

# Report on Sustainability

2024 →



intility

# About This Report

This report has been prepared based on the fiscal year 2024 (January 1, 2024 through December 31, 2024, unless otherwise stated). The report represents Intility's key sustainability efforts and results during the period.

Please address questions regarding this report to Intility's sustainability team by email: [sustainability@intility.no](mailto:sustainability@intility.no)

# 01

# Report on Sustainability

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## Message From Our CEO

As we reflect on the past year, I am proud of the strides we have made in our sustainability journey. Our commitment to promoting environmentally sustainable and socially responsible operations has been at the forefront of our efforts. This year, we have continued to uphold our values, ensuring that our entire value chain aligns with our principles of sustainability and ethical practices.

Our purpose at Intility is to help companies leverage technology to fulfill their digital potential. This purpose is deeply intertwined with our sustainability initiatives. By building a fully managed and automated platform solution, we reduce complexity and act as a catalyst for digitalization. This not only helps our customers achieve their goals but also contributes to a more sustainable future.

In 2024, we took significant steps to enhance our platform's sustainability. We optimized packaging designs in collaboration with our hardware providers, reducing our carbon footprint and increasing efficiency. We also implemented measures to extend the operational lifespan of our hardware, promoting circular design principles that benefit both Intility and our customers.

Reducing the carbon footprint of our end-to-end platform solution is essential, as efforts to digitalize core businesses are increasing across all sectors. As we continue to grow and innovate,

we remain dedicated to integrating sustainable practices into every aspect of our operations. This commitment is not only a moral imperative but also a strategic advantage in our pursuit of excellence.

Throughout the year, we have invested in the personal and professional development of our employees, fostering a culture of continuous learning and improvement. Our efforts to promote sustainability are supported by the dedication and expertise of our team, who are instrumental in driving our success.

As we move forward, we will continue to align our initiatives with the United Nations Sustainable Development Goals (SDGs), and uphold the principles of the United Nations Global Compact (UNGC), ensuring that our actions contribute to a more sustainable and equitable world. Our journey is ongoing, and we are committed to making a positive impact on the environment and society.



Thank you for your continued support and partnership. Together, we can achieve great things and pave the way for a brighter, more sustainable future.

Sincerely,

A handwritten signature in black ink that reads "Andreas Hisdal". The signature is written in a cursive, flowing style.

**Andreas Hisdal**  
CEO, Intility

## About Intility

Intility operates as a **catalyst for digitalization**, helping companies achieve their digital ambitions.

Intility's platform service puts the user at the center and includes a modern, secure and fully managed digital workplace, delivered as a service. Our mission is to build a fully managed and automated platform solution, that reduces complexity and acts as a catalyst for digitalization.

Intility offers an industrialized and fully managed IT platform delivered as a service. We operate and secure nationally critical infrastructure. More than 600 companies across 2500 locations in Norway and globally utilize the platform's capabilities as a foundation for digital transformation while ensuring a modern and secure workplace environment. Intility includes end-to-end operations and support services from local infrastructure and devices to business-critical systems and cloud services. The platform comprises several service areas and sub-platforms. Each on its own can fulfill business needs, catalyst innovation, or act as a vital component in companies' digital strategies. When integrated and orchestrated into one single solution, delivered as a service, Intility enables companies to utilize information technology more efficiently, and increase their productivity and their competitive edge.





# Purpose

Help companies leverage technology to fulfill their digital potential.



# Mission

Build a fully managed and automated platform solution, that reduces complexity and acts as a catalyst for digitalization.



# Vision

Become the leading European managed technology platform provider. Intility as code.

Intility in **Numbers**

TOTAL USERS  
**>50 000**

EMPLOYEES  
**550**

YEARS OF ORGANIC GROWTH  
**25**

LOCATIONS GLOBALLY  
**>2500**

ANNUAL REVENUE  
**1 521 MNOK**

## Highlights From 2024

As Intility grows, we continue to make sure our positive impact on society grows as well. Our efforts are aimed at empowering companies and employees, as well as minimizing our ecological footprint. In this report, we showcase actions taken to become better at sustainability in 2024.

### Key numbers

36

New companies



Top 6%

Ranked in EcoVadis



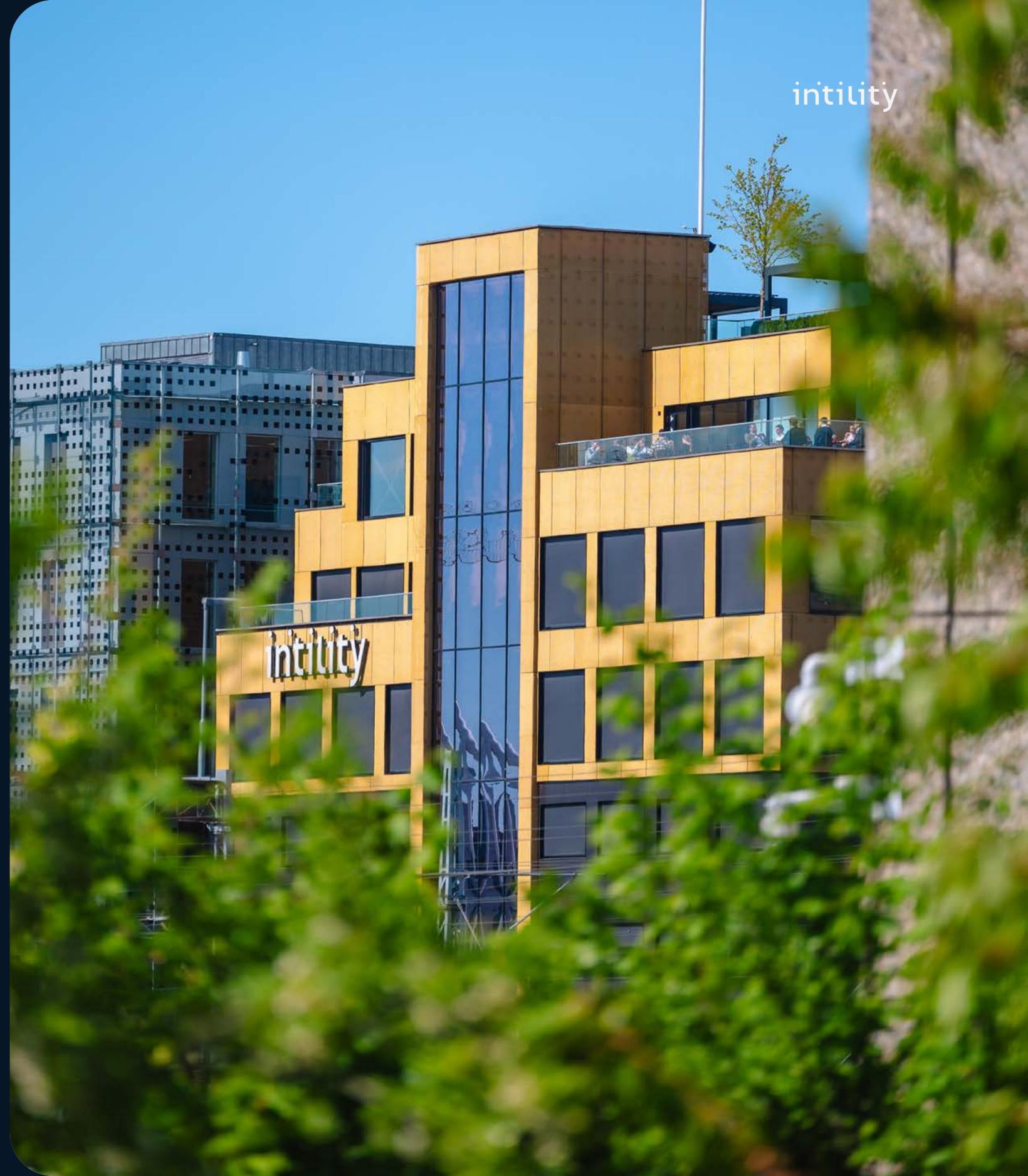
115

New employees



662

New applications



Success Story

# EMEA Sustainability Partner of the Year

Intility was named Sustainability Partner of the Year for EMEA (Europe, Middle East, and Africa) at the Cisco Partner Awards Summit 2024.

