable procurement
- Strive to reduce waste and contribute to a circular economy
- Ensure that all members perform environmental training
- Ensure energy efficient data centers
- Engage with our members, our peers and society at large to encourage and accelerate behavioural changes towards sustainable business

## Environmental Management System

In order to secure a robust handling and follow-up of our material environmental aspects, an environmental management system is in place for CGI in Sweden, which is aligned with CGI's structure for policies, documentation, processes and evaluation. All processes are documented and our management system is subject to internal audit on a regular basis, which ensures continuous review and improvement. This environmental management system is also externally audited and certified in accordance with the environmental standard ISO 14001:2015 and encompasses all CGI's operations in Sweden.



## Material aspects

The key environmental impact from our business originates mainly from business travel, IT infrastructure (including the data center operations) and our office facilities.

## Business travel

CGI encourages the use of fossilfree cars and sets strict emission limits to company-owned cars. Where possible, we locate our offices close to public transport and encourage our members to make use of these more environmentally friendly modes of transportation. In addition, CGI encourages alternatives to physical meetings in order to reduce the need for business travel. Reducing the need for travel is a challenge due to the geographic spread of our clients. However, we aim to continue to increase the use of digital communication tools, to reduce travel where possible and to prioritize environmentally friendly fuels and means of travel.

## Data centers

As an IT outsourcing provider, infrastructure services and data centers are core to our operations. As we grow, we continue to measure and improve energy efficiency and reduce our carbon emissions by combining energy-focused methods, processes and solutions to promote power and cooling efficiency. In line with these initiatives, we strive to:

- Ensure environmental monitoring systems are in place to enable us to manage and adjust power consumption and heat emissions.
- Assess virtualization rates across all physical infrastructure, not only to reduce energy consumption, but also to reduce the operational risks and costs of maintenance.
- Adopt good practices around hot/cold aisles and the use of row (or even rack) level containment solutions ensuring appropriate power and cooling solutions are deployed in line with processing density.
- Leverage free air cooling technology that enable our data centers, where applicable, to use outside air to provide cooling instead of power generated air conditioning units

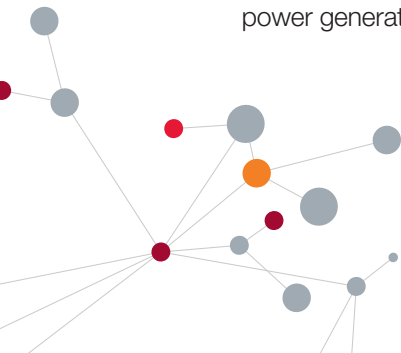
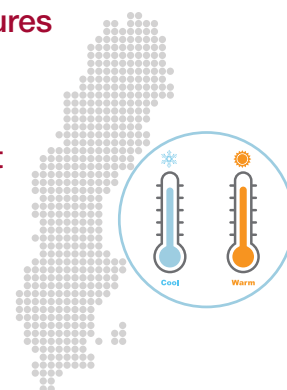
## CGI's Swedish data centers

All data centers in Sweden are powered by 100 percent hydroelectric energy and energy efficiency is constantly improved. A recent example is the installation of LED lighting, which saves 9,500 kWh per month and reduces the use of mercury. Re-use of heat also gives rise to energy-efficient solutions in other ways, for example by re-directing excess heat to nearby buildings.

Sweden's newest data center uses cooling technology which allows us to use naturally cool air all year round, except during extreme warm weather conditions.

By integrating environmental requirements in hardware procurement and other supplies such as cables, and by recycling IT hardware, CGI in Sweden continuously works to reduce its ecological footprint with regard to data centers. All data centers are included in the environmental management system, which is certified by a third party in accordance with the ISO standard 14001.

**“Despite high temperatures in Sweden during the summer of 2018 – in some areas the highest temperatures ever recorded – natural cooling was used to 90 percent.”**

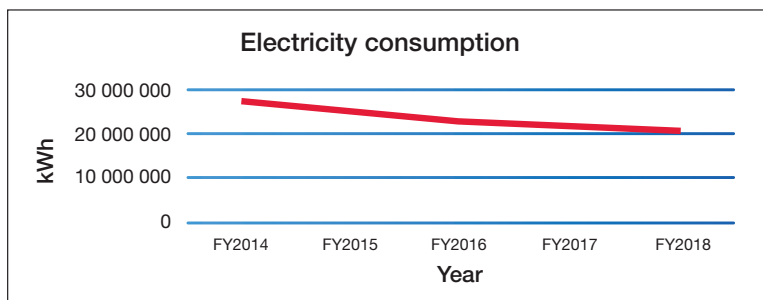


## Key environmental indicators

100% of  
electricity  
from renewable  
sources. Zero  
carbon emissions.

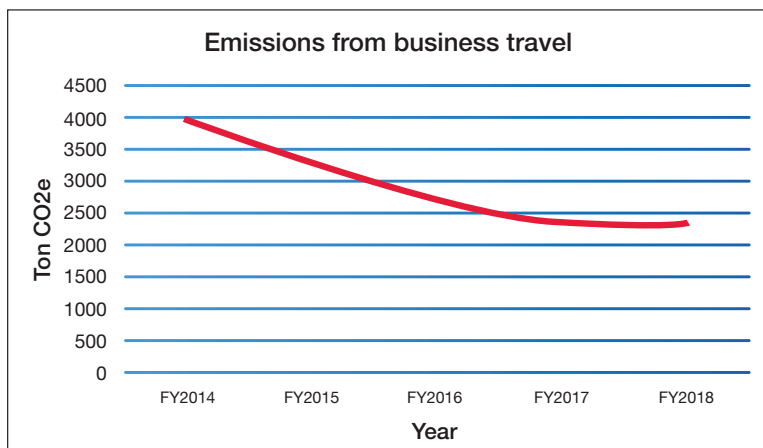
### Electricity consumption

Electricity consumption		F2014	F2015	F2016	F2017	F2018	% change 2014-2018
Electricity (Scope 2)	kWh	27 798 227	25 577 023	23 386 302	22 227 343	21 220 635	-24%



### Business travel

Business travel		F2014	F2015	F2016	F2017	F2018	% change 2014-2018
Car (Scope 3)	km	7 577 910	6 737 499	5 218 618	4 811 217	4 656 479	-61%
Air (Scope 3)	km	17 628 696	13 613 136	12 910 934	10 371 628	10 748 473	-39%
Total greenhouse gas emissions	ton CO <sub>2</sub> e	3 942	3 216	2 698	2 342	2 327	-41%





## Carbon offsetting

As of fiscal year 2018, we aim to compensate for the carbon emissions that exceeded our annual emissions target, by investing into a carbon offset project that undergoes a third party audit into both environmental and social aspects, for example a Gold Standard-certified project.

