

Sustainability Report

2021



Sustainability – its importance is increasing every day

Significant events in 2021

We intensified our collaboration in the association *Digitaliseringskonsulterna* (Digitalisation Consultants) with our Sustainability Coordinator becoming a member of the Board of this association. As part of our new collaboration with Save the Children Sweden (*Rädda Barnen*), we used our knowledge of e-health to support them in the procurement of a new records system and we built a system for Connect BySchool to make it easier for students to get the internships they need. At the end of the year we performed a renewal audit of our environmental work in accordance with ISO 14001, which produced extremely good results.

Remote working – a reality for many people

Over the past two years most organisations have had to reevaluate their views on where and how work should be carried out. We have all learnt what it is actually like to work from a different location to our office, and about the benefits it can bring, through shorter commuting times and the opportunity to organise work and leisure in a more flexible way. However, it has also meant missing the spontaneous meetings that can occur when people are at the office.

As a result of the positive effects on the environment caused by fewer journeys and better sustainability for us as individuals, we are convinced that the solution of the future comprises a mixture of working at the office and from home. This has led us to reduce our office space by approximately 40%, which has had definite positive effects on our resource utilisation.

Greater inspiration for change

The direct impact we have on sustainability is extremely important. However, we are also aware that the really significant change that we can create is by using our knowledge of digitalisation to have an impact on other organisations as well. There are many examples of the ways that digitalisation is already having an impact, for example, through fewer and more efficient journeys, less use of paper, less food waste using apps, etc. In 2021 we developed a course for our employees on our own sustainability work and we are going to build on this work in 2022.

Our collaboration in the association Digitalisation Consultants has also resulted in a new course being created. It aims to provide even more insights and knowledge of both the solutions that already exist so that more people can use them, and to provide the inspiration to create even more.

A lot of work still remains

We have started work on measuring our total climate emissions; this is a complex task that takes a lot of time and is also difficult to assess. We are generally moving in a positive direction and will include the sustainability perspective in our offers, wherever relevant. All of the small (and large) changes we can introduce and influence will have an extremely positive impact when we add them all together.

Per Adolfsen, CEO



Making a contribution through our deliveries is one of our most important focus areas

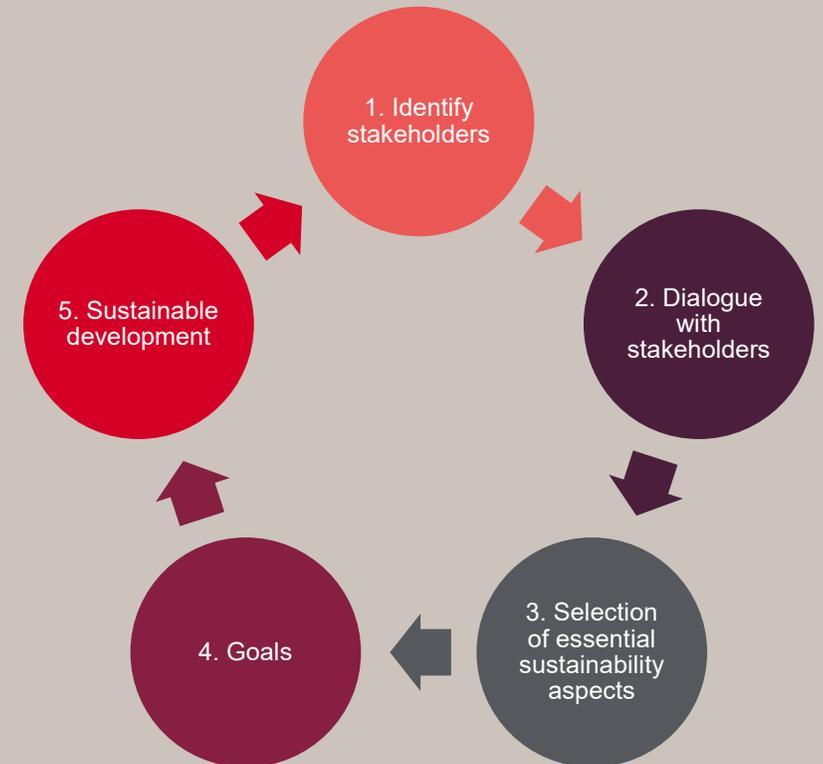
Stakeholder groups

We have identified both existing and potential customers, employees, owners, suppliers and partners, as well as society in general as stakeholders. These have been selected as they are stakeholder groups that are important to us as they have an impact or are impacted by our operations.

Six key sustainability aspects

As part of our process for selecting key sustainability aspects, we have identified six aspects where Softronic's sustainability work is primarily carried out. This process includes a valuation based on the Sustainable Development Goals in Agenda 2030, sustainability aspects established for our operations and dialogue with our stakeholders. The work was conducted by our sustainability organisation, which represents all business areas. The focus areas are listed below.

- » Sustainability benefit in our deliveries
- » Sustainability expertise among our employees
- » Diversity and equality
- » Financial stability
- » Security
- » Responsible resource utilisation



Important issues for us and our stakeholders

The table below summarises the way we conduct dialogue with our stakeholders and the issues that are considered important when dealing with each stakeholder group.

