Statutory report on

ESG

2021

Table of contents

A proud member of the UN Global Compact

We have been a proud member of the
UN Global Compact since 2014.

Fostering sustainable partnerships in a fast-moving world

The essence of sustainability is about meeting the needs of the present without compromising the ability of future generations to meet theirs. Therefore, we must do right by our business partners, employees, and stakeholders, ensuring growth and quality of life while simultaneously taking responsibility for the world and industry we live and operate in.

We work tirelessly to optimize our processes, making them more efficient and sustainable. Today, the scope of sustainability demands broader consideration across the environmental, social, and economic landscape. We are committed to reducing our carbon footprint and using our expertise to help our business partners do the same. Furthermore, we have intensified our compliance efforts to ensure that our business operations are conducted according to the highest ethical and professional business standards.

People power progress

As an IT consultancy leader, we know that people power progress. People must come first. Fostering sustainable partnerships depend on it, as they are critical to doing responsible business for the benefit of all. Our people are our most prized asset. Without our skilled people, we would not be where we are today. Nor would we be able to drive the change that we find necessary. Therefore, everything we do is consistent with our ambition to be the preferred partner to our clients, consultants, and employees.

By fulfilling our promise of delivering services with the best business, IT and engineering consultants to private and public organizations, we help improve the economic, social, and environmental conditions in our markets. At the same time, we create growth and long-term success for employees, clients, and consultants alike, fulfilling a vital role in helping drive progress and prosperity in the markets we operate.

We are constantly delivering on our promise to power progress through our talent-powered services in an effort to contribute to a better world. We are looking forward to the journey ahead and will work tirelessly with all of our stakeholders to help create a sustainable future together.

In a fast-moving world, where technology is reshaping our lives, it is ever more important to focus on people. Consequently, I am proud to announce that we have launched our Statutory Report on ESG, which highlights our initiatives and investments to help make a difference for the people around us. This Report shares our journey through data and stories to convey how we are doing to live up to our responsibilities while uncovering areas where we can do better in the years to come.

We are looking forward to the journey ahead and will work tirelessly with all of our stakeholders to help create a sustainable future together.

Anders Gratte, CEO

"We are looking forward to the journey ahead and will work tirelessly with all of our stakeholders to help create a sustainable future together."

How we work to embed ESG into our organization

In 2021, ProData Consult acquired emagine Group, adding more countries and stakeholders to the Group. During 2021, the Company have increased our focus on ESG and defined a common approach to the way it operates within each of the ESG pillars and their respective focus areas.

The Comapany has created a governance structure consisting of key employees from all countries, ensuring that activities and events are being implemented. Unless otherwise specified, all activities and initiatives described in this report refer to the whole Group mentioned as 'the Company'.

The purpose and activities of the ESG working group centre around:

- Transparent and correct reporting on ESG KPI's and initiatives

- Securing local ownership in all the markets the Company operates in, ensuring implementation of local initiatives

- A consistent approach to implementing ESG practices, ensuring that the Company operates as one company

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│  ESG Steering Commitee - Group Management      │
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│         ESG - Group Responsible                │
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│          ESG - Workshop Group                  │
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France	Germany	Netherlands	India

Denmark	Poland	Sweden	Norway	UK

Unless otherwise specified, all activities and initiatives described in this report refer to the whole Group mentioned as 'the Company'.

ESG focus areas

This section outlines the areas in which the Company primarily focus the ESG actions and initiatives. The selection is based on where the Company can make the most impact, given the nature of the company, industry, and business.

5 GENDER EQUALITY

5.1 Having a diverse staff is a high priority for the company both in terms of gender and age, e.g., the Company is actively working on embedding diversity in every aspect of our employment policies and processes (recruiting, promotion, training, compensation, etc.)