## Waste

CGI's operations result in types and volumes of waste that are typical for a services company. CGI's most significant aspect with regard to waste is E-waste including IT hardware and communication devices. When CGI decommissions various types of electronics such as mobile phones and IT hardware (laptops, servers, printers etc), e-waste is generated. CGI contracts the services of e-waste suppliers or IT suppliers that are certified in e-waste management.

CGI's offices generate a certain amount of general office waste, although not a significant amount in relation to the environmental aspect of our business. There are policies and procedures in place to ensure that waste is handled in a responsible way, as well as aiming to reduce the amount of waste produced.

CGI in Sweden aims to adopt the precautionary principle in its operations, particularly with regard to IT hardware, chemicals and office materials. All waste processes are in line with CGI Sverige AB's ISO 14001-certified environmental management system, which ensures continuous assessment and improvements.

## Environmental training

All members at CGI in Sweden must complete the in-house, mandatory training in environmental issues; an e-learning course that is also a standard part of the introduction for new employees. The course includes training in the basics of our environmental management system and the processes in place for ensuring that the system is implemented in our day-to-day operations.



## Our people

Our success as a responsible corporate citizen depends on the talent, drive and commitment of our professionals, whom we call members to signify that CGI is their company. Our policies around human resources—particularly in the promotion of health and wellness and in making every member an owner—helps us to live out our CGI dream and values.

We know that one of the key components of our success is the talent, skills and knowledge of our members. For this reason, we strive to create a stimulating environment where they can excel at what they do and have various opportunities to continually learn, share knowledge, innovate and progress toward their career aspirations.

CGI pays particular attention to the compensation, benefits and working conditions we offer.

All of these are reviewed regularly based on our professionals' interests and needs and competitive market conditions. As owners, we all participate in and benefit from the value we help create through CGI's unique ownership programs. These investment programs have a transparent structure, completely voluntary and do not contain any obligations to purchase or tie-in conditions. The main purpose of the ownership programs is to foster a global culture of ownership and commitment, to encourage all members to take a personal responsibility for the client relations and delivery.

### Member engagement

At CGI, the quality of the relationship between managers and their members is a cornerstone of our corporate culture. The principles guiding this relationship are defined in the Member Partnership Management Framework, part of the CGI Management Foundation.

### Member Partnership Management Framework

The framework aims to create a favorable environment in which to build solid long-term relationships with our members by promoting meaningful dialogue. The framework incorporates a number of activities, e.g. new member orientation and integration, performance and career management and member satisfaction. It encourages leadership at all levels of the company, ensuring that our members receive support, feedback and recognition and offers members the opportunity to make suggestions to improve CGI.

### Measuring satisfaction

The Member Satisfaction Assessment Program (MSAP) encourages members and their managers to discuss subjects essential to continuously improving communications and their relationship in order to foster a working environment that remains satisfying. The program consists of both dialogues and a confidential questionnaire, which is used by managers to identify improvements for their teams and by CGI leaders to assess the quality of the company's management practices and policies.

As of fiscal 2018, CGI across the corporation set the goal of wanting to be recognized by our communities as a caring and responsible corporate citizen. In order to follow up on this goal, a new question to measure our progress has been introduced to the member satisfaction questionnaire.

### Attracting and retaining the best talents

We believe the foundation for offering a competitive and inclusive workplace is based on a sound work environment as well as compensation and benefits based on our members' interests, needs and market conditions. CGI in Sweden has collective bargaining agreements that guarantee qualitative working conditions and a highly competitive pension- and insurance package for its members.



## Talent Program

CGI strives to attract and retain the best talent and has developed recruitment and recognition programs to do so. One of these initiatives is CGI's Talent Program, which offers training, in-house mentorship and knowledge-sharing networks for individuals who are accepted into the Program. CGI in Sweden initiated a Talent Program in September 2018, which included 40 participants around the country. All were recent graduates or had 1-2 years' work experience.

## Diversity in the workplace

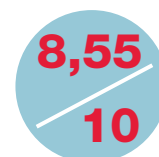
As part of a global company, we recognize the richness that diversity brings to our company and welcome this diversity while embracing the overall CGI business culture. At CGI, we believe it is essential to create a fair work environment and our diversity approach is important for us to attract, recruit and retain the most talented individuals and benefits our clients and CGI alike. The IT services industry still has challenges when it comes to achieving an adequate gender-balance in the workplace. Therefore, CGI has committed to a number of industry initiatives to support and proactively work towards greater diversity and specifically gender equality and equal possibilities for everyone.

## Womentor

CGI participates in the Swedish IT and telecom industry initiative "Womentor", to actively contribute to a greater gender balance in the IT sector. Through Womentor, CGI can also promote, develop and present our female IT professionals and to work together with our peers to create equal opportunities for men and women. Womentor's goal is that 40 percent of leaders are women by 2025. CGI has set an even higher target –at least 50 percent of our leaders are women by 2025.

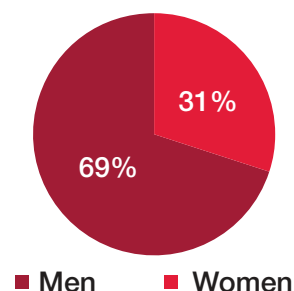
## Member score

"Being treated with respect"

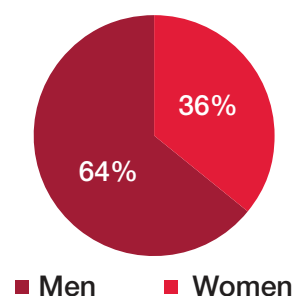


## Gender balance CGI in Sweden, fiscal 2018

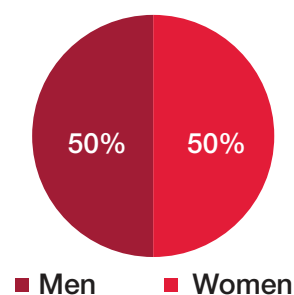
### Total



### Among leaders



### Management team in Sweden





# Recognition

## Equal opportunities

CGI in Sweden was granted the award “Guldstegen” in 2018 by Unionen, for creating a working environment where men and women have equal career opportunities. Unionen is Sweden’s largest trade union on the private labour market.

