

# Sustainability in brief

CGI in Scandinavia



# About this publication

This publication is a general description of CGI's sustainability work. The scope of the selected performance indicators is CGI's operations in Scandinavia (Sweden, Norway and Denmark), unless noted otherwise.

For the statutory sustainability report for CGI's Swedish and Danish operations for reporting year 2021 and CGI Inc.'s Communication on Progress to the UN Global Compact, please see CGI Inc.'s global CSR Report for fiscal year 2021, available on our website [cgi.com](http://cgi.com) and on our local websites in Sweden, Norway and Denmark.

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# 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.

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Founded

1976

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Consultants and professionals

84,000

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Locations worldwide

400

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End-to-end services  
clients globally

5,500

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Clients through our  
170+ IP-based solutions

50,000

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F2021 revenue

C\$12.13B

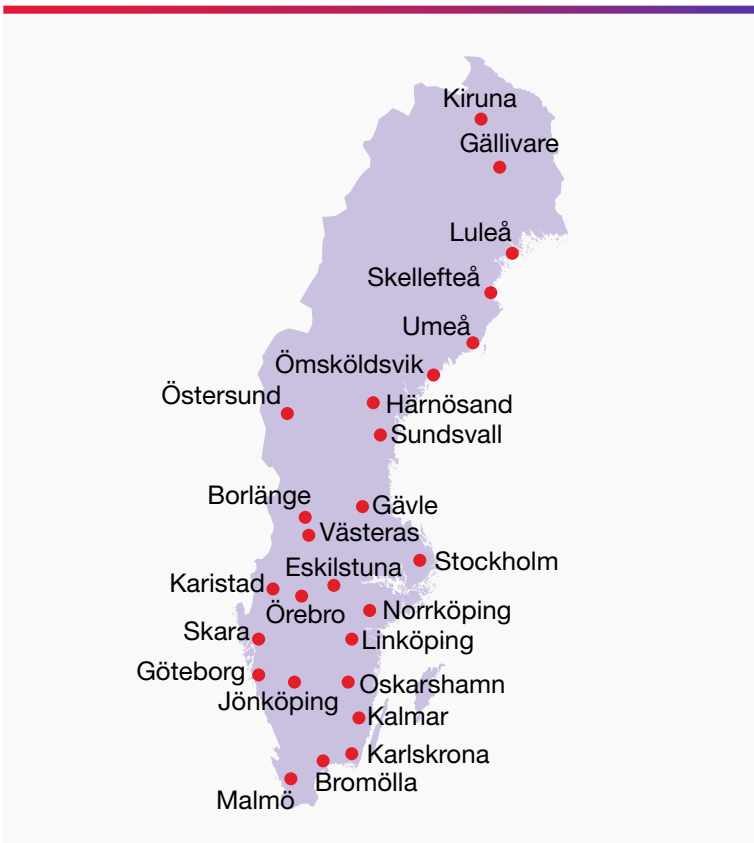
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Stock symbols

NYSE: GIB  
TSX: GIB.A

## CGI in Scandinavia

CGI's subsidiaries in Sweden, Norway and Denmark are part of the international corporation CGI Inc. and leading IT services and consulting companies in our respective markets. With over 4,400 professionals serving private and public clients in all sectors and engagement with our clients from around 45 locations in Scandinavia, we bring CGI's global expertise to our local markets.



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Consultants and professionals

3,993

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Locations in Sweden

31

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Certified

ISO14001

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Members are shareholders

84 %

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MSEK Revenue

5,147

# Our services

CGI works side by side with our customers in the private and public sectors and helps them achieve their goals. We do this by combining our industry knowledge, innovation expertise, technical expertise, local presence and global delivery capacity. Our knowledge of various industries, our wide range of services and experience is the basis on which we build to create success for our customers.

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

In CGI's annual client insight review "Voice of our Clients", more than 1,690 industry leaders and decision-makers worldwide gave feedback during 2021.

It shows, among other things, that Scandinavian businesses see environmental sustainability as a very important part of creating value for clients and other stakeholders, while at the same time the focus is very much on digitalization initiatives as an enabler to meet client expectations. It puts pressure on businesses to be able to combine both the sustainability perspective and customer experience.

CGI wants to be the clients' partner of choice when it comes to including the sustainability perspective when supporting our clients' digitalization roadmap.

<b>Client satisfaction scores</b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>
Client satisfaction (overall)	8,95	8,93	8,95
Involvement in our local communities	8,30	8,58	8,74

(Scale of 1 to 10)

Results for CGI's clients in Scandinavia

# Our approach to sustainability

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.

## Three strategic priorities

We focus on issues where our members' experiences and expertise can contribute to society at large and where our stakeholders have particularly high expectations of us. We bring these issues together in three priority areas - People, Communities and Climate.

CGI's goals and activities in these priority areas are included in the business plan and are followed up through CGI's internal reporting process and in stakeholder dialogues.