8 DECENT WORK AND ECONOMIC GROWTH
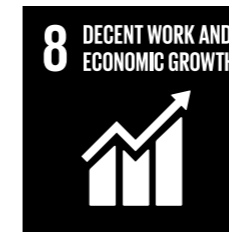
8.8 The Company regards the creation of an extraordinary workplace to be essential.
It believes high employee satisfaction is linked to motivation, empowerment, and better results. Respecting and involving employees in a safe, secure, and healthy working environment is a key priority. The Company achieves this by having strong internal policies, conducting regular impact and compliance assessments, and monitoring and reporting on our performance.

8.8 The Company believes in transparency in its operational performance. It takes pride in having externals to measure performance – client and employee surveys. And it puts a lot of work into changing things when feedback is less than perfect.
The Company's operational performance is continuously being audited and certified by external auditors (e.g., ISAE 3402, GDPR 3000, ISO 14001/9001) in an effort to maintain operational excellence.

13 CLIMATE ACTION

13.2 The Company works with consultants to improve supplier sustainability management and reduce our joint negative impact on the environment by collaborating on emission transparency and working to improve efficiency and climate resilience of operations.

13.1 It is a key priority for the company to work on minimizing the negative impact on the environment through emission transparency of its activities.

13.3 Our Customer Code of Conduct is public for everyone to read on our websites. Through transparency, the Company seeks to educate clients (and consultants) on how to make informed decisions and reduce their impact on the climate.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

16.10 The Company has a portfolio of the best IT and business consultants in Northern Europe. And by supplying clients with these resources (and competencies), they can focus on what they do best.

Through a quality system, the Company makes sure always to deliver beyond client expectations.

Furthermore, continuous feedback enables the Company to make improvements to our product/deliverables.

16.10 The Company is supplying the best senior business, management and IT consultants to some of the biggest and most advanced companies in Europe – therefore, business compliance, legitimacy, and license to operate are key in order to handle client and supplier data in accordance with the rule of law.

The internal quality system gives clients easy access to a complaint system – and the Company communicates externally about our quality scores (without compromising the privacy of complainers or commercial confidentiality).

Actions we have taken

To increase positive impact

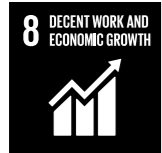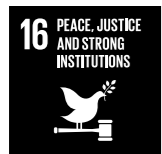|	Action	Result
5 GENDER EQUALITY	Maintaining an equality program - plan and targets are being executed Issuing guidelines to prevent gender-based discrimination	40% women on the board of the company as of June 2022 (2 out of 5) 25% female representation in management (level 1-3) Equal gender representation – both at the manager and employee level
8 DECENT WORK AND ECONOMIC GROWTH	Conducting annual internal and external Impact Assessments during which negative and positive impacts on people and the work environment are assessed (among a broad range of areas) Conducting Work Engagement poll surveys to assess employee satisfaction and well-being based on which department action plans for improvement are developed in a shared effort between management and employees Communicating HR/CSR KPI's (targets and results), e.g., employee turnover, non-discrimination incidents Implementing Business Relations Code of Conduct – incl. setting clear demands toward suppliers Achieving ISO 14001 in selected countries	The first Impact Assessment (risk assesment) was conducted. Employee and pulse surveys have been implemented. Based on the results mitigating actions are performed on an ongoing basis. Additionally there is implemented performance review to mitigate loosing key employees. Internal code of conduct (incl. sustainability commitment) Business Relations Code of Conduct developed and shared with key suppliers.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Maintaining high standards in handling employee, client, and consultant data – focusing on standards and certifications that improve data security and prevent fraud and corruption Implementation of both a "Whistleblower" system, a system to share good ideas, and improvements, e.g. and finally, a grievance mechanism to record, log and resolve issues Achieving ISO 9001 in selected countries	Implemented certifications ISAE GDPR 3000 and ISAE 3402 to adhere to the highest security standards Created a new CSR website page ("Our Responsibility") to communicate results, targets, best practices, remediation of complaints, and lessons learned. In case of breaches of client privacy and loss of client data, this will openly be communicated here.