## Top employer 2018

For the fourth consecutive year, CGI in Sweden was certified “Top Employer Sweden” for showing excellent results in the areas career planning, evaluation processes, learning and leadership development. The certificate is issued by Top Employers Institute, an independent organisation that surveys companies worldwide and compares them with an international standard.

## CGI a favourite among young professionals

The survey Young Professional Attraction Index, YPAI was conducted for the fourth year running last year and was published in October 2018. CGI was ranked number one in the category IT consultancy and among the top 100 employers. The survey is conducted by Academic Work in co-operation with Kantar Sifo.





## Exercising our rights as owners at the Annual Tour

The Annual Tour is an informal annual general meeting for CGI's members in their role as owners. Regional site meetings are held with CGI executive management participating via video link. The purpose of the Annual Tour is to kick off the fiscal year by launching the planning process, celebrating our successes of the past year, and coming together in an informative setting to engage with both peers and the management team. At the end of 2018, CGI's Swedish members attended the Annual Tour meetings at 25 locations simultaneously around the country.

**Since CGI's foundation in 1976, the Annual Tour tradition has been an opportunity for our members to meet our executive team and exchange points of view on the future of the company.**

## Health and wellness for our members

We firmly believe that the health and wellness of our members is crucial to both their own personal success and our collective success as a company and we are committed to improving our members' quality of life. This commitment is governed by CGI's health and wellness policy and put into practice through various resources that help members achieve a higher quality of life. For FY2018, an average of 1,8% of members at CGI in Sweden were on long-term sick leave.

CGI's global health program Oxygen offers a range of activities and wellness tools aimed at supporting our members make choices for a healthy lifestyle. As a supplement to Oxygen, CGI members employed in Sweden are offered a tax-free annual contribution which can be used for a wide variety of sports and wellness options.

## Learning for quality and career development

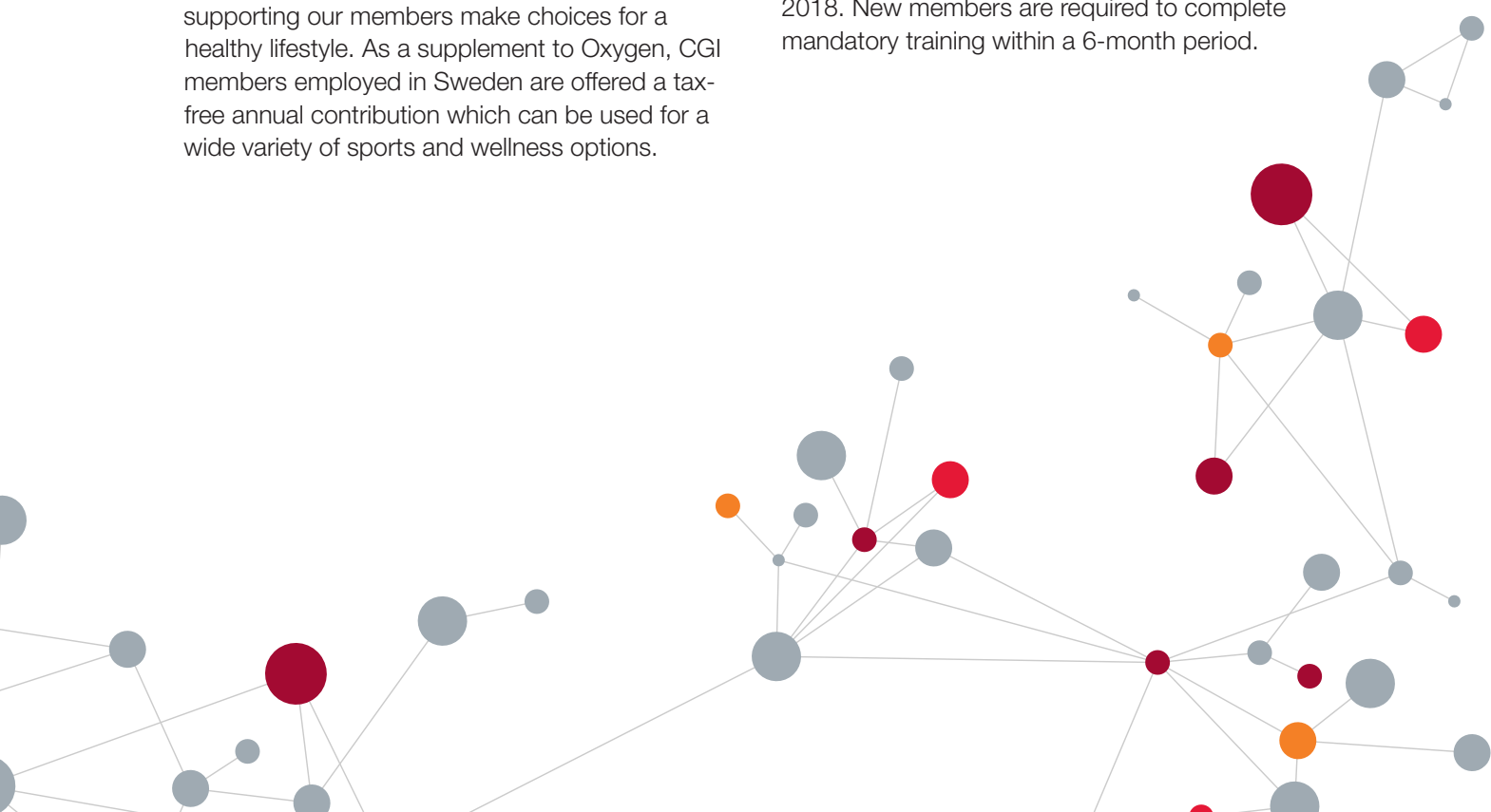
Developing member potential and satisfaction is one of CGI's highest priorities. We know that one of the key components of our success is the talent, skills and knowledge of our members. Therefore, we offer opportunities for continuous development through learning. Members plan their learning together with their manager and there is access to online learning tools for specialists, leaders and other roles and competencies. Mandatory training is an important part of our onboarding process for new members and in some cases obligatory training must be conducted by all members on a regular basis or whenever the need arises. The completion of the mandatory training programs are closely followed up to make sure that all members have correct knowledge on fundamental issues such as anti-corruption, data privacy and business ethics.