Throughout 2023 and 2024, Intility collaborated with Cisco to optimize packaging design, reducing environmental impact. This collaboration, in addition to Intility's overall commitment to sustainability, resulted in Intility being rewarded Sustainability Partner of the Year.

In their reasoning for the award, Cisco said: "Sustainability has been a focus area in recent years, and we as an industry have faced challenges and opportunities related to this area. We have experienced a large and increasing demand for both information and requirements from our customers for sustainable solutions and management, a development that is welcomed."

The partner winning the award this year has focused on sustainability for years, both internally and in developing solutions for customers. They reached several of their milestones throughout the year, and have challenged Cisco globally on solutions and improvement areas, contributing to updated designs and specific CO<sub>2</sub> savings for network equipment."



# 02

# Environment

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# Climate and Environment

-  Reducing CO<sub>2</sub> emissions to 0 in scope 1 by the end of 2030.
-  Reducing CO<sub>2</sub> emissions by 50% in scope 2 by the end of 2025 from a 2020 level.
-  Reducing CO<sub>2</sub> emissions by 30% in scope 3 by the end of 2030 from a 2022 level.
-  Achieving net zero emissions by the end of 2050.

## Outcomes in 2024

- Introduced new categories in Intility Sustainability Manager to enable customers to better understand and improve their environmental impact via our platform.
- Ordered new electric cars to replace the existing fossil fuel car park.
- Won Cisco EMEA Sustainability partner of the year award.

## The Way Ahead

- Expand today's usage of 100% renewable energy in data centers, to include all other operations as well.
- Phase out company cars that utilize fossil fuels.
- Enhance our commitment to sustainability in all our operations and supply chain by reporting to the Ecovadis network and achieving a rating in the top 1% of companies on the platform in the years to come.
- Improve and optimize data center architecture to further reduce energy consumption.

## UN Goals



# Sustainability Goals and Progress

## Sustainable Procurement

- 🛒 Strengthen partnerships and drive sales growth with Swedish distributors as the EU Webshop gains increasing adoption among international customers.
- 📄 Remain committed to advocating for greater transparency in supply chain practices from both distributors and manufacturers.
- 📁 Ensure employees are provided with standardized guidelines for making sustainable procurement decisions, emphasizing long-lasting and recyclable equipment, and responsible procurement practices throughout the organization.

### UN Goals



### Outcomes in 2024

- Evaluated 720 products across various categories to identify eco-label certifications. This selection represented 70% of our hardware sales, with at least 88% of these products having eco-labels, reflecting a 14% increase from the previous year.
- Educated customers about Intility Lifecycle services to promote the recycling or resale of IT equipment. As a result, the number of units sent to Foxway increased, with 2,376 being recycled and 3,008 resold. This effort led to a reduction of 875 tonnes of CO<sub>2</sub> emissions, marking a 52.4% increase from the previous year. Additionally, we emphasized the importance of extending product lifespans and actively promoted repair over replacement whenever possible.

### The Way Ahead

- Strengthen presence in Sweden with in-person distributor meetings, optimizing pricing, and maintain regular syncs.
- Enhance supplier collaboration for more eco-labeled products and better environmental data access.
- Educate procurement advisors with an internal sustainability course for informed, eco-friendly decisions.
- Partner with an external organization for expert guidance on responsible sourcing and supply chain transparency.

# 2.1

## Carbon Accounting: Intility Platform Services

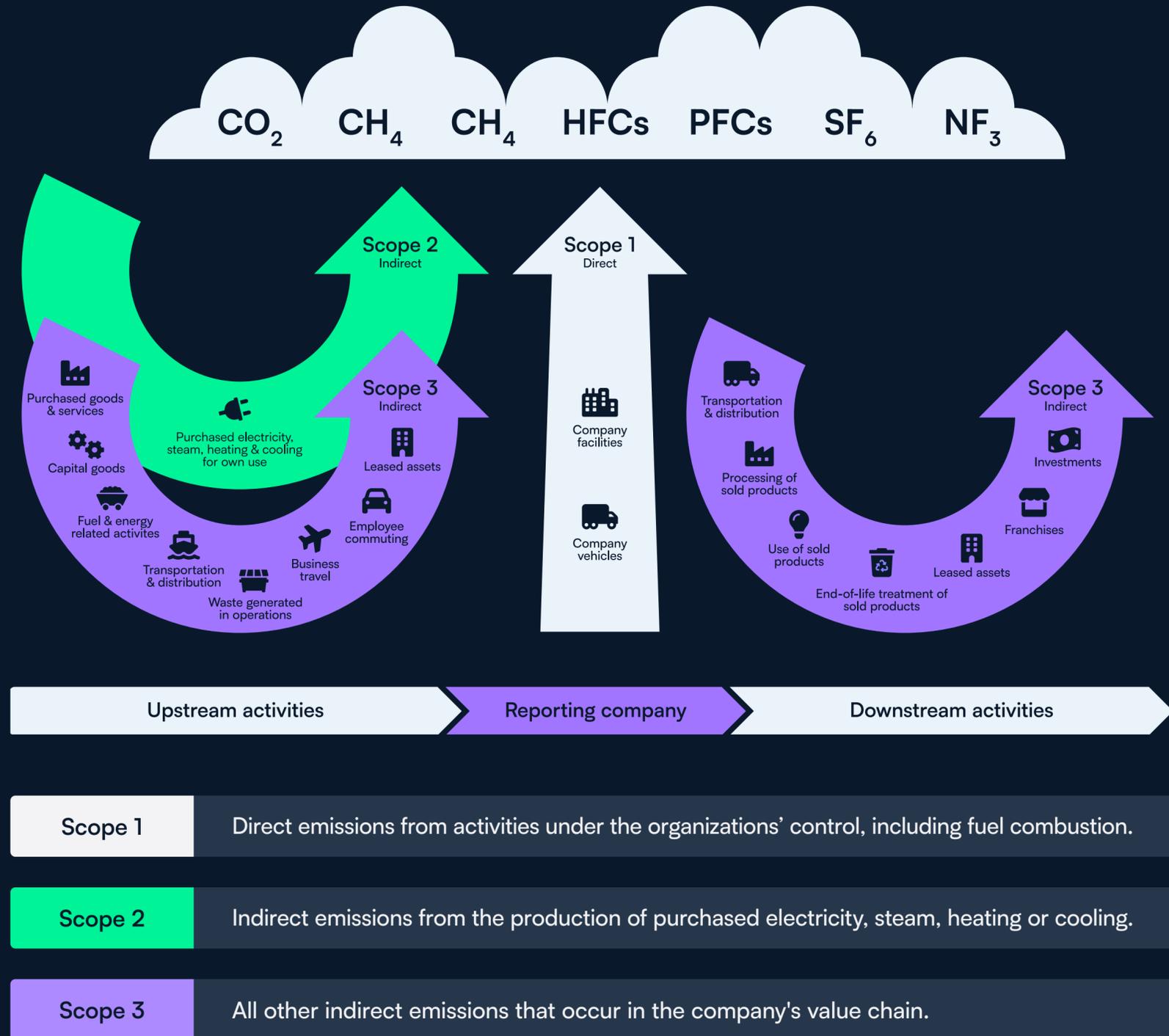
## Reporting on Greenhouse Gas Emissions

To calculate and report greenhouse gas emissions, Intility uses the Greenhouse Gas Protocol — the world's most widely used reporting framework for calculating greenhouse gas emissions.

