Sustainability Report
CGI Sverige AB

CGI

Fiscal 2019

Contents

CGI at a glance

CGI Inc. was founded in 1976 and has its headquarters in Montréal, Canada. CGI is among the largest information technology (IT) and business consulting services firms in the world and delivers an end-to-end portfolio of capabilities, including high-end IT and business consulting, systems integration, and outsourcing.

The company employs approximately 77,500 professionals worldwide.

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 digital needs of customers and society at large are bringing about the transformation of 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 year 2019

77,500
professionals who we call members

8,8/10
overall client innovation score

85% of members are shareholders

9,2/10
overall client satisfaction score

400
locations worldwide

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 4,400 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 in Sweden 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 year 2019

8,4/10 member satisfaction

4,462 professionals*

MSEK 5,540 Revenue

31 locations in Sweden

84% of members are shareholders

9/10 client satisfaction

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.

* During the end of fiscal year 2019, CGI acquired the business consulting company group Acando AB, with 1,058 employees in Sweden at 4 locations around the country. The key figures in this sustainability report refer to CGI Sverige AB, unless otherwise stated. The sustainability report for Acando Consulting AB for 2019 is included in the company's annual report.

Kiruna
Gällivare
Kalix
Luleå
Skellefteå
Umeå
Örnsköldsvik
Östersund
Härnösand
Sundsvall
Söderhamn
Borlänge
Gävle
Västerås
Stockholm
Karlstad
Eskilstuna
Skara
Örebro
Norrköping
Linköping
Göteborg
Oskarshamn
Jönköping
Kalmar
Karlskrona
Bromölla
Malmö

Message from the Managing Director

During the past year, CGI has continued to grow our business in Sweden. We have been entrusted to provide many high-level IT solutions in both the public and private sector and welcomed new members from Acando to CGI. With the addition of competence and experience in business consulting, we can now offer an even more comprehensive portfolio of products and services, spanning business consulting, systems integration, outsourcing and IP-based solutions.

Our business at CGI is dependent on our ability to attract and retain employees, who we call members, so that we can live up to our stakeholders' expectations. Therefore, we are proud of the acknowledgements that we have received as employer during the past year and look forward to strengthening our member value proposition even more during the coming year. In addition, the former Acando trainee programme, now CGI Selected, has been ranked among the top ten talent programmes in Sweden for the fourth consecutive year.

As I sum up, I reflect on what is happening in our business markets and in our local communities. Over the past few weeks, we have continued to witness historic changes that are re-shaping how we live and work, due to the Covid-19 pandemic. As we navigate this turbulent time together, my team and I are proud of the work our members are doing every day to sustain operationally critical services for our clients. The frustration and worry expressed by young people all over the world regarding our social and environmental challenges should be a strong driver for action. The negative ecological and social effects caused by climate change are already present and are no longer an abstract risk on the horizon. Many of the technical solutions that can accelerate the creation of long-term economic, social and ecological value, such as digitalization and artificial intelligence, are already available and should be more widely used for the good of society and the natural ecosystems.

An important milestone during 2019 for CGI and the Swedish IT industry was delivering our Roadmap for fossil free competitiveness to the Swedish government, which aims to contribute to the national climate objective.

In the coming year I will take an active part in the corporate governance of sustainability issues, to strengthen our strategies and actions for environmental and social responsibility. This will benefit our clients, our members and other stakeholders.

Let us together show determination to be a part of controlled change that supports sustainable business.

John Karnblad
President and Managing Director,
CGI Sverige AB

Business outlook and market trends

Globally, increasing polarization and changing power balances has caused continued sociopolitical insecurity. At the same time, we have seen several examples of grassroots activism concerning the climate, democracy and against corruption. Young citizens engage in political affairs and the social, structural and environmental challenges facing us. Climate activism has become a national and global movement.

The first digital generation growing up in an already digitalised world has entered the labour market and is currently the largest and most influential group of consumers. Therefore, becoming digital to meet customer demands continues to be a dominating trend in many sectors. Technology such as Artificial Intelligence (AI) and Machine Learning are becoming increasingly important tools to create efficient processes, analyze vast amounts of data and increase cost efficiency.

At the same time, there are risks related to cyber security and the ethical aspects of new technology. The use of technology for information and communication can both destabilize and support democracies. To address these risks, CGI has worked with other IT & telecom companies to develop an industry code with guidelines for how to work responsibly with AI.

Technological solutions are increasingly necessary to mitigate and solve social and environmental challenges. According to the UN Intergovernmental Panel on Climate Change (IPCC), climate change is the biggest global security threat of which we are already experiencing the effects. CGI wants to take a more proactive role and help our customers achieve their sustainability goals by utilizing the opportunities of digitalisation. To that end CGI, together with the Swedish IT industry, has developed a roadmap to accelerate the journey towards a fossil free and competitive industry by 2045.

The outlook in Sweden mirrors to a large extent the global trends. Environmental issues such as climate change are high up on the agenda, as well as digitalisation and the efficient use of resources and competence – particularly in the public sector. According to the Swedish Agency for Economic and Regional Growth ("Tillväxtverket"), Sweden's business sector is mainly comprised of small and medium-sized organisations. Also, there are relatively large regional differences and conditions for economic development in the country, which have an effect on the demographics, employment, education and public services. CGI's client proximity model makes our operations adaptable to local, regional and national needs. Through CGI's over 30 offices around the country, we can develop a close working relationship with our clients and support local communities.

In an ever more complex world, the need for cooperation increases at all levels of society and between countries, particularly in order to develop and implement innovative solutions needed to solve urgent environmental problems. CGI sees opportunities for long-term growth and value creation even when working with our peers, as in the case with the Roadmap for fossil free Sweden and the Code for responsible Artificial Intelligence.

Stakeholder dialogues

CGI's core stakeholders are our clients, employees whom we call members, and shareholders. In addition to these, we consider the communities where we live and work to be important stakeholders that are impacted by CGI and that have an impact on us.

We value the input of all stakeholders in the development of our strategy and on-going improvement of our business. Moreover, our strategic business planning is established according to a process that includes extensive participation from our members as well as from our clients and shareholders. These dialogues are described in more detail below.

Stakeholder	Key findings stakeholder dialogues 2019
Members Our Member Satisfaction Assessment Program (MSAP) 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.	An additional question has been added to the member satisfaction questionnaire, asking employees to rate CGI's involvement in our local communities. The score for F2019 was 7,7/10, which we consider a good score since it was the first time the question was asked. Many members chose to comment, providing valuable feedback. Generally, there is an interest and pride in contributing to the local community. The results also showed a request for more in-house information and knowledge-sharing, particularly to develop the local context.
Clients Regular and frequent dialogues and reviews of our client deliveries are conducted through our Client Satisfaction Assessment Program (CSAP), where the client is asked to rate CGI's performance and the resulting replies feeds into CGI's quality management process as part of our work for continuous improvement. The 2019 CGI Client Global Insights report present the findings from our face-to-face interviews with 1,550 executives across 10 industries and 7 regions. We publish summary of our findings in an annual Global Insights Report which can be found on our websites.	During F2019, a new sustainability-related question in the CSAP questionnaire was fully implemented. All clients are now asked to rate CGI on how well we cooperate with them to create social and environmental value. The total score for F2019 for this question was 8,3/10. The response to the new question was positive overall and our clients chose to give constructive and encouraging feedback. Our challenge for F2020 is to increase the response rate on the new CSR question.
Shareholders Every year we invite all members, in their capacity as owner of the company, to provide feedback and suggestions in a member consultation called Voice of our Members, to assess the path we are on and identify what else we could do to achieve our goals. The survey invites feedback on areas such as strategy, processes, business relations, member engagement, as well as corporate social responsibility.	The feedback from members at CGI in Sweden mainly concerned the importance of continuously working to attract and retain members, as well as ensuring that our own operations are sustainable. Members want to work more proactively with sustainability issues in a business context as well as supporting local, social initiatives.

