

# Sustainability Report 2020.

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# Steps 19/20.

## Becoming certified as a Great Place To Work.

A truly inspiring workplace to us, is a place where you have the opportunity to evolve through exciting customer projects together with great colleagues. A place where you are allowed to be curious and challenge the known in a caring environment. And guess what?! We have all that. And now, also the certification to prove it.

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## New goals. To become Climate neutral.

In May 2020, our sustainability group and management held a workshop to find and define Elvenite's long term vision regarding sustainability work. The result was a new long term goal: To become a climate neutral company.

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## Improving date control to reduce waste.

Last year, we developed a new digital date control feature, which is now used in multiple stores. The solution reduces food waste, increases revenue, and creates more time for staff in grocery stores to take care of their customers.

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## Reducing the spread of Covid in stores.

Our friends at Coop Värmland realized that the current situation would mean long queues for the postal agents at their stores. We developed a new digital queuing solution to reduce the risk of spreading the infection.

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# Foreword.



At Elvenite we believe in long-term thinking, both in our relations and in our daily work creating sustainable value for our customers.

Therefore we decided in 2020 to start our long-term journey to become a CO<sub>2</sub>-neutral company.

The world is facing huge challenges, and everyone needs to do what they can to minimize their carbon footprint and increase their handprint to contribute to the goals set by Agenda 2030.

In 2020 we took our first steps towards becoming a CO<sub>2</sub>-neutral company. We started to measure our CO<sub>2</sub> emissions and created our first sustainability report.

By creating and publishing this report, we have increased our knowledge and insights into what we can do to reach our goal. We also hope to inspire other companies to take action.

It is only by working together that we will save our planet.

**Mathias Dyberg, CEO.**

# About Elvenite.

In the interface between IT and business development, we deliver results to Scandinavia's leading food companies. We combine in-depth business expertise with a passionate commitment to maximizing the value of our customers' business systems and decision-making.

Our areas of expertise are; **ERP & Integration**, where we offer experienced enterprise architects and business consultants specializing in Infor M3, both in the cloud and on-prem. **Business Insights**, where we assist companies all along the supply chain to define key indicators to establish and maintain data warehouses and reporting tools. And **Data driven** decision-making, where we offer multiple tools and strategies for helping organizations become data driven.

Our customers are always at the heart of everything we do. Our work is based on offering services that enhance the benefits of your business system and develop your business. We act as a one-stop-shop and a long-term partner for your improvement work thanks to the fact that we're able to offer a combination of our expertise.

## Some of our lovely customers

Coop Värmland, Plantagen, Lantmännen, Kavli, Skånemejerier, IKEA foods, MOWI, Hansa Borg, Intersnack, Insula, Norgesgruppen, Maarud and Epiroc.

## Elvenite is a part of CombinedX

Elvenite is owned by CombinedX, a family of know-how companies that help other companies and organizations take advantage of digital opportunities. CombinedX delivers services through nine specialist companies, each with market-leading technology and business expertise in its niche.

Together, customers are offered a magical combination of expertise. CombinedX has just over 400 employees in Sweden and a turnover of approximately SEK 600 million / year with strong growth.

**92m**

Revenue

**75**

Employees

**3**

Offices

# Grow Happy with Elvenite.

The reason for our existence. The answer to why.

At Elvenite we believe that you need to be curious and trust people to evolve. You need the courage to follow ideas that challenge the known, to find what's new, and what's good.

We want you to grow. Organizations and people together. Without soiling or stepping on anyone. Because for growth to be efficient and meaningful, it needs to be sustainable, fair, and caring.

This is a challenge. This is our heart. This is grow happy. And we are with you all the way. We are the energy that fuels you, the map that guides you, and the high-five at the finish line.

Why? Because we want you to grow happy, with Elvenite.



## Sustainability at Elvenite.

Historically, sustainability work at Elvenite has been conducted by a group of people working towards three goals.

- Implement and report at least one point of improvement per year.
- Contribute to internal awareness.
- Contribute to getting closer to a concrete customer offer.

The results have been great, we have participated in Breakit Impact Challenge 2018, installed a main off switch in our main office to save energy, and held our annual "September challenge" to increase awareness about sustainability and healthy living.