Intility has been reporting on the CO<sub>2</sub>e of the organization for 10 years through Eco-lighthouse certifications. This reporting is consistent with the GHG-protocol, and cover these main areas:

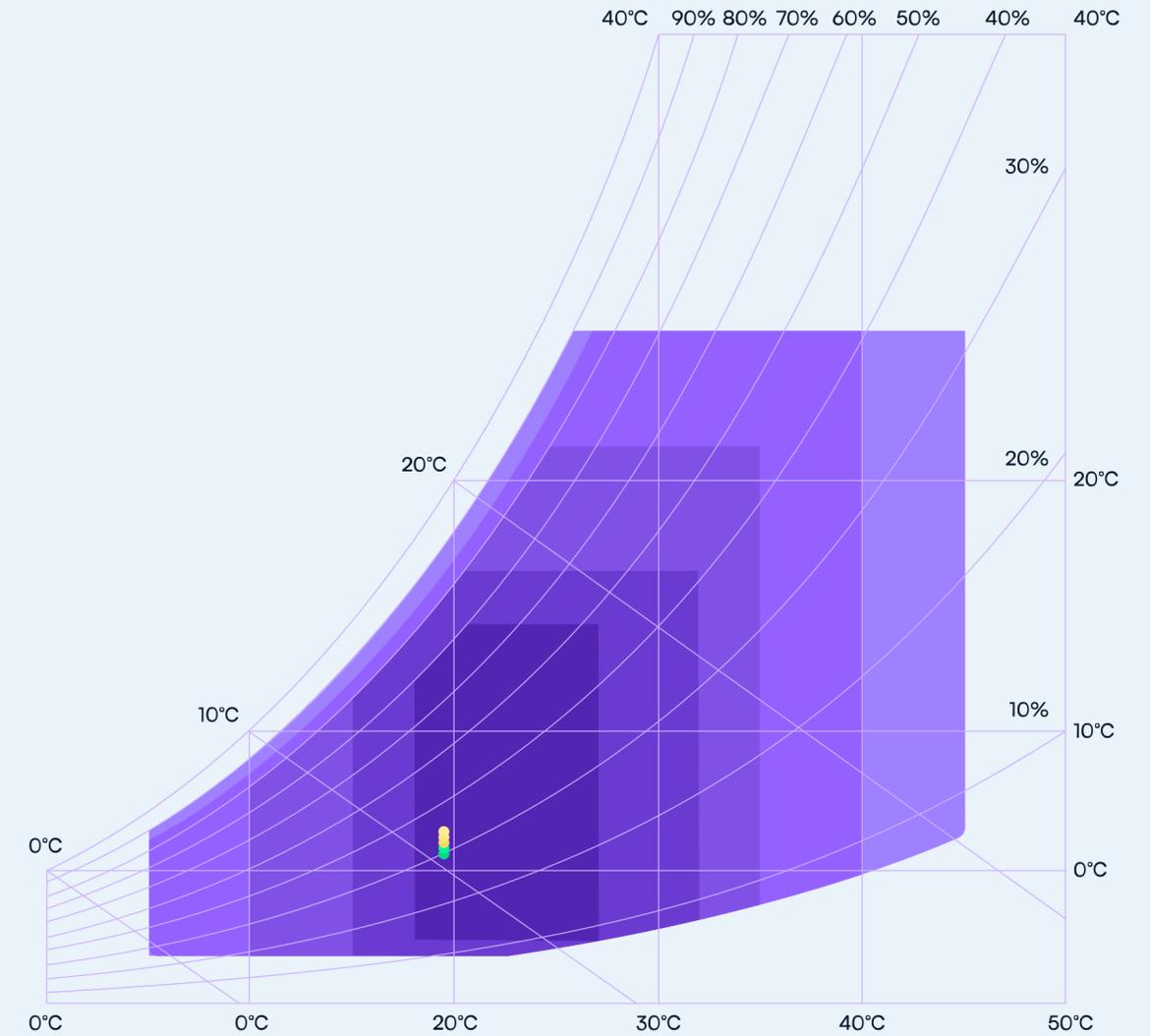
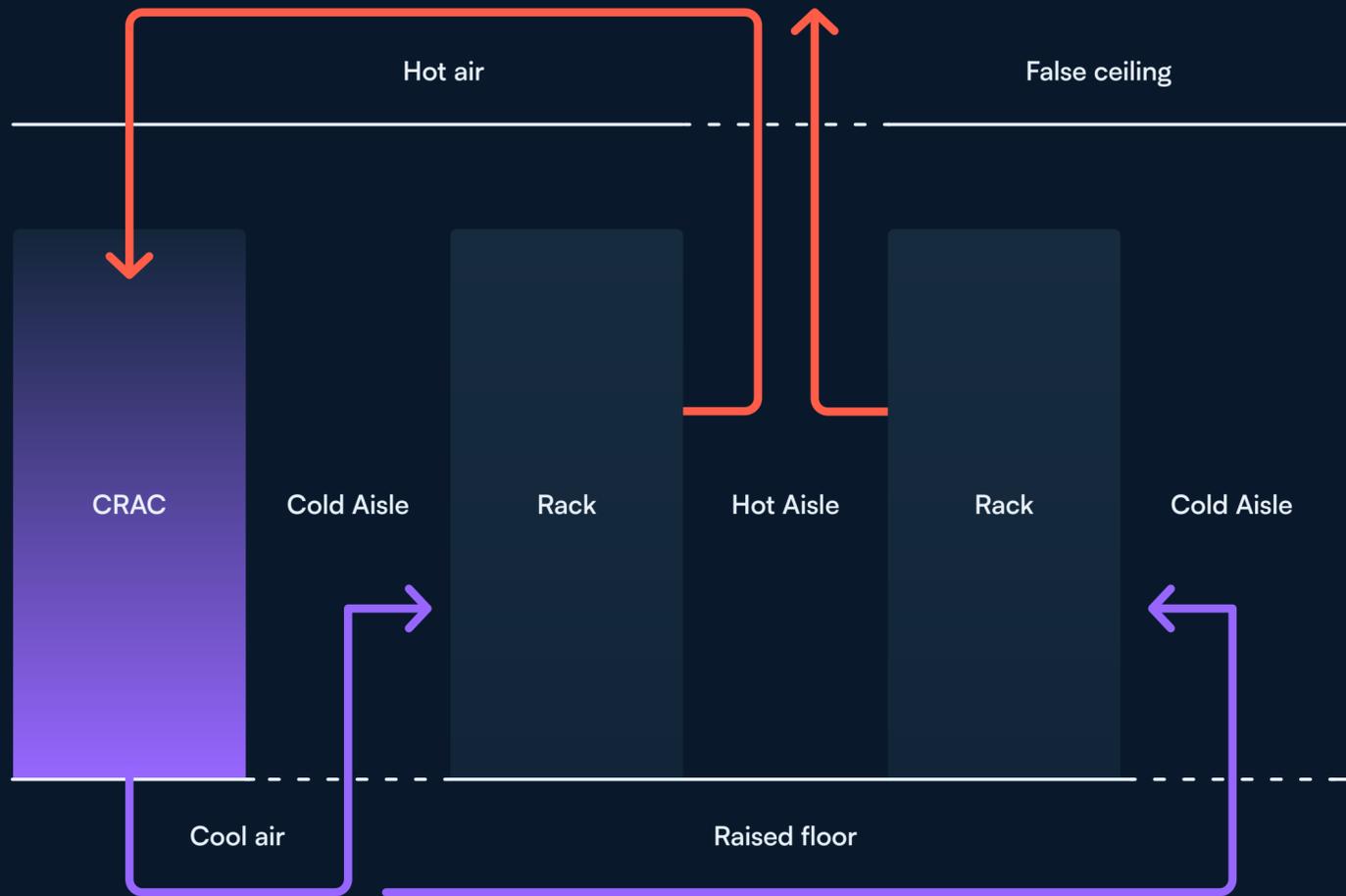
- Vehicle fleet
- Electricity usage (offices and data centers)
- District heating
- Waste (electric, glass & metal, paper, plastic, wood, residual)
- Travel

In addition, Intility reports on the scope 3 of hardware for Computers, Network, Mobile Devices and Cloud Workloads through the Intility Sustainability Manager for all customers.



# Physical Measures at Intility's Data Centers

All Intility central data centers are equipped with Hot Aisle / Cold Aisle Containment structures, giving higher energy efficiency. A Hot Aisle / Cold Aisle Containment structure is the lining up of server racks in alternating rows, with cool air intakes facing one side and hot air exhausts facing the other. This structure prevents hot and cold air from mixing, which conserves energy and lowers cooling costs.