Exercising our rights as shareholders

The Annual Tour is an informal annual general meeting for CGI's members in their role as owners in the company. Regional site meetings are held with CGI executive management participating via video link. The purpose of the Annual Tour is to start 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. This year, almost 1,800 of CGI's Swedish members attended the Annual Tour meetings at several locations simultaneously around the country.
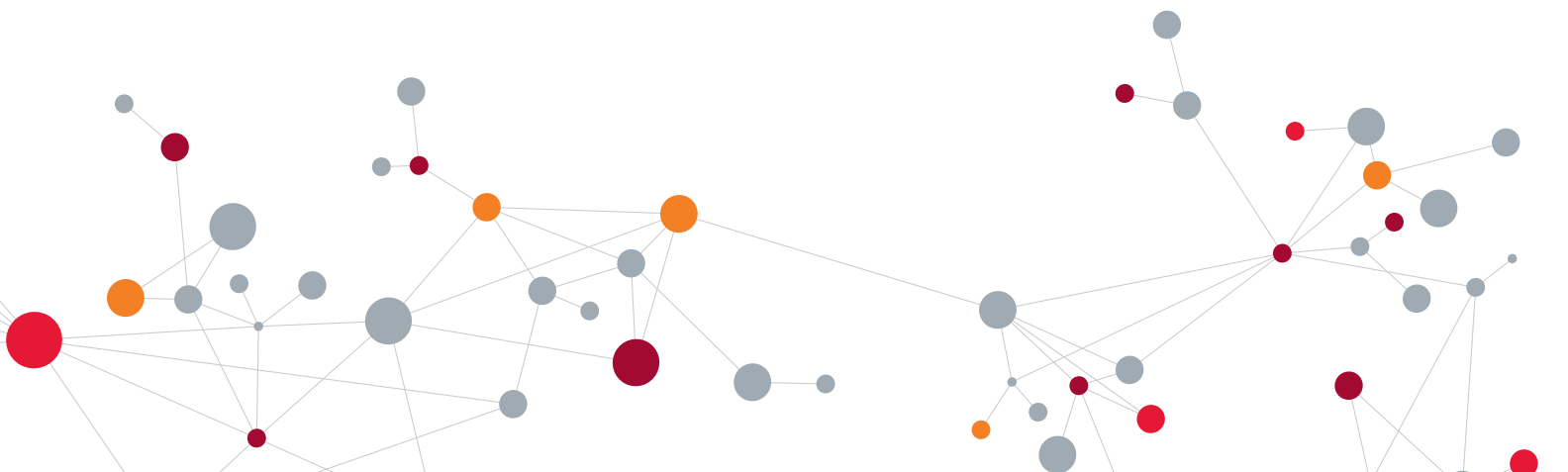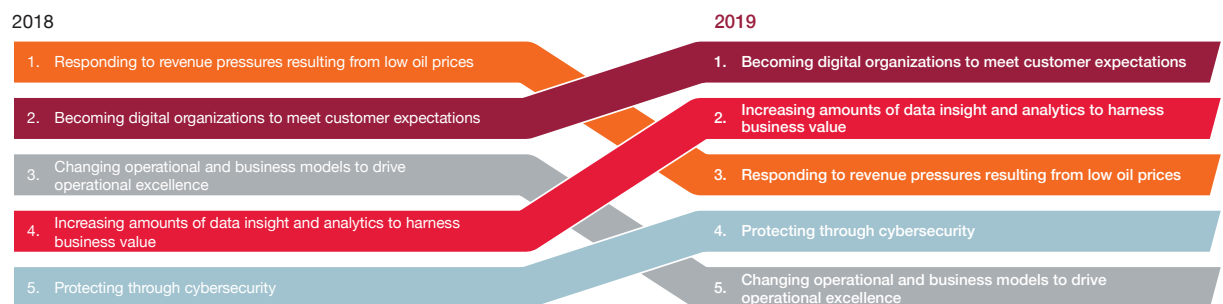
Client satisfaction scores CGI in Sweden

Category	Score
Satisfaction	9,05
Loyalty	9,33
Involvement in our local communities	8,32
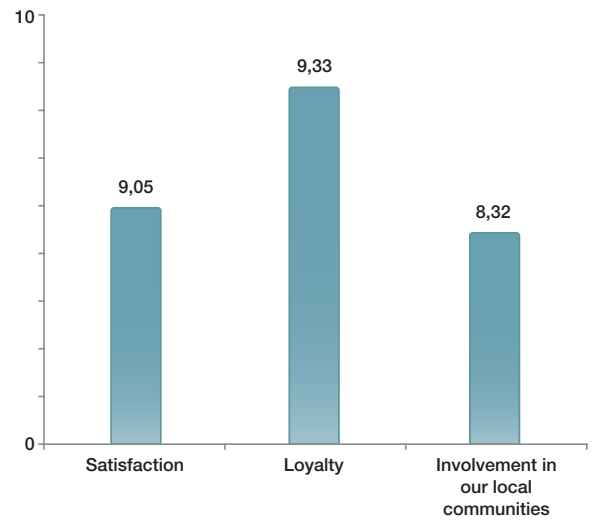
CGI Global Insights

Annually, CGI leaders around the world meet face-to-face with business and IT executives to gather their perspectives on the trends affecting their enterprises, including business and IT priorities, spending and investment plans. These insights support strategic and business planning and facilitate dialogue on how we can work together to convert these insights into action for the benefit of clients, customers and citizens and drive relevant and continuous innovation.

Top trends ranked by impact

2018

1. Responding to revenue pressures resulting from low oil prices
2. Becoming digital organizations to meet customer expectations
3. Changing operational and business models to drive operational excellence
4. Increasing amounts of data insight and analytics to harness business value
5. Protecting through cybersecurity

2019

1. Becoming digital organizations to meet customer expectations
2. Increasing amounts of data insight and analytics to harness business value
3. Responding to revenue pressures resulting from low oil prices
4. Protecting through cybersecurity
5. Changing operational and business models to drive operational excellence

The CGI Constitution

CGI's Constitution is made up of our 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.

Our 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.

Our Vision

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

Our Mission

To help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to 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.

Our Values

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, our members and our local communities.

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

Our values are described in detail on our website, **cgi.com/About CGI/Our Constitution**

CGI Management Foundation

The Management Foundation is a quality management framework that includes the key elements that define and guide the management of our company, for example our common policies, frameworks, processes, operational principles and measures.

At CGI in Sweden, this quality management structure is reviewed in a specific Management Review process twice a year, 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 Environment are integrated with the CGI Management Foundation and the local environmental management processes specific to Sweden follow this framework. It aims to ensure both quality and consistency of execution, and this has allowed CGI to achieve ISO 9001 certification for all its operations worldwide. CGI's operations in Sweden are certified in accordance with the environmental management standard ISO 14001.

CGI Management Foundation

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 / Engagement Governance	Delivery · Closing			Leadership Institute		Investor Relationship Management	
							Assignment			
							Performance Management and Career Planning		Disclosure Guidelines	
	Methods and Tools						Recruitment			
	Consulting, System Integration and Development	Application Management	Technology Operations Management		IP-based Business Process Management		Orientation and Integration		Investor Communications	
							Team Meetings			
	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 from the start in 1976 and believe that 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.