### Results mandatory training

Anti-corruption  
**92%**

Environment  
**95%**

Proportion of members at CGI in Sweden who have completed the mandatory in-house training courses above at the end of the fiscal year 2018. New members are required to complete mandatory training within a 6-month period.



# Community involvement

## Dream Connectors

One of CGI's core strategic objectives is to serve as a responsible corporate citizen, and Dream Connectors is a key means for achieving that objective. Dream Connectors is a global initiative that supports CGI professionals who are making a difference in local communities. Every year through Dream Connectors, we invite all of our professionals to submit project ideas for improving the well-being of their communities, and selected projects receive CGI support, including access to technology, volunteers and funding. In 2018, one of the winning ideas was submitted by members at CGI in Sweden with an idea that aims at bridging gaps caused by digitalization that affect senior citizens who may lack technical skills that are necessary to interact in society today.

## Young Generation

Every year for the past 25 years, CGI's offices in Sweden have hosted Young Generation, an IT summer camp for CGI members' children. The camp draws hundreds of children between the ages of 7 and 12 who participate in a variety of IT projects and outdoor activities.

In Stockholm, the initiative was expanded during 2018 to include children from the local community, by inviting children from local schools to participate in the workshop. In total, around 20 children came to CGI's head office in Kista, north of Stockholm, to experiment with web design and test IT applications.

## New digital systems support for study buddies

Members from CGI have worked pro bono to develop Läxhjälpens systems and to digitalize processes in order to reduce administration. By getting involved in this community project, junior consultants have been able to gain valuable insights and knowledge and given them skills that have led to client projects. Läxhjälpens is a non-profit foundation that offers study support free of charge to schoolchildren in socio-economically challenged areas in Sweden.

## Encourage youths to enjoy and use IT and technology

CGI supports the science museum Universeum in Gothenburg and their annual contest DigIT, where schoolchildren are given the task of solving a real-life dilemma with the help of IT and technology. This year, the focus was healthcare and CGI organized a lab-day at our office for the winning class when they could explore the prevention of bacterial infections in a Lego workshop. CGI is also a member of the jury.

## Support for the Swedish Childhood Cancer Fund

CGI has for five consecutive years sponsored Team Rynkeby - God Morgon, a non-profit project that organizes cycling events to raise funds for the Swedish Childhood Cancer Fund ("Barncancerfonden"). In the summer of 2018, two CGI members joined a cycle team that pedaled from southern Sweden to Paris, a distance of 1,300 kilometers, an initiative that raised a total of SEK 34.9 million, making Team Rynkeby - God Morgon the largest single contributor to the childhood cancer fund that year.



## Partnerships and initiatives

CGI aims to take the skills required to be a leading IT services company – problem solving, creativity and commitment – and put them to work to make a positive difference. Across industries, we partner with clients in all sectors to drive change towards a more sustainable society, particularly in those areas that are relevant to our business.

### CGI helps to combat child pornography

For over ten years, CGI in Sweden has been a member of the Swedish Financial Coalition (Finanskoalitionen), a group of companies that work together to prevent the commercial exploitation of children. The coalition does this by developing and implementing solutions that identify and stop payment transactions related to child abuse.

### Artificial Intelligence used to refine the solution

During 2018, Finanskoalitionen and CGI gave a student from Uppsala University in Sweden the task of developing new ways of tracking the commercial exploitation of children. With the help of advanced Deep Learning and AI algorithms, we developed models for automating searches that are currently performed manually by the police authorities, thus making it possible to save time and resources and speed up the work to protect children.

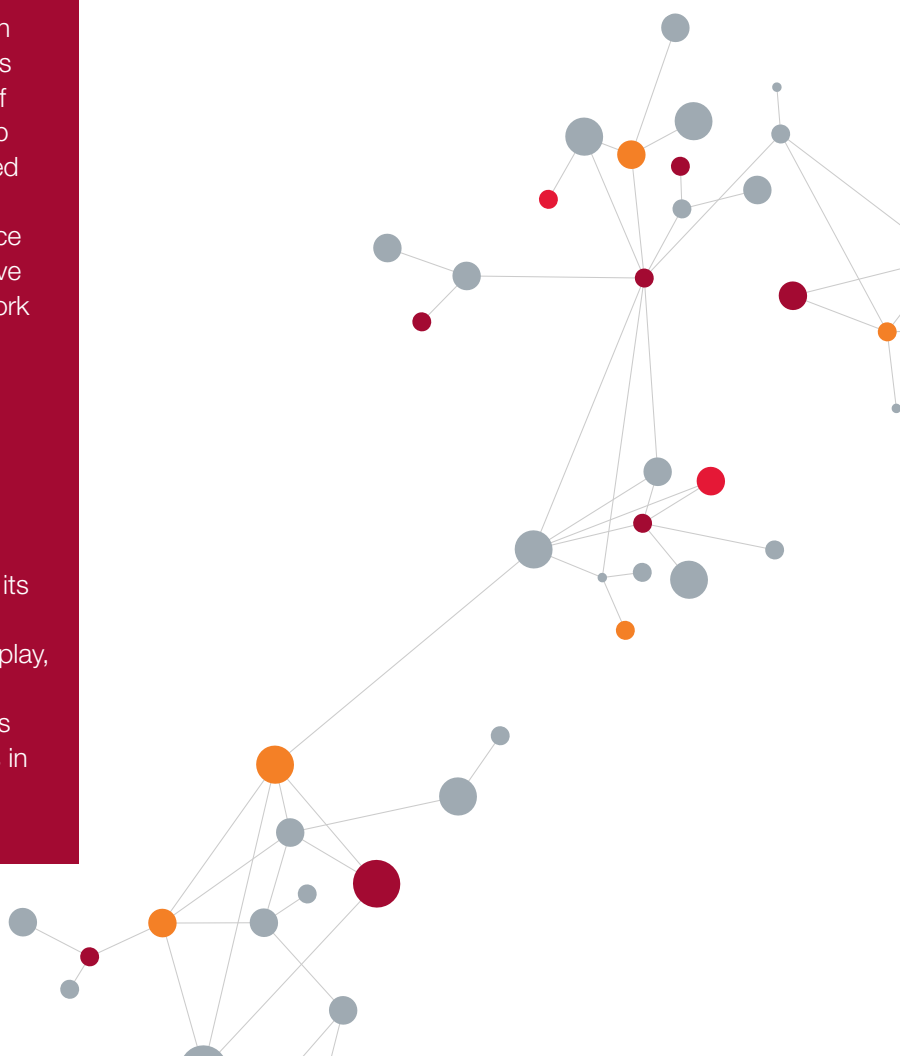
### Ethical Workstation

The methods for identifying these illegal transactions are available in a software solution that can be installed on PC hardware. CGI in Sweden offers this software solution and related services to its clients, which enables an organization to ensure that their PCs are not used to display, distribute or store material that contains sexual abuse of children. CGI implements Ethical Workstation in its own operations in Sweden.