To decrease negative impact

	Action	Result
13 CLIMATE ACTION	Emission reduction initiatives – starting with creating transparency in parcel emissions (scope 1-3). Raising awareness and understanding among clients, investors, and employees about climate change and natural disaster reduction by having a clear communication strategy for risks, goals, and the associated benefits. Formalizing sustainable procurement policies and supplier codes of conduct in order to promote sustainable practices across the supply chain.	A business risk assessment, including an SDG assessment, has been implemented at the board level. Communication tools in all locations to promote online meetings and reduce travel have been implemented. A supplier code of conduct has been published.

ESG KEY FIGURES

Environment

Unit	Unit	2022 (targets)	2021	2020	2019
CO2e, scope 1+2+3 (location based)	Tons	1,976.1	2,037.3	945.0	1.010.4
CO2e, scope 1+2+3 (market based)	Tons	573.6	591.3	768.1	
Renewable Energy Share	%	95.0	94.2	53.3	
CO2 per sqm.	Tons	0.046	0.049	0.106	0.130
CO2 per empl.	Tons	1,350	1,707	5,121	7,160
Office square meters	m²	12,500.0	12,182.0	8,895.0	7,776.0
Office square meters per empl. (-consultants)	m²	29.4	35.2	59.3	55.1

Governance, Risk and Compliance

Unit	Unit	2022 (targets)	2021	2020	2019
# Issues (service affected - still running)	Number	2	1	4	7
# Disruptions (service down)	Number	1	0	1	2
# Downtime in days	Days	0	0	1.5	2.0
Professional integrity incidents	Number	0	0	0	0

Human capital, health and well-being

Unit	Unit	2022 (targets)	2021	2020	2019
Number of employees	FTE	425	346	150	141
Attrition Rate	%	20.2%	21.2%	17.1%	15.0%
Employees who have left the Group	FTE	86	90	31	25
– Voluntary resignation	FTE	70	72	11	14
– Redundancy	FTE	15	17	17	8
– Retirement	FTE	1	1	1	3
Recruited employees	FTE	165	105	40	48
Work related accidents	Number	0	0	0	0
Sickness ratio	%/FTE	3.3%	3.4%	2.9%	4.2%
Employee satisfaction	%	75.0%	N/A	77.4%	79.8%
Gender split employees (female)	%	50.0%	58.7%	59.5%	56.8%
Gender diversity in leadership (level 1-3)	%	26.0%	25.0%	38.2%	25.0%
Average age	Years	36	36	37	38
Average seniority	Years	4.0	3.9	4.4	4.3
Nationality - Danish	Number	60	65	53	59
Nationality – non-Danish	Number	300	282	97	82
Nationality – non-Danish	%	83.3%	81.3%	64.7%	58.2%

ESG KEY FIGURES

Customers

Unit	Unit	2022 (targets)	2021	2020	2019
Number of customers	Number	600	584	333	245
Customer satisfaction	%	80.0%	80.2%	80.6%	81.7%

Middle management - Level 3

Unit	Unit	2022 (targets)	2021	2020	2019
Members	Number	33	31	23	19
Female	Number	12	10	11	7
Male	Number	21	21	12	12
Gender split (female)	%	36.4%	32.3%	47.8%	36.8%
Average age	Years	41	42	44	39
Average seniority	Years	5.5	5.4	5.5	3.3
Nationality - Danish	Number	10	10	10	10
Nationality – non-Danish	Number	23	21	13	9

Group executive management - Level 1+2

Unit	Unit	2022 (targets)	2021	2020	2019
Members	Number	15	13	10	6
Female	Number	2	1	2	0
Male	Number	13	12	8	8
Gender split (female)	%	13.3%	7.7%	20.0%	0.0%
Average age	Years	49.0	50.2	48.0	49.7
Average seniority	Years	8.4	8.4	7.5	8.2
Nationality - Danish	Number	5	4	5	5
Nationality – non-Danish	Number	10	9	5	1

Board of directors

Unit	Unit	2022 (targets)	2021	2020	2019
Members	Number	5	3	6	6
Female	Number	1	0	2	2
Male	Number	4	3	4	4
Gender split (female)	%	20.0%	0.0%	33.3%	33.3%
Average age	Years	50	44	53	52
Average seniority	Years	1.0	0.3	3.2	2.2
Nationality - Danish	Number	4	3	4	4
Nationality – non-Danish	Number	1	0	2	2
Board meetings	Number	6	7	6	6
Attendance	%	100%	100%	97%	100%

Climate change is a general issue for all people and should be addressed by all companies. The Company has determined energy consumption and business travel to be the two risks in relation to impacting the climate. The Company has made plans in both areas to limit the footprint.