CGI's corporate business model, in brief:

- 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

Long-term value creation

At CGI, our sustainability 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 sustainable and ethical business strategies and practices. Long-term financial strength ensures that CGI can continue to invest in our own business in ways that benefit our members, by creating a favourable working environment and opportunities for career development. Since a majority of our members also are shareholders, long-term financial growth also benefits our members.

Our approach to sustainability

CGI's business model includes the strategy of working side-by-side with our clients, to help maximize the technologies that transform their business. This strategy also applies to how we see our role when it comes to sustainability.

CGI can actively contribute to a digital transformation that helps clients to continue to grow their business, while at the same time delivering social value and staying within planetary boundaries.

Another key element of our business model is ensuring that we are close to our local communities. **CGI seeks opportunities to contribute to the continuous improvement of the economic, social and environmental well-being of the communities in which we live and work**, by supporting local charities and non-profit organisations, where we can make a positive difference.

Even though we consider that our greatest potential is to contribute to sustainability through our products and services, **CGI is dedicated to ensure that our own processes and behaviour is sustainable and that we continue to improve our own business regarding social and environmental responsibility as well as business ethics**.
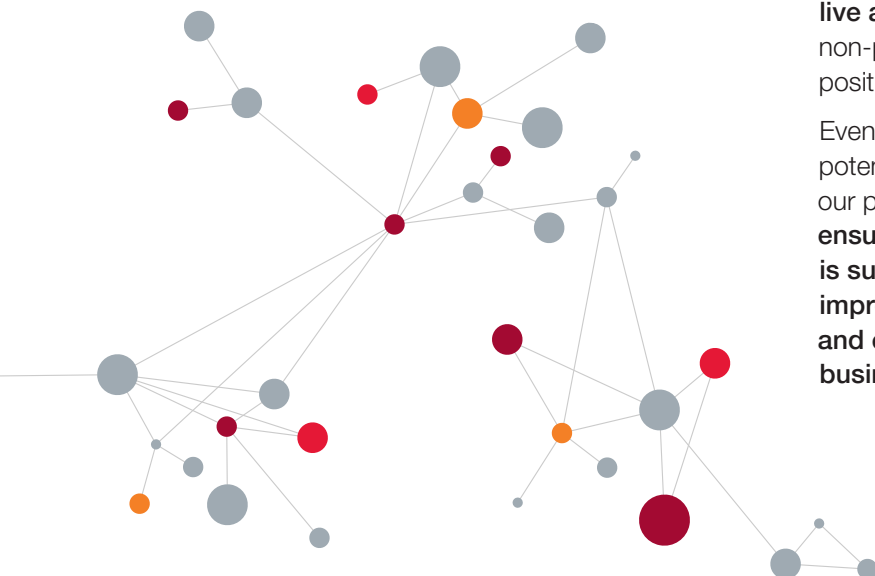
Strategic priorities F2019 – F2021

The key stakeholders are addressed in the business strategy for F2019 to F2021, with specific strategic goals that form the basis for the annual business plan. The current business strategy identifies communities as a stakeholder and the strategic goal for CGI is to be recognized by our communities where we live and work as a caring and responsible corporate citizen.

1   To be a world class, end-to-end IT and business consulting services leader

recognized by our clients

2 as their partner of choice for our commitment to their success and for our track record of outstanding delivery

3 as their expert of choice for the depth of our experience in their industry sectors and of our knowledge in information technology

recognized by our members

4 as an empowering environment in which to build a career and a company we can be proud of

recognized by our shareholders

5 as a well-managed, financially strong company providing superior returns

recognized by our communities

6 as a **caring and responsible corporate**

Business plan

The business plan for F2020 for CGI in Sweden has three areas of strategic priority for CGI's involvement in the local communities where we live and work:

• Encourage and educate more young people to be technically literate

• Deliver pro bono IT work for local charities and community organizations

• Demonstrate a commitment to environmental sustainability

During F2020, the sustainability perspective in the corporate business strategy will be reviewed and the business plan aligned to create greater opportunities to leverage the power of technology that drives environmental and social sustainability.

The strategic goal of being recognized as a caring and responsible corporate citizen is measured and followed-up in our regular dialogues with clients and members, for example through our client satisfaction assessment and our program for member satisfaction.

Priority #6: CGI can contribute to our communities

Encourage IT Careers

Act as a global leader, to encourage and educate more people to improve technical and business literacy through local mentoring programs and partnerships with clients, local schools and universities.

Tech for Good for Communities

In collaboration with our clients, benefit the overall well-being of the communities where we live and work together by using CGI's technology and business consulting expertise to deliver pro bono IT work for local charities and community organizations.

Tech for Good for Climate

Demonstrate our commitment to environmental and economic sustainability through operating practices, community service activities and projects delivered in collaboration with our clients.

Policies that govern our sustainability issues

At CGI in Sweden, 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, sustainability, 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.

Upon joining CGI, each member acknowledges the Code by signing the Member Commitment to the Code of Ethics and Business Conduct and the commitment to the Code is renewed yearly.

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.

CSR Policy

The CSR policy covers aspects such as health and wellness among our members, community involvement, the environment, business 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. Before any commitment is made to obtain goods or services from a Third Party it is mandatory to carry out a Third Party due diligence process, which is described on page 31.

Our global CSR commitments:

- To provide our professionals with health, wellness and ownership programs that positively influence their well-being and satisfaction.
- To partner with our clients to deliver energy and environmental sustainability solutions and to collectively support charitable causes.
- To support our communities through causes that improve their social, economic and environmental well-being.
- 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.

CGI committed to the 10 principles of the UN Global Compact

CGI Inc. will become a signatory member of the UN Global Compact during 2020. Our commitments are aligned with the ten principles in Global Compact's framework, as described below.

Human Rights

01 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.

02 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

03 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.

04 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.

05 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.

06 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

07 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.

08 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 expect our suppliers to adopt environmental friendly practices, thus extending our influence across the supply chain.

09 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 can 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

10 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

As well as taking full responsibility for our own ecological footprint, CGI's in-depth knowledge, 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 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

CGI in Sweden has additional environmental objectives:

- To be carbon neutral in our own operations by 2030

- Work with and for our clients to reduce a dependency on fossil fuels

- Lower carbon emissions from business travel by 8 percent per year

- Strive to reduce waste and contribute to a circular economy

- Ensure energy-efficient data centers

- Engage with our members, our peers and society at large to encourage and accelerate behavioural change to achieve sustainable business practices

Environmental Management System (EMS)

In order to secure a robust handling and follow-up of CGI's material environmental aspects, an environmental management system is in place, which is aligned with the CGI Management Foundation, our framework for policies, 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, including Acando Consulting AB sites.

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 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.

Data centers

As an IT outsourcing provider, IT 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 and the use of hardware.

- Adopt good practices around hot/cold aisles and the use of row 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 renewable electricity and energy efficiency is constantly improved. Our main data center uses cooling technology which uses naturally cool air all year round, except during extreme warm weather conditions, thereby reducing the need for additional energy to power cooling equipment. Also, there is no freshwater consumption, for example for cooling.

By integrating environmental requirements in hardware procurement and other supplies and by recycling IT hardware, CGI in Sweden continuously works to reduce its ecological footprint related to data centers. All data centers are included in the environmental management system, which is certified by a third party in accordance with the environmental management standard ISO14001:2015.

