

Fiscal 2020

Sustainability Report

CGI Sverige AB



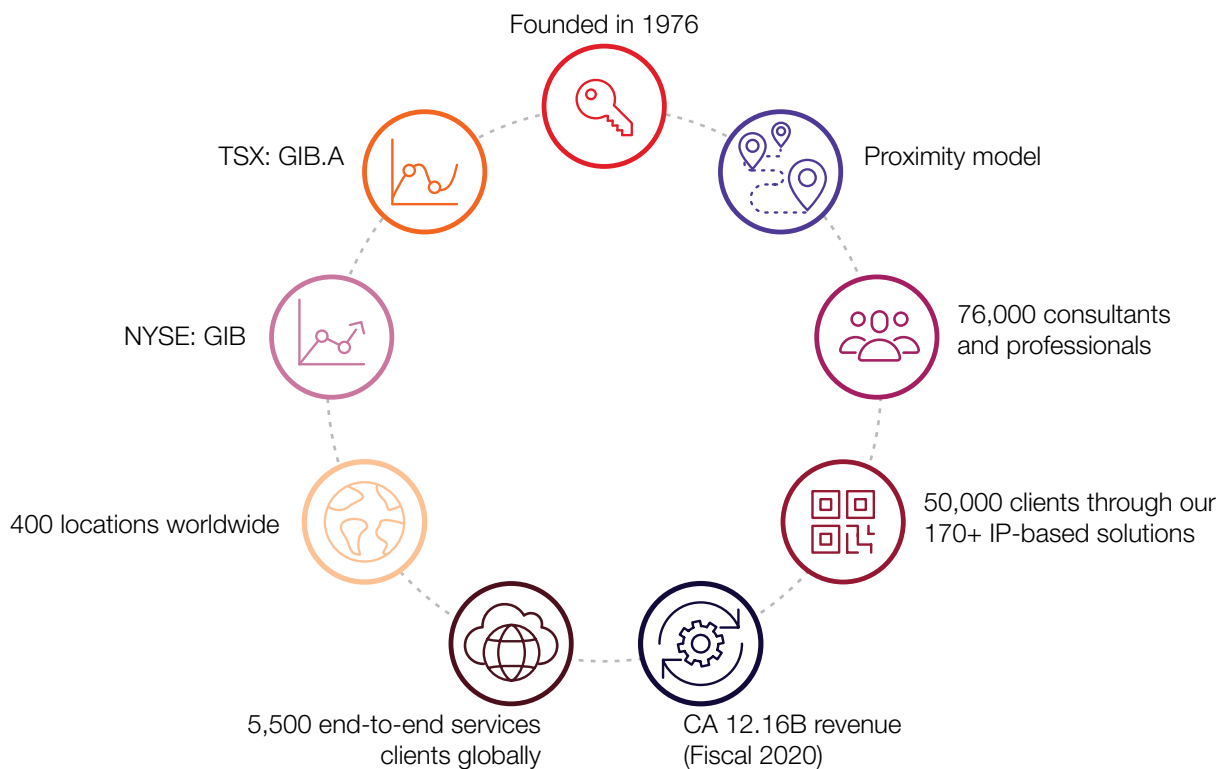
Contents

- | | | | |
|----|---|----|--|
| 1 | CGI at a glance | 12 | People |
| 2 | CGI's core operations to meet clients' top priorities | 13 | Recognition and rankings |
| 3 | Message from the Managing Director | 14 | Partnerships and Initiatives |
| 4 | CGI Constitution | 16 | Community engagement |
| 5 | Our business model | 16 | The UN Sustainable Development Goals |
| 6 | Our approach to sustainability | 17 | Supply chain |
| 7 | Business outlook and market trends | 18 | Policies that govern sustainability issues |
| 8 | Stakeholder dialogues | 19 | Risk management |
| 9 | Planning and tracking progress | 20 | Governance |
| 10 | CGI Management Foundation | 21 | About this report |
| 11 | Our environmental responsibility | | |

CGI at a glance

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 end-to-end services and solutions, including strategic IT and business consulting, systems integration, intellectual property, and managed IT and business process services.

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.



CGI in Sweden

CGI Sverige AB is a part of the international corporation CGI Inc., and 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.

Key facts

3,993*

professionals

31

locations in Sweden

ISO14001

certified

84 %

of members are shareholders

5,147

MSEK Revenue

* Of the total number of CGI members in Sweden, 762 members were a part of Acando Consulting AB, as of 30 September 2020.



SUSTAINABLE BRAND INDEX

CGI ranked number 2 among the top 5 in the IT & Technology B2B sector. Sustainable Brand Index™ is Europe's largest independent brand study focused on sustainability.

(Ranking in 2019 report, published in 2020.)

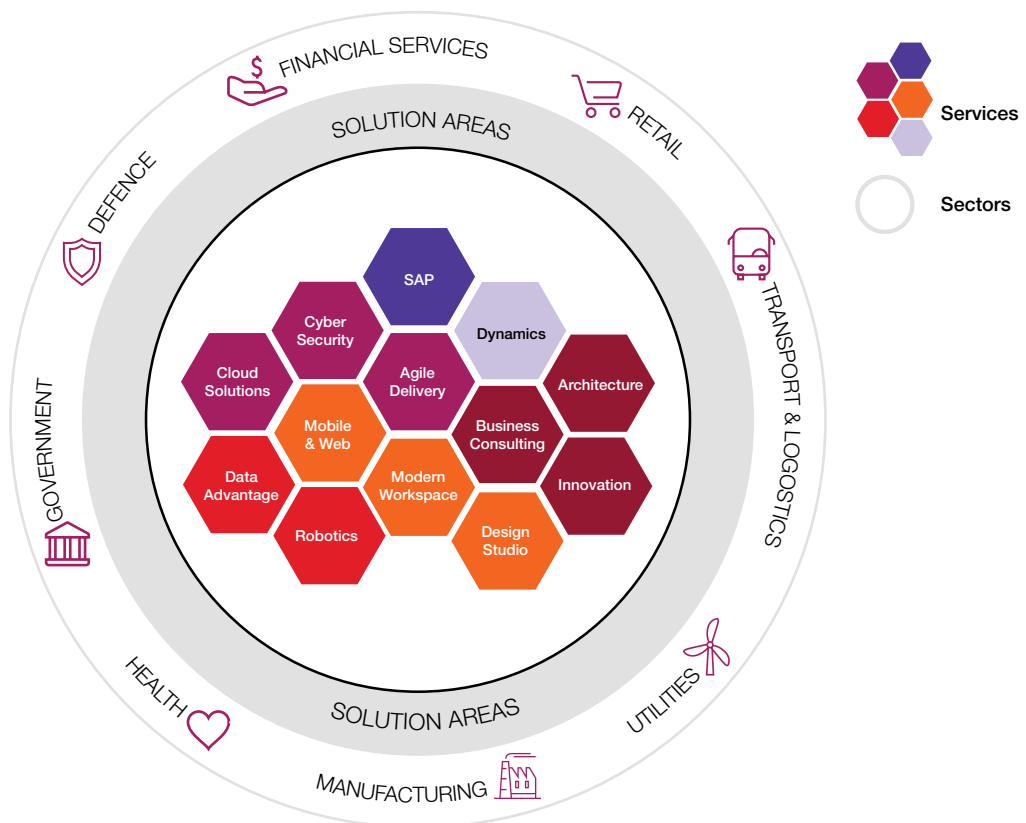
Strengthened by our values-driven culture and management approach, we partner with clients through our local proximity model. CGI organizes operations within metro markets where clients have concentrated footprints, and empowers local teams to build trusted, in-person relationships that ensure accountability for delivering client success. CGI's proximity model also makes it possible for us to engage in our local communities.