Stakeholders (current and potential)	Channels for dialogue	Important questions
Customers	In our daily business operations, customer surveys, cooperation meetings, sustainability benefit analyses, evaluations, social media, trade fairs softronic.se	Offer, quality, security, sustainability benefit, work environment, diversity and gender equality
Employees	In our daily business operations, employee surveys, performance appraisals, competence forums, status meetings, interviews, intranet, softronic.se , social media	Work environment, diversity and gender equality, competence development, security, sustainability
Suppliers and partners	In our daily business operations, procurement, supplier interviews	Environment, sustainability requirements, lower emissions
Owners	Annual General Meeting, Board work, investor meetings, interviews	Profitability, growth, business development
Society	Social media, employer's organisations, trade associations/trade organisations, aid organisations	We provide employment and pay substantial taxes



Sustainability expertise among our employees

If we are going to create sustainability benefits, we need to take on even greater responsibility for training our employees to give advice to our customers. We see increased involvement with our current and potential employees. Many employees appreciate a sustainable employer and also the opportunity to influence the attitude of our customers when it comes to sustainability. This work is supervised by our environmental organisation.

Goals and results 2021: All employees will have completed Softronic's sustainability course and the course on the effects of digitalisation on climate and sustainability.

91% of our employees completed Softronic's sustainability course. The course on the effects of digitalisation on climate and sustainability was not launched in 2021 and will instead be launched in the spring of 2022.

The goal for 2022 is for all employees to have completed the sustainability courses that Softronic offers its employees.



Sustainability benefit in our deliveries

Sustainability benefits in our deliveries

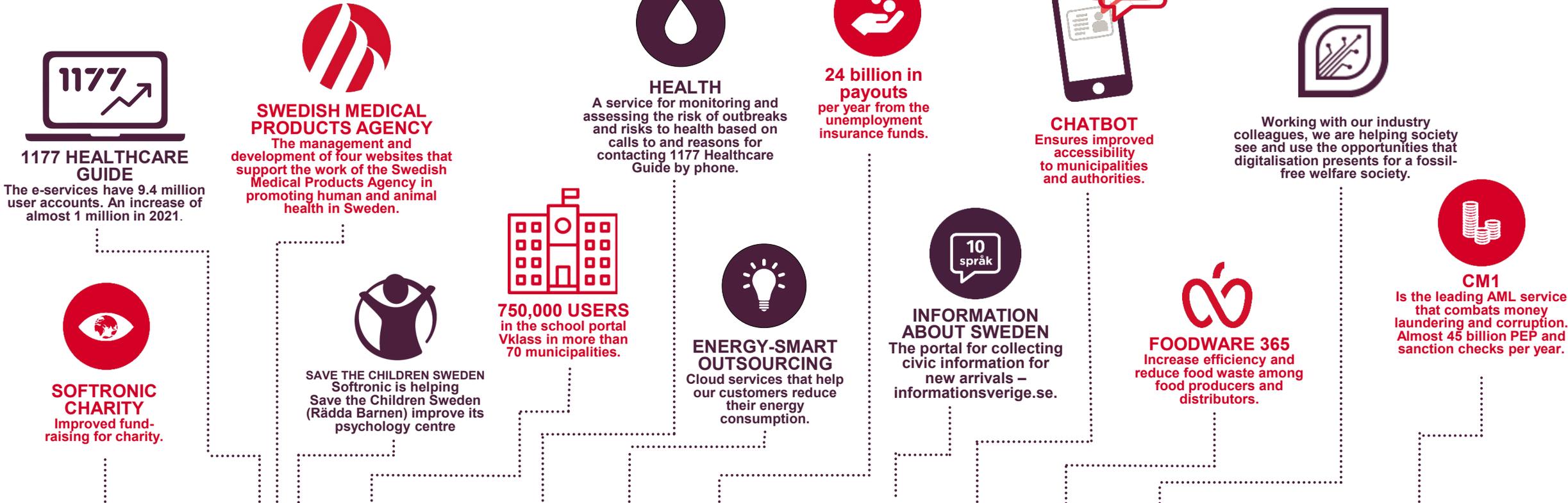
The business operations and services of Softronic's customers often have a significant sustainability impact. We want to jointly challenge ourselves and our customers to maximise the sustainability benefits of the solutions that we create together. The work is carried out within the framework of our steering group work and in our teams.

The goal for 2021 was to perform 15 sustainability benefit analyses. We did not quite achieve this goal. We have therefore decided to work on our general goal (i.e. for sustainability to be a natural part of our deliveries) in a different way. This means that our goal for 2022-2024 is to update our most relevant services and offers with a clear sustainability perspective that is easy to communicate to the customer and shows concrete sustainability benefits.

The next image has examples of how a number of deliveries are linked to the UN's 17 Sustainable Development Goals.



Our customers are challenging us to work with them to create sustainable solutions



- 1
INGEN
FATTIGDOM
- 2
INGEN
HUNGER
- 3
GOD HÄLSA OCH
VÄLBEFINNADE
- 4
GOD UTBILDNING
FÖR ALLA
- 5
JÄMSTÄLLDHET
- 6
RENT VATTEN OCH
SANITET FÖR ALLA
- 7
HÅLLBAR ENERGI
FÖR ALLA
- 8
ANSTÄNDIGA
ARBETSVILLKOR
OCH EKONOMISK
TILLVÄXT
- 9
HÅLLBAR INDUSTRI,
INNOVATIONER OCH
INFRASTRUKTUR
- 10
MINSKAD
OJÄMLIKHET
- 11
HÅLLBARA STÄDER
OCH SAMHÄLLEN
- 12
HÅLLBAR
KONSUMTION OCH
PRODUKTION
- 13
BEKÄMPA KLIMAT-
FÖRÄNDRINGARNA
- 14
HAV OCH MARINA
RESURSER
- 15
EKOSYSTEM OCH
BIOLOGISK
MÅNGFOLD
- 16
FREDLIGA OCH
INKLUDERANDE
SAMHÄLLEN
- 17
GENOMFÖRANDE
OCH GLOBALT
PARTNERSKAP

Responsible resource utilisation

One of our general goals is to halve our own and the value chain's greenhouse gas emissions by 2030, and to achieve zero CO2 emissions by 2045.