However, this year we decided to do things differently.

**Maja Wahlquist, Head of Sustainability.**

# Goals and strategy.

In May 2020, the sustainability group and management held a workshop to find and define Elvenite's long-term vision regarding sustainability work. The result was:

One long-term goal:

- To become a climate-neutral company.

Four short term goals:

- Publish Elvenite's first sustainability report.
- Develop Elvenite's sustainability Policy.
- Start measuring what matters, start measuring our biggest source of emissions - travel.
- Establish routines to minimize additional administration, and find a convenient way to follow up and measure results of sustainable initiatives.

## New Sustainability policy.

Elvenite's sustainability policy is built upon the Global Reporting Index standards: People, Profit, Planet.

People, the social perspective that manages gender equality, diversity, well-being, community, working standards, health, and safety.

Profit, the economic perspective that deals with business stability, economic resilience, long-term return on investment.

Planet, the environmental perspective that deals with everything from renewable resources, low emissions, low waste, and biodiversity to pollution prevention in air, water, and soil.



# Elvenites sustainability policy.



## People

- Elvenite will strive to mirror the demography in our society.
- Elvenite will work for physical, mental, and nutritional improvements in and outside the workplace.
- Elvenite will be involved in the development and improvement of our local community regarding education, sports, health, etc.
- Elvenite will help those who need it most, for example by a charity.
- Elvenite will take responsibility for its purchases by assessing products and suppliers based on social sustainability.



## Planet

- We will encourage our employees to consider sustainable travels within as well as outside working hours and consider alternative meeting methods to reduce the number of trips.
- Elvenite will take responsibility for our purchase by assessing products and suppliers from an environmental point of view.
- Elvenite will take responsibility for keeping down our energy use and using the best possible energy source and strive to minimize unnecessary material use.
- Elvenite will take responsibility for sorting and recycling waste that comes from our operations.



## Profit

- Elvenite wants to grow to be an attractive employer and service provider.
- Elvenite wants good profitability to be a secure employer and supplier and to be able to grow.

# Long-term goal. Become climate-neutral.

To reach our goal of becoming climate neutral, our first step is to measure and be transparent about our emissions.

Then, set up a plan to reduce it and compensate in a certified climate project. Furthermore, an external firm must review our numbers and actions. In other words, to be called a climate-neutral company – one cannot just buy themselves out of the equation.

For Elvenite to become a climate-neutral, and then a climate-positive company, we have identified important areas and Key Performance Indicators to measure and follow up. Those are travel and energy.

## Energy

Energy used for our offices and servers can have a substantial impact on the environment, this can be minimized in the way we write codes since some codes are more cost-efficient than others. We see this as an area of great importance since the quantity of data used in operations and solutions increases as artificial intelligence and machine learning become more common.

## Travel

As an organization mainly built on consulting, our biggest emissions come from travel. Although the pandemic has had a major impact on traveling for everyone, and the usage of digital meeting platforms becomes better and better, we still want to pay attention to the impact that travel has on our planet. To better take action and precautions in a more normal situation. This year we will implement a way to continuously measure our emissions in order to set up goals and actions to reduce them.



## Short-term goal. Measure emissions from our travels.



In 2021 we implemented a method for measuring our emissions from travel by using our project management system, our innovation "Elvira" and a spreadsheet.

Elvira is our digital assistant that helps us calculate allowance. By adding more functionality, she can now help us gather and save data from our travels which we will use to calculate our travel emissions.

When we report travel costs in our project management system, we simply click on our assistant Elvira which triggers a form in which we can fill in the start and end-destination. Elvira saves the information together with information about the project and mode of transportation. Elvira then calculates the emissions by using advanced formulas and presents them in a spread sheet.

To calculate emission from all employees traveling to and from work, we sent out a survey where we answered questions about our travel habits. This information was then added to the same spreadsheet.



# Customer Cases.

# A digital queuing solution to reduce spreading of Covid.



Digital commerce is constantly growing and the pandemic contributed to a big spike in this trend. Concepts such as Black Friday and Cyber Monday increase our consumption and puts high pressure on postal agent stores as large volumes are to be handled in a short period of time.

Our friends at Coop Värmland realized that the current situation would mean long queues for the postal agents at their stores.