CGI's core operations meet clients' top priorities

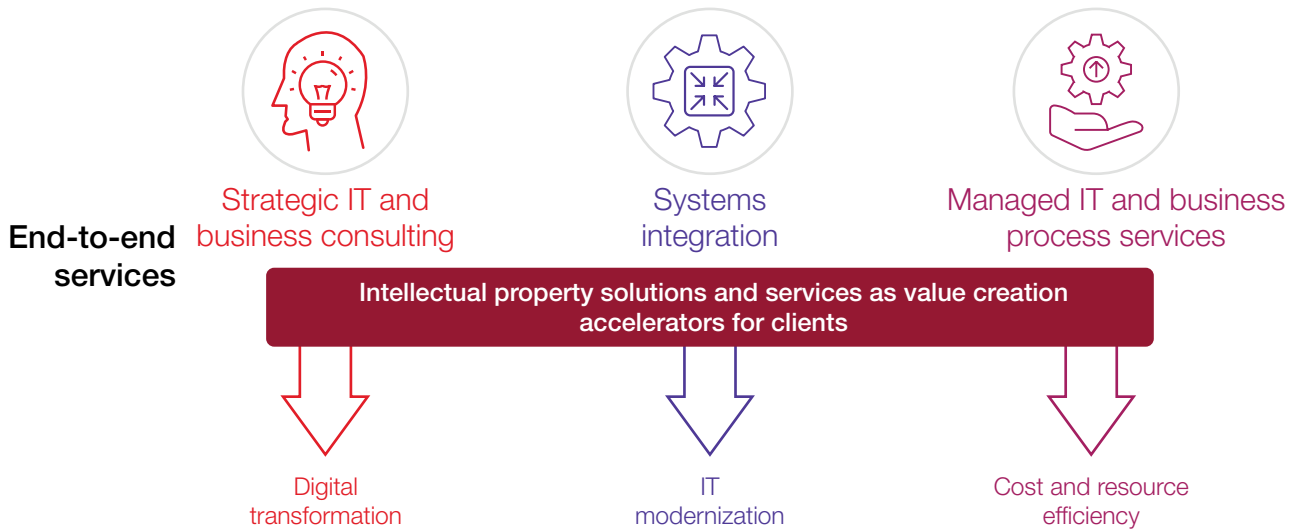
CGI's core operations

CGI works side by side with our clients in the private and public sectors to help them achieve their goals. We do this by combining our industry knowledge, innovation ability, technical expertise, local presence and global delivery capacity. Our solution areas consist of our Intellectual Property portfolio, which includes software applications, reusable frameworks, tools, methodologies and delivery methods that reflect years of investment in capturing our industry and technology expertise. CGI's range of services is aligned to specifically address clients' industry and market needs, including sustainability-related priorities.



Meeting clients' priorities

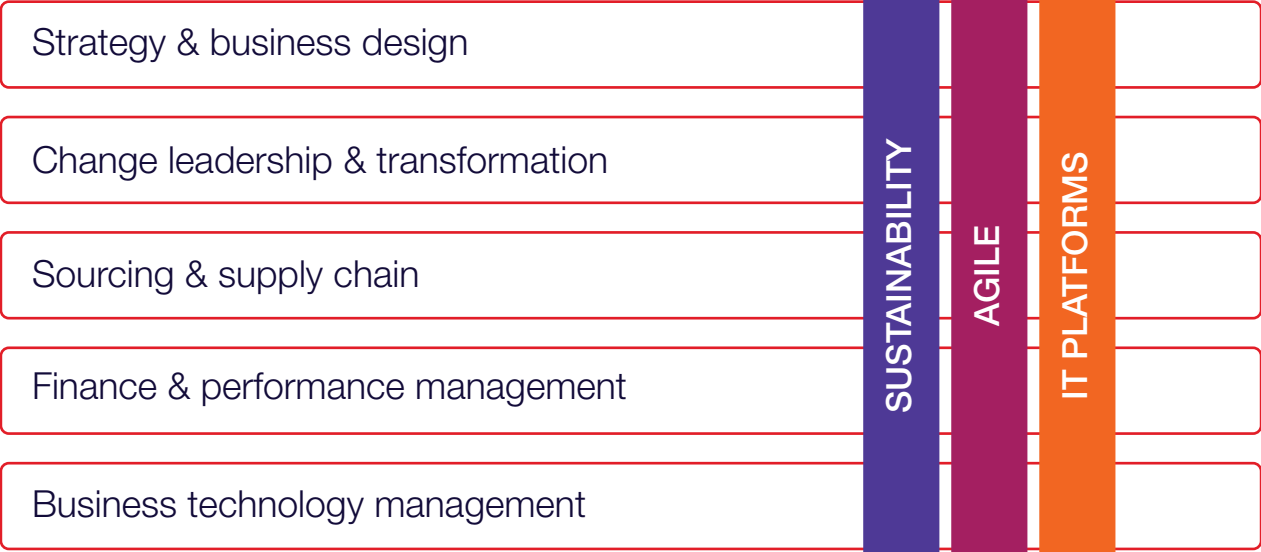
We draw upon our global capabilities to help our clients to meet the evolving expectations of their stakeholders. CGI's expertise, coupled with our solutions, products and services, can be used to accelerate the transformation to new and more environmentally and socially sustainable business models. With over 40 years of experience in creating and operating socially sustainable and business-critical solutions, CGI is the obvious partner on the digital journey.



Sustainability embedded in Business Consulting

CGI's strategic IT and business consulting expertise enables business agility and cultural change. Our intellectual property solutions serve as an accelerator to apply relevant innovations more quickly.

With specialised competence in sustainability, CGI offers consultancy services that guide our clients in utilizing IT solutions in order to meet their sustainability objectives. With a proactive approach, CGI's business consulting capabilities can support the client with end-to-end solutions from strategy to implementation and change management, with the addition of a sustainability perspective in our deliveries.



Message from the Managing Director

This year has been exceptional in many ways. The Corona pandemic has resulted in hardships for individuals, organizations and our societies. We have seen countries go into lockdown, companies in crisis, critical supply chains weakened and societal functions placed under severe strain.

I am proud that we have been able to continue our client deliveries during the pandemic and ensured that our clients' IT systems have functioned without disturbance under these difficult circumstances. Many of these IT-systems make up critical public infrastructure. We also have a central role now when businesses are re-evaluating their business models to be more resilient in the future. During this year we have made logistics flows more efficient, developed supply chains and made investments to strengthen our offerings with regard to cyber security and integrity.

One of our main tasks during the coming year, as I see it, is helping our public authorities drive their digitalization agenda, where resilience and security are two vital cornerstones. We will continue to be the IT partner that can show the way to effective and sustainable solutions for both the public and private sector. By shifting our perspective from looking at what can be digitalized to asking ourselves, what society we want to create, we can open up for a digital transformation that takes into account both citizens' needs and economic sustainability.

Sustainability is important to me on a personal level. We have a responsibility to the young people of today and future generations to stay within our planetary boundaries, and as digitalization increases, we need to retain our focus on energy use and efficiency. Because of this, we continuously work to give our clients safe and energy-efficient datacenters. During 2020, CGI has continued to develop its corporate strategic objectives for sustainability and I have actively participated on behalf of CGI in Sweden, Norway and Denmark. I am

very pleased that CGI's worldwide operations now have the same climate goal that already was in place for CGI's Swedish operations - to achieve net zero emissions by the year 2030.

One of our most important objectives is to attract employees with the necessary skills. I am convinced that we will be a better company if we can mirror society by bringing together and engage the knowledge held by individuals with varying cultural backgrounds, experiences and perspectives.

CGI actively encourages members to be owners and therefore also engaged in the company. CGI's operations rest firmly on our commitments to our three main stakeholders; to create long-term value for our clients, our owners and our employees who we call members. A sustainability perspective helps us to retain a balance in our stakeholder value model.

Based on this, I feel confident about the future. Our global capacity, local presence and our competitive offering positions us well to help create better and more sustainable societies and businesses, using the power of digitalization.



John Karnblad
President and Managing Director,
CGI Sverige AB

CGI constitution

CGI's Constitution is made up of our common dream, vision, mission and values that drive us as we strive together to be a global IT and business consulting services leader. With frameworks and programs founded on this Constitution, CGI's professionals have the opportunity to participate in the 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.

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.