Our sustainability work is governed by our management system and regulates, for example, our purchases and our travel arrangements. We are certified in line with ISO14001 and are conducting an active improvement process. We continue to make active choices that take sustainability into account.

One of our goals is to reduce energy consumption for the operation of our servers by an average of 35% per virtual server between 2018 and 2021. This goal was initially set at 20%, but was later increased. By the end of the year we had achieved a reduction of 32% per virtual server.

A lot of the possible efficiency measures have now been implemented. Our new goal is to further reduce electricity consumption for the operation of our servers by an average of 10% per virtual server between 2022 and 2024.



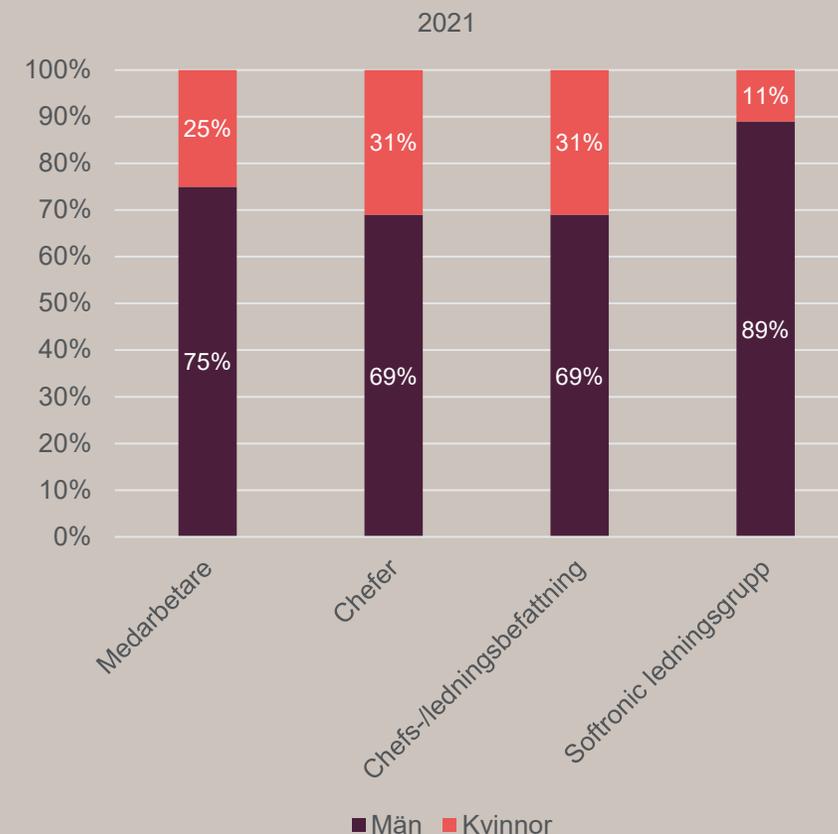
Diversity and equality

We promote diversity and gender equality, and work to achieve a more even gender distribution at the workplace. The goal is for Softronic's employees to reflect the diversity in society. This work is supervised by the management team along with our HR function.

We have a number of objectives that aim to achieve a more even gender distribution:

- » By 2025 the proportion of women will be at least 33% and by 2030 the figure will be 40-60%.
- » By 2025 the distribution between men and women in management/leadership roles will be 40-60%.
- » By 2030 the distribution between men and women in Softronic's executive management team will be 40-60%.

In total the distribution among our employees is 25% women and 75% men. The goal of 33% by the year 2025 is extremely ambitious and we see this as our most challenging goal. It is great that we have 31% women in management roles and this also applies if we include the employees who are in charge of our assignments, such as project managers and management leaders (management/leadership roles). In Softronic's executive management team, one out of nine is a woman, while there is equal distribution in Softronic's Board of Directors with three women and three men.



Security

The challenges facing information and cybersecurity are increasing as a result of society's digitalisation. Working systematically with information and cybersecurity is essential in creating a sustainable society. This work involves dealing with vulnerabilities in the IT infrastructure, obstructing and preventing related criminality in all its forms, and identifying and averting attacks against all sections of society. Softronic works actively to develop services in this area, by providing sound advice to our customers and enshrining this perspective in everything we do. The work of creating awareness and insight among our employees and customers is high on the agenda within the framework of our ISO27001-certified security work.

The goal for 2021 was for Softronic's operations to have achieved the basic level in Softronic's information security strategy, where the focus is on risk management and risk awareness. During the year we achieved greater awareness of information and cybersecurity, as more documented risk analyses were performed in certified areas. Other initiatives that were started include programmes to update our security framework and operational policies, and the harmonisation of Softronic's various management systems. We also established a company-wide risk committee and a security forum, where all business areas and the executive management team are represented.

The goal for 2022 is for Softronic to have implemented and rolled out a new information security course. Before the end of the year, 80% of our employees will have completed and passed this course. This is part of a broader awareness programme that aims to further increase Softronic's security awareness. We are going to increase this even more by providing greater resources in the field of information security and cybersecurity, both at a strategic and operational level.