### **People**

At CGI, we want to use our skills from the technology sector to inspire people in their careers and to encourage them to work in technology. This focus area also encompasses issues concerning equity, diversity and inclusion as well as health and wellbeing.

### **Communities**

We commit to positively contribute to our local societies by leveraging our IT and business expertise. CGI's members can engage on worktime by volunteering their time and expertise to local non-profit organizations.

### **Climate**

We are committed to taking environmental responsibility through our operating practices, supply chain management and by providing solutions for our clients that support our clients in achieving their environmental targets.

# 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 environmental policy commits us to:**

- Comply with or exceed all applicable governmental environmental regulations, along with other commitments deemed significant to our clients and members.
- Implement waste management practices that promote reductions and recycling, including re-use where appropriate; when waste is unavoidable, to ensure it is disposed of properly.
- Reduce and prevent pollution through energy, waste, and resource management best practices.
- Promote the creation and use of sustainable facilities.
- Communicate our environmental policy, practice and progress to all stakeholders.



## Net Zero Climate target

In January 2021, CGI Inc established a group-wide target of having net-zero climate emissions by 2030 at the latest, regarding our emissions in Scope 1 to 3, in accordance with the definitions in the GHG Protocol.

CGI's operations work to reach this climate goal by continuously working to reduce emissions from business travel and our energy use. The climate target is followed up regularly and more detailed information and Key Performance Indicators are reported in CGI group's annual sustainability report.

## 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.

All data centers in Sweden are powered by 100 percent fossil free electricity and energy efficiency is a prioritized focus area and is continuously improved. The natural cooling solution in our main data center has considerable energy-saving benefits.

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. 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.

### Environmental performance

	2019	2020	2021
Energy use (MWh)	26 363	19 959	17 642
Emissions energy (tCO <sub>2</sub> e)	349	201	216
Emissions travel (tCO <sub>2</sub> e)	2 985	1 783	388
Total emissions (energy & travel, tCO <sub>2</sub> e)	3 334	1 984	603

### Renewable electricity

	2019	2020	2021
Offices and datacenters (MWh)	20 218	14 944	11 192
Percentage of total electricity use	91,6%	91,5%	89,1%

All figures for CGI operations in Scandinavia.

# Systematic environmental work

In order to secure a robust handling and follow-up of CGI's material environmental aspects, an Environmental Management System (EMS) is in place for our Swedish, Norwegian and Danish operations. The EMS 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 Swedish and Norwegian operations are also audited by an independent Third Party and certified in accordance with the environmental standard ISO 14001. The Danish operations will be audited externally for the first time during 2022.



## 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. Roles and responsibilities for environmental issues are clearly defined and positioned in the operational business units.

## 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, Norway and Denmark must complete a mandatory e-learning 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 management systems. Each business unit has a CSR Coordinator who works closely with the organization and is responsible for coordinating sustainability activities within the business unit.

# Social responsibility

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 want to attract and keep the best talents.”



## **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.

## **Career planning**

Opportunity for career development and to take advantage of the opportunities that a global company offers is an important part of the work to retain members. Tools and processes for dialogue, training, leadership and career development are part of CGI's framework for quality management, “CGI Management Foundation”.

## Member satisfaction

The Member Satisfaction Assessment takes place annually, both through 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

	2019	2020	2021
Member satisfaction (overall)	8,31	8,32	8,48
Involvement in our local communities	7,75	7,80	7,99

(Scale of 1 to 10)

Results for CGI's members in Scandinavia.

Note: 2019 Northern Europe figures

## Equity, diversity and inclusion

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. 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.

### Gender balance

	2019	2020	2021
All members	F: 32,4% M: 67,6%	F: 31,8% M: 68,2%	F: 31,0% M: 69,0%
Leaders	F: 33,7% M: 66,3%	F: 32,4% M: 67,6%	F: 34,0% M: 66,0%
Scandinavian management team	F: 25% M: 75%	F: 35% M: 65%	F: 37% M: 63%

(Scale of 1 to 10)

Results for CGI's operations in Scandinavia.



## 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.

## Equity, diversity and inclusion

At CGI, we give you the knowledge and tools you need to develop and grow, but above all you become part of a team that shares thoughts and builds success together.

At CGI, we strive for an open and inclusive working climate where all employees have the same opportunities, rights and obligations in all important areas of working life. This applies regardless of knowledge and skills, gender, age, ethnicity, religion, belief, ability, sexual orientation or life situation.

Our work on gender equality has received attention as we have been awarded Nyckeltalsinstitutet's certificate "Excellent Employer". Their Gender Equality Index (JÄMIX®), studies gender equality in organizations in

nine areas: occupational groups, management team, managerial career opportunities, salary, long-term sick leave, parenthood, employment rate, permanent employment and proactive initiatives.