We developed a new digital queuing solution to reduce the risk of spreading the infection. The digital queue system enables customers to stand in line digitally so that they can be efficient and reduce their time spent in the store.

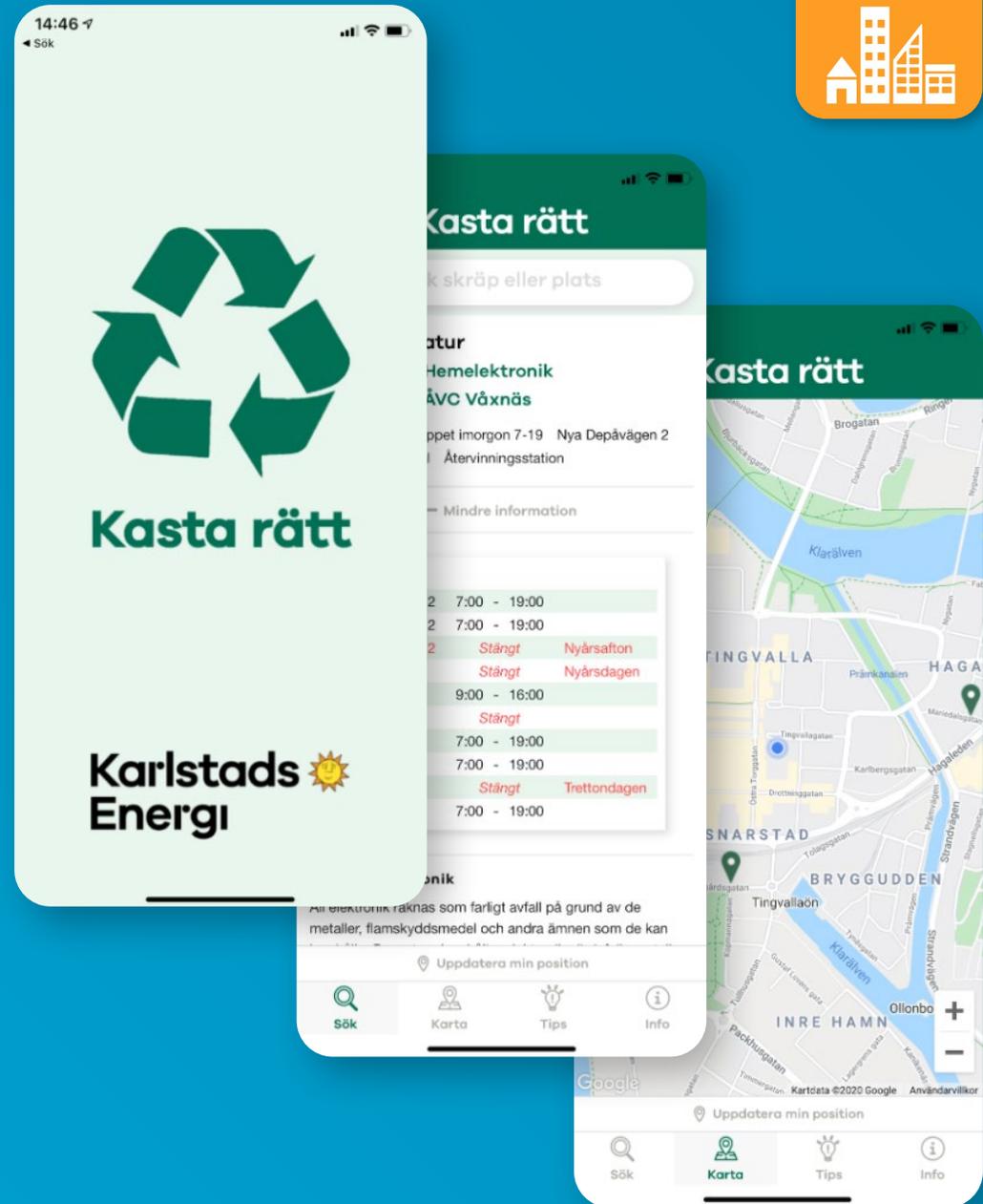
For the solution to be inclusive we had to develop a digital solution that could be integrated with the manual, existing solution, for the customers without smartphones or ability to adapt conveniently. Through agile development and close teamwork with Coop and the end-users we managed to go from idea to a fully functioning solution in only 17 days. We look forward to continue developing the solution and for it to be used in even more stores in 2021.