Goals and results

Financial stability

Softronic will work for lasting, inclusive and sustainable economic growth, and full and productive employment with decent working conditions. The way in which Softronic works when it comes to human rights, the environment, staff, social factors and combating corruption is governed by Softronic's Code of Conduct. The Code of Conduct combined with the explicit goals that have been set for the key sustainability aspects creates the conditions for structured sustainability work.

Our profit is very strong with an 11.9% profit margin, giving us a sustainable platform to work from. If Softronic is going to remain a sustainable company financially in the long term, we need to deliver good and stable profitability.

It is also important for the company to grow at the same rate or more quickly than our competitors so that the company can maintain a leading market position in the long term; and this growth must primarily come from Softronic's core business: consulting, management, operation and SaaS services.



Active work in the association Digitalisation Consultants

In 2019, 30 companies, including Softronic, submitted a roadmap for a fossil-free Sweden and since then they have been working to achieve shared commitments in several areas. To give this collaboration more strength, we formed the non-profit association '*Digitaliseringskonsulterna*' (Digitalisation Consultants) in 2021. The general mission of this association is to help society see and use the opportunities of digitalisation so that it can quickly be transformed into a fossil-free welfare society, resulting in greater competition and growth.

In 2021 we were involved in this association's work by having a member on its Board of Directors and by being members of three of the association's working groups.

- The working group 'Own Commitments' (*Egna åtagande*), which works to develop proposals for new commitments and evaluate existing commitments for the association.
- The working group 'Avoided Emissions' (*Undvikna utsläpp*), which works to develop guidelines on how the digitalisation consultancy industry should report the climate benefit created by its assignments.
- The working group 'Industry Conversations' (*Branschsamtal*), which works to create dialogue with actors in other industries that have also produced a roadmap for a fossil-free Sweden.

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FÄRDPLAN FÖR
FOSSILFRI KONKURRENSKRAFT

Digitaliserings- konsultbranschen

#DIGITAL4CLIMATE

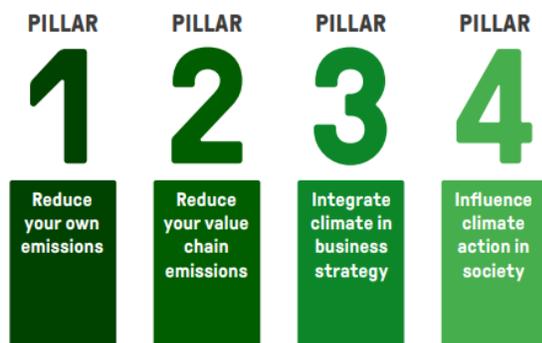


Softronic adopts a new commitment to help achieve the 1.5°C goal

During the year we further strengthened our goal and have now undertaken to halve our emissions by 2030 and achieve zero emissions before 2045. This is part of a partnership between Exponential Roadmap Initiative, which brings together actors that are taking measures to limit global warming to 1.5°C degrees, and the association Digitalisation Consultants, which Softronic is a member of.

This commitment also means that we are going to integrate the climate into our business strategy, which is already one of our focus areas and is fully in line with Softronic's overall ambition to help companies and organisations create real social benefit.

We are also going to work to influence climate measures in society and help spread messages and knowledge so that we can work together to speed up the change that is needed.



Softronic's Code of Conduct – a summary

Softronic's Code of Conduct forms the basis for our company's commercial behaviour and our responsibility towards colleagues, customers, suppliers, shareholders and authorities. We can only live up to our responsibility as a company if we comply with our ethical rules and detailed guidelines. As part of these ethical rules, Softronic has introduced a whistleblower system that enables individuals to report any serious irregularities completely anonymously.

The Code of Conduct has a clear focus on sustainability. It explains, for example, that Softronic must contribute to positive social development by assuming social, environmental and financial responsibility. This means that all our purchases must be made based on sound ethical principles with a high level of integrity. We are committed to diversity and gender equality issues and observe the UN Global Compact programme, whose principles cover human rights, labour law, environmental issues and anti-corruption.

Our active work to reduce Softronic's environmental footprint mostly involves setting requirements for suppliers and also making conscious choices internally at the company. It also means that we highlight the entire sustainability perspective in our customer assignments. This is particularly true of our deliveries of IT services, which improve our customers' working methods and business. The technology that we deliver boasts good environmental performance, including a high proportion of cloud services and other solutions for greener IT. This enables us to help our customers comply with the stricter requirements for sustainability in their business operations.

Read the Code of Conduct in full here: softronic.se/om-oss/etik



Competence is essential if we are to include sustainability in our deliveries

In 2021 we launched our new sustainability course, which all employees have to complete. This course looks at the basics of our sustainability work and the way we work with sustainability in our operations and with our customers. At the moment 91% have completed the course and we are continuing to work to ensure that the remaining 9% will complete it soon.

We are also going to launch yet another course in the spring of 2022. This course is a collaboration between a number of actors in the association Digitalisation Consultants. This course will highlight, for example, the way that the latest technology and trends can affect developments in a positive or a negative direction, as well as circular business models. This course will help us increase our competence even more, enabling us to provide even better advice to our customers in our assignments. During the year we also invested in a course on information security for our employees. This area is not only business critical, but also incredibly important for sustainable development.

By training, engaging in dialogue and performing analyses, we constantly strengthen our knowledge and competence. We continue to broaden and enhance our sustainability work to ensure that more employees contribute to sustainable development. We hope that this will lead to even more meaningful work.