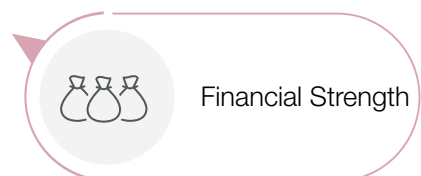
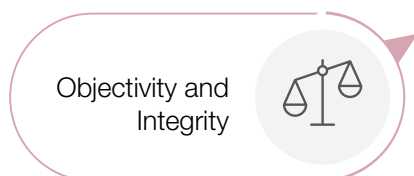
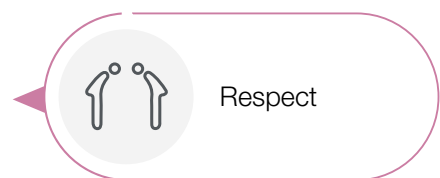
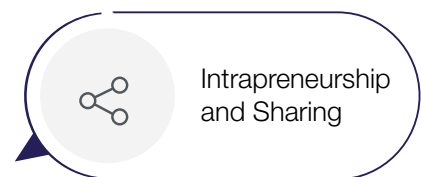
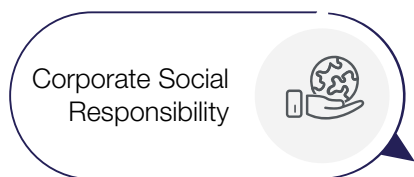
Our Vision

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

Our Values

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 corporate values



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.

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 socially and environmentally 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 benefits our members as well as our external shareholders.

Our approach to sustainability



Cecilia Pfannenstill,
Quality & Sustainability Director

The Covid-19 pandemic continues to impact communities worldwide. In order to help our clients to navigate the phases of the pandemic crisis, CGI launched a Respond, Rebound, Reinvent initiative as a commitment to provide service continuity in these challenging times. Throughout this year and despite the pandemic, I am proud that CGI has continued to prioritize and become even more committed to integrating CSR in all areas of our business.

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 that goal. All Business Units in Sweden have an Environmental Management System (EMS) that follows the ISO14001 standard. As of 2020, we are proud to announce that CGI is furthering this commitment by joining the UN Global Compact and aims for net zero emissions by 2030 in all our operations globally.

To successfully integrate sustainability in all areas of our business we have formed a global CSR Executive Committee in 2020 that will set the goals for CGI at a strategic level. The aim is to have efficient decision-making and streamlined implementation that drives our global CSR strategy. On a local level, we have a CSR Committee for our operations in Scandinavia with local representatives that set the actions to achieve the goals that are integrated in CGI's business plans.

In addition, we have developed a new and improved environmental training to be launched Q1 2021 and a new learning course for consultants about how digitalization can enable a transition to a fossil-free society. With sustainability as a starting point, CGI aims to help clients challenge their strategies, develop their business model and strengthen customer and employee loyalty.

CGI's strategic goal is to be a world class, end-to-end IT and business consulting services leader and to be recognized by our communities as a caring and responsible corporate citizen. Therefore, we are proud of CGI's position in Sustainable Brand Index, Europe's largest independent brand study focused on sustainability, where CGI is ranked as number two among the most sustainable B2B brands in IT & Technology.

I am excited for CGI to continue this journey to integrate sustainability in our offerings and specifically looking forward to an increased client dialogue about how we together can transform business to become more sustainable.

Business outlook and market trends

In many ways 2020 has been a year of change, introducing completely new challenges which lead organizations to embrace new ways of thinking and working to navigate in a difficult environment. The Covid-19 pandemic has accelerated some trends and put the spotlight on existing societal and environmental issues that have received more attention.

Digitalization and cybersecurity

Digitalization has been in focus and digital solutions have an increasingly crucial role for society in response to the global pandemic. As digital maturity rises and as the Covid-19 pandemic gained foothold, people increased their online presence and along with it came increased cyber threats including malware, phishing and stoking social tensions. According to a survey of 150 security and IT leaders across Sweden, the number of Swedish companies that reported cyber-crimes seems to be increasing. Through expert talent, deep technical and business knowledge, security operations centers and a strong educational program, CGI works to ensure control and raise awareness for users to recognize cyber threats in order to protect sensitive data, financial information and society in general.

Digitalization and healthcare

The Swedish public healthcare system is another area that is experiencing serious challenges due to the Covid-19 pandemic, such as longer waiting lists and staff shortages.



Sweden has an IT-mature population; healthcare staff experience frustration over inefficient processes and systems, which is an obstacle to the national goal of being the world leader in E-health by 2025. More effective digital business support systems are being developed but the implementation of these systems needs to quicken its pace. One way to free up large healthcare resources and enable more efficient working methods is to implement basic digital services to reduce the administrative burden. In this way, both the Corona care debt and the increased care needs of the future can be managed. CGI contributes to a care that is patient-centric and builds IT solutions for healthcare that allows healthcare professionals to shift focus from administration to taking care of people.

Digitalization and climate action

The biggest global security threat, according to the UN Intergovernmental Panel on Climate Change (IPCC), is lack of climate action. Sweden is in many ways an international role model of global environmental and climate action and the city of Stockholm is one of Europe's most environmentally friendly cities. Sweden's largest companies are becoming increasingly transparent with regard to their environmental impact as well as their ambitions and efforts to tackle climate change. The most ambitious companies are already planning for a society without negative climate impact. Technological solutions are increasingly necessary to mitigate and solve social and environmental challenges. CGI wants to take a more proactive role and help customers achieve their sustainability goals by utilizing the opportunities of digitalization.

Digital technology will increasingly be at the heart of future value chains. In their report "Ideas for a stronger Sweden" the Stockholm Chamber of Commerce conclude that the role of digital technology for Sweden's economy and social security has rapidly expanded during the Covid-19 pandemic. Sweden now needs to learn from these experiences and focus on those issues that help us not only to use digitalization but also to innovate, to create the conditions needed to develop the responsible use of new technologies and to build trust among citizens through education.



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 2020

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.

The comments in the MSAP relating specifically to the members' views on CGI and sustainability show a variety of responses. The majority have an understanding that CGI focuses on acting as a responsible corporate citizen in different ways, but feel that they would like more information about it in order to be fully informed. Many would like CGI to do more.

Clients

Regular and frequent dialogues and reviews of our client deliveries are conducted through a wide client survey, Voice of our Clients and via 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 2020 CGI Client Global Insights report present the findings from our face-to-face interviews with 1,550 executives across 10 industries and 7 regions. CGI publishes a summary of our findings in an annual Global Insights Report which can be found on our websites.

The specific question related to sustainability was answered and commented on by more clients during 2020 than the year before. Many clients want to know more about CGI's sustainability work and although the frequency of response from clients did not meet our objectives, we did improve our score compared to 2019.

CGI in Scandinavia conducted the annual Voice of our Clients survey both before and during the Covid-19 pandemic and interviewed more than 110 clients in both the public and private sector. Among the top impacting trends is "Becoming digital to meet client/citizen expectations", which indirectly is relevant to CGI's sustainability work.

Shareholders

Every year we invite all members, in their capacity as owners 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.



Client satisfaction scores

(Scale of 1 to 10)

	F2018	F2019	F2020
Client satisfaction (overall)	8,92	9,05	8,95
Involvement in our local communities		8,32	8,58

Annual Tour

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, held only online this year, due to the Covid-19 pandemic.

Planning and tracking progress

Strategic priorities

CGI's corporate business strategy for the fiscal years 2019 to 2021 identifies communities as a stakeholder and the strategic goal for CGI relating to communities as a whole is to be recognized as a caring and responsible corporate citizen. CGI in Sweden integrates this corporate strategic priority into its local business plans and specific targets and actions related to sustainability are measured and followed up on a regular basis.

Planning and follow-up of operations in Sweden

CGI in Sweden has continued to focus on both social and environmental objectives, in line with the corporate CSR strategy. Environmental objectives are aligned with the Environmental Management System that covers all CGI's operations in Sweden. Objectives are tracked and reviewed on a regular basis, both at operational and management level. Environmental reporting is carried out quarterly and the results analysed regularly, so that improvements and adjustments can be acted on in our business planning.