## Contributing to fossil free competitiveness

Fossil Free Sweden (“Fossilfritt Sverige”) is an initiative taken by the Swedish government in 2015. The initiative is supported by organizations from several business sectors who commit to supporting the national goal of leading the way in halting climate change by becoming fossil free. CGI has joined forces with many of our peers in Sweden to support the government initiative, by pledging to deliver a Road Map that will describe how we will take concrete measures to contribute to reducing emissions. CGI’s Quality & Sustainability Director is a member of the steering committee.

Carbon emissions from the ICT sector, is calculated to amount to about 2 percent of worldwide emissions – 98 percent of emissions can only be reduced if our sector helps others to achieve fossil free competitiveness. Therefore, the Road Map will focus on how we can take steps to drive sustainable change through our client engagements, as well as how consultants for digitalization can contribute to tackling climate change. The Road Map will be presented to the Government in 2019.





## CGI participates in regional climate initiatives

CGI in Sweden is a member of the City of Stockholm's network "Klimatpakten", which is a forum for exchange of information and knowledge between member organizations and the municipality. The common objective is to reduce energy use and emissions that cause climate change. We are also among the approximately 30 signatories in "Klimatpakten PLUS" since CGI in Sweden has committed to being fossil free in its own operations.

Since CGI has a strong presence in and around Gothenburg, we have also committed to the regional climate initiative for the western region of Sweden, "Klimat 2030 – Västra Götaland ställer om". The county administration and municipalities in the region invite companies, academia and other organizations to cooperate in becoming fossil free by 2030.

## NMC – sustainability network for business

CGI is a member of the business network NMC ("Nätverket för Hållbart Näringsliv") and the Quality & Sustainability Director at CGI in Sweden has been on the Board for six years, currently in the role of Vice Chair.

## Womentor

CGI participates in the industry initiative "Womentor", to actively contribute to a greater gender balance in the IT sector.

## CGI joins the Government AI initiative

To complement the national initiatives on Artificial Intelligence (AI), the Swedish government launched an arena for cooperation between business, academia and government in Gothenburg in 2018. CGI is a partner in this initiative and contributes by offering competence, tools and human resources to support the development of Sweden as a leading AI nation.

To prevent obstacles to a responsible development of AI, we need solutions that support all aspects of society regarding digital security, integrity, trust and safety. These solutions should balance the need of data access for AI development with society's need for a sustainable development.





# The UN Sustainable Development Goals

The business community and other organizations have an important responsibility in contributing to the UN Sustainable Development Goals.

CGI's greatest opportunity to make a difference and to contribute to sustainable solutions for the future is by partnering with our clients and creating ways of doing business in a new landscape that contains opportunities for those who are prepared to adapt and innovate.

In early 2018, CGI Sverige AB decided to integrate the Global Goals into the local sustainability strategy for the company, by setting the objective:

**CGI Sweden will be a preferred partner to lead our clients through their sustainable digital transformation.**

We have identified a number of Global Goals that CGI in Sweden currently contributes to, in partnership with our clients.

Goal	The UN objective	How CGI contributes
	Ensure healthy lives and promote well-being for all at all ages.	<p>Solutions to increase efficiency and quality in the public healthcare sector.</p> <p>Implementation of Internet of Things in home care and the public healthcare sector.</p>
	Ensure inclusive and quality education for all and promote life-long learning.	<p>Applications and solutions that simplify administrative processes for educational institutions.</p> <p>Technology that enhances learning by improving the availability of education and educational material, eg public libraries.</p>
	Achieve gender equality and empower all women and girls.	<p>Active participation in initiatives to promote a gender balanced workplace.</p> <p>Longtime member of Finanskoalitionen, to contribute to stopping payments for trade of child pornography via financial payment systems.</p>
	Make cities inclusive, safe, resilient and sustainable.	<p>Innovative solutions for the visualization of underground infrastructure.</p> <p>Solutions for Automatic Maintenance Prediction, which helps to create safe urban environments.</p>
	Take urgent action to combat climate change and its impacts.	<p>CGI in Sweden is committed to being fossil-free by 2030.</p> <p>Energy-efficient data centers and offices.</p>
	Revitalize the global partnership for sustainable development.	Partnership with Swedish municipalities to promote and support the UN Global Goals.

# Case studies: Helping our clients to make a difference

## Welfare technology that adds social value for Falun municipality

The municipality of Falun has worked strategically for several years with the introduction of digital welfare services. The premise for the authority is to make technology contribute to increased independence, access to activity, inclusion and safety for the end user and to increase efficiency in everyday tasks for the employees.



### Digitalisation where it creates value

The municipality's nursing management organization has chosen to work with CGI and other IT services companies as its suppliers. One project that has been implemented is digital work methods in home care; a method that enables home care staff to use a mobile phone as a tool for documentation, time reporting and as a security key for unlocking medicine cabinets. In the future Falun municipality plans to add functions such as signing for prescription drugs to the mobile work method.

"Our intensified focus on welfare technology is in large part due to how the municipality's demographics are estimated to develop - more end users who have an increased need of welfare. This demands that we find smart solutions and use digital tools when possible and in those cases where it adds value", says Carina Andersson, IT Coordinator in Nursing Management in Falun municipality.

The municipality sees a continuous partnership with its suppliers as a key factor for a successful implementation of welfare technology and recommends other municipalities to place demands on a close, proactive co-operation. This gives the client even greater possibility of influencing product development and other aspects of the delivery, to ensure that the technical solution creates value for the end user.

## New business models for tomorrow's energy markets

The Swedish electricity market is about to undergo substantial changes. As of 2020, an electricity market hub will be the pivot point for all information sent between the parties on the national electricity market.



The aim is to ensure that the electricity market works in the same way as other markets, where the customer makes an active choice of supplier and simplifying the customer experience. The hub will make it possible to shift to a model that makes the customer's choice of energy supplier the main point of contact that will have the responsibility of invoicing all elements of the energy and network delivery.