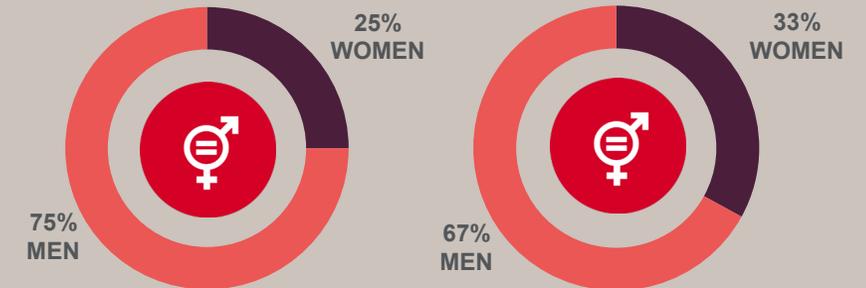


Gender equality and diversity

Softronic is convinced that diversity enriches, creates dynamism and improves innovation capability, which promotes both gender equality and a good working climate. We have understood for a long time that diversity contributes to success and profitability; using our different perspectives and unique differences, we produce better services and products, and enhance our customer focus and decision-making abilities.

The fundamental aim of our diversity work is to use our daily compass to continue to develop a culture where everyone is welcome, can enjoy their work and has the same opportunities and rights, regardless of gender, gender-based identity, ethnicity, religion, disability, sexual orientation and age.

Working with an inclusive workplace is a continual process. We respect each other and safeguard our shared processes and standards by ensuring that employees actively observe our Code of Conduct. We encourage our employees to show moral courage – we have a joint obligation to act against discrimination, victimisation and harassment/sexual harassment. We also have a responsibility to contribute to a good work environment where our employees enjoy their work and feel good.



GENDER DISTRIBUTION ALL EMPLOYEES AT SOFTRONIC

GENDER DISTRIBUTION NEW RECRUITS IN 2021



Gender equality and diversity

We work constantly on gender equality. In 2021 we continued our focus on gender equality and our long-term ambition and goal is to increase the proportion of women at the company. At the start of the year all leaders had to attend a lecture on gender equality in the IT sector. We continued with a recruitment event for women, while some units have set up their own women's network. We have also held workshops on how to attract and employ more women. 33% of those we employed in 2021 were women, which is an extremely positive result historically.

We are continuing our diversity and gender equality work in 2022 in the same spirit as in the previous year. This year started with some wonderful news – Softronic has recruited a female CEO, who will take over the role in May. We see this as an extremely positive step on our journey moving forwards.



Requirements for us and our suppliers

We need to set requirements on ourselves and on our suppliers if we are going to take responsibility for how resources are used. We decided to supplement our Code of Conduct, so over the past year we produced a Supplier Code of Conduct, which we need to take into consideration both when deciding on new business relationships/purchases and when evaluating ongoing contractual relationships. We also set requirements on the goods and services we purchase and have placed greater focus on electricity consumption in offices and data centres.

As a result of the pandemic, the conditions for work have changed, and following our employees' wishes to have the option to continue working remotely, a decision was taken to reduce our office space and adapt the floors that we have decided to keep. Even before the pandemic, many of us thought that our premises were too big and lacked life, so it has been important for us to use this opportunity to ensure that our employees come to a welcoming and cosier office that has better options for working together and for working on focused tasks alone.

In this office project we have tried to reuse our existing furniture wherever possible. We are rebuilding existing cabinets instead of buying brand new cabinet solutions, and we are looking at ways in which the furniture that cannot be reused in our office can be used somewhere else. The entire project is based on giving our employees greater flexibility to choose where they work and provides several sustainability benefits. We will reduce our emissions as employees significantly cut down on their commuting. It will also give our employees more time for their families and other activities.



Softronic's climate impact

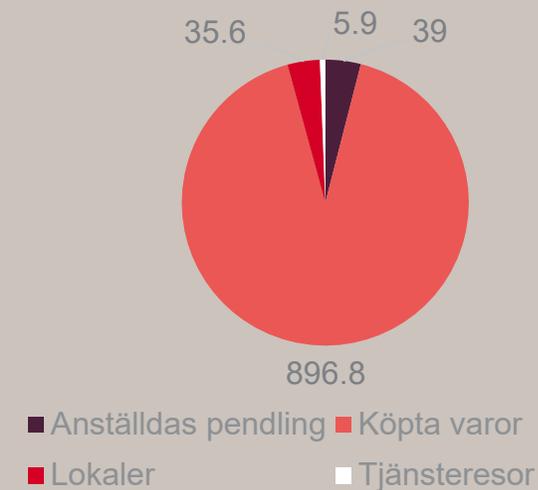
Softronic has been working on environmental issues for a long time and has been ISO 14001 certified since 2016. Over the years we have worked to reduce our emissions by, for example, increasing the proportion of renewable electricity and reducing electricity consumption surrounding our servers. However, we had not previously measured our climate emissions and the effects of our measures. For the first time in 2021 we started work on measuring our emissions. The climate calculations include the following areas: company vehicles, electricity, district heating, district cooling, business trips, purchased goods (electronics, letters and paper) and commuting. We also reported indirect lifecycle emissions related to each emission source (such as Scope 3 emissions).

Total emissions amounted to 977.2 tonnes CO₂e. Purchased goods had the highest climate impact, accounting for 91.8% of the operations' emissions, followed by commuting, accounting for 4.0% of the emissions. Premises accounted for 3.6% of emissions, while business trips accounted for 0.6%.