Improving the environmental performance through more efficient use of resources and reduction of waste, ultimately lowering total carbon emissions from operations, is of the highest priority. Thus in 2021, all local departments were ISO 14001 (Environmental Management Systems) and ISO 9001 (Quality Management Systems) certified. In addition, most of the business entities now run on 100% renewable energy.

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Environment					
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Office square meters per empl. (-consultants)	m2	29.4	35.2	59.3	55.1

Environmental impact

In 2019, the Company started working actively on reducing CO2 emissions by implementing a set of efficiency activities. At the same time, it focused on changing the residual mix to increase the use of Renewable Energy. Even though the Company has grown significantly: FTEs grew from 150 in 2020 to 346 in 2021 and total office space has increased by almost 50%.

The Comapny has succeeded in decreasing the Market-based CO2 emissions by more than 20% and the CO2 emissions per employee in the same range.

For 2022, the Company has laid out plans to keep improving our Renewable Energy Share and reduce our Market-based CO2 emissions.

Activities to reduce CO2 emissions:

- Implementing Energy Audits ISO 50001.

- Implementing standardized requirements on hardware, software and service providers. Focusing on energy consumption and operating emissions, material choices and chemical content, production processes, recycling, transportation, packaging, environmental management and quality systems, etc.

- New company car policy.

- New travel policy – focusing on alternative solutions, e.g., Microsoft Teams.

- Implementing routines for recycling and reuse of paper, batteries, mobile phones, computers, monitors, printers and other peripherals.

- Asking for sustainability reports from existing suppliers.

- Implementing server and application consolidation.

- Replacing old equipment with new.

- Wider use of internet-based services: e-signing, contract handling, etc.

- Extended use of laptops and thin clients.

- Implementation of cloud-based infrastructure.

- Activities to change the residual mix:

- Negotiating with existing landlords to use green energy

- Relocating to new and updated premises with green energy

- Using suppliers with environmental policies (or ISO 14001 or similar)

"We have succeeded in decreasing our Market-based CO2 emissions by more than 20% - as well as our CO2 emissions per employee in the same range."

Setting a good example as a company is a high priority. The Company wants to ensure that its values are taken seriously and that people are treated right regardless of colour, religion, age, ethnicity, or gender. And that these values are the enablers of business success.

The Company has a detailed approach to business ethics. It is described in the Group Code of Conduct and Group Anti-Corruption Policy – and more importantly, management takes pride in living by the words. The Company believes that living by example and being transparent and open is fundamental to being a trustworthy partner for clients and consultants.

The Company performs a risk assessment annually (incl. anti-corruption) and found no significant risks in 2021 and no violations of the anti-corruption policy were detected. From 2021 all employees are annually trained in the company's policies (eg. anti-corruption behavior, GDPR etc.).

The Company continuously strive to improve the culture and working environment. The success of the business ties directly to the well-being of the employees, making it essential to put people first. By investing in people, the Comapny also enhances the corporate success by ensuring the quality of the employees and their contribution as a result.

In the last year, the Company has made efforts in employee retention and curbing attrition of talent to bring the rate of attrition down from 21.2% down to 14% over the coming seven years. Furthermore, it will continue investing heavily in remote and virtual meeting facilities to increase work-life balance and quality of life among our employees.

The best results come from satisfied employees. The Company constantly takes measures to ensure that working environments are optimal. Thus, in

2021, a decision was made to move Headquarters in Denmark after 18 years in Hvidovre. New modern, state-of-the-art office spaces with rooftop terraces and a sea view have been secured in Sydhavnen, Copenhagen, with a lease starting in September. The move will provide employees with a healthier work environment, better climate and airflow, and an attractive placement near the city centre, which will allow for more activities among colleagues outside of standard office hours.