Prioritized target: sustainability in core operations


During 2020, we have continued to work to integrate an environmental and social perspective in our offerings. This is done by integrating sustainability aspects in certain processes in the CGI Management Foundation, used by consultants and members with other roles to follow CGI's delivery framework. The sustainability aspects related to IT solutions for sectors such as health, finance, the public sector and utilities have become increasingly apparent, both among members and clients during the year. However, internal audits have shown that awareness among members is not in line with our target. We will need to increase our efforts during the coming year, supported by more internal communication and training.

CGI in Sweden has continued to develop specific sustainability expertise in the business consulting offering during 2020. A number of activities have been held in-house in order to spread knowledge and interest to other members. In the last quarter of the year, an increasing number of clients have shown interest in using IT and technology solutions to work towards their sustainability targets, which we can see by the comments from clients in our client satisfaction survey and in our client dialogues.

Targets and outcome

 = target reached

 = target not reached

Area	Description	Target 2020	Outcome 2020	Target 2021
Climate	Reduce carbon emissions from our own operations – focusing on business travel and energy use in offices and data centers	Reduce carbon emissions from business travel by 8%	 See page 21	Reduce carbon emissions from business travel (allowing for increase in emissions compared to outcome 2020, due to effects of Covid-19 on business travel)

Area	Description	Target 2020	Outcome 2020	Target 2021
Learning	Continuously improve awareness and learning about environmental responsibility at member and organizational level	90% of members to complete the environmental training	● 92% of members have completed the in-house environmental training course	90% of members to complete the environmental training course (new course to be launched in 2021)
Environmental sustainability	Continued compliance with the EMS, which ensures integration of environmental aspects in internal processes and ensures continued adherence to ISO14001 standard	ISO 14001-certified.	● Latest external audit: October 2020	ISO 14001-certified.
Careers	Foster an inclusive workplace, attracting and retaining a diverse workforce to deliver greater innovation	<ul style="list-style-type: none"> • Encourage and educate more young people to be technically literate 	<ul style="list-style-type: none"> • Trainee and accelerator Programs (see page 25) 	<p>Cooperation with non-profit organisations and schools to support education among children and youths</p> <p>Increased focus on gender equity, diversity and inclusion</p>
Communities	Using our skills to support the communities in which we live and work	<ul style="list-style-type: none"> • Deliver pro bono IT work for local charities and community organizations 	<ul style="list-style-type: none"> • Partnership with Barncancerfonden (see page 33) • Engagement in local initiatives (see page 32) • Partnership with Ecpat (see page 30) 	<p>Provide our consultants the time and resources to support local causes and organisations</p> <p>Create opportunities to deliver projects that will benefit the community through the donation of time, materials and expertise</p>

CGI Management Foundation

The CGI Management Foundation is a 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. The framework 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.

ISO 9001 CERTIFIED OPERATIONS	CGI Constitution				Enterprise Policies and Processes					
	Dream	Vision	Mission	Values	Code of Ethics	Organization, Governance and Evolution	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	
	Methods and Tools		Engagement Governance				Assignment Performance Management and Career Planning		Disclosure Guidelines	
Consulting, System Integration and Development		Application Management		Technology Operations Management		Recruitment Orientation and Integration		Investor Communications		
				IP-based Business Process Management		Team Meetings				
Client Satisfaction Assessment Program					Member Satisfaction Assessment Program		Shareholder Satisfaction Assessment Program			

© 2020 CGI Inc.

Our environmental responsibility

As an IT consultancy company, CGI's operations have an impact on the environment mainly through our office activities, our business travel, data center activities and procurement of IT hardware.

As well as taking responsibility for our own ecological footprint, CGI's expertise, 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:

- Implement waste management practices, promote waste reduction and recycling and make environmentally-conscious procurement decisions
- Reduce and prevent pollution, including by minimizing travel by promoting telework and alternative commuting options
- Promote the development and use of sustainable facilities, continuously striving for greener buildings and workplaces
- Research and employ new solutions for our data centers, to improve efficiency and reduce energy consumption
- Adopt sound business practices and comply with all applicable government regulations or better

Since 2017, CGI in Sweden has had an additional objective of being carbon neutral by 2030, by constantly working to reduce emissions from business travel and energy use. See the report of total carbon emission for 2020 on page 21.



At the end of 2020, CGI's global Executive CSR Steering Committee prepared a carbon emission target for CGI's operations worldwide. The current climate objective for the Swedish operations will align with the planned corporate climate strategy as of fiscal year 2021. Local actions to reach the target will be in accordance with the Swedish business plan, which means a continuation of our focus on emissions from business travel.

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 and integrated with the CGI Management Foundation, which is 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. The environmental management system is also audited by an independent Third Party and certified in accordance with the environmental standard ISO 14001:2015.

Scope and business context

The EMS in place for CGI's operations in Sweden encompasses all CGI's sites, including Acando Consulting AB sites. Our assessment of material environmental aspects is re-evaluated at least twice a year and regular stakeholder dialogues help us to ensure that we align with our overall sustainability objectives, including environmental responsibility.

Leadership

There is a clear commitment to environmental sustainability from management at all levels and CGI's mission and common values include taking environmental and social responsibility in our business and our actions as CGI members. Rather than have a separate environmental policy, our CSR policy incorporates CGI's position on environmental issues and several other policies also include the environmental and social perspective that is relevant to the topic, for example the procurement policy and the Code of Ethics and Business Conduct that applies to all members. (More information on policies on page 37.)

Roles and responsibilities for environmental issues are clearly defined and positioned in the operational business units. Overall governance is described on page 39.

Planning

Environmental objectives are included in the annual business planning and actions are identified for each business unit, where specific actions are put in place. Risk management and legal compliance have specific processes that are incorporated with CGI's quality management system and environmental issues are integrated into these processes. All relevant environmental legislation is monitored with the help of a third party supplier.

Operations

Environmental aspects are integrated into operational business processes at all levels in CGI's operations. This involves including an environmental perspective in processes for HR, facility and real estate management, procurement and other functions. All members at CGI in Sweden must complete a mandatory elearning on environmental awareness. Members are regularly informed of relevant topics via several internal channels such as team meetings, newsletters and the intranet and leaders are provided with specific information as necessary. Management reviews are held regularly, when aspects of the EMS are discussed at management level and topics can receive particular attention, if necessary.

Follow-up

Quality System internal audits are conducted in all operations on a yearly basis, in order to support the business units by giving input to improvement activities and help ensure compliance with the ISO 14001 standard. Each business unit has a CSR Coordinator who works closely with the organisation for Quality and is responsible for coordinating sustainability activities within the business unit.

Any defects from the internal audits are brought to the attention of management in operational management meetings and at strategic, top-level Management Review meetings.

Processes for continuous improvement are also integrated with the Quality System.

Regular auditing is carried out by an external, independent party to certify that CGI follows the ISO14001:2015 standard.

Material environmental aspects

CGI's most significant aspects are:

- Our use of materials at offices and data centers (e.g. furniture, IT hardware and telecom, office materials, food and drink etc.)
- Resource use (e.g. electricity, fossil fuels, energy for heating and cooling)
- Travel and transportation
- Waste (from offices and datacenters)
- Impact from our offerings, products and services – how our core business can influence and transform clients' operations (what we do)
- Impact from our business practices and behavior (how we conduct our business)

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 environmental footprint by combining methods, processes and solutions that promote power and cooling efficiency.

In line with these initiatives, we strive to:

- Ensure environmental monitoring systems are in place to manage and adjust power consumption and heat emissions.
- Increase virtualization rates across all physical infrastructure to reduce energy consumption, operational risks, cost of maintenance and the use of hardware.
- Adopt good practices around heat management and the use of row level containment solutions, ensuring that appropriate power and cooling solutions are deployed.
- Leverage free air cooling technology that enable our data centers, where applicable, to use natural 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 fossil free electricity and energy efficiency is constantly improved. The natural cooling solution in our main data center has considerable energy-saving benefits, thanks to the naturally cooler climate in the Nordics. The innovative air2air evaporative cooling systems uses outdoor air to cool the data rooms. This enables energy savings of up to 30% compared to the industry average.

By integrating environmental requirements in our procurement of hardware and other supplies and by recycling IT hardware, we can reduce the environmental 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 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 2020, we finalized a consolidation of data centers, resulting in a reduction of total energy consumption for CGI's data centers in Sweden. Through use of energy efficient facilities and IT hardware combined with other innovations we have over the last 4 years reduced the consumption of electricity in our data centers with more than 40%.