In the 'purchased goods' category, hardware, such as computers, computer accessories, servers and mobile phones, has been included. Office supplies, such as letters and paper, have also been included. The climate impact from these categories amounted to a total of 896.8 tonnes CO₂e.

Softronic's climate impact from premises comes from electricity consumption, cooling and heating at the offices in Arjeplog, Gothenburg, Malmö, Stockholm and Sundsvall, as well as the data centres in Stockholm. The climate impact from premises amounted to just over 35.6 tonnes Co₂e in 2021.

Emissions per category
(tonne CO₂e) 2021



Climate impact (tonne CO ₂ e)	2021	% of total 2021
Commuting	39.0	4.0%
Purchased goods	896.8	91.8%
Premises	35.6	3.6%
Business trips	5.9	0.6%
Total	977.2	100%

Softronic's emissions broken down by scope and employees

Our climate impact for 2021 broken down into Scope 1, 2 and 3 in 2021 is presented in the figures to the right.

The highest proportion of Softronic's climate impact is in Scope 3 from purchased goods, commuting and business trips. Scope 2 is the purchased energy for our operations and is mostly from electricity, heating and cooling. Scope 1 includes the climate impact from cars.

The total emissions of 977.2 tonnes CO2e equate to 2.29 tonne CO2e per FTE.

Emissions per category (tonne CO2e) 2021



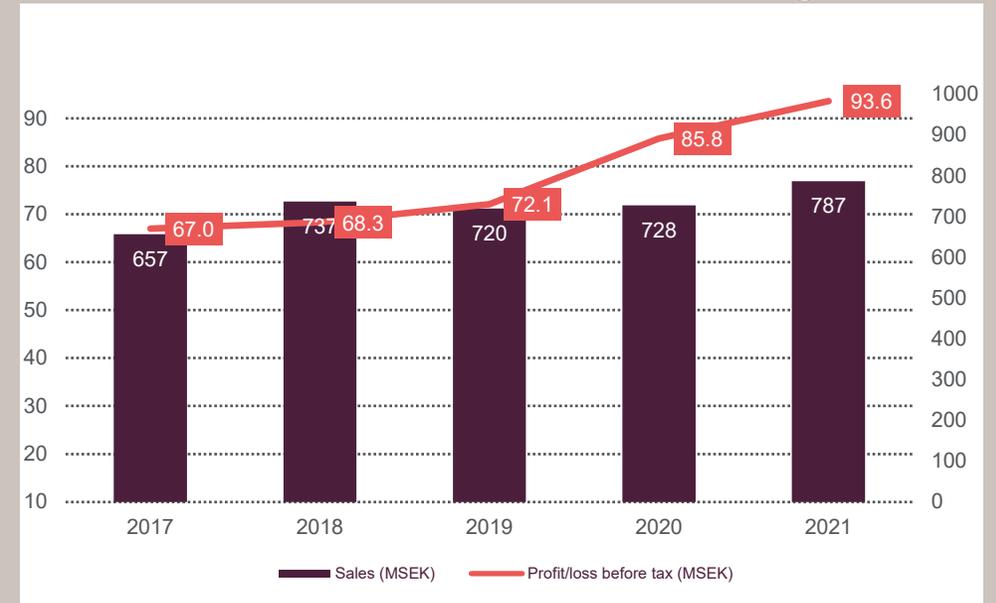
Scope (tonne CO2e)	2021	% of total 2021
Scope 1	0.3	0.0%
Scope 2	20.8	2.1%
Scope 3	956.1	97.8%
Total	977.2	100%

A stable, long-term industry is essential for a sustainable society

At Softronic, social responsibility is not only about sustainability. We also work for a better society and a better environment by aiming to grow financially based on ethical principles.

If Softronic is going to remain a sustainable company financially in the long term, we need to deliver good and stable profitability. It is also important for the company to grow at the same rate or more quickly than our competitors so that the company can maintain a leading market position in the long term; and this growth must primarily come from Softronic's core business: consulting, management, operation and SaaS services.

In 2021 we succeeded in creating growth of 8%, while continuing the weighting of our sales to more contract-based services. This growth is completely organic; Softronic did not make any acquisitions during the year. Our profit is very strong with an 11.9% profit margin, giving us a sustainable platform to work from.



	2017	2018	2019	2020	2021
Sales, MSEK	657.0	737.2	720.0	728.5	786.5
EBITDA, MSEK	75.5	75.0	97.0	110.7	116.7
Profit/loss before tax, MSEK	67.0	68.3	72.1	85.8	93.6
Profit margin, %	10.2	9.3	10.0	11.8	11.9
Salaries and social security contributions, MSEK	301.6	335.9	333.5	324.3	338.5
Company tax, MSEK	15.2	16.0	16.3	18.9	19.9
Number of employees at year-end	445	438	437	422	427

Softronic is helping Save the Children Sweden (Rädda Barnen) improve its psychology centre

Children and young people who have experienced difficult events and have not had their needs for support and treatment met by society come to the Centre for Support and Treatment (*Centrum för stöd och behandling*) that is run by Save the Children Sweden (*Rädda Barnen*).

Softronic has been working with Save the Children Sweden to help procure a new records systems for the Centre's operations. This will enable the child psychologists to work even more effectively and use their time where it is needed the most – with the children themselves.