The Company directly contributes to organisations that advocate and help protect human rights by making annual donations to Amnesty International and UNICEF. Risks related to human rights violations are limited due to the Group's business model, policies and presence only in the EU. No violations of human rights were detected in 2021.

The Company has an explicit policy of rejecting business with any client who violates human rights. The Company regularly evaluates its clients to identify any possible human rights violations. The Company expects all our business relationships (clients, suppliers and consultants) to align their operations with the UN's Guiding Principles for Business and Human Rights (UNGPs) and the OECD Guidelines for Multinational Enterprises (OECD Guidelines) as well. Therefore, clients, suppliers and consultants must pledge to prevent or mitigate adverse impacts on human rights, the environment and business ethics (anti-corruption) and should address any actual adverse impacts that arise. The Company's expectations are further detailed in the Code of Conduct.

Social/ethical impact

The IT sector is not only reserved for men anymore

Ewelina Kałdunek is Director of Nearshoring Business, overseeing operations and development with highly skilled Polish consultants for European clients since 2019. The Polish business unit of nearshoring has been booming since 2012 and involves approximately 900 active consultants on contract in 2021, an increase of 44 % since she started.

– I started in ProData Consult in April 2019 as Business Unit Manager. With the growth of the business, I got promoted to Director of Nearshoring Business, managing nearshoring in three branches in Warsaw, Cracow and Łódź, Ewelina Kałdunek says.

She came to ProData Consult from renowned IT consulting companies like Avenga and previously Connectis and has a master's in management from Społeczna Akademia Nauk in Łódź. She has been passionately connected to IT and sales throughout her whole career path.

– Working in the Polish IT market is exciting and currently very hot as the market constantly changes. It is never dull working as a business manager in IT as it is an evolving industry. Every day, I learn something new, she says.

As a manager, Ewelina Kałdunek explains that her main goal is to create the right working environment where people are involved and work closely as a team.

– I care a lot about the professional development of my employees. Personal growth is crucial so the whole team can step up professionally. Thus, I have focused on creating a work environment where everybody can share their ideas and opinions. Daily, we work to cultivate genuine, equitable working relationships based on trust and confidence.

Equality: a fundamental shift in people's perceptions and attitudes
The young businesswoman has enjoyed new opportunities and reflects on how gender equality in the workplace has evolved new openings for skilled women. More and more women are finding opportunities within IT.

– The changes in the market are intriguing, implying that the IT sector is not only reserved for men anymore. I suppose ambitious women of today appreciate that they can be appraised as excellent experts in the IT business and even step up the corporate ladder as executive leaders and middle managers. These possibilities make a fundamental shift in people's perceptions and attitudes.

ProData Consult in Poland has worked extensively to recruit the best and even started a recruitment academy. Now, most of her team are women.

– I am delighted to be part of this change, she says proudly.

Nearshoring: adding value for partners
Every day, one can read articles on companies outsourcing new operations and hear people asking questions like, "is nearshoring just about cutting costs." But the director believes that the service contributes much more to all the partners.

– Many myths exist, and yes, clients get more development within their budgets. However, nearshoring with ProData Consult means we can present a developed infrastructure and access to an extensive database of IT consultants with diverse and sought-after skills. These factors are crucial in enabling ProData Consult to meet the partners' requirements regardless of the scale of the project, she points out.

– That is why nearshoring is much more than just cutting costs. It is about adding value, and providing a high-end service that makes an impact on clients' business, Ewelina Kałdunek.

Fostering appreciation and knowledge exchange
The young business director leads a growing number of employees and manages large operations for blue-chip clients. She organises regular meetings to listen to and talk with her staff, reflecting her beliefs that good leadership is also people management.

– Firstly, the most important thing for me as a leader is seeing and listening to each in my team and understanding their different opinions, thoughts, and ideas. With the 1-2-1 discussions, I am close to daily operations and closer to understanding each one's ambitions, goals, and ideas for professional development.