A composite image illustrating the digital queuing solution. At the top, a white sign with green text reads 'UNDVIK TRÄNGSEL I POSTKÖN' (Avoid queues in the post office). It lists three steps: 1. Open your mobile camera and hold it up to the QR code. 2. Click the link that appears at the top of the screen. 3. You are now in the queue, but without a paper slip. It also includes a QR code and a note: '\*Vissa Androidtelefoner kan behöva en QR-läsare\*' (Some Android phones may need a QR reader). Below the sign, a smartphone screen shows the app interface with a digital queue number '40000' and buttons for 'Föregående' (Previous) and 'Nästa' (Next) for both 'Digital kö' and 'Papperskö'. At the bottom, a green digital queue display shows 'Digital kö' with a number '000' and a smartphone icon, and 'Papperskö' with a number '400' and a paper slip icon.

# Recycling app to increase the recycling rate.

We helped develop a recycling app for Karlstad Energi. The app is designed to simplify recycling and separation of waste. For example if you're wondering where the closest recycling station is, or how to sort your trash, the app can help you.

Through information technology, UX, and system integration, the app contributes to increased knowledge about recycling and better waste management.



# Integrated date control function to reduce food waste.



In 2020, we started a major revolutionary project. To develop the next generation Personal Digital Assistant for Coop Värmland.

The project was conducted using the Design Thinking methodology and during the first phase, we found that the work of keeping track of when items expire, was done in different ways from store to store.

Some stores had invested in high-quality date control solutions, which unfortunately came with an expensive license cost. Other stores use different manual systems such as calendars, post-it notes, and paper to document when an item expired.

Along with Coop Värmland, we prioritized the development of a new digital date control feature, which is now used in multiple stores.

The solution reduces food waste, increases revenue, and creates more time for the staff to take care of their customers.





**Social.**

## Our office.

We believe that the work environment is a key factor in order for us to deliver effective consulting services. We want our work environment to be inspiring, creative and colorful, which is mirrored in our main office in Karlstad where most of our consultants work.

Our open office space is completely activity-based and divided into three different zones, ranging from quiet to active zone. Depending on the content of your workday, you can either choose to sit in the active zone, where you can talk and cooperate with your colleagues or, if you don't want to be disturbed, you can work in the quiet zone.

Furthermore, we have three airy, colorful conference rooms, and two smaller rooms to reserve for meetings or to work in peace and quiet. Our conference rooms are also being upgraded in terms of equipment to better meet the requirements for advanced digital meetings and conferences. This is because we see the increased need for doing business this way in the future, trying to reduce travels.

The office also holds a resting room, available if you need to take a short break during the workday.

3 GOOD HEALTH  
AND WELL-BEING



# Becoming certified as a Great Place To Work.

## Background

Great Place to Work evaluates organizations on their workplace culture and their contribution as employers. Every year they conduct employee surveys (Trust Index) of 11.5 million employees worldwide to help organizations in all industries and of all sizes to develop their workplace culture, to make business more profitable and employees feel good. The concept is based on over 30 years of research on what makes a workplace great and through GPTW, we have now evaluated our workplace culture and efforts as an employer.

## Purpose and goal

A certification through Great Place to Work means, in practical terms, that we meet the requirements and standards of what a great workplace should be like. It is proof that our employees perceive the organization as a good workplace. We are convinced that good trust in an organization can have a measurable effect on employee engagement, productivity, and financial results. The results of the survey guides us in our continued work to create and maintain a workplace culture where every employee feels good and feels seen, appreciated, valuable and motivated. The organizations that are ranked highest by their own employees in the Trust Index survey are highlighted on the list of the very best workplaces. Our goal is a well-performing and prosperous organization that takes place on the list of the very best workplaces in Sweden.