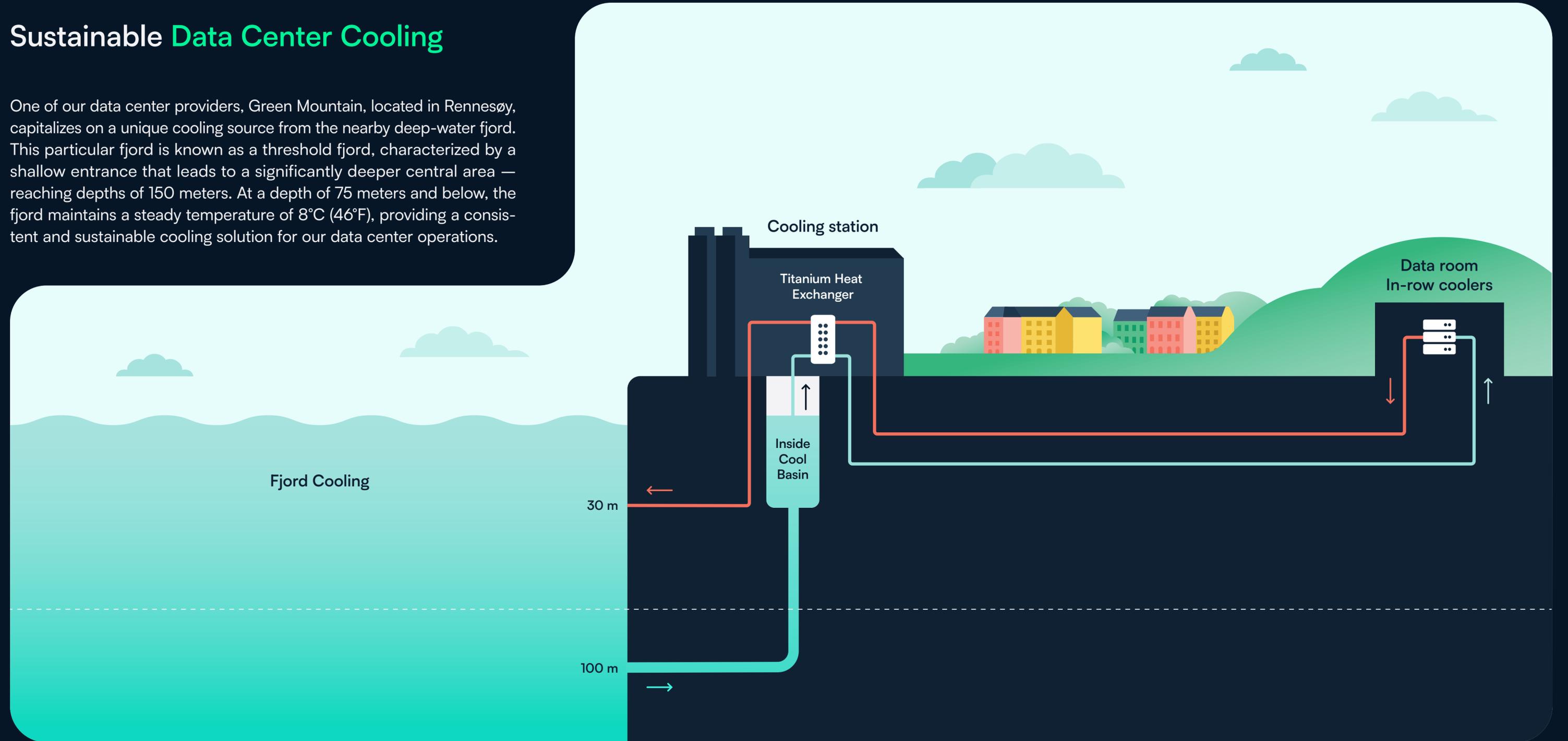


The illustration above shows how Intility data center (OSLO1) is scoring on the [ASHRAE scale](#) (darker is better). Continuous optimization of the containments structures installed in 2021, as well as overall HVAC, is performed in collaboration with data center partners.

ASHRAE's mission is to serve humanity by advancing the arts and sciences of HVAC&R to improve the human environment. The organization is dedicated to promoting sustainability, energy efficiency, indoor air quality, and environmental responsibility in the design and operation of HVAC&R systems.

## Sustainable Data Center Cooling

One of our data center providers, Green Mountain, located in Rennesøy, capitalizes on a unique cooling source from the nearby deep-water fjord. This particular fjord is known as a threshold fjord, characterized by a shallow entrance that leads to a significantly deeper central area — reaching depths of 150 meters. At a depth of 75 meters and below, the fjord maintains a steady temperature of 8°C (46°F), providing a consistent and sustainable cooling solution for our data center operations.



# Intility's Data Center Partners

Data Center Partners	Environmental certifications		Sustainability initiatives		PUE*
	Implemented	Planned	Implemented	Planned	
	ISO 14001 ISO 45001 EU Code of Conduct for Datacenter Energy Efficiency (EN 50600)	ISO 50001	Cold Aisle Containment Heat recycling (OSLO1 & Celsio project)		1.20
	ISO 14001 ISO 45001 ISO 50001	BREEAM certification EU Code of Conduct for Data Center Energy Efficiency (EN50600)	Hot Aisle Containment Water cooling from fjord	Heat recycling (Hima Seafood Project)	1.17
	ISO 14001 ISO 9001	EU Code of Conduct for Datacenter Energy Efficiency (EN 50600)	24/7 renewable power matching Cold Aisle Containment Assessment and reporting according to Task Force on Climate-related Financial Disclosures (TFCD)	Heat recycling Replacing diesel with advanced biofuel HVO	1.29

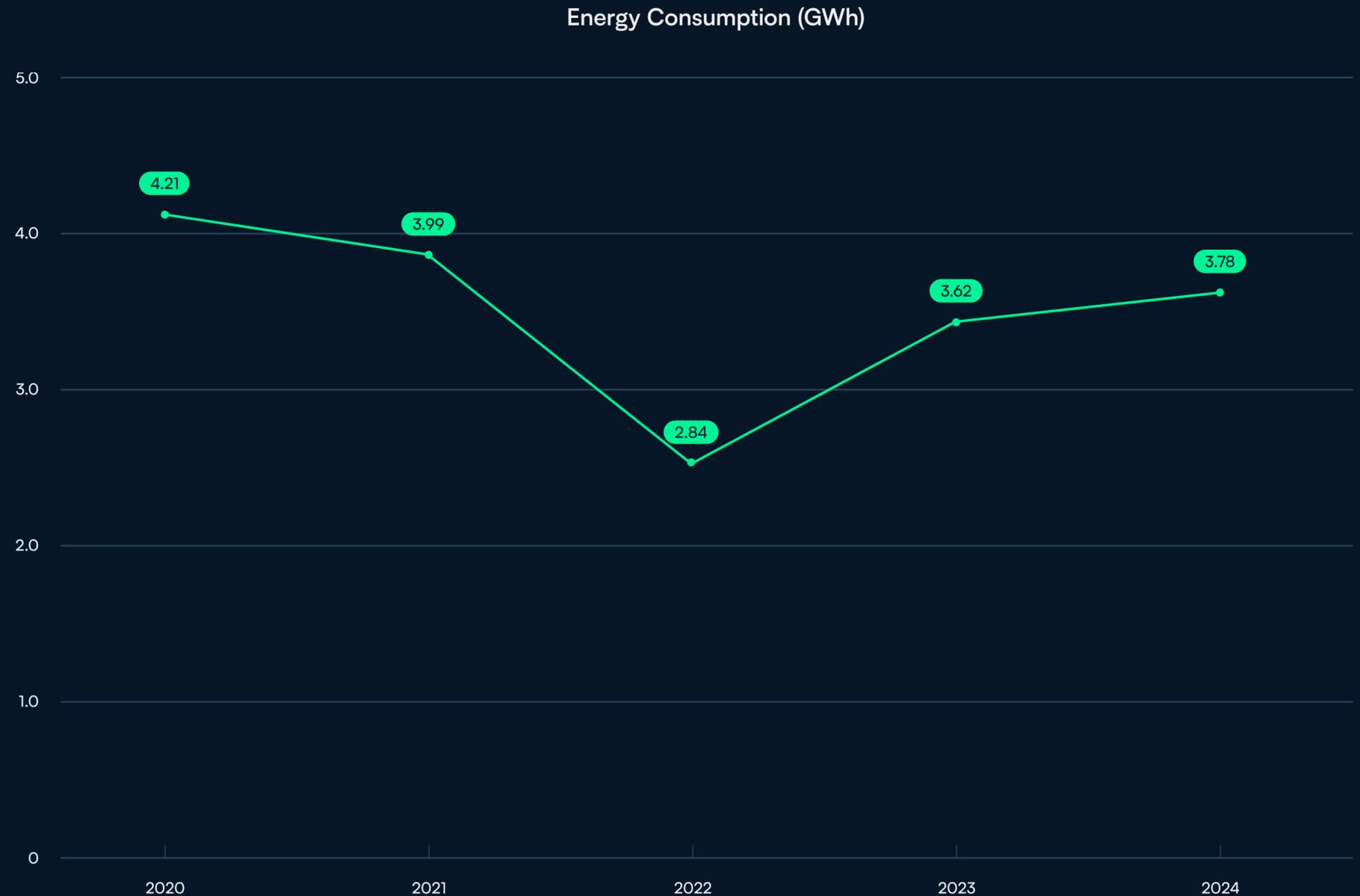
\*Power usage effectiveness (PUE) is a metric used to determine the energy efficiency of a data center. PUE is determined by dividing the amount of power entering a data center by the power used to run the computer infrastructure within it. PUE is therefore expressed as a ratio, with overall efficiency improving as the quotient decreases toward 1.