CGI has over 30 years experience of providing energy companies with bespoke software solutions and has been involved in all major reconstructions on the Swedish electricity market since 1996.

CGI has built and implemented twelve of the world's eighteen centralized marketplaces for utilities. Our experience is that competition increases on the market when an electricity supplier-centric model and electricity market hub is introduced. The markets work better and it is easier for the consumer to change supplier, while at the same time being protected from dishonest suppliers.

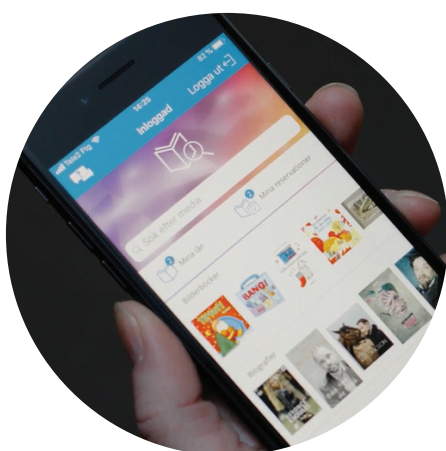


## Clients prepare for the new market

CGI has two pilot clients that have put years of work into creating a user-friendly and efficient customer system. These are necessary changes in order to handle the new electricity market under development. At Gävle Energi simplicity is seen as a factor for survival on the market; not in comparison with other energy companies, but in comparison with other companies in general.

The creation of the electricity market hub is estimated to produce a socio-economic gain of SEK 1.9 million over a period of ten years. It will also give a basis for a restructuring of the electricity market and new types of energy services as well as innovative solutions in the future. An increased micro production of electricity from private solar panels is one example of new uses for the electricity market hub. It will place a greater focus on systems for follow-up of energy production and efficiency, which is an area that CGI is currently developing.

## Enhancing the visitor experience at Gothenburg public library

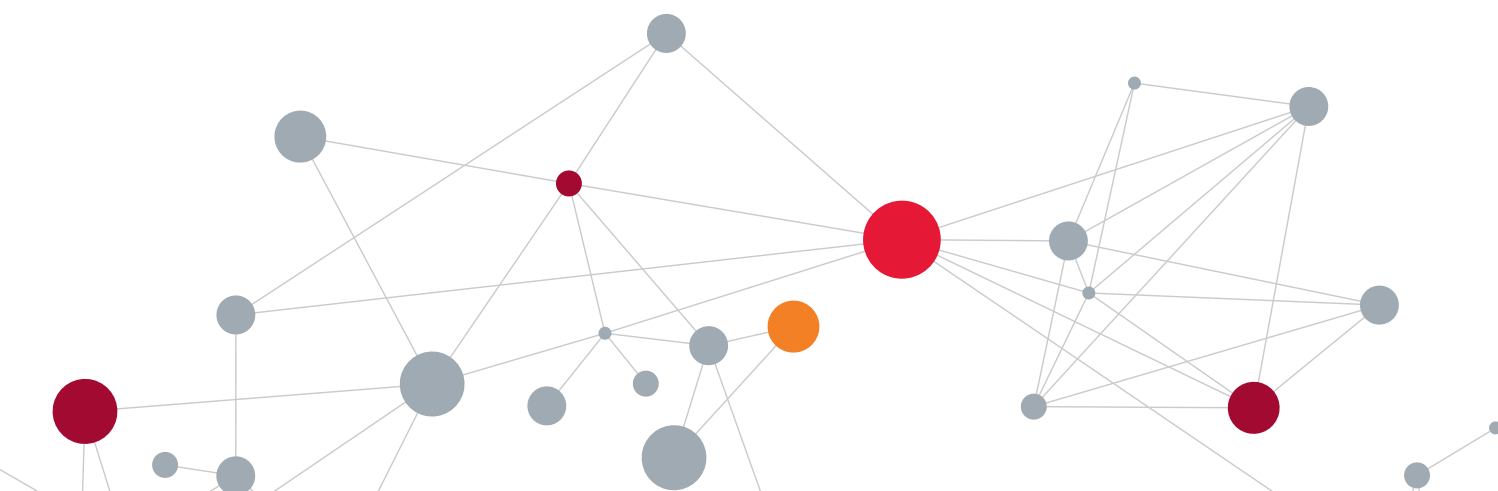


CGI in Sweden has developed and implemented a digital guide solution, built to improve and enhance the visitors' use and experience of libraries and museums. With the help of iBeacon technology, the app "Biblioteket" locates the visitor in the building and can offer support in the form of indoor navigation and guided tours. The app also offers detailed information, answers questions, shows the events calendar and gives a unique support to visitors with disabilities. "Biblioteket" is free of charge and is built on CGI's Nexus-platform and can be used to enhance the visitors' experience of parks, tourist attractions and other public spaces – anywhere in the world. Apart from improving visitor logistics, the application can reduce administrative tasks so that staff can focus more on helping visitors.

## Innovation program to spur our clients

Innovation at CGI is all about finding creative ways to provide value to our clients. It happens when we put cutting-edge technology to work on a new challenge, when we put a new spin on an age-old problem, or when we employ a well-worn approach in a novel new way. An in-house Innovation Cabinet comprised of innovation leaders meet monthly to share ideas and discuss current efforts. CGI in Sweden has a representative in the group for Northern Europe.

CGI in Sweden invites members from the whole organization to contribute ideas for innovation that could help our clients succeed. Our professionals are encouraged to listen to their clients and discuss any issues that could benefit from a new approach. Each year, a local in-house panel selects a winner. At the end of 2018, the Innovation Panel in Sweden had sustainability as the theme for the year.



## Sustainable and efficient supply chains

CGI is committed to high ethical standards, promoting safe and fair working conditions and managing environmental and social issues responsibly in its supply chain.

We recognize the importance of responsible supply chain management and our commitment, which is established in our corporate Procurement Policy, is aligned with international initiatives such as the UN Global Compact and the UN's Guiding Principles on Business and Human rights.