# Great Place To Work results.

We have conducted the Trust Index survey with 100% participation (Wow!) Two years in a row (double-Wow!). For 2020 we achieved a Trust Index of 92% which matches the average result of the 25 very best workplaces in Sweden in the size of 50-249 employees. (The percentage is an average rating of the entire survey which is then compared to other organizations' results.) We thereby improved our already high results from 2019 and we got our certification! We can now proudly say that we are certified as a Great Place to Work. Also, we can proudly announce that according to 97 percent of our employees, Elvenite is, overall, a good place to work.

**100%**  
Participation

**97%**  
All in all, this is a  
good workplace

**92%**  
Trust Index

# Sustainable growth with a new trainee program.

We want to be a company built on diversity where both seniors and juniors with mixed skills and perspectives thrive and develop together.

We need to grow and think about the future, therefore we supplement with junior competence to avoid future skills shortages. This year we started our own trainee program aimed at newly graduated students. For six months the trainees get to work in our various value offerings in customer projects, as well as internal projects. They also receive additional training to promote personal development in preparation for their future role as a consultant. All trainees are assigned a mentor who will support them and act as their role model.

The trainees in return bring new ideas, theories, and inspiration and thereby make Elvenite a better, more diverse company.



# Our own annual employee survey.

In addition to the Trust Index survey conducted by Great Place to Work we also conduct our own employee survey to keep track of the wellbeing of our organization and our coworkers.

This survey is focused on monitoring changes over time, so the results are compared to previous years. The questions asked are related to the physical work environment as well as the physical and mental state of our employees.

The surveys provide an opportunity to anonymously address topics and issues that may be difficult to address personally. In this survey as well, the results are very good. For 2020 we attained a total average of 4,19 (on a 5-degree scale). Answers are given on a scale of 1 to 5 where 5 represents the best result.

The results are always reported back to the employees, positive results are highlighted to strengthen, motivate, and inspire. It is one of the most important things in conducting employee surveys – to make sure that the employees know and feel that the results are taken care of and that it leads to measures taken. Based on the results we take action to improve areas that need improving every year.

## A systematic work environment process.

At Elvenite, we strive to ensure a healthy and safe working environment in accordance with the standards in Sweden. We systematically take proactive measures to prevent accidents and work-related illnesses in our work environment, as well as continuous improvements regarding ergonomics, noise levels, and lighting.

We also work continuously to reduce the use of chemicals in our office and we apply a sustainable mindset throughout our purchasing process.