## Powering Data Centers With 100% Renewable Energy

Intility's commitment to environmental sustainability is demonstrated through our data centers' operations, which are exclusively powered by 100% renewable energy sources. Our dedication to green energy reflects our responsibility towards climate action and aligns with our goal to provide eco-friendly, reliable services to our customers.

The introduction of new services, data centers and net growth of both users and workloads in 2024 resulted in an increase in energy consumption. However, comparing with 2021 several factors have since contributed to greater energy efficiency:

- Finalization of new data center architecture, including air containment solutions
- Decommissioning of older, less energy-efficient hardware (compute, storage, network)
- Newly implemented energy-saving measures for idle hardware



The figures include Intility scope 2 electricity consumption + scope 3 cooling of IT-hardware in data centers (PUE)

# The Benefits of Multi Tenancy vs. Dedicated Hardware

Running your applications in a multi-tenant environment compared to a dedicated setup offers several environmental benefits. These include a reduced hardware carbon footprint, lower power consumption, and the ability to leverage resource sharing efficiencies within compute, storage and network.

Here, we compare the environmental impact of the entire server-based application portfolio of a company with 30 virtual machines, when run on the Intility multi-tenant platform versus dedicated hardware located in Norway.



\*Emissions from use for dedicated hardware is based on average CO<sub>2</sub> emissions per kWh in Norway (Source: [NVE](#))

\*\*The dedicated hardware contains firewall, network components, compute servers and a domain controller.



The emissions from Intility also includes the customer's share of a wide variety of services, which includes:

- Complete security platform
- The entire Intility software portfolio
- Cloud connectivity and integrations
- Mgmt software, tooling and logging

The yearly scope 2 equivalent of 460g CO<sub>2</sub> per user, represents approximately 4.5 hours of Netflix Streaming.

<https://about.netflix.com/en/news/net-zero-nature-our-climate-commitment>

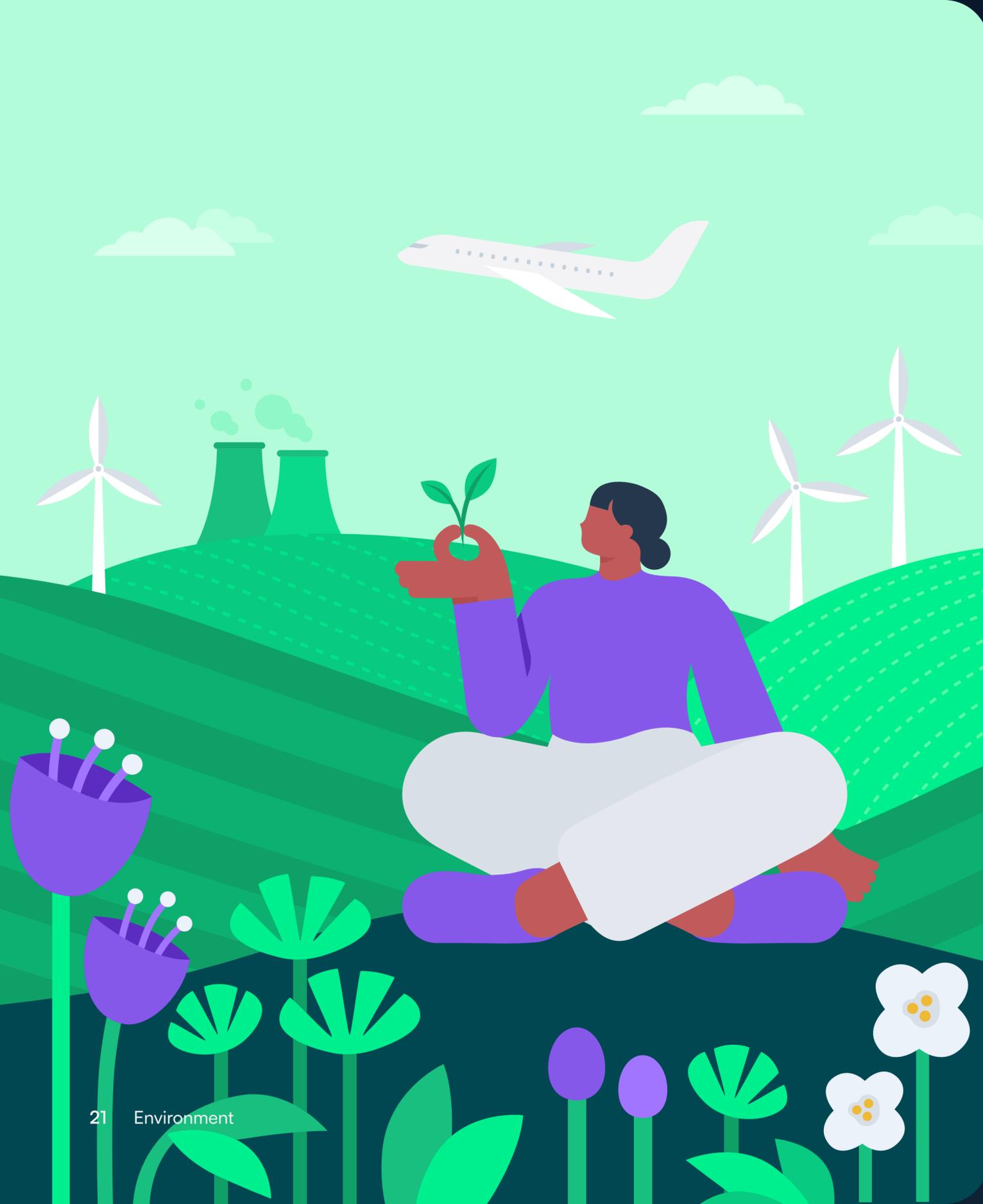


Scope 2 per User (kg)



Average energy consumption (kWh), distributed across all users of the Intility platform