The records system is the hub of its healthcare operations. An effective system that is adapted to Centre's operations relieves the pressure off its psychologists and psychotherapists and helps free up more time to treat the children.

Having the right records system enables Save the Children Sweden to follow up and adapt its work even more effectively to the needs of its target group.



Photo: Olof Ringmar/Rädda Barnen

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“Softronic’s invaluable competence and knowledge mean that we are now able to make even more informed decisions, while improving our own competence.”

Sofia Blidö, Psychologist and Head of Operations at the Centre for Support and Treatment

CM1 – an important part of Skandia’s long-term commitment

Skandia is working actively to create change in its own operations and in society as a whole in order to achieve socially, environmentally and economically sustainable development. This includes, for example, its work environment, environmental impact, business ethics and its work to combat financial crime. Skandia has approximately SEK 800 billion under management and long-term commitments with owners, customers and society.

One important part of its long-term commitment is to combat money laundering and terrorist financing. To ensure that it complies with the Money Laundering Act Skandia has chosen to use Softronic’s anti-money laundering system CM1.

CM1 supports compliance with laws on measures to combat money laundering and terrorist financing. CM1 is being continually developed based on customer needs and to comply with current laws and regulations.

CM1 is offered as a service and it has been introduced in close collaboration with Skandia to meet its specific needs and operations.

At Softronic we are, of course, proud to be able to help Skandia and our other customers comply with the regulations and help society with this incredibly important issue.



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“Skandia’s motivation is to create a richer life for our customers and to help produce sustainable value creation.

Combating money laundering and terrorist financing with the support of the capabilities that Softronic has developed in CM1 represents an important contribution to Skandia’s long-term commitments to its owners, customers and society.”

Kajsa Nordberg, Head of Financial Crime Prevention, Skandia

Digital care services free up time for physical appointments

1177 Healthcare Guide has developed in recent years into a portal for e-services that makes communication easier between patients and healthcare providers. From 2018 every healthcare provider in Sweden must offer services through this website. One of the reasons for this is to increase the accessibility of physical care for people who really need it.

The site where patients and healthcare providers meet is called 1177.se. This site brings together personal e-services and is a place where everyone can contact healthcare in a simple way and get an overview of their own health and healthcare. For example, to renew prescriptions. To book an appointment. To get results. To look at their records. And many other services.

As the use of e-services at 1177.se increases, it is becoming even clearer that it is a win-win situation. The patient avoids waiting in a telephone queue and in many cases also avoids having to go to a health centre or hospital. It reduces the costs for the regional councils as a case that can be resolved online costs much less than advice by phone and physical appointments. And just as important is the fact that it reduces the amount of travelling, which is good for the environment.

In order to create a higher quality of care over the phone Softronic has also developed an image and video solution for the 1177 telephone service, which increases the quality, precision and flexibility of the assessments carried out by the nurses over the phone.



“The services have gradually grown to become one of the most used e-services in Sweden, and they retain their accessibility and stability. We are very happy.”

Anders Wannfors, Customer Manager, Softronic

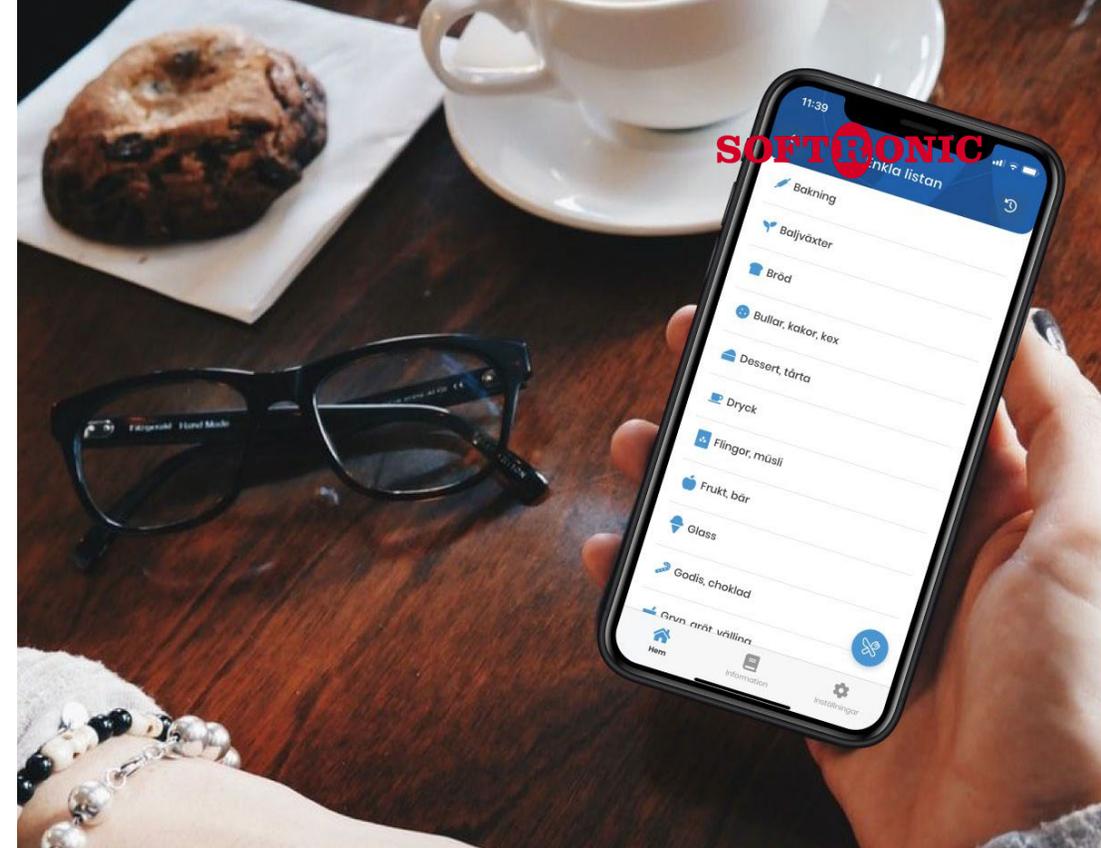
The T1D app, a completely unique type 1 diabetes app