Secondly, I encourage my team to share knowledge, as everyone has different experiences and works differently. We conduct specific workshops where all can share their best practices. It is of great value to support this knowledge exchange to inspire each other.

Lastly, appreciation is vital in my leadership strategy. I genuinely believe that people need appreciation to enjoy their work. I have realised that most people work both better and faster – not because they must, but because they want to – when they feel appreciated for their successes and effort. Inspired by this, my team feels supported and valuable when they sense they are part of something important. I believe that my team and the people I work with daily are the essential assets for long term success, Ewelina Kałdunek concludes.

The value of equality and inclusion in everyday work life

Interview with Trine Holm Rasmussen, Country Manager, Denmark
As the new Country Manager of ProData Consult in Denmark, Trine Holm Rasmussen helps shape the culture and results daily, balancing ambitious sales KPIs with a positive working environment.

Trine Holm Rasmussen came to ProData Consult from senior executive sales management positions within SAP and IT recruitment; a very competent background for delivering results within high-end IT consulting. Within only a few years of employment, she has climbed the corporate ladder to Sales Director and ultimately as Country Manager of the Danish market.

– I chose ProData Consult when I knew the time had come to look for new opportunities. I made a choice, and obviously, it was the right match for growth.

The company has moved fast forward since she commenced as a senior account executive three years ago; the activity has grown, and the results during the pandemic are impressive.

– The fantastic outcome from the Danish team shows that we manage to help clients get sought after expertise when they need it.

Building trust with relations
Trine Holm Rasmussen reveals she has never set a path for her career, not for the next five or ten years. She states that being a trusted advisor has been my professional goal.

– I have consistently created connections with my business partners. Fostering professional relations has brought me to where I am now.

She acknowledges that wanting to be a winner is part of her DNA, and her role as a door opener to the client suits her personality;

– I believe listening is the only way to tailor the optimal solution for clients, as I try to understand and learn about their needs.

Knowing when to listen and how to build teams
With her winner mentality, Trine Holm Rasmussen enjoys working in a competitive field like the IT industry, and she brings along a large toolbox to succeed.

– I love competition, but most of all, creating relationships. When working with tech-savvy stakeholders and clients, I know how to ask questions to understand their expectations for expertise and skills. I would say that having analytical and emphatic sides is a precious tool for discovering opportunities.

With this in mind, the Danish Country Manager reflects on how to make a difference as a manager:

– I know pretty intuitively how to establish relations and build trust in the long run, which is pivotal in obtaining results. But at times, one needs to be more direct and sharper, letting the client know clearly what the red tapes are and allowing the relation-building skills to play the second violin part.

Trine Holm Rasmussen acknowledges that the people in her team have diverse backgrounds, making the team better equipped to connect with the clients and the consultants.

– We have so many fantastic people in the Danish team, unique individuals with great personalities and different skills who are not afraid to go the extra mile - but all with one essential thing in common: professionalism. I work actively to cultivate an environment of openness where we can embrace all these complementary talents because, in unison, we become and achieve more as a team. You know, together we are stronger, Trine Holm Rasmussen points out.

The value of equality
When touching upon the gender theme, Trine Holm Rasmussen elaborates on how equality and inclusion are vital features in ProData Consult and emagine. She is now part of the executive team in the headquarter, recognising the importance of equality in the company's everyday work life.

– I believe both businesses and people need equality and inclusion to be more robust. When companies support equal opportunities and diversity, enterprises get a broader view and understanding of their situation and market, harvesting multiple ideas, and ultimately making better decisions.

She says ProData Consult is an excellent example of an organisation embracing this idea and growing when recruiting employees.

– We do not discuss gender explicitly when presenting expert skills for IT projects. Our purpose is to provide the best available expertise which makes a difference for both clients and consultants.

New colleagues bring innovative ideas and positive dialogues
2021 has brought much change with two significant mergers and the irregular periods of lockdowns through the pandemic, but ProData Consult has proved solid and healthy. With the integration with emagine and Bragd Consulting Network, new local and international opportunities will be available.