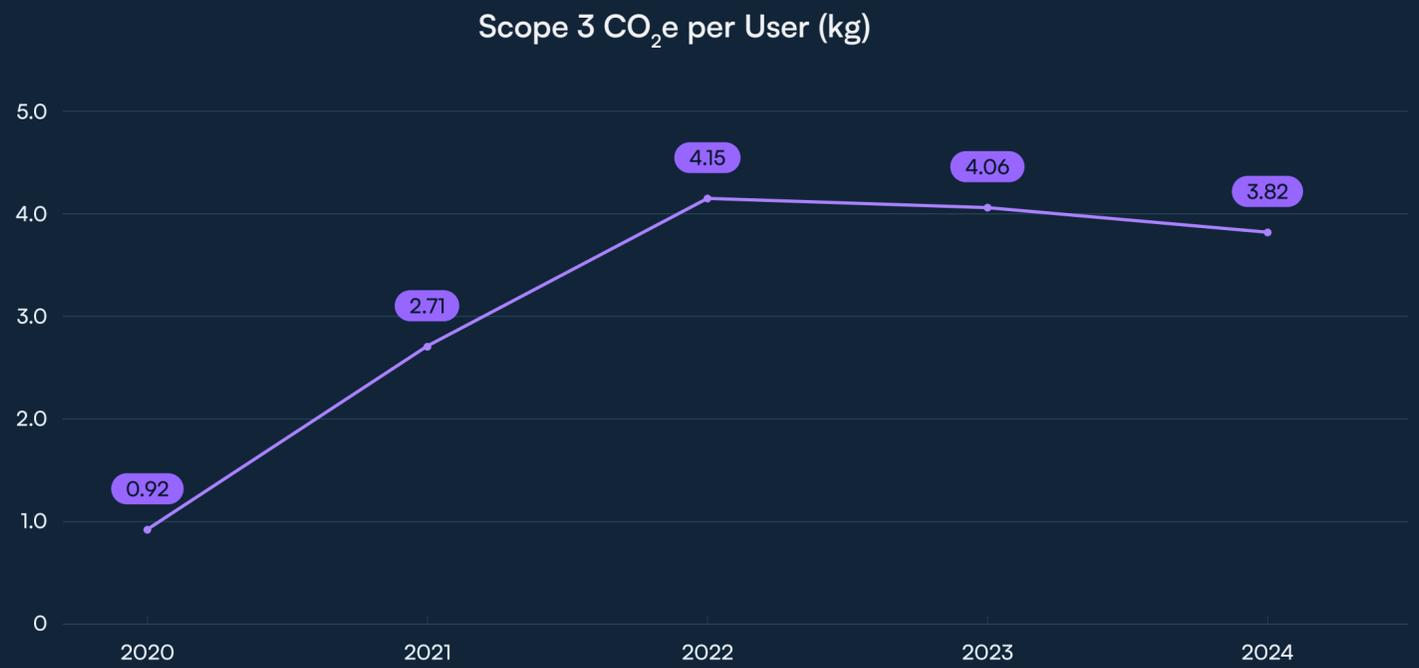
Following a period of decline leading up to 2022, scope 2 CO<sub>2</sub> emissions have increased over the past two years. This increase is primarily driven by the introduction of enhanced security features, AI technologies, and advanced software capabilities, provided as standard services to all customers. While these additions support operational improvements, they have offset some of the gains achieved through robust energy-saving initiatives.



Scope 2 CO<sub>2</sub>e (tonnes)



The combination of new services, data centers and net growth of both users and workloads, as well as a slight increase in carbon intensities, resulted in an increase in scope 2 CO<sub>2</sub>e.



The scope 3 CO<sub>2</sub>e is now decreasing after years of adding more data points made available from our partners, due to targeted actions to reduce our climate impact.

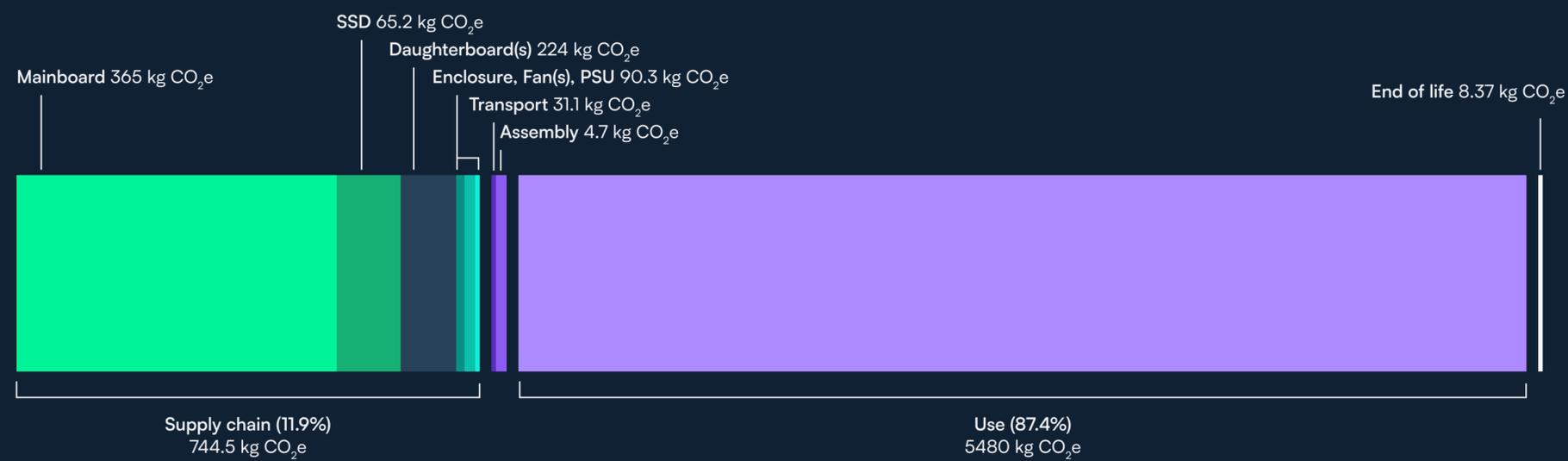
The scope 3 CO<sub>2</sub>e, which includes the hardware supply chain (Production, Transport, Assembly and End of Life) of Compute, Storage and Network, is seemingly increasing. However, the increase is mainly due to the percentage of assets we included in the accounting for each year. As more data points have been made available from Intility's hardware partners and older hardware models have been decommissioned, the completeness of the scope 3 carbon accounting is increasing.

A high degree of scope 3 calculation is mainly achieved through standardization and industrialization of the infrastructure.

Rate of scope 3 CO<sub>2</sub>e Calculated for Different Hardware Categories



Cradle-to-grave scope 3 CO<sub>2</sub>e for Intility's most common server, the HPE DL360



The HPE DL360-server

# 170 tonnes

Total CO<sub>2</sub>e from Intility data centers in 2024



## 4.27 kg

Yearly CO<sub>2</sub>e emissions of an average Intility user

The yearly CO<sub>2</sub>e emissions is equivalent to either one of these:



63 km driving with a diesel car



1 steak (200 grams of beef)