All employees at CGI Sverige AB are included in collective bargaining agreements, which ensure excellent labour rights and conditions, and complete and competitive pension and insurance packages.

In Denmark all employees are likewise included in a collective bargaining agreement with 5 most relevant unions. When the agreement was made it was the first of its sort and has lead the way for other companies in the IT Industry.

## 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. CGI's whistleblower hotline, which is provided by a third party, is and allows the user to remain completely anonymous. The ethics hotline is publically available via the corporate website, [cgi.com](https://www.cgi.com), making it accessible to users in Sweden, Denmark and Norway.

# 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.



## Sustainability in 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.



### **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.

### **Sustainability risk assessment**

An evaluation of suppliers' sustainability work is an integral part of the risk assessment process. 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. Significant sustainability aspects are also included in the dialogue with existing suppliers during the contract period.

### **Sustainability requirements for goods and services**

In addition to the risk assessment process for new suppliers, CGI sets relevant sustainability requirements for specific goods and services, for example when purchasing IT hardware. This may apply to requirements for environmental certifications, energy efficiency and chemicals. We expect our suppliers to work continuously to promote sustainable manufacturing processes and counteract human rights violations at their supplier level, such as in the use of minerals and other natural resources.



# 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.



## **STEM@CGI**

Through CGI's global STEM@CGI program, we inspire and mentor school-age to adult participants about 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.

CGI focuses on those who are underrepresented in STEM subjects academically and in STEM-related careers, to contribute to more inclusive and equitable opportunities for young people, and in society in general.

Members in Sweden, Norway and Denmark can contribute as mentors during working hours, for example by arranging activities for children, either under the auspices of CGI or together with a local non-profit organization.

\*(Science, Technology, Engineering, Mathematics)

## Partnerships

### Industry partnership on climate action

CGI is a founding member of the Swedish, non-profit industry organization, "Digitaliseringskonsulterna", which currently has more than 30 members. The organization brings together consultancy firms with operations in Sweden with expertise in digitization, innovation and change management. We are united in our ambition to help our stakeholders understand how digitalization can accelerate the development of sustainable activities, particularly regarding climate action. The member companies work to support politics, business and the public sector in understanding how Sweden, through digitalization and innovation, can more rapidly transform and reach the national target of being the first fossil-free welfare society, with increased competitiveness and growth as a result.

In January 2022, Digitaliseringskonsulterna joined the Exponential Roadmap Initiative, committing to support exponential climate solutions.

**CGI's own climate target, to achieve net zero carbon emissions by 2030, is aligned with this commitment. More on CGI's climate work in our latest CSR report on [cgi.com](https://www.cgi.com).**



### Laer kidsa kodning

CGI in Norway is a partner to this non-profit organization that focuses on helping children and young people to understand and master their own role in the digital society. Learn Kidsa Coding helps individuals not only to become users, but also creators, by using technology.

CGI wants to contribute to digital inclusion for all, where we inspire more children and young people to explore a career and develop an early interest in IT and technology. Together with Lær Kidsa Koding, we hope to be able to put coding on the agenda and help develop the coding talents of the future.



### **Coding class**

Employees in Denmark have contributed to the project “Coding Class” arranged by the Danish industry foundation “IT-Branchen”. With CGI members as advisors, the children learn skills that enable them to become creators of technology and have fun with coding.



### **It camps for girls**

CGI co-sponsors “IT Camp for girls. The aim is to inspire and introduce young women to tech. The target group consist of young women taking their sabbatical year after Gymnasium (typical age is between 19-21 years). During 3 days the participants are introduced to the tech industry. This year the focus is on Data Science and IT-Product Development. The program covers lectures, workshops and visit at companies. The participants will meet other women in tech still studying or already making a career. It gives the girls a very good insight to our world.”



### **Nema problema**

CGI in Sweden is a partner to Nema Problema, a Swedish non-profit organization which focuses on integration projects in Stockholm. The organization helps persons new to Sweden to find relevant jobs and create encounters between people of different backgrounds. CGI members in Stockholm can get engaged as mentors, to support a newcomer to Sweden, for example by supporting in language skills, job applications and help in getting into Swedish society.

# My dream now

CGI in Sweden supports the motivation program My Dream Now, for inspiring meetings between students and working life. The vision is for all young people to feel their value in society and find their own paths to jobs and dreams. CGI's members in Sweden are offered a free volunteer training and can have the opportunity to participate as a class coach in a school that is part of the program.

“If I could tell my 15 year old self anything I would say – find someone who can guide you; find a mentor. Being able to volunteer my time at CGI by being a classroom coach for My Dream Now is a great way for me to contribute and make a difference - specifically for girls but also for kids struggling in general.”

- CGI member in Stockholm





## 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.

Learn more at [cgi.com](https://www.cgi.com)  
or contact us directly at [info@cgi.com](mailto:info@cgi.com).

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