The Sales Director feels the general expectations among employees are optimistic and open.

– Currently, we are teaming up with emagine, and I realise we have so much to offer together, yet we have many things to learn from each other. My new colleagues bring innovative ideas and positive dialogues to the table, and I realise they are vital for the ongoing changes. I am happy to be part of this renewal and feel a renewed spirit in the whole organisation, Trine Holm Rasmussen concludes.

Unit	Unit	2022 (targets)	2021	2020	2019
Board of directors					
Members	Number	5	3	6	6
Female	Number	1	0	2	2
Male	Number	4	3	4	4
Gender split (female)	%	20.0%	0.0%	33.3%	33.3%
Group executive management - Level 1+2					
Members	Number	15	13	10	6
Female	Number	2	1	2	0
Male	Number	13	12	8	8
Gender split (female)	%	13.3%	7.7%	20.0%	0.0%
Middle management - Level 3					
Members	Number	33	31	23	19
Female	Number	12	10	11	7
Male	Number	21	21	12	12
Gender split (female)	%	36.4%	32.3%	47.8%	36.8%

"The Company continuously strives to improve the culture and working environment. The success of the business ties directly to the well-being of employees, making it essential to put people first."

The DNA of the Company is to create value for stakeholders (clients, employees, investors and the general society). This is done by supplying the best senior business and IT consultants to some of the biggest and most advanced companies in the region: financial institutions, insurance companies, pharmaceutical companies, etc.

A central aspect of the Company's promise is to have sustainable business conduct at the heart of all processes and be open and transparent about performance throughout the value chain. The Company makes a great effort to document, audit and measure the Group value chain.

Being a responsible company in a digital landscape means having complete control of processes, data and ways of working. 2021 has been yet another year, where the Company has put compliance as a top priority, to ensure that our business operations are conducted beyond expectations.

During the year, all countries were routinely audited as part of a yearly ISAE 3000 GDPR external audit, confirming the compliance with the European legislative standards for the processing of personal data. In Poland, business operations were routinely audited in the yearly ISAE 3402 Operations external audit, a thorough assessment focusing on processes and procedures that also considers physical and logical security. The audit validates our efforts and demonstrates an effective internal control environment in accordance with the highest international standards.

Lastly, an ISO 50001 (Energy Management) and a TISAX: (German Automobile Industry), planned in 2021 are on track to be obtained in 2022.

By fulfilling our promise of supplying the best senior business and IT consultant resources to private and public organizations, the Company helps improve the economic, social and environmental conditions in its markets. At the same time, the Company creates value and long-term success for employees, clients and consultants alike and will play an important part of progress and prosperity in the markets where it operates.

Governance

Unit	Unit	2022 (targets)	2021	2020	2019
Governance, Risk and Compliance					
# Issues (service affected - still running)	Number	2	1	4	7
# Disruptions (service down)	Number	1	0	1	2
# Downtime in days	Days	0	0	1.5	2.0
Professional integrity incidents	Number	0	0	0	0

Ensuring quality, security and compliance in all processes

The demand for quality and sustainability in business has never been greater. Ensuring operational integrity is an integral part of the company's processes.

We are investing intensively in security initiatives to comply with international regulations. We are proud of the quality of our delivery and continuously strive to ensure quality, security, and compliance in all our processes.

We have a strong focus on responsible personal data processing. We ensure the rights of the data subject, and have made security an integrated part of our processes.

In 2021, we obtained ISO 14001 and ISO 9001 Assurance Reports. Moreover, routine external audits of existing departments already certified to ISAE 3000 and ISAE 3402 standards were completed. Lastly, the processes for obtaining ISO 50001 (Energy Management) standards for all countries, and a TISAX certification in Germany to meet the specific information security requirements of the German automotive industry, are in progress, according to plan, with certifications set to be granted in 2022.