Should our data center services generate re-usable heat, our aim is to ensure that any surplus energy is re-directed, for example to heat nearby buildings.

During the fiscal year 2019, we continued work on consolidating data centers in Sweden, which will create many positive effects for our clients and for the environment. When re-locating data centers, CGI always works to improve with regard to resource use and energy efficiency. When hardware is upgraded, major improvements have been made with regard to energy use and we also ensure that a secure and efficient use of both physical and virtual server capacity, in order to reduce hardware and energy use.

Key environmental indicators

Material aspects

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

Electricity consumption

| Electricity consumption		F2015	F2016	F2017	F2018	F2019	Change 2015-2019	Change F2018-F2019
Electricity (Scope 2)	MWh	25 577	23 386	22 227	21 221	19 254	-25%	-9%
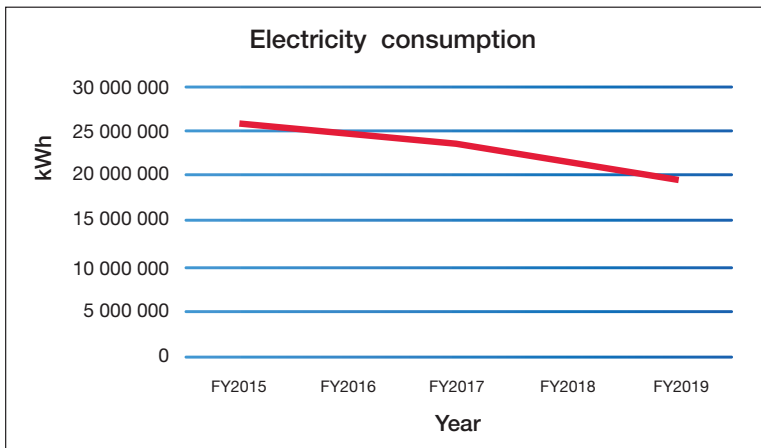
100% of procured electricity from renewable sources.

Business travel

Reducing the need for travel is a challenge due to the geographic spread of our clients. CGI in Sweden aims to further encourage the use of fossil-free travel by car and rail and sets emission limits to company-owned and leased cars. We locate our offices close to public transport to enable a car-free commute to work. In addition, CGI encourages alternatives to physical meetings in order to reduce the need for business travel.

During F2019 we have worked to raise the issue of travel with our clients, to reduce business travel where possible while continuing to deliver a high quality of service.

Business travel		F2015	F2016	F2017	F2018	F2019	Change 2015-2019	Change F2018-F2019
Car (Scope 3)	km	6 737 499	5 218 618	4 811 217	4 656 479	4 241 613	-37%	-9%
Air (Scope 3)	km	13 613 136	12 910 934	10 371 628	10 748 473	9 412 477	-31%	-12%
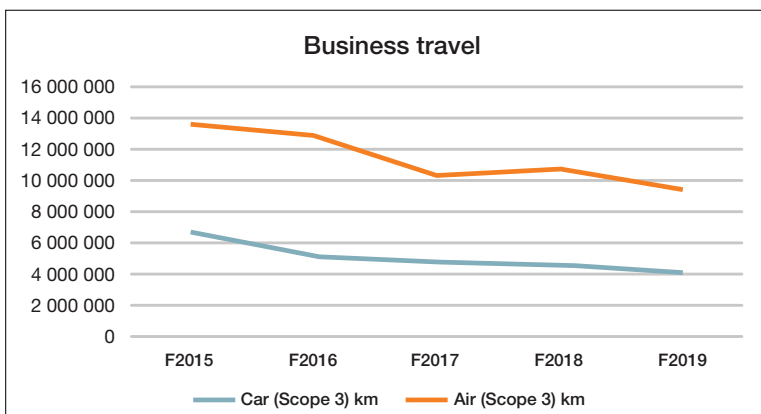
Total carbon emissions from energy use and travel
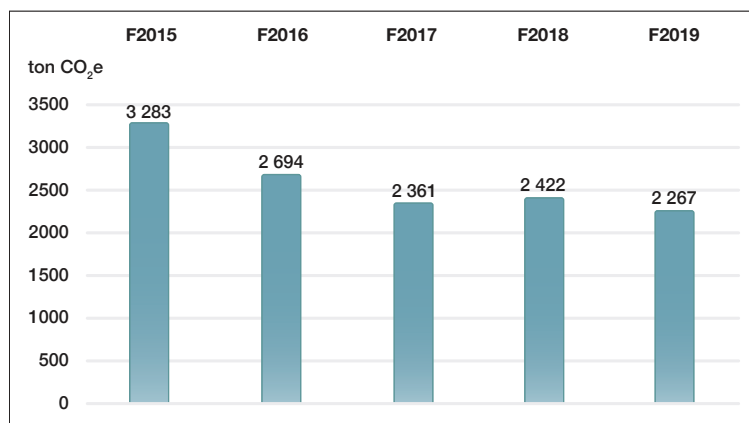
In accordance with the definitions in the GHG Protocol (Greenhouse Gas Protocol), a global standard for measuring, handling and reporting of greenhouse gases, CGI counts emissions from procured electricity as Scope 2 and emission from business travel as Scope 3. CO_2e(carbon dioxide equivalents) is a unit that makes it possible to compare the climate effects of different types of greenhouse gases, by expressing the emissions as equivalent to carbon dioxide.

Carbon offsetting

In order to help us achieve the aim of being carbon neutral in CGI's operations in Sweden, we chose to purchase carbon credits in order to offset some of our greenhouse gas emissions relating to operations in 2018. We purchased carbon credits corresponding to 102 tons of carbon dioxide equivalents, which is the amount that exceeded our annual emission target. The carbon offset project chosen was a REDD+ reforestation project in Zimbabwe that undergoes third party audits to follow up both environmental and social aspects.

We reached our target regarding emissions relating to business travel for 2019 and will therefore not need to offset any emissions related to travel.

Waste

CGI in Sweden has policies and procedures in place to ensure that all types of waste are handled in a responsible way, as well as aiming to reduce the amount of waste produced. The waste produced by CGI's operations is mainly paper, household waste and electronic devices, so-called e-waste, which is our most significant aspect with regard to waste. CGI strives to handle e-waste in a responsible manner by contracting the services of e-waste suppliers or IT suppliers that have responsible handling of e-waste in their operations and supply chain.

CGI in Sweden adopts 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.

During F2019, CGI in Sweden has focused on improving the waste management processes at our offices, in order to improve our processes and increase the amount of waste that gets recycled to contribute to circular consumption models. In response to coming EU legislation concerning single-use plastic articles, CGI's aim is to support our members and suppliers in reducing the use of single-use plastic items at CGI's sites.

CGI as a responsible employer

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

Members as owners

As owners, all employees (at CGI regarded as members) can participate in and benefit from the value we help create through CGI's ownership programs. These investment programs have a transparent structure, they are 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, which is part of the CGI Management Foundation.

Member Partnership Management Framework

CGI's in-house framework for leadership aims to create a favorable environment in which to build solid long-term relationships with our members by promoting meaningful dialogue. 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.

Member Partnership Management Foundation

CGI leaders represent the true sense of CGI's mission. We uphold our company values in our actions, and are commited to building loyalty among our colleagues.

CGI leaders are true to themselves and their colleagues. We act with integrity in our relationships and do what is right.

CGI leaders share a sense of team spirit and cooperation with their colleagues. We are commited to supporting and motivating one another and to helping each other grow.