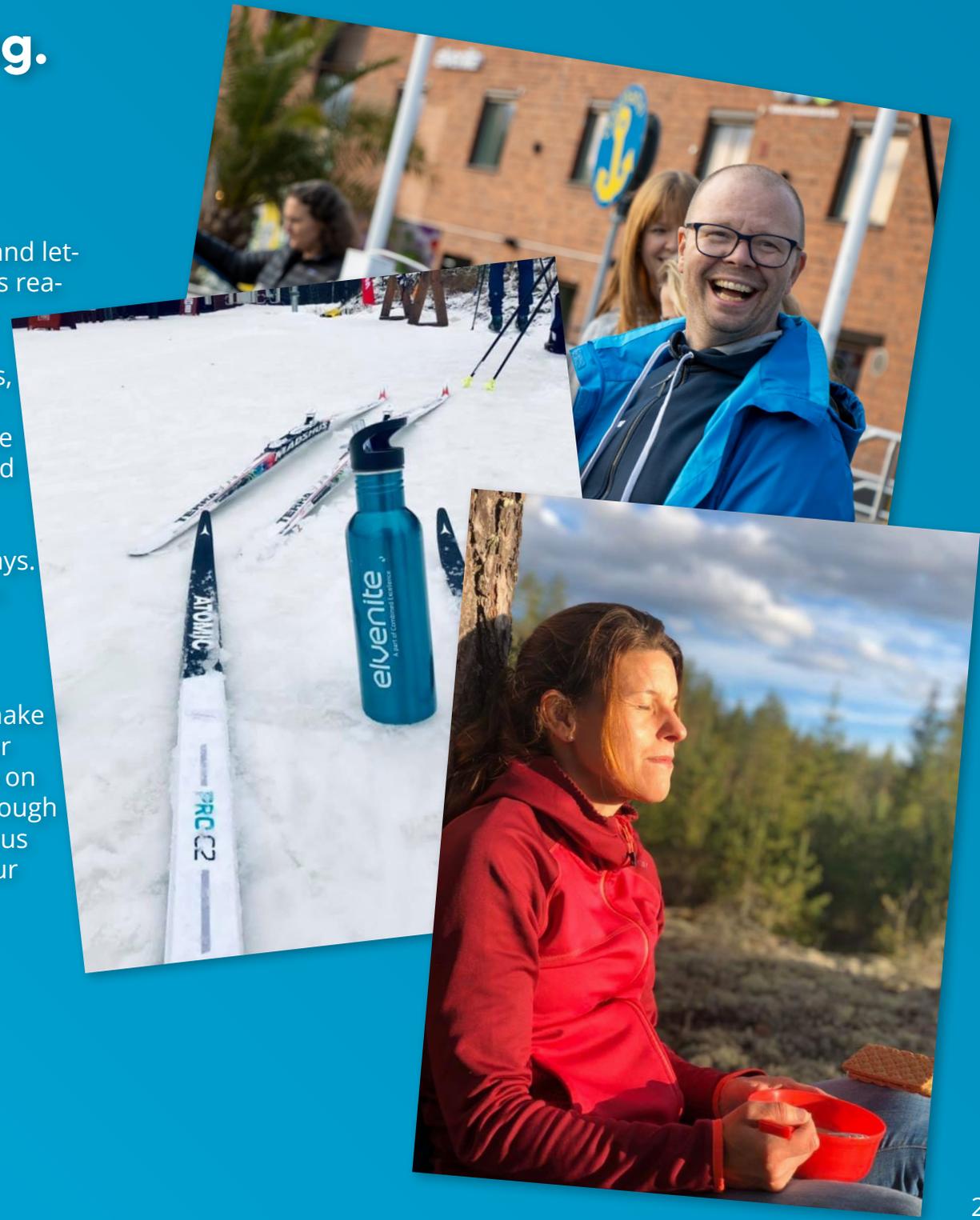
It is important to involve the entire organization in this work, which is why we have also created a work environment group with representatives from each individual team to be able to capture any problems that may arise. Every three months we meet to highlight problems and activities that can improve the work environment. In these meetings, the activity plan is revised and the risk analysis is updated.

# Initiative group for well-being.

We strongly believe in involving employees in the business and letting them take their own responsibility and initiative. For this reason, we have created a number of initiative groups focused on driving activity, participation, and development within our work environment in areas such as sustainability, offices, and well-being. Well-being and social interaction are important parts in our culture and under normal circumstances we always have a lot of common fun activities going on that bind us together and strengthens our team.

But when the pandemic struck it forced us to change our ways. In working from home we had to figure out how to maintain our great sense of community and continue to have fun at work.

So, we formed teams and challenged each other to move, make smoothies, do yoga online, have a "walk and talk meeting" or to assist in cleaning up our environment by picking up trash on our walks, etcetera. This worked out very nicely and even though it's not the same as meeting every day in reality, it gathered us around common events and allowed us to retain some of our community, although digital.



# Gender equality at Elvenite.



Every day, we work to be an equal employer. We are interested in who you are as a person and of the skills you possess, regardless of gender.

We are proud to show off the gender distribution among the employees at Elvenite. In the entire organization, 44% of the employees are women. Among team leaders with staff responsibility, including CEO, the distribution is completely equal, 50% women 50% men.

To compare, the gender distribution in the IT & Telecom industry in 2019 was 29% women versus 71% men. Sadly, the proportion of women is decreasing every year.

**45%** **55%**  
Women Men

**Overall distribution in our organization.**

# September Challenge.



Each year we carry out the "September Challenge" where for a month we have an extra focus on movement, sustainability, and mental well-being. We focus on the importance of exercise, taking care of ourselves, and having fun together.

The challenge aims to increase the sustainability awareness among our employees by completing "challenges" that are good for oneself as well as for the planet. Some of the challenges from this September were; dump the car and ride your bicycle to work, eat a vegetarian meal, take an outdoor swim, and share something fun on Workplace by Facebook.

We summarized the September challenge by having carried out as many as 953 activities between all of us! 46 of our colleagues participated, and 5 of us completed all 30 activities.