In 2021, we have developed and implemented a policy on data ethics. This policy is a supplement to our existing GDPR policies and data protection statements. The data ethics policy is relevant in scenarios requiring thoughtful and responsible decision-making where existing laws and regulations do not necessarily provide clear ethical guidance. This can include but is not limited to large-scale use of non-personal data, technological development and evolving risks. The policy describes the fundamentals regarding the handling of data for ProData Consult as well as the applied security measures. For example, we will only disclose data to authorities if there is an obligation to do so according to legislation and authority decisions. Moreover, we will only apply machine learning, artificial intelligence, and the use of algorithms to improve the services the company delivers to our clients, and to boost openness and transparency of activities and social impact. An internal organization has been set up to ensure the implementation and training of relevant employees. Further, mechanisms for reporting of non-compliance are described.

The goal of our security and quality work is to strengthen the foundation for sustainable operations, and the addition of both ISO 14001 (Environmental Management) and ISO 50001 (Energy Management) certification expands and fortifies the basis of our investments in ESG reporting and management.

The acquisition of new certifications, coupled with continuous surveillance audits of ISAE 3000 GDPR, ISAE 3402, ISO 9001, ISO 14001, and the upcoming ISO 50001 and TISAX certifications, give us a unique position in the market. We take pride in our work to ensure quality, security, and compliance in all our processes and will continue to expand our efforts as part of our unwavering commitment to excellence.

Highlights

Completed in 2021
The company were ISO 14001 and ISO 9001 certified in 2021. ISAE 3000 GDPR audits were conducted in all countries, and an ISAE 3402 audit was successfully carried out in Poland.

In progress and planned for 2022
The company has commenced certification for ISO 50001 (Energy Management) and expects to receive this in 2022. Also in the pipeline is early preparation for TISAX certification in Germany, which meets the specific information security requirements of the automotive industry in Germany.

ESG data definitions

Environmental data

CO2e scope 1+2+3 (location based)	Emissions using local grid area
CO2e scope 1+2+3 (market based)	Emissions using actual purchase

Governance, Risk and Compliance

# Issues (service affected - still running)	Total number of performance issues per year
# Disruptions (service down)	Total number of service disruptions per year
# Downtime in days	Total number of customer downtime days per year.
Professional integrity incidents	Total number of Whistle-blowers (internal and externals)

Human capital, health and well-being

Number of employees	Sum of FTEs year end
Attrition Rate	Sum of FTEs leaving ProData Consult yearly divided by the number of FTEs in a year
Employees who have left ProData Consult	Sum of FTEs leaving ProData Consult yearly categorised into voluntary resignation, redundancy, mutual agreement and retirement.
Sickness ratio	Sum of yearly absence days for all FTEs divided by the sum of maximum working days per FTE.
Employee Satisfaction	Net promoter score from ProData Consult's well-being survey year end.
Gender split employees (female)	Female FTEs year end divided by total FTEs year end.
Gender diversity in leadership (level 1-3)	Number of female managers at level 1-3 divided by number of managers at level 1-3 year end.
Nationality - Danish	Sum of FTEs with Danish nationality year end
Nationality – non-Danish	Sum of FTEs with non-Danish nationality year end

Customers

Number of customers	Sum of individual customers invoiced per year.
Customer satisfaction	Weighted average of client satisfaction survey scores from all countries per year scored 1-5. 1 (20%) = poor, 2 (40%) =barely acceptable, 3 (60%) = satisfactory, 4 (80%) = very good, 5: (100%) = outstanding

Governance data

Members of the board	Sum of board members year end.
Female members of the board	Sum of female board members year end.
Male members of the board	Sum of male board members year end.
Gender split (board members)	Female board members year end divided by male board members year end.
Average age (board members)	Sum of age per board member year end divided by sum of board members year end.
Average seniority (board members)	Sum of years board members (year-end) have been a member of the board year end divided by the sum of board members year end.
Nationality – Danish (board members)	Sum of board members with Danish nationality year end.
Nationality - non-Danish (board members)	Sum of board members with non-Danish nationality year end.
Board meetings	Sum of board meetings per year.

Statutory report on
ESG

ProData Consult A/S

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