CGI leaders recognize the value of others and give credit for their team members' accomplishments. We rely on one another for our individual and collective success and encourage, celbrate and reward the contributions of our colleagues and teams.

CGI leaders provide direction and vision and create a sense of unity and meaning in everything they do. We are an inspiration to our colleagues and we motivate them in surpassing themselves to deliver outstanding quality.

CGI leaders create a space and a climate that are conducive to open and honest communication. We share information, engage in ongoing and constructive dialogue, listen carefully, and open our minds to new ideas and opportunities.

New member orientation and integration

Team Meetings (including the Annual Tour)

Performance management and career planning

Member Satisfaction Assessment Program (MSAP)

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.

During fiscal year 2019, the MSAP questionnaire included a new measurement of how members regard CGI when it comes to our goal of being recognized by our communities as a caring and responsible corporate citizen. From the many comments from members, we have concluded that there is widespread commitment in the organization. However, more in-house information and discussion is needed about CGI's sustainability work in a Swedish context. As a result of this, internal communication and education around sustainability issues during 2019 has focused on raising awareness on how all members can make an impact in our daily operations.

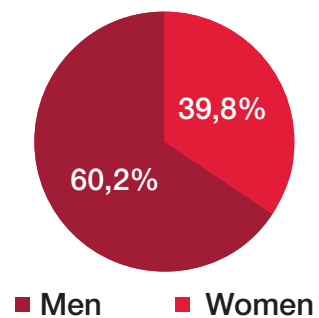### Attracting and retaining the best talents

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. All members at CGI Sverige AB are included in collective bargaining agreements that guarantee qualitative working conditions and a highly competitive pension- and insurance package for its members.
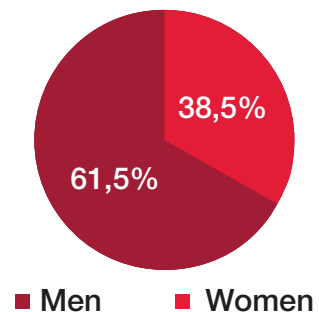
Gender balance CGI in Sweden

Total

33,3% Women
66,7% Men

■ Men   ■ Women

Among leaders

39,8% Women
60,2% Men

■ Men   ■ Women
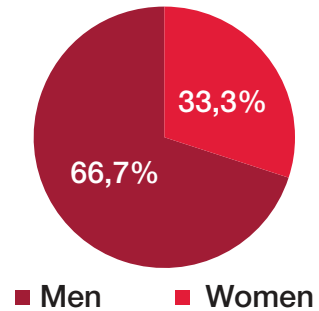
Swedish Management team*

38,5% Women
61,5% Men

■ Men   ■ Women

* Q4 F2019

Talent Program

CGI strives to attract and retain the best talent and has developed recruitment and recognition programs to do so. As a result of the acquisition of Acando Consulting AB, the talent program was re-designed during the last quarter and is now known as CGI Selected, a combination of the best from the two earlier talent programs. The three-year program offers training, in-house mentorship and knowledge-sharing networks for individuals who are accepted into the Program.

Diversity in the workplace

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. 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.

IT Woman of the Year

In September 2019, CGI in Sweden presented the award for "IT Woman of the Year", which is dedicated to a woman who actively works to promote equal opportunities in the IT industry and who inspires other women. Three IT professionals were nominated and the final winner was Carolin Solskär, Head of Innovation at Nordic Tech House in Sweden.

Photo: Felicia Yllenius

The jury's motivation: "With a passion for gender equality issues and the courage to challenge norms and patterns, our winner has created new arenas in impressive ways, to reach out with her message."

CGI in Sweden is a member of 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.

In 2019, the Womentor program was evaluated and improved and the initiative will be re-launched in 2020.

Health and wellness for our members

We believe that the health and wellness of our members is crucial 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 are available to all members. CGI's in-house corporate health program Oxygen offers a range of activities and wellness tools aimed at supporting our members make choices for a healthy lifestyle.

In addition to Oxygen, CGI members employed in Sweden are offered a tax-free annual financial contribution which can be used for a wide variety of sports and wellness options.

For fiscal 2019, an average of 0,97% of members at CGI in Sweden were on long-term sick leave.

Career development and learning

Developing member potential and satisfaction is one of CGI's highest priorities. We know that a vital component 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 in-house 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 is 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 2019. New members are required to complete mandatory training within a 6-month period.

Ethics Hotline

Any person who witnesses, experiences, or suspects a situation at work where someone is behaving in a way that violates our Code of Ethics, or is illegal, can use CGI's ethics hotline to report confirmed or suspected incidents. Examples of such behaviors include, but are not limited to harassment, bribery, forgery, insider trading, conflicts of interest, financial fraud, Data Privacy or Intellectual Property violations and theft. CGI's whistleblower hotline, which is provided by a third party, is confidential and allows members to remain completely anonymous.

Recognition and rankings

Sveriges Bästa arbetsgivare 2019

CGI in Sweden was ranked as one of top 20 employers in 2019 in a survey carried out by Universum. The survey rates the employer's employer brand and is based on answers from approximately 11,000 respondents.

IT Professionals' ranking of Sweden's best employers in Universum's survey place CGI at number 18 among 50 employers in 2019.

Randstad Award

The global HR services and recruitment company Randstad annually publishes a survey of Sweden's most attractive employers. In 2019, CGI was ranked among the top 20 employers in Sweden.

Young Professional Attraction Index – YPAI

CGI in Sweden was ranked number 32 of the top 100 most attractive employers in the IT sector and ranked among the top 100 employers.

The survey is conducted by Academic Work in co-operation with Kantar Sifo. More than 7,000 people participated in the Swedish study in 2019.

Karriärföretag 2019

An award to help find employers who offer unique career and development opportunities for students and for those who have a few years' work experience.

Top Employer 2019

For the fifth 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.

Sustainability assessments

CGI Inc. is evaluated annually by several external, independent institutions and sustainability experts and is recognized in the Dow Jones Sustainability Indices for the eighth consecutive year. CGI Inc. has a "gold" certification with EcoVadis, an independent sustainability assessment company and also reports climate-related data to CDP annually.

A word with the Director of Quality and Sustainability

In what way is CGI affected by the climate crisis?

Sustainability and particularly the issue of climate change is something we have worked with for many years. For example, we certified all our Swedish sites and business processes in accordance with the environmental management standard ISO14001 more than ten years ago. These issues have grown in importance for obvious reasons, and our stakeholders' opinions are vital for us. Therefore, it was natural to include the topic of environmental and social responsibility in our client assessment questionnaire and now also in our annual employee satisfaction survey, to measure how we can meet sustainability challenges together and take the current climate crisis seriously.

At CGI we have also integrated the UN Sustainable Development Goals in our business strategy. We see that the best way for us to contribute is when we through digitalisation, new technology and our members' expertise, can help other organizations reduce their negative environmental impacts significantly.

Digitalisation has many positive effects, but what is the climate perspective?

This is an important question that we work with continuously. I can give an example: at the conference "Sustainable Business" in Stockholm last year I was in a panel of experts to discuss the issue of how the need for data storage is growing rapidly and what we can do to minimize the digital carbon footprint. Today, it is estimated that data centers and digital infrastructure represents three percent of the global energy consumption and two percent of the world's carbon emissions. To ensure that this development is sustainable we must either use less energy or reduce the climate effect of data. Since digitalisation creates endless possibilities for a sustainable society and organizations are eager to benefit from its positive effects, the solution must be sustainable storage and handling of data. We focus on both the climate effect and the data storage.