# Elvenite Workout.

It is well known that exercise and movement contribute to better physical, as well as mental, health. So of course Elvenite encourages movement - in all shapes and forms.

Many employees at Elvenite like to workout, and we enjoy working out together. During the spring, summer, and early fall employees organize different social training activities such as mountain biking, trail running, and circle training for example. Also, all of our kick-offs and conferences always involve some kind of movement. This year we adapted to a digital workout so that we could still meet and workout together.



## Other important social initiatives.



### Helping others through Kiva.

It feels good to make good. Elventie invests money every year to entrepreneurs so that they can increase their quality of life. Kiva is an international nonprofit organization, founded in 2005 in San Francisco, with a mission to expand financial access to help underprivileged communities to evolve. Through Kiva's work, students can pay for tuition, women can start businesses, farmers are able to invest in equipment and families can afford needed emergency care.

More than 1.7 billion people around the world are unbanked and can't access the financial services they need. Every year Elvenite donates and reinvest money through KIVA. Mainly to women in industries such as education, and agriculture. Since 2010, we have invested and reinvested just over SEK 220,000. It feels good to make good. Hopefully, we can inspire others to do the same.

### Sponsoring "Livskämpar".

Elvenite is proud to be a sponsor of Livskämpar, an innovation project aiming to create a digital companion for people who do not know if they can cope with being alive. The goal is to transform the book "Handbook for livskämpar" by Filippa Gagnér Jenneberg, Jan Beskow and Susanne Tell into a mobile companion. Elvenite helped the project with capital and marketing to increase the awareness and helping to raise funds.

### Sponsoring "Klassfotbollen".

Elvenite is since 2016 one of the main partners of the much appreciated Klassfotboll in Karlstad. Klassfotboll is a football league where kids from all schools in Karlstad form teams from their class to play against other classes and schools, all the way from preschool to 6th grade. Klassfotbollen is a very including concept where everyone can participate and have fun, girls and boys together, which is what we love about this project! Elvenite has developed the solution used for team management and team sign up and helps each year with marketing and ads.



# Environment.

# Our emissions.

The purpose of this sustainability report is not to assess the result, but rather to formulate our methods of measuring, calculating and presenting data to make it easier to follow our results for the future.

We have gathered data for calculation in three areas:

**Mobility**

**Energy**

**Materials/waste**

The total ecological footprint of Elvenite for 2020 is:

# 85,3 ton.

## Energy

Elvenite does not own any property, our office spaces are all rented. To calculate the energy consumption of our office spaces we investigated which type of energy was used for heating and cooling. Our goal is for the energy supply to be supported through renewable energy sources, which is already the case in Karlstad as well as Malmö. The property owner in Stockholm uses a Nordic electricity mix consisting of 53% renewable, 43% nuclear power, and 4% fossil. This year the consumption figures may be misleading since the majority of our consultants have been working from home.

## Materials and waste

At our main office we recycle everything. To maximize the recycling material we removed all paper bins in the office in favor of a larger recycling station in our kitchen area. We sort everything from metal, recycling paper, paper packages, plastics, batteries, electronics, glass, recyclable bottles, compost, to combustibles. We only keep paper bins in the restrooms for paper towels.

## Mobility

Emissions from our travels include travels to and from work as well as internal and external travels during work. Since we are consultants, a large amount of traveling is involved in relation to our customers, although this year has shown for sure that many projects, and a lot of work can be done remotely. In our work-related travels, we choose public transportation before car and train before flying. When renting cars, we always ask for green alternatives.

In our travels to and from work during this year 30% of our employees walked or bicycled, 9% used public transport and 14% drove by car. The rest have been working from home.

# Next step. To follow up emissions and take actions to reduce them.

Throughout the last year, we have seen that a lot of the things we do that impact the environment are things that can be done in other ways.

This report and the work around it is the foundation on which we will continue to build upon to reach our goal of becoming climate neutral. The next step is to do a complete sustainability report, including a full risk assessment, and have an accountant do it with us. As always, we strive for continuous improvements and will work hard to improve the processes related to our sustainability work, and the result of it.

By working with and publishing this sustainability report, we are now better prepared for the future and can take action to help the environment. Because in the end, that is what it is all about.