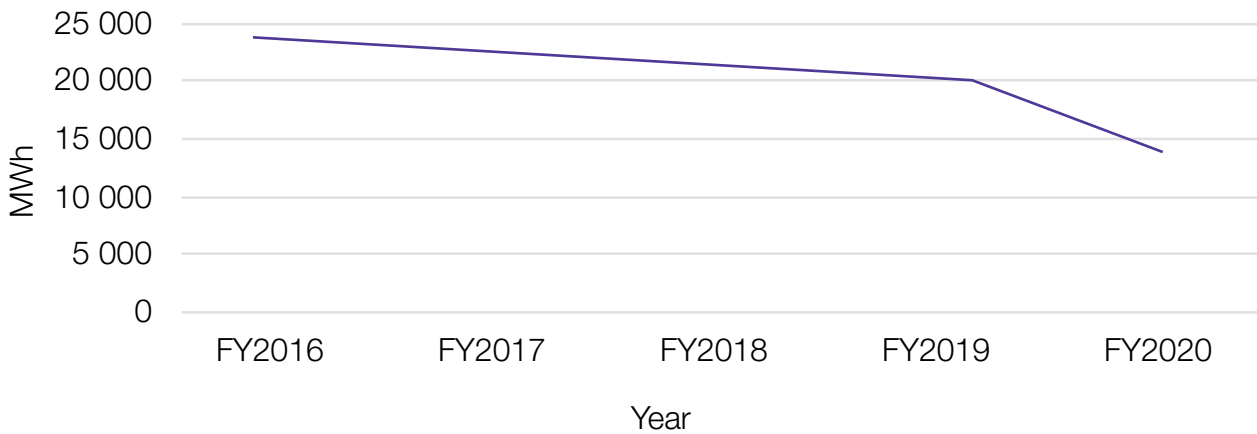
This is a positive result in a time where the appetite for computing and data has grown. Our clients' increased digitalization will drive a continued need for data center capacity and we aim to meet that demand while continuing to operate environmentally sustainable data centers.

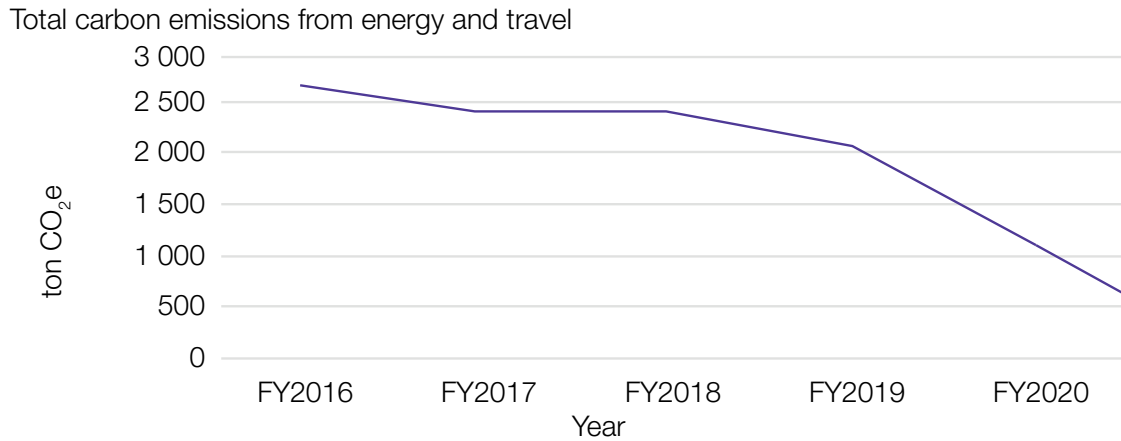


Electricity consumption

All electricity procured by CGI is from hydroelectric power and 100 percent fossil-free. Total electricity consumption between 2019 and 2020 has been

reduced by 30 percent, mainly due to the consolidation of two datacenters, which reduced the need for electricity and district cooling. The total reduction between 2016 and 2020 is 42 percent.





		F2016	F2017	F2018	F2019	F2020	Change 2016-2020	Change 2019-2020
Total energy use from offices and datacenters	MWh	26 818	25 930	24 874	22 910	16 179	-40%	-29%
Total carbon emissions from travel	ton CO ₂ e	2 654	2 316	2 379	2 022	1 068	-59,75%	-47,17%
Total carbon emissions from energy use and travel	ton CO ₂ e	2 694	2 361	2 422	2 065	1 110	-59%	-46%

The reduction in energy use between 2019 and 2020 is largely due to the finalization of a consolidation of two datacenters during 2020, which resulted in greater energy efficiency, both with regard to electricity use and energy for cooling.

Our main sources of carbon emissions are business travel by car and air. Restrictions in travel to our clients during the Covid-19 pandemic during the greater part of 2020 has resulted in noticeable reductions in carbon emissions, compared to the previous year. Although we expect to travel more during the coming year, we aim to ensure that the reduction in emissions during 2020 is not lost during next year. By implementing actions to make use of lessons learned during 2020, we will stay on the pathway towards our climate objective.

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 emissions from business travel as Scope 3.

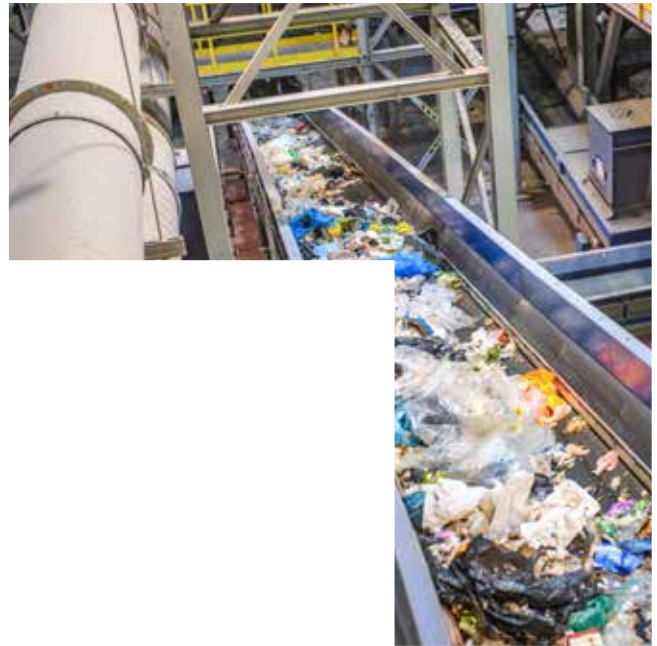
CO₂e (carbon dioxide equivalents) is a unit that makes it possible to compare the climate effects of different types of greenhouse gases, by expressing the emissions as equivalent to carbon dioxide.

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, 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 stringent 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's Swedish ISO 14001-certified environmental management system, which ensures continuous assessment and improvements.



People

Attracting and retaining the best talents

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.

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 and needs, as well as 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. Also, CGI aims to support members in attaining a healthy work-life balance by providing flexible working hours and extra financial support for members on parental leave.

Consequences of Covid-19

Due to rapidly changed demands from our clients, CGI opted to use the possibility of short-term work allowance during a limited time in 2020, in order to avoid lay-offs and to retain as many consultants as possible.

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.

Performance management and career planning

Individual career development is a key aspect of CGI's framework for performance management and career planning. The Member Partnership Management Framework (MPMF) ensures the engagement of each of our members in advancing their own future and the future of the company.

CGI's framework for leadership is built to support individual career development and aims to create a favorable environment 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.

The annual career development planning process gives every member an opportunity to share their career aspirations with their manager and discuss the best course for moving forward on their chosen path. Every member's career development plan is continuously updated based on their specific objectives.

Mandatory training

In-house training and awareness is an important part of our on-boarding process for new members. 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 followed up by leaders to make sure that all members have correct knowledge on fundamental issues such as environmental issues and the Environmental Management System, anti-corruption, data privacy and business ethics.