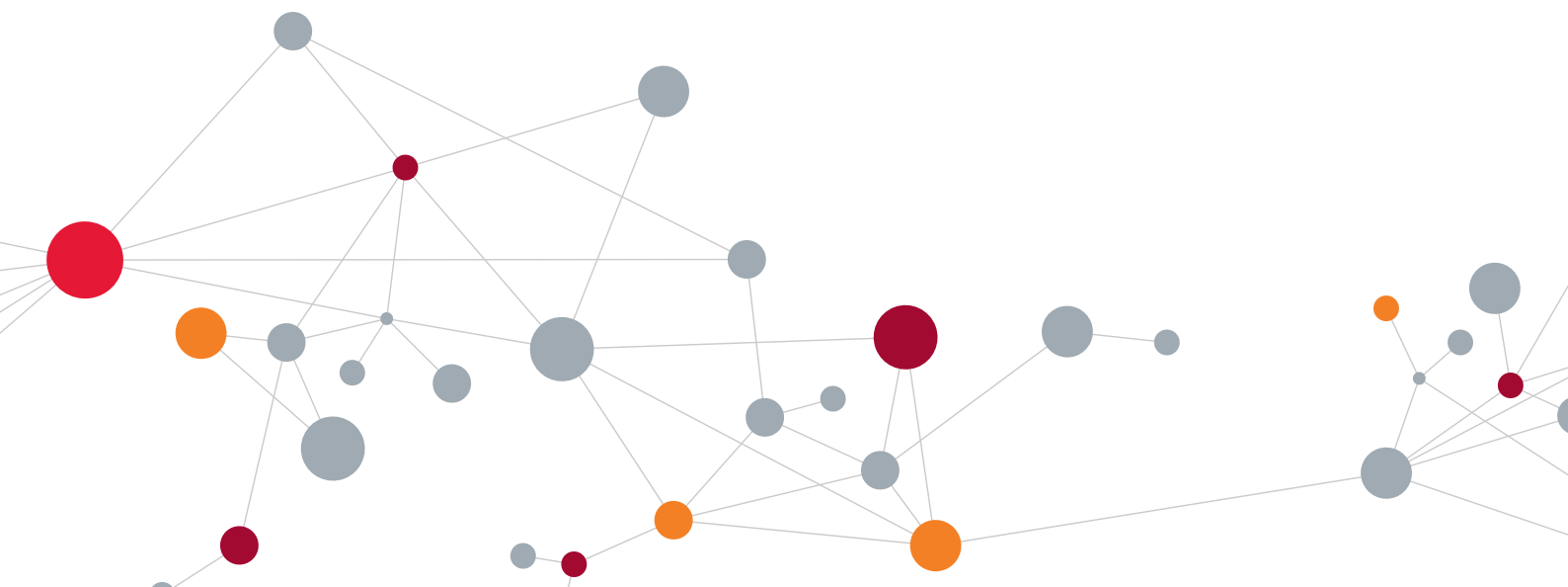
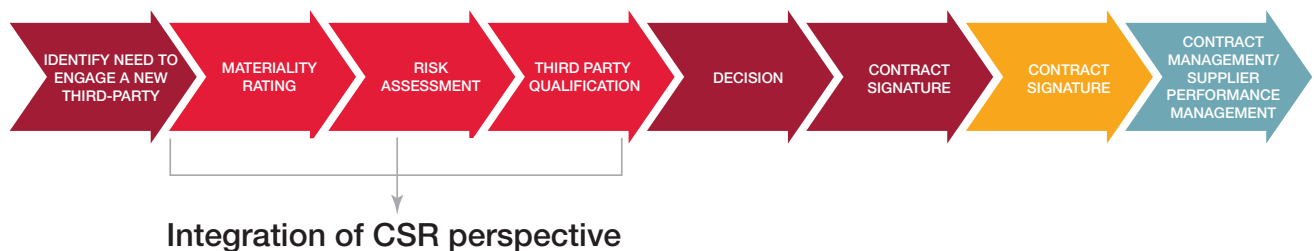
To ensure that sustainability issues are on the agenda in our supply chain management, specific criteria have been integrated in several steps of our supplier management process, primarily in our Third Party due diligence process. This process includes steps to identify and assess supply chain risks, as well as supplier performance follow up in order to ensure that CGI is procuring in an efficient and ethical way.

### Sustainability risk assessment

CGI uses an independent party to assess the new vendor's sustainability risks, by assessing four areas: Environment, Labour Practices, Fair Business and Sustainable Procurement. Each area is assessed and a vendor receives a consolidated rating obtained by the assessment of all four areas.

CGI only procures from Third Parties that adhere to the CGI Third Party Code of Ethics. During the fiscal year 2019, CGI in Sweden aims to focus on improving local processes for ensuring a high level of attention to sustainability issues in our supply chain.