A transformation of society requires more partnerships and synergies. How does CGI cooperate with others to combat climate change?

I am proud that we, together with our peers in the Swedish IT industry, have produced and submitted a Digitalisation Roadmap to the government, in order to achieve a fossil free Sweden. By enabling society to benefit from the possibilities of a digital transformation we contribute to the reduction of carbon emissions and create opportunities for a stronger national competitiveness, with regard to technology and technical expertise.

At our annual client conference in Malmö, "CGI Dagen", the theme this year was sustainable development and digitalisation. Clients from both the private and public sector gathered to discuss with us our shared sustainability challenges and it is apparent that IT plays a vital role. IT enables change and I believe that we can find innovative, transformative and sustainable solutions together with our clients.

What is your view on CGI's sustainability work, as we begin the 2020s?

For several years, CGI has had the objective of having fossil free operations in Sweden by 2030 and we are well on the way to achieving our goal. The remaining carbon emissions originate mainly from business travel. Therefore, we will continue to replace travel with travel-free meetings supported by technology. We also replace as much air travel as possible with more sustainable means of travel, such as train and even bicycle. I predict that this decade will present challenges but I also expect to see business models and an economy built on green principles - a transition that will contribute to more resilient societies. I am convinced that technology will be crucial in that transition.

Partnerships and initiatives

Leading the way for a fossil free society

In April 2019, CGI in Sweden was among the IT consultancy companies in Sweden that delivered a Roadmap for fossil free competitiveness to the Swedish government. The Roadmap describes our own commitments and how our industry can contribute to reducing greenhouse gas emissions in other sectors, to support the national objective to be climate neutral by the year 2045.

The Roadmap explains how the solutions enabled and implemented by digitalisation consultants have an enormous potential to reduce global greenhouse gas emissions. By promoting new business models, behaviours, regulations and organisational approaches, we believe that strategic digitalisation has the potential to radically reduce greenhouse gas emissions, increase competitiveness and generate growth in exports of transformative solutions.

After submitting the Roadmap, we have continued to work with our peers to achieve our industry commitments and CGI has active representation in the Working Group on training, which will present its results during January 2020.

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 climate neutral by 2045. The Roadmap is available via the website "Fossilfritt Sverige" and on cgi.se/hållbarhet.

Partnerships in our local communities

City of Stockholm's network "Klimatpakten"	A forum for information and knowledge exchange 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.
Klimat 2030 – Västra Götaland ställer om"	CGI in Sweden has committed to the climate initiative for the western region of Sweden, since CGI has a strong presence in the Gothenburg region. The county administration and municipalities in the region invite companies, academia and other organizations to cooperate in becoming fossil free by 2030.
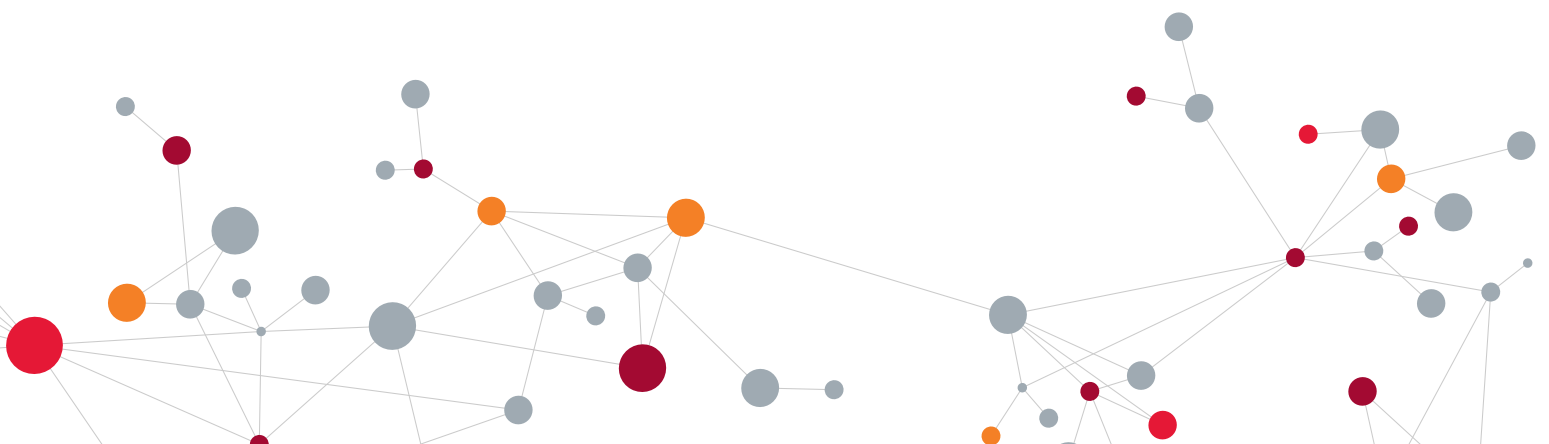
Responsible use of Artificial Intelligence (AI)

CGI aims to help clients demystify and deliver Artificial Intelligence solutions. If used wisely AI can power new outcomes across industries and business functions, for example to create sustainable supply chains and develop environmentally and socially responsible agriculture. Swedish health and medical care is another example of a sector where new ways of using data and information will play an important role for safe and efficient care. More collaboration and the use of AI will make it possible to offer a more information-driven, personalized and scalable healthcare.

AI Innovation of Sweden

AI Innovation of Sweden is a national center for AI related research, innovation and education with the overall aim to develop solutions that meet societal needs and enhance Sweden's long-term competitiveness. CGI is one of the founding partners of the center and we support collaboration across industries, academia and society in order to maximize the benefits of AI.

AI Industry Code

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. CGI has cooperated with the organisation Swedish IT and Telecom Industries (IT&Telekomföretagen) to develop an industry code, with guidelines for how to mitigate the risk of the unethical use of AI. The object was to develop guidelines that are easy to follow, concrete and adapted to a Swedish context. The Industry Code can be applied to all organisations and rests on three principles: a human-centric and sustainable society, Understanding and Inclusiveness.

We want to take responsibility for building a sustainable society by supporting these guiding principles on how the industry must act when designing, implementing and managing systems and services concerning AI. This is an important step to enable transparent, human-centric and responsible AI.

The UN Sustainable Development Goals

CGI can make a difference and contribute to sustainable solutions for the future by partnering with our clients and other organizations who are prepared to adapt and innovate.

CGI in Sweden has integrated the Global Goals into the business strategy, by defining the objective: "to be a preferred partner to lead our clients through their sustainable digital transformation".

Through our client deliveries, CGI in Sweden currently contributes to the achievement of a number of the Sustainable Development Goals (SDGs), as described briefly below.

Goal	The UN objective	How CGI contributes
3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages.	Solutions to increase efficiency and quality in the public healthcare sector. Implementation of Internet of Things in home care and the public healthcare sector.
4 QUALITY EDUCATION	Ensure inclusive and quality education for all and promote life-long learning.	Applications and solutions that simplify administrative processes for educational institutions.
5 GENDER EQUALITY	Achieve gender equality and empower all women and girls.	Active participation in initiatives to promote a gender balanced workplace. Concrete objectives to reach an even gender balance.
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable.	IT solutions for public transport systems.
13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts.	CGI in Sweden is committed to being fossil-free by 2030. A target for annual reduction of carbon emissions.
17 PARTNERSHIPS FOR THE GOALS	Revitalize the global partnership for sustainable development.	Active participation in the Roadmap for fossil free competitiveness, produced by CGI in Sweden together with IT consultancy peers. Partnership with Swedish municipalities to promote and support the UN Global Goals.