	2020	2019
Mandatory training (environment)*	92%	95%
Mandatory training (anti-corruption)*	94%	82%

*Proportion of members at CGI in Sweden who have completed the mandatory in-house training courses above at the end of the fiscal year 2020. New members are required to complete these mandatory trainings within 30 days.

Measuring member 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.

Member satisfaction scores

The in-house questionnaire to measure member satisfaction includes a specific question to assess how members regard CGI when it comes to our goal of

being recognized by our communities as a caring and responsible corporate citizen. More on the feedback from this stakeholder dialogue on page 12.

	2020
Average score	8,3 / 10
Living up to the company's values	9,0 / 10
Being treated with respect	8,7 / 10
CGI's involvement in our local communities	7,8 / 10

The results above are from members who work at CGI in Scandinavia. Due to organizational changes during the year, it is not possible to make an exact comparison with the results for F2019. However, a general comparison shows that scores for all areas increased to some extent compared to the previous year.

Development Programs

CGI strives to attract and retain the best talent and our operations in Sweden has developed several recruitment and recognition programs to do so, both large-scale as well as some more small-scale programs.

- Female Student Acceleration Program

- a member network for female and non-binary genders who have at least one years' studies left and want to learn more about a career in IT consultancy and get a kick-start to their career.

- CGI Selected

- A three-year program that offers training, in-house mentorship and knowledge-sharing networks for individuals who are accepted into the Program.
- CGI Nordic BI & Analytics Talent Program: for graduates who want to focus on Business Intelligence and Advanced Analytics.

- Dynamics Accelerate Program: to quickly establish a career as application consultants within Dynamics 365.

- SAP Accelerate Program: for a specialized course towards SAP and the possibility of certification.



Sofie Wahlström,
Winner of CGI's "IT Woman of the Year" award.

IT Woman of the year

CGI in Sweden annually presents the award "IT Woman of the Year", together with Universum. This award is dedicated to a woman that promotes gender equity by being passionate and a role model for other women within the IT industry.

In 2020, the prize was awarded to Sofie Wahlström, an IT entrepreneur and Innovation Manager, who believes that it is crucial for women to be involved in technological developments, so that technology can help us shape a more inclusive society. CGI and Sofie Wahlström will cooperate during the year to promote and inspire CGI's gender equity work and to increase the number of women in the IT sector in general.

Equity, diversity and inclusion

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, which benefits our clients and CGI alike.

Gender equity is a priority but we also emphasize the importance of broadening the perspective to focus on diversity and inclusion in a wider sense. It is about building a dynamic that is needed in our organization and make sure we listen to and make use of all perspectives and competences among our members. During 2020 CGI in Sweden has focused on implementing measurements and raising awareness of the importance of inclusion as a natural part of our day to day work and core processes. To make sure we reflect the society we live in, this topic will remain an important focus area in the coming year and it is embedded in all our development programs, leadership days and recruitment processes.

Womentor

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 promote, develop and present our female IT professionals and to work together with our peers to create equal opportunities for men and women. During 2020, CGI has participated in a network of adepts and mentors to share experiences and learn from each other.

Health and wellbeing

We believe that the health and wellness of our members is crucial and we are committed to supporting our members improve their quality of life. This commitment is governed by CGI's health and wellness policies and put into practice through various resources that are available to all members. We invest in activities, services and tools to support members' mental and physical health and well-being that address the health and wellness needs and interests of members.

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 the user to remain completely anonymous. The ethics hotline is publically available via the corporate website, cgi.com, making it accessible to users in Sweden.

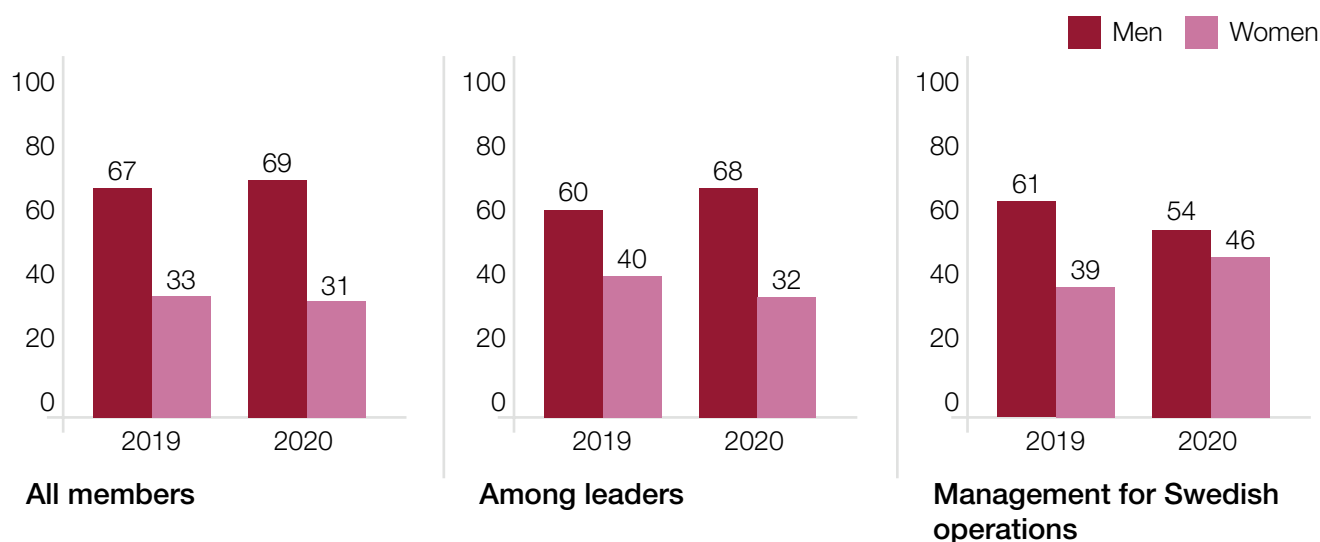
CGI provides a Member Assistance Program (MAP), health and well-being channels on the learning platform CGI Academia and the Oxygen Program. Oxygen is a wellbeing program with a web portal containing support resources related to physical and mental health, lifestyle habits and issues such as dealing with stress. During 2020, the program has included a section for managing the challenges caused by the Covid-19 pandemic.

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

Health - key indicators

	2020	2019
Sick leave (total)	2,1%	2,7%
Long-term sick leave (more than 90 days)	0,79%	0,97 %

Gender balance



Recognition and rankings 2020



Top Employer Sweden

For the sixth 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.



Karriärföretag

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



Young Professional Attraction Index – YPAI

CGI in Sweden was ranked in second place among IT consultancy companies and advances seven places compared to 2019, to number 25 in the IT industry sector. CGI was ranked 41 among the top 100 employers. The survey is conducted by Academic Work in co-operation with Kantar Sifo. Almost 6,000 people participated in the Swedish study in 2020.



Universum: Karriärbarometern

CGI was placed as number two among employers in the IT consultancy sector when the target group "young professionals" ranked their preferred employers.

Universum: Senior professionals

CGI advanced 44 places compared to 2019 and ranked at number one among IT consultancy companies and number 36 of the 100 most attractive employers in our industry category.

Excellent arbetsgivare™ 2020

Excellent Arbetsgivare 2020

According to Nyckeltalsinstitutet, CGI in Sweden is among the 10 percent of employers that annually survey equal opportunities for men and women and therefore qualify for the certificate “Excellent Arbetsgivare 2020”

The survey (Jämställdhetsindex JÄMIX®) shows how gender equity works in the organisation in nine areas: profession, management group, equal leadership opportunities, pay, long-term sickness, parenthood, employment rate, conditional tenures and proactive actions.

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.

In 2020, CGI Inc. received an improved score from CDP from C to B-, placing us in the “Management” scores band. According to CDP, CGI is amongst 22 percent of companies that reached Management level in our industry. CGI Inc. reports climate-related data to CDP annually.



SUSTAINABLE BRAND INDEX

CGI ranked number 2 among the top 5 in the IT & Technology B2B sector. Sustainable Brand Index™ is Europe’s largest independent brand study focused on sustainability.

Ranking in 2019 report, published in 2020.