Together Against Diabetes1 (T.A.D.1) was established in the autumn of 2016 to make a change and to make a difference. The founder Elin has type 1 diabetes herself and wants to spread knowledge and information about type 1 diabetes and help raise more money for research.

T.A.D.1 started a project to develop an app that makes a real difference to everyone living with and around type 1 diabetes. Softronic was commissioned to develop the T1D app for iOS and Android, and has worked closely with the client. We have supplied a team with a project manager, an app developer, a UX designer, a requirements analyst and a tester. This has been an important project for Softronic and we wanted to support it with the skills we have at the company. The result is a unified platform that is accessible 24/7!

The T1D app provides a unified platform for everyone who has a connection to type 1 diabetes in some way. There are two sections in the app – an information section and a functional section. The information is aimed at the target group, with, for example, information articles, news, checklists and quizzes. It has an easy-to-use carbohydrate calculator as well, making it simple to calculate how many carbohydrates are in a meal. In 2021 a dose counter was also launched that is managed by Softronic.

The T1D app is completely free to download and use. For more information, visit <https://t1dapp.se/>.



“It’s been so enjoyable, exciting and educational to work with Softronic’s team on this project. But what I’ve appreciated the most is the incredible level of engagement you’ve shown. I don’t know how many late nights and weekends we spent sending emails, messages and talking so that we could meet all our deadlines!”

Elin Cederbrant, founder of T.A.D.1

GRI-index

CONTENT	STANDARD DISCLOSURES	PAGE/NOTE
102-1	Name of the organisation	Softronic AB
102- 2	Activities, brands, products, and services	Annual Accounts, note 20
102-3	Location of head office	Annual Accounts, note 20
102-4	Location of operations	Softronic is primarily active in Sweden
102-5	Ownership and legal form	OMX NASDAQ Stockholm since 1998
102-6	Markets served	Softronic has offices in Stockholm, Gothenburg, Malmö, Sundsvall and Arjeplog. The customers are predominantly in Sweden.
102-8	Information on employees and other workers	p. 14, annual report p. 4 and annual accounts note 3
102-9	Supply chain	p. 14 and p. 18
102-13	Membership of associations	Softronic is a member of Almega TechSverige
102-14	Statement from the CEO	page 2
102-15	Key impacts, risks and opportunities	pp. 3-20
102-16	The organisations values and codes of conduct	Softronic has a Code of Conduct that is approved by the Board of Directors and is revised annually. For more information, see page 13. The Code of Conduct is reviewed with employees as part of the on-boarding process. Employees take e-learning courses on the environment and information security.
102-17	Mechanism for ethics, values and complaints	page 14

GRI-index

CONTENT	STANDARD DISCLOSURES	PAGE/NOTE
102-40	List of stakeholder groups	p. 3-4
102-42	Identifying and selecting stakeholders	p. 3-4
102-43	Approach to stakeholder engagement	p. 3-4
102-44	Key topics and concerns raised	pp. 3-20
102-45	Entities included in the report	All companies are included in the sustainability report, annual accounts note 9
102-47	List of material topics	p. 3-20
102-48	Restatements of information	No adjustments
102-50	Reporting period	The sustainability report is for the 2021 calendar year
102-51	Date of previous report	21/03/2021
102-52	Reporting cycle	Annually at the same time as the Annual Accounts
102-53	Contact point for questions regarding the report	Joachim Lundberg, Chief of Staff or sustainability@softronic.se
102-54	Claims of reporting in accordance with the GRI Standards	This report refers to GRI Standards GRI 102: General disclosures 2016 and GRI 205 Anti-corruption 2016.
102-55	GRI index	p. 26-27
102-56	External assurance	The report has not been reviewed by an external party
205-3	Confirmed incidents of corruption and actions taken	No incidents of corruption

Auditor's statement



Revisorns yttrande avseende den lagstadgade hållbarhetsrapporten

Till bolagsstämman i Softronic AB (publ), org.nr 556249-0192

Uppdrag och ansvarsfördelning

Det är styrelsen som har ansvaret för hållbarhetsrapporten för år 2021 och för att den är upprättad i enlighet med årsredovisningslagen.

Granskningens inriktning och omfattning

Vår granskning har skett enligt FARs rekommendation RevR 12 *Revisorns yttrande om den lagstadgade hållbarhetsrapporten*. Detta innebär att vår granskning av hållbarhetsrapporten har en annan inriktning och en väsentligt mindre omfattning jämfört med den inriktning och omfattning som en revision enligt International Standards on Auditing och god revisionssed i Sverige har. Vi anser att denna granskning ger oss tillräcklig grund för vårt uttalande.

Uttalande

En hållbarhetsrapport har upprättats.

Stockholm den 21 april 2022
PricewaterhouseCoopers AB

Nicklas Kullberg
Auktoriserad revisor