Helping our clients to make a difference

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

IP solutions support economic sustainability

The funding of Sweden's public sector is a considerable challenge, due to demographic changes and because the costs for welfare are rising faster than revenue to the system. SKR, the largest employer organization in Sweden that represents more than one million people, say in their economic report from October 2019 that Swedish municipalities and administrative regions must implement efficiency measures that give short-term effects while at the same time working with a long-term focus. This means, for example, focusing on preventative actions as well as a shift to new methods, made possible with the use of technology and digitalisation.

Thanks to CGI's strong position among Swedish authorities, municipalities and regions that use our IP solutions, we have both the capability and the responsibility to contribute to the Swedish public sector, for example, by developing and implementing solutions, IT systems and processes for Human Resource departments, Finance departments, the welfare and healthcare sector and utilities. We can also help to increase our clients' ability to balance efficiency and innovation, through proactive work that spans the whole of CGI's capabilities.

Increased digitalisation can be used for a wide range of purposes – from the development of new workflows, new functions, increased collaboration, automation of processes or more advanced solutions using Artificial Intelligence technology. Issues such as regulatory demands concerning reporting, follow-up and documentation require rapidly increasing resources in the public sector. By digitalisation such processes, the organization can more easily control costs and plan resources. By ensuring that collectively funded public services are used efficiently and equitably, individuals and society at large benefit, both socially and economically.

Forecasts for Sweden indicate that in the long-term the use of new technology is necessary for Sweden's development and welfare and that the key issue for the labour market is about ensuring that the population have the skills needed on the future job market*.

Examples of CGI's IP solutions in Sweden

Raindance – an accounting system with procurement functionality and built-in business intelligence

TWIN Treasury Management System – supports financial systems such as administration of assets and lending

Heroma – personnel and salary administration system that covers all aspects required, such as Swedish law and collective bargaining agreements

Treserva – a system for resource planning, time management and other processes within health and social care

Business For Utilities Suite (BFUS) – a CRM- and billing system specifically for utilities services such as water, energy and environmental services

* "Turbodigitalisering tar jobben. Hög tid för ett kompetensavdrag". Almega, april 2018 (Almega – "The Employers's Organisation for the Swedish Service Sector")

Digitalising Swedish health care

Swedish health care is among the best in the world in terms of medical results, but as in many other countries, the healthcare system faces challenges of increased pressure from ageing population, issues of access, quality, efficiency and funding. In many cases, digitalising enables a more efficient use of resources. How we use data and information in healthcare plays an increasingly important role for a safer and more efficient care.

In 2025, Sweden aims to be best in the world at using the opportunities offered by digitalisation and eHealth to make it easier for people to achieve good and equal health and welfare. CGI has endorsed this goal and we actively consider how our solutions can improve the patient experience, reduce the cost of care delivery and improve health.

The rise of technology such as artificial intelligence (AI) and the introduction of new processes like advanced data analysis is already having a major disruptive impact on the health sector.

But new technology generates no value in itself. At CGI, we understand both technology and people –it is only when we change working methods and behaviors that digitalisation can generate real value.

CGI assists our health clients in meeting the growing expectations of a connected population in a safe, secure, cost-effective and compliant manner that leverages emerging technology and research ecosystems. For the patients, this means access and equal care no matter where you live. For employees, it is about smart decision support for diagnosis and treatment of patients. And for caregivers, we create conditions to utilize health care resources to be able to provide equitable, quick and patient-centered care.

Sustainability and the supply chain

CGI is committed to 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 global initiatives such as the UN Global Compact and the UN's Guiding Principles on Business and Human rights.
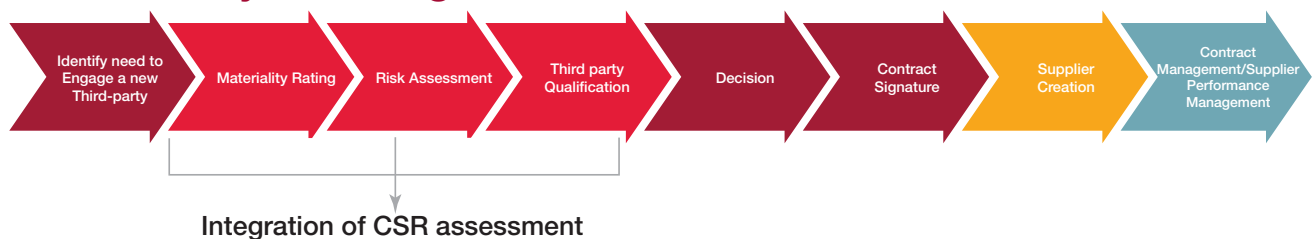
To ensure that sustainability issues are on the agenda in the management of our supply chain, certain criteria have been integrated in several steps of our supplier management process, primarily in our Third Party due diligence process. This process includes steps to identify and assess supply chain risks, in order to ensure that CGI is procuring in a responsible and ethical way.

Sustainability risk assessment

CGI uses an independent third party to assess the new vendor from a sustainability perspective by assessing four areas: environment, labour practices, business ethics and procurement. Each area is assessed and the supplier receives a consolidated rating obtained by the assessment of all four areas.

CGI only procures from suppliers that adhere to the corporate CGI Third Party Code of Ethics. During the fiscal year 2019, CGI in Sweden has participated in the corporate work to improve the process for supplier assessment. The acquisition of Acando AB during the fiscal year required a short-term focus on the integration of existing suppliers in order to maintain a high quality in our procurement process.

Third Party Due Diligence Processes

Identify need to Engage a new Third-party → Materiality Rating → Risk Assessment → Third party Qualification → Decision → Contract Signature → Supplier Creation → Contract Management/Supplier Performance Management

Integration of CSR assessment

Community involvement

Dream Connectors

One of CGI's strategic objectives is to support the local communities where we live and work. The corporate social innovation programme Dream Connectors is one way for us to achieve that objective. Through this programme, all CGI members can submit project ideas for improving the well-being of their communities, and selected projects receive CGI support, including access to technology, volunteers and funding.

During 2020, The Dream Connecter programme will be further developed, in order to make it easier for members to submit ideas, inspire each other and for CGI to follow up and measure our impact on society and on the environment through the programme.