Partnerships and initiatives

In line with CGI's strategy of utilizing our global expertise and our local presence, we strive to be engaged in our local communities and co-operate with others in order to accelerate the transition to a more sustainable society. CGI seeks to partner with both non-profit organisations and others in our industry in areas where we think we can make a positive difference, mainly in the area of supporting education and careers, technology in the local community and using IT for climate solutions.

Industry partnership for a Fossil free Sweden

CGI in Sweden partners with IT consultancy peers in Sweden, who delivered a Roadmap for fossil free competitiveness to the Swedish government in 2019. 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.

During 2020, CGI has actively participated in the work to prepare a learning plan for IT consultants, which provided a foundation for each company to offer our professionals additional skills regarding digitalization relating to climate action. CGI used this foundation to plan a training plan for our own IT consultants. The objective is to roll out this training during fiscal year 2021.

CGI helps to combat sexual exploitation of children

CGI in Sweden was a member of the non-profit organization the Swedish Financial Coalition (Finanskoalitionen) for 10 years, a group of companies in the banking and finance sector that work together to prevent and stop financial transactions for the

sexual exploitation of children. As of 2020, the child rights organization "Ecpat Sverige" coordinates the Finance Coalition in the form of a network, which will work through specific projects. CGI has committed to continue our membership in the network and we aim to contribute with technical knowledge and resources.

Responsible use of Artificial Intelligence (AI)

If used wisely, AI can power new outcomes across industries and business functions, for example to create sustainable supply chains, more inclusive healthcare and develop environmentally and socially responsible agriculture. CGI aims to help clients use Artificial Intelligence solutions responsibly.

CGI is a founding member of the national center "AI Sweden" which supports collaboration across industries, academia and society in order to maximize the benefits of Artificial Intelligence. As a founding member, we are involved in setting strategies for the work ahead. During 2020, CGI has participated in a number of reference groups – one of these being around Responsible 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. CGI has cooperated with the organisation Swedish IT and Telecom Industries (IT&Telekomföretagen), where we are a member, to develop an industry code with guidelines on how to mitigate the risk of the unethical use of AI.

During 2020, CGI has participated in the development of a checklist to be used as a concrete tool for implementing the industry Code. CGI has been involved in developing the checklist and we have used it in a number of AI projects during 2020. It has worked well as a basis for discussion in the project group and has helped our consultants to raise both technical and operational issues, with a focus on building sustainable solutions for our clients.

Artificial Intelligence to meet the climate crisis

The Swedish innovation agency (Vinnova) and Formas, a government research council for sustainable development, finance projects that aim to drive the use of AI to meet the climate crisis. During 2020, CGI has participated in the expert panel to evaluate and select projects for funding. A central criteria to receive funding is aligning with the UN Global Goals. Information on which projects received funding is available on Vinnova's website.

Supporting our clients during the pandemic

As a response to the Covid-19 crisis, the industry organization "Swedish IT and Telecom Industries" (IT&Telekomföretagen) called on member organisations to come together to show-case good examples of how IT and digital services and solutions can alleviate societal pressures and give our authorities the opportunity to make the best decisions possible during the pandemic. The initiative used the hashtag "#vitecherupp".

Some examples of how CGI participated:

- CGI worked pro bono for the medical university Karolinska Institutet, to provide digital ID solutions in an application for monitoring of medical symptoms
- CGI's ERP system "Raindance" helped Swedish municipalities and regions by:
 - adjusting due dates on supplier invoices so that CGI's public sector clients can contribute to increasing their suppliers' liquidity
 - adjusting due dates on customer invoices to help citizens with their cash flow
 - integrating the Raindance procurement system with storage systems at warehouses and hospitals to support availability and allocation of medicine within the regions' healthcare centers
 - creating customized reports to follow up on purchased medicine

Community engagement

At CGI, we are passionate about the communities where we live and work. We take the skills required to be a leading IT services company—problem solving, creativity and dedication—and put them to work to make a positive difference. CGI's goal is to benefit the overall wellbeing of our communities by partnering directly with local, non-profit organisations.

Dream Connectors

Dream Connectors is CGI's global social innovation program, which allows our members to demonstrate how IT and technology can enable a quicker transition to more sustainable solutions. CGI's members are encouraged to submit project ideas and Dream Connector projects receive CGI support in the form of funding, technology and member volunteers. All members who participate in the winning Dream Connectors program are recognized at the CGI Leaders Conference for their contribution, involvement and commitment to the improvement of the wellbeing of our communities.

Community involvement related to Covid-19

In 2020, during the Covid-19 pandemic, CGI worldwide implemented over 100 Dream Connectors initiatives that supported local communities. The platform was re-directed to post not only project ideas but also implemented initiatives, in order to speed up CGI's response to the effects of the pandemic.



In Sweden, members initiated projects such as becoming blood donors, since Covid-19 restrictions led to a downturn in regular blood donors, as well as constructing protective aprons for healthcare workers.

Hack the Crisis Sweden

CGI participated in the virtual hackathon "Hack the Crisis Sweden", which took place on 3 – 6 April. Hack the Crisis was coordinated by Hack for Sweden, an initiative by the Swedish government to stimulate open and data-driven innovation.

The focus for the hackathon was on social challenges caused by the ongoing pandemic. The hackathon is an arena for all parts of society to contribute to finding solutions which could help solve these challenges. The public sector, private sector, academia, non-profit organizations and citizens all came together and collaborated.

Hack the Crisis attracted over 7,400 participants and resulted in 521 suggestions for solutions in the categories "Save Lives", "Save Societies" and "Save Businesses".



During 2020, CGI in Sweden has supported The Swedish Childhood Cancer Fund (Barncancerfonden) by initiating fund-raising activities involving both members and clients, to help finance medical research and support to families affected by cancer.

Due to the Covid-19 pandemic, the fund-raising activities had to be adapted to the local restrictions. Despite this, CGI had two successful campaigns to support Barncancerfonden:

- A donation from CGI for each Client Satisfaction Assessment questionnaire completed by our clients. A total of SEK 30,000 was raised.

- Over 300 CGI members participated in the walking event “CGI Walk of Hope” during the month of November. Each member could participate safely by choosing the time and place for their walk and by sharing our walks on social media, the event contributed to a sense of CGI community, even though we could not walk together as planned. CGI’s members raised over SEK 46,000 for Barncancerfonden and CGI added SEK 20,000 to this amount.

STEM@CGI






Through CGI’s global STEM@CGI program, we inspire and mentor school-age to adult participants about science, technology, engineering and math (STEM) related careers with a special focus on increasing technical literacy within our communities – capabilities that are critical for the success of our digital society. 2020 changed the way students interact with our STEM events. We adapted by launching STEM@CGI At Home.



This virtual program helps parents, caregivers and educators across communities to continue teaching STEM to students in a home environment. Students have access to themed weekly activity packs focused on all aspects of STEM including coding, environmental sustainability and robotics.

CGI in Sweden will develop its local virtual STEM activities during 2021.

The UN Sustainable Development Goals

CGI recognizes that all 17 Global Goals are important to address and are aligned with the purpose of making sure business strategy and activities contribute to the fulfilment of the goals. Among these Goals, CGI in Sweden has identified seven where our operations contribute directly in a significant way. These are presented below.

Goal	The UN objective	How CGI contributes
 <p>3 GOOD HEALTH AND WELL-BEING</p>	Ensure healthy lives and promote well-being for all at all ages.	Offers AI robotics solutions for Södra Älvsborgs hospital, to automate routine tasks, giving more time for medical staff to attend to Covid-19 patients.
 <p>4 QUALITY EDUCATION</p>	Ensure inclusive and quality education for all and promote life-long learning.	Runs several trainee programs that offer the opportunity to achieve technical skills and employment.
 <p>5 GENDER EQUALITY</p>	Achieve gender equality and empower all women and girls.	Several initiatives to promote a gender balanced workplace in the IT industry. (See page 26)
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	Make cities and human settlements inclusive, safe, resilient and sustainable.	A partnership with Sundsvall municipality to invest in the IT infrastructure and the digitization of processes and services.
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Ensure sustainable consumption and production patterns.	The development of an IT solution (CGI Aromi) that uses real-time data to optimize food service processes, reduce costs, improve the diner experience and also to calculate the climate footprint of foodstuffs and whole meals.