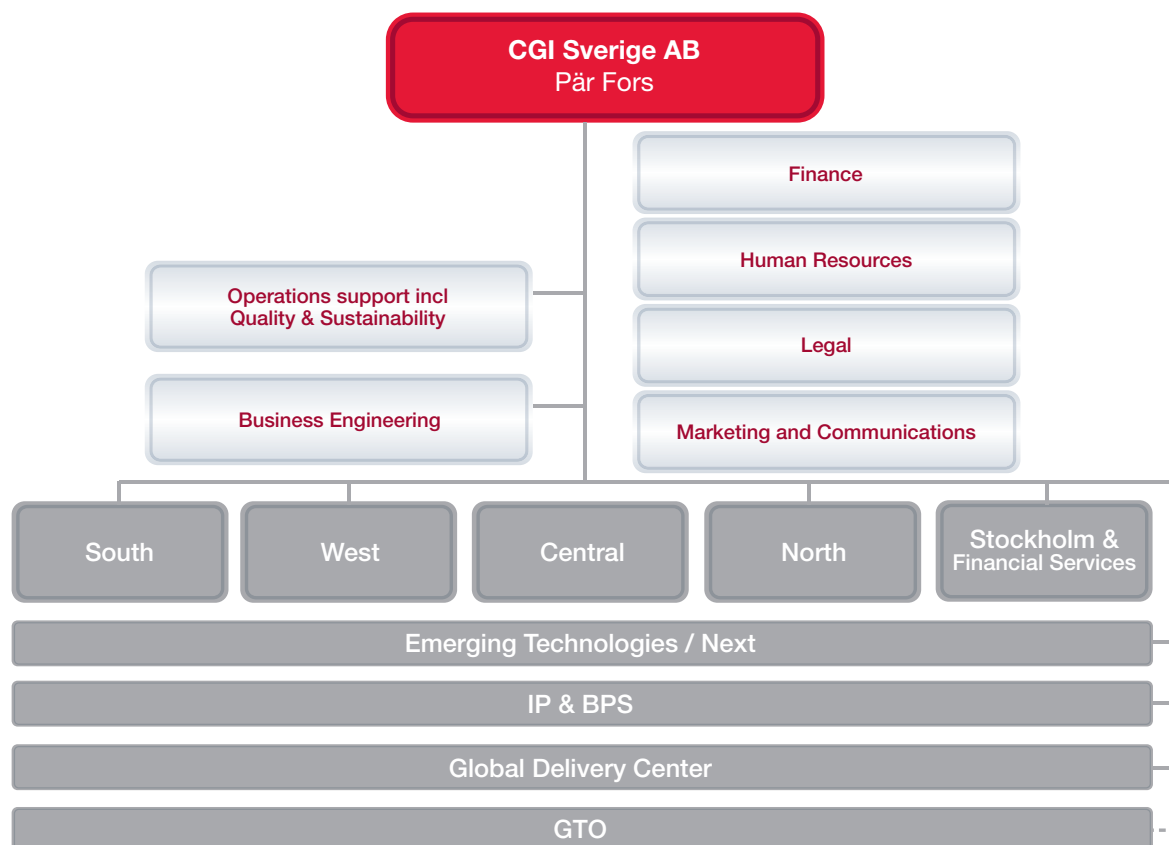
### Third Party Due Diligence Processes





# Governance and management

CGI Sverige AB is a wholly owned subsidiary to CGI Nordic Holdings Limited and is a part of the international corporation CGI Group Inc, which has its headquarters in Montréal, Canada. CGI Sverige AB's head office is situated in Stockholm, Sweden.



## Quality and Sustainability

The department for Quality and Sustainability (a part of Operations Support) drives and coordinates issues concerning quality management and sustainability, including the responsibility for the environmental management system, throughout CGI's organization in Sweden. The Director of Quality and Sustainability reports to a member of the Swedish management team and meets with the management team and the Senior Vice President via a number of strategic and decision-making forums on a regular basis. Quality and Sustainability also cooperates closely with colleagues in CGI subsidiaries in Northern Europe on joint issues. On a strategic level, social and environmental issues are integrated into the company's overall business planning and follow-up. Operationally, environmental and social aspects are integrated in all business units, in accordance with the CGI Management Foundation Framework.

## Swedish clients benefit from global competence

CGI offers an extensive global delivery network made up of numerous centers of excellence strategically located around the world to meet the needs of our clients. This network is an integral part of our global delivery model, which benefits many of our Swedish clients.

All CGI's members, including Global Delivery Centers, are committed to the common corporate values, processes and quality management systems that are described in this report. Sweden has one Global Delivery Center, in Östersund.

# Risk Management

CGI Sverige AB's main risks are operational risks related to the consultancy operations. From a sustainability perspective, there are two areas to note – risks related to the availability and retention of IT professionals and risks related to security issues such as data privacy, physical security, cybersecurity and people safety (including for example the risk of harassment).

## The availability and retention of qualified IT professionals

There is strong demand for qualified individuals in the IT industry. Hiring and retaining a sufficient amount of individuals with the desired knowledge and skill set may be difficult. Therefore, it is important that we remain able to successfully attract and retain highly qualified professionals and establish an effective succession plan. CGI works to both attract and retain staff through a wide variety of programs and specialized initiatives, whilst encouraging a gender balance and diversity among members.

## Managing security issues

Cybersecurity is a global phenomenon that no longer is just an IT issue. CGI always aims to have the technology, services and policies that protect public sector and commercial organizations from the risk of electronic attacks in order to minimize business disruption and data loss. Therefore, we have developed and enforce a set of security policies, standards and processes to ensure that security risks are managed throughout the enterprise. CGI members, business units and partners must comply with all CGI security policies, standards and processes. CGI manages its information assets as well as those of its clients with due diligence and care, and takes appropriate measures to safeguard these assets to deliver its services. The risk based security model which supports this is aligned with industry standards as well as with the ISO security standard ISO 27001:2013. We are one of the few providers worldwide with three accredited security certification facilities and a world-class innovation lab. Our eight Security Operations Centers operate every day, all year round.

## New data privacy legislation

The need for strict data privacy is prioritized by Government, in order to strengthen and protect the consumer rights of citizens, as employees and consumers. The European Union's General Data Protection Regulation (GDPR) came into effect on May 25 2018. In order to align our processes to this new legislation, CGI has clarified an in-house data privacy organization and published and communicated a revised data privacy policy. We have also enhanced our Management Foundation framework, including processes for managing security incidents involving personal data, requests and complaints. A corporate e-learning course on GDPR has been launched and the course is mandatory for all CGI members in Sweden.

## Environmental risk

The main environmental risks identified are related to external effects that may damage physical assets, for example the risk of flooding or storm damage that can affect data centers. CGI's security model ensures that environmental risk is taken into account in our operations. CGI's environmental management system is partly integrated into the corporate quality management system, which aims to ensure that all environmental risk in client engagements is assessed and handled in our core operations. CGI in Sweden does not have any operations that require a specific license according to the Swedish legislative Environmental Code. However, we closely monitor environmental legislation and ensure that our operations are in accordance with any relevant legal requirements.

Financial risk management is handled by the Treasury division on a global, corporate level. Policies and processes for all operational risks are integrated into the CGI Management Foundation, our operational quality framework, which is applied on a local and global level. The Board of Directors at corporate level has governance responsibility for risk management, which is handled by the Audit and Risk Committee.

## About this report

This sustainability report covers the fiscal year 2018, which is the same period as CGI Sverige AB's annual report (1 October 2017 to 30 September 2018) and focuses on material topics and activities in line with stakeholder concerns. The report describes the policies, risks and results of the company's material topics regarding the environment, social aspects, employees and the employer perspective, human rights and anti-corruption.

The scope of the report is the legal entity CGI Sverige AB (including all holding companies), which is a part of CGI Group Inc. The amounts in this report are in Swedish kronor (SEK), unless otherwise stated. Any previous year's figures are shown in parentheses. This sustainability report is a part of the Board of Directors' Management Report and is therefore an integral part of CGI Sverige AB's annual report for the fiscal year 2018. The report is publicly available on CGI's website, [www.cgi.se](http://www.cgi.se).

The case study on welfare technology on page 28 is an edited, translated version of an article published in the Swedish online publication "Framtidens Karriär – Socionom" on September 11, 2018. <http://socioomkarriar.se/artikel/valfardsteknik-ska-tillfora-mervarde-och-nytta/>

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