Support for the Swedish Childhood Cancer Fund

During the fiscal year 2020, CGI in Sweden will support The Swedish Childhood Cancer Fund (Barncancerfonden) by initiating a number of fund-raising activities involving both members and clients, to help finance medical research and support to families affected by cancer. Barncancerfonden is the single largest financier of childhood cancer research in Sweden, and provides financial support to the development of new treatment methods and continuing education in the field of childhood cancer.
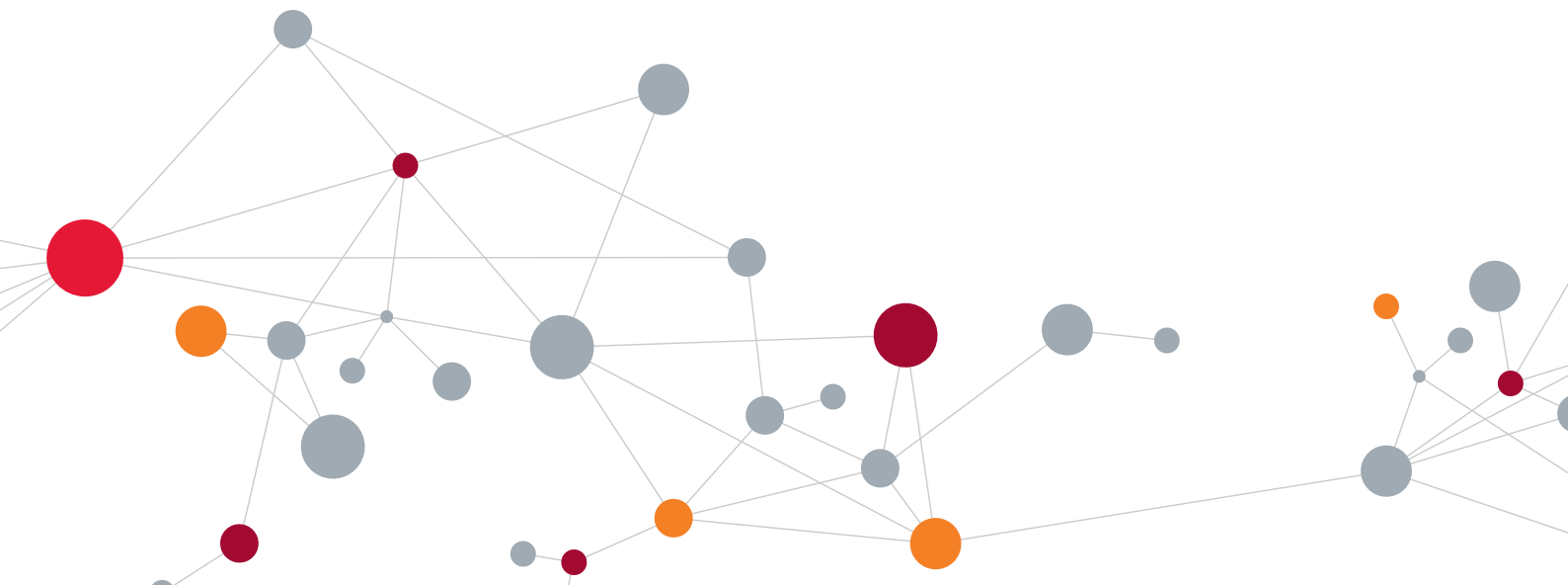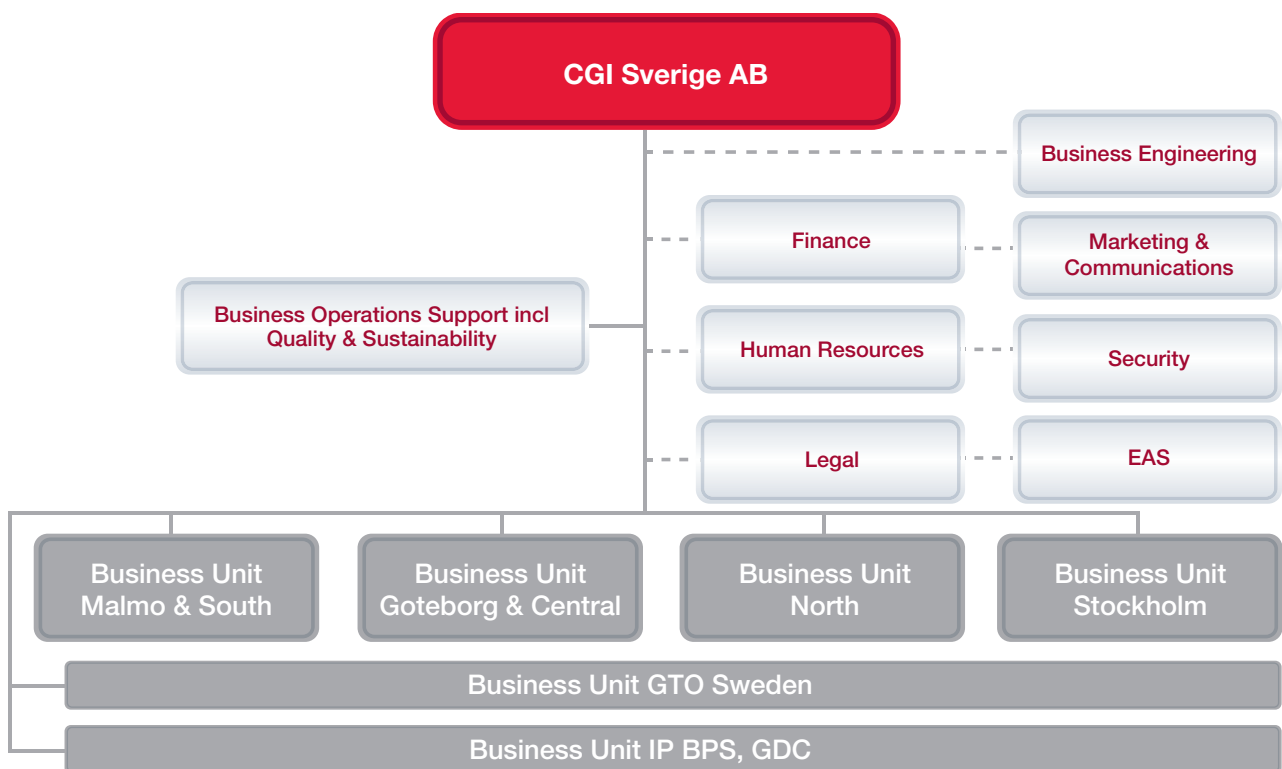
In 2019 for the seventh year running, CGI sponsored Team Rynkeby, an annual cycling event. In the summer of 2019, two CGI members joined a cycle team that pedaled from southern Sweden to Paris to raise money for the Swedish Childhood Cancer Fund.

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 Inc., which has its headquarters in Montréal, Canada. CGI Sverige AB's head office in situated in Stockholm, Sweden.

During the second quarter of FY2019, CGI Inc acquired the business consulting group Acando AB, which became a subsidiary to CGI Nordic Holdings Limited. Acando had 1,058 employees at four offices in Sweden. During the latter part of FY2019, an extensive integration process was carried out at Acando and at CGI in Sweden, to achieve unified business processes.

With regard to quality and environment management, the re-certification process carried out during September 2019 covered all sites for CGI Sverige AB and Acando Consulting AB in Sweden.

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                          │    CGI Sverige AB     │
                          └──────────────────────┘
                                                    ···  Business Engineering

                                   Finance          ···  Marketing &
                                                         Communications
   Business Operations Support incl
   Quality & Sustainability          Human Resources ···  Security

                                   Legal             ···  EAS

   Business Unit      Business Unit      Business Unit      Business Unit
   Malmo & South      Goteborg & Central   North            Stockholm

              Business Unit GTO Sweden

              Business Unit IP BPS, GDC
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Quality and Sustainability

The function 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, Norway and Denmark. The Director of Quality and Sustainability reports to the management team for operations in Sweden and meets with the management team and the President via a number of strategic and decision-making forums on a regular basis. Quality and Sustainability cooperates closely with colleagues in CGI subsidiaries, particularly in Denmark and Norway, 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 managed at business unit level.

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, located 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.

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 working to achieve a satisfactory gender balance, wellness 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.

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 implemented at CGI in Sweden 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 2019, which is the same period as CGI Sverige AB's annual report (1 October 2018 to 30 September 2019) 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 Inc. When describing policies and business processes, the scope of the report is CGI Sverige AB and Acando Consulting AB, unless otherwise stated (e.g. certain key indicators and objectives). The currency used in this report is 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 2019. The report is available on CGI's website, www.cgi.se.

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ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

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