Goal	The UN objective	How CGI contributes
 <p>13 CLIMATE ACTION</p>	<p>Take urgent action to combat climate change and its impacts.</p>	<p>Climate target for CGI's Swedish operations</p> <p>Active participation in the Roadmap for fossil free competitiveness to help strengthen resilience and adaptive capacity.</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Target 16.2</p> <p>Protect children from abuse, exploitation, trafficking and violence.</p>	<p>CGI in Sweden is a member of "Finanskoalitionen", a network run by the child rights' organization Ecpat Sverige. Read more on page 30.</p>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Revitalize the global partnership for sustainable development.</p>	<p>Partnership with Swedish municipalities and regions to promote and support the UN Global Goals.</p> <p>Active participation in the Roadmap for fossil free competitiveness with peers in the Swedish IT consultancy sector.</p> <p>Founding member of the Swedish center for responsible AI, "AI Sweden".</p>

The UN Global Compact

CGI is committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labour, the environment and anti-corruption. CGI Inc. is the signatory and the formal Communication on Progress is CGI's corporate CSR report, which is available on our corporate website.

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, EcoVadis, 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.



Policies that govern sustainability issues

At CGI in Sweden, the CGI Management Foundation is the framework for policies that lay the foundation for our values as well as policies that govern issues directly or indirectly relating to human resources, security, financials, social and environmental sustainability 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 social 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, children's rights, labour issues, 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.

Risk management

At CGI, the risk management process is applied at all levels of the organization. Sustainability-related risks are also addressed as applicable. The risk management process is included in CGI's corporate Quality Systems Management Framework that provides guidelines and requirements for identifying, assessing, mitigating and monitoring the risks as well as opportunities.

CGI's Enterprise Security Management Framework is a risk-based security model which is aligned with industry standards such as ISO27001:2013 and NIST. We are one of the few providers worldwide with three accredited security certification facilities and a world-class innovation lab.

Our main risks are operational risks related to 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 the safety of members.

Operational risk

We know there is strong demand for qualified individuals in the IT. Hiring and retaining a sufficient number 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.

Cybersecurity is a global phenomenon that is no longer just an IT issue. We always aim to have the technology, services and policies in place to 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.

Environmental risk

The main environmental risks identified as part of our risk management 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 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.

CGI manages its information assets as well as those of its clients with due diligence and care, and takes appropriate quality and security measures to safeguard these assets to deliver its services.

Financial risk

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 both local and global level. The Board of Directors at the corporate level have governance responsibility for risk management, which is handled by the Audit and Risk Committee.

Governance

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 is situated in Stockholm, Sweden.

Quality and Sustainability

The function for Quality and Sustainability (a part of Operations Support) drives and coordinates 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 CGI's operations in Scandinavia and meets with the management team and the President via a number of strategic and decision-making forums on a regular basis.

The Quality and Sustainability department for CGI in Scandinavia drives sustainability issues at a strategic level and provides the business units with operational support. A network of CSR Coordinators in Sweden, Norway and Denmark ensure that the business works in accordance with the content in the environmental management system and in line with strategies and business objectives. The CSR Coordinator Forum meets every third week.

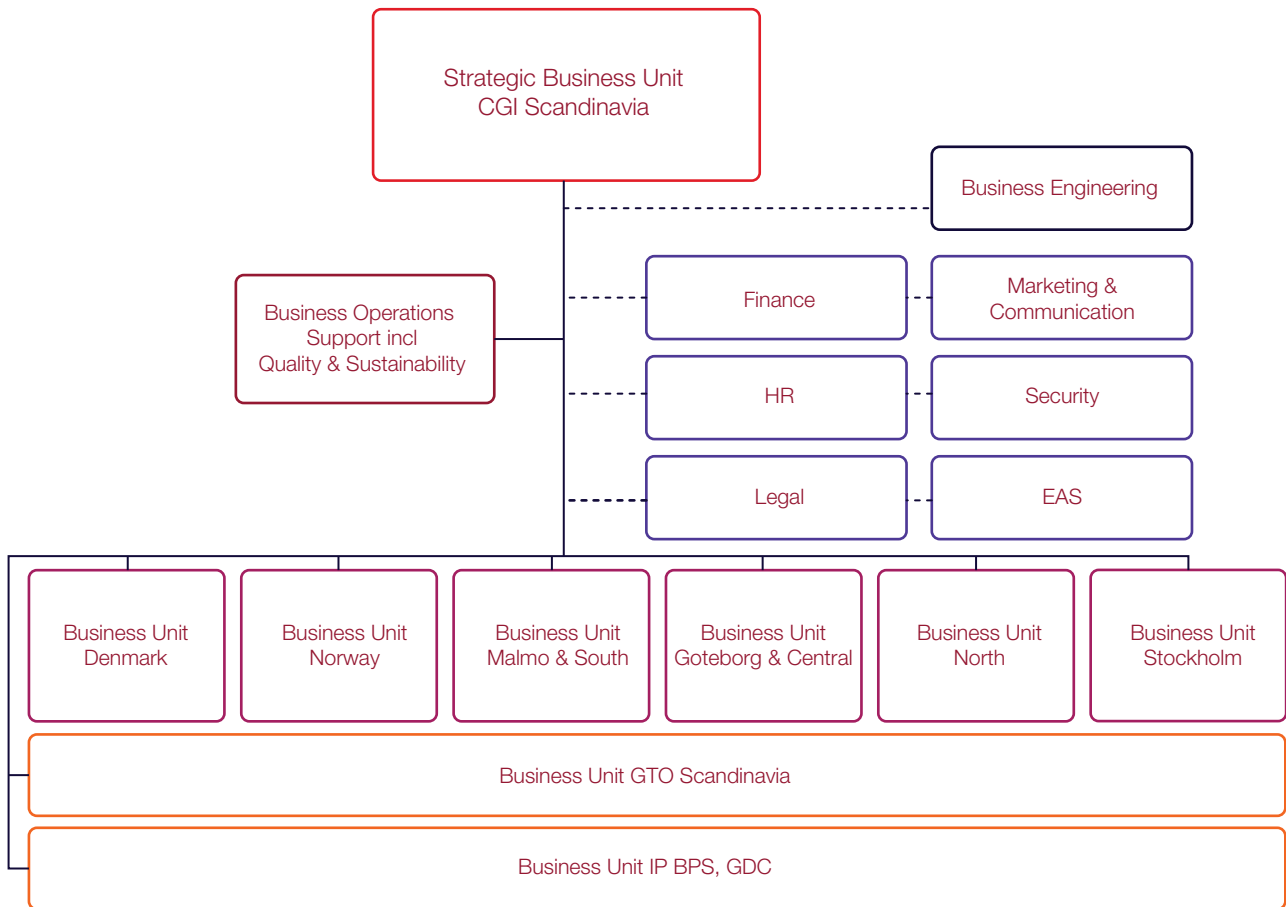
Swedish clients benefit from global competence

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.



Governance structure for sustainability



Global CSR governance

CGI's Executive Vice-President and Chief Financial Officer lead the corporate CSR Executive Steering Committee, which comprises executive level representatives from the Strategic Business Units and Corporate Functions. John Karnblad represents CGI in Scandinavia in this CSR Committee, which is a new initiative for the corporate CSR governance as of 2020.

The CSR Executive Steering Committee is supported by subject matter experts from the Scandinavian organization, who participate in the CSR Global Network. For more information, please see CGI's global CSR report.

About this report

This sustainability report covers the fiscal year 2020, which is the same period as CGI Sverige AB's annual report (1 October 2019 to 30 September 2020) 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.

The key figures in this sustainability report refer to CGI Sverige AB, unless otherwise stated. The sustainability report for Acando Consulting AB for 2020 is included in the company's annual report.

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 2020. The report is available on CGI's website, cgi.se.

CGI Sverige AB
164 98 Stockholm
Sweden

Visitor's adress:
Torshamnsgatan 24, Kista
Tel: +46-8-6702000

Corporate Identity Number: 556337-2191





About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments.

Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

[cgi.com](https://www.cgi.com)

© 2021 CGI Inc.