15 cups of coffee



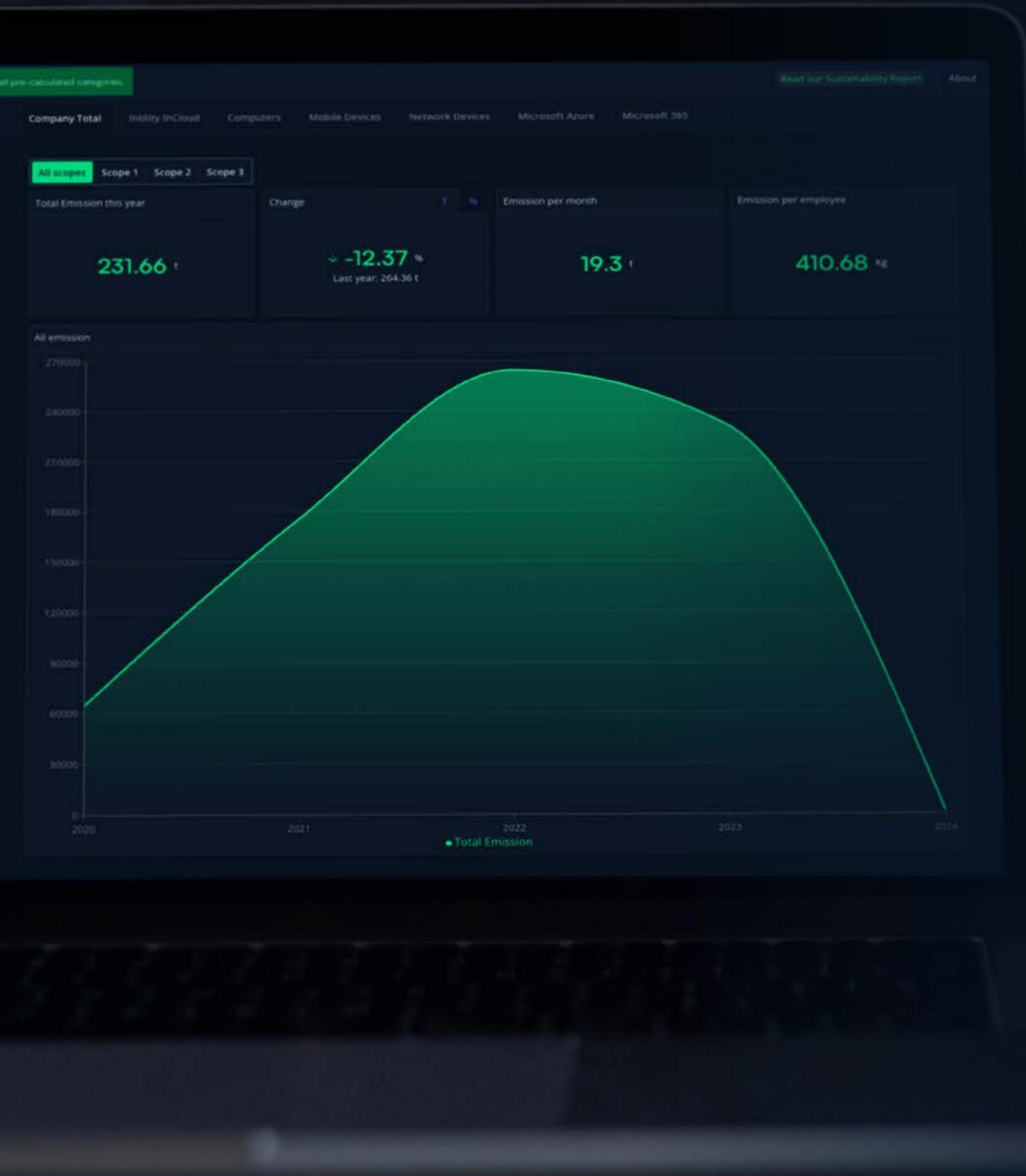
6 tubes of toothpaste

The emissions per user are stabilizing at a low level, reflecting the effectiveness of our sustainability initiatives. This achievement demonstrates our commitment to reducing our carbon footprint while continuing to provide high-quality services.

By implementing energy-efficient technologies, optimizing resource use, and promoting eco-friendly practices among our users, we have successfully minimized the environmental impact per user. This stabilization is a testament to our ongoing efforts and dedication to achieving long-term sustainability goals, ensuring that our growth aligns with our environmental responsibility.



\*Last year, we reported an emission rate of 3.03 kg per user. Since then, we have incorporated additional data and revisited previous information, resulting in a revised and higher total emission figure.



## Intility Sustainability Manager

In March 2023, we launched Intility Sustainability Manager as an included and integrated part of the Intility platform for all customers. The purpose of this web-application is to gather, integrate, visualize and ultimately give actionable insights on the carbon footprint, and make carbon accounting as easy as possible for our customers.

The foremost benefit of Intility Sustainability Manager is the extent of carbon accounting data which is readily and automatically calculated, without the need for implementation- or data integrations projects. Following Intility's end-to-end responsibility model, we have extensive information and data points about our customers' IT environments.

The assets, ranging from Workplace IT (computers, mobile devices, network equipment) to cloud workloads, often represent a large portion of an organization's total environmental footprint.

We use this data to automatically calculate the IT CO<sub>2</sub> emissions over time, following widely recognized frameworks like the GHG Protocol. Other emissions (e.g. vehicle fleet, travel or electricity) can be registered separately, where we have readily available CO<sub>2</sub>e rates for the most common categories, tailored to the Nordic markets.

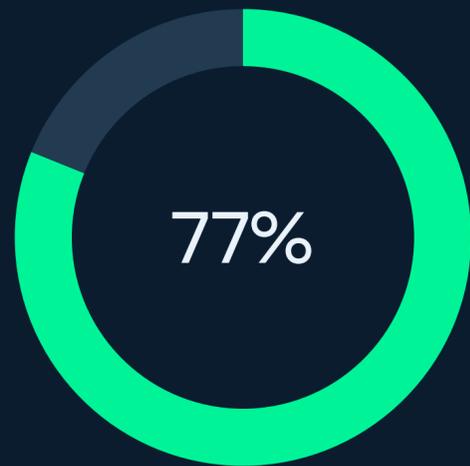
Following Intility's Community model, organizations can also opt-in to share their CO<sub>2</sub>e rates for different categories, making calculations and the completeness of carbon accounting for other organizations using the platform better over time.

## Workplace Emissions

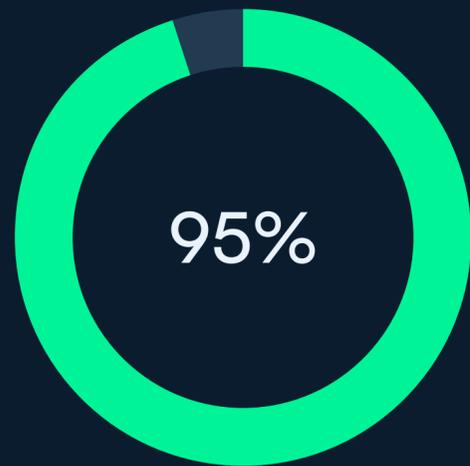
Intility has collected scope 3 CO<sub>2</sub> factors across more than 80 000 hardware units we manage, distributed across hundreds of hardware models.

The data for product carbon footprint (PCF) is used to automatically calculate the footprint of computers, mobile devices and networks of all companies on the platform. For any single organization, these numbers can be challenging to

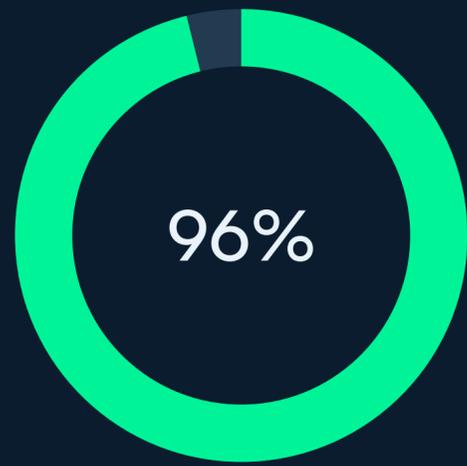
obtain, systematize and integrate into their carbon accounting. We are proud to report that these efforts have resulted in a high degree of carbon accounting completeness for Intility's Workplace carbon emissions:



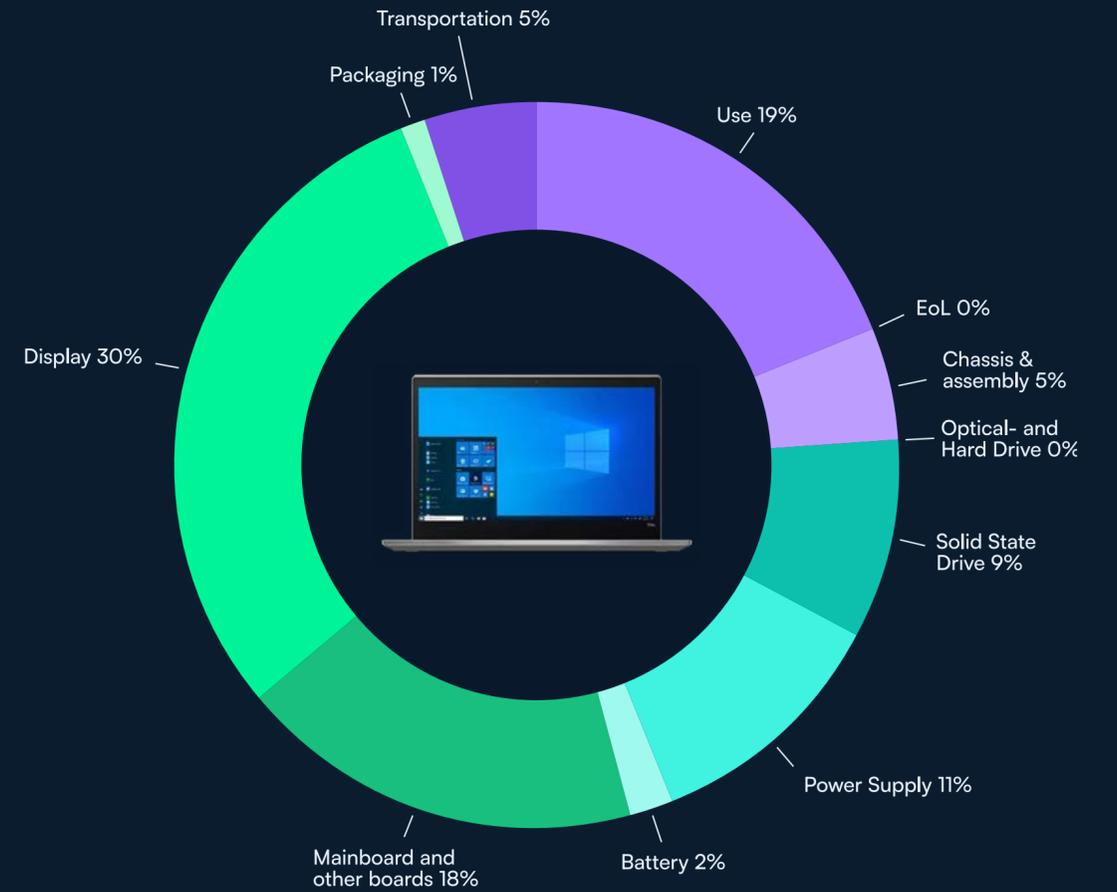
**Mobile Devices**  
40 000 units



**Computers**  
34 000 units



**Network Devices**  
29 000 units



Lenovo ThinkPad T14s 2<sup>nd</sup> Gen is the most common computer model on the Intility Platform. T14s has a cradle-to-gate PCF of 332 kg (mean of 248 +/- 54 kg CO<sub>2</sub>e), distributed over the categories shown.

## Community Footprint of Intility Sustainability Manager

Intility Sustainability Manager has engaged 700 individual users across 200 distinct companies, underscoring the value of transparency and the emphasis on sustainability within our community. In 2024, we conducted approximately 50 customer meetings to explain, enhance, and tailor Intility Sustainability Manager to our collective sustainability requirements. Looking ahead, we pledge to further develop the platform and increase its adoption across our community's shared platform.

220

unique companies

900

unique users

Emissions data include:



Computers



Mobiles



Networks



Meeting Rooms



Intility InCloud



Microsoft 365



Managed Azure



Printers

# 2.2

## Carbon Accounting: Company Total

## Property and Facility Management

Intility's headquarter is owned and operated by Intility's Property & Facility Management team. Our headquarter were rebuilt a few years ago and are now operated in a modern and efficient manner. The ventilation, heating, and cooling systems are managed by a Building Management System. All lighting is LED and programmed to save energy by activating only when there is activity in the room. The sunscreens are controlled by a weather station to adjust to the weather, decreasing the need for cooling on sunny days.

During 2024, Intility has focused on collecting as much data as possible related to our power, water, and district heating usage. We installed a gateway at our HQ and integrated with various APIs to collect and process the data effectively.

In waste management, we adopted the same approach, which resulted in a change of supplier from 2025. This change will provide us with better reporting throughout the year, and the new supplier will assist us in further developing our waste management system.

In 2025, we will continue to collect and analyze data in these fields and begin making data-driven decisions to further reduce our consumption.



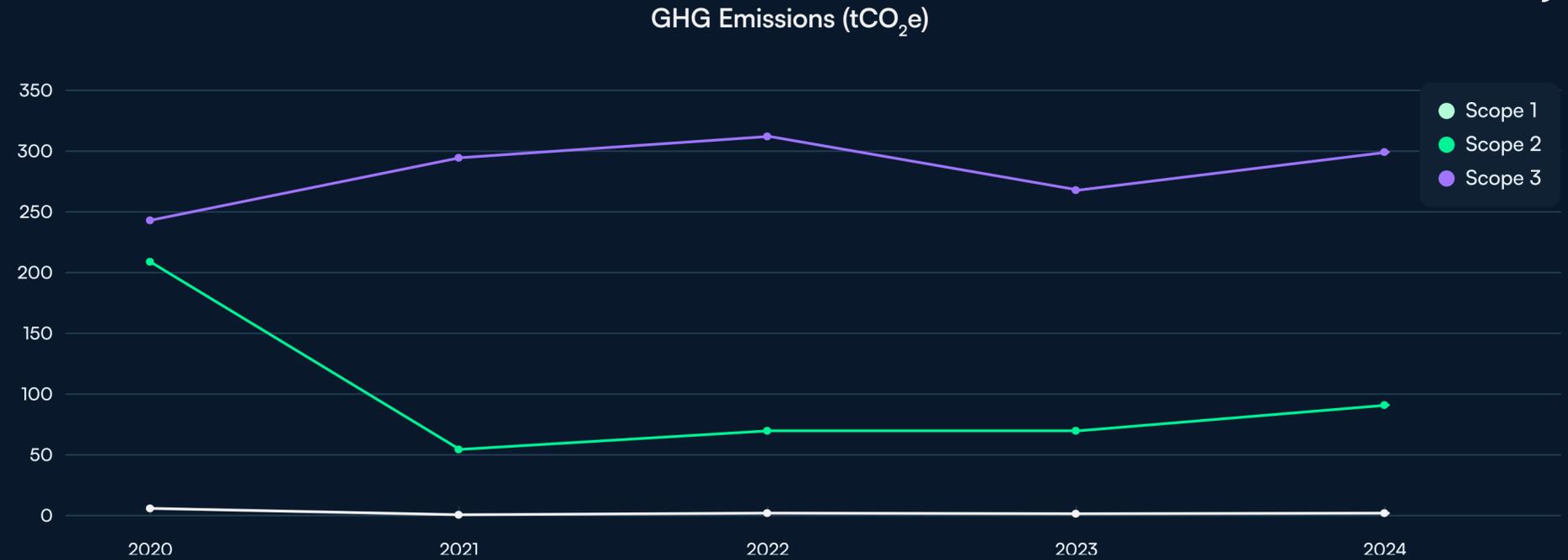
### Transport

In 2024, Intility ordered eight new company cars to replace our old vehicles used in operations. This initiative will allow us to phase out our fossil-fuel cars by Q1 2025 and complete our goal of zero emissions in scope 1 before 2030.

## Environmental KPIs for Intility

In 2024, we have made more improvements to gain better control over our emissions. The most significant difference between 2023 and 2024 is the central heating system, which encountered issues leading to higher usage and, consequently, increased emissions in scope 2 in 2024.

We have also significantly improved our waste management reporting, encompassing even more of our total operations. This thorough approach has provided us with a clearer and more comprehensive understanding of our waste-related emissions, leading to higher reported emissions in scope 3.



Measure	2020	2021	2022	2023	2024
Scope 1 [tCO <sub>2</sub> e]	6.02	0.76	2.15	1.63	2.11
Scope 2 [tCO <sub>2</sub> e]	209.70	54.70	70.11	70.11	91.36
Scope 3 [tCO <sub>2</sub> e]	243.89	295.55	313.19	268.86	300.29
Energy consumption [MWh]	4888	5318	4773	5210	5954
Water consumption [M <sup>3</sup> ]	-	1922	2127	1922	3283.6

Emissions intensity	2020	2021	2022	2023	2024
CO <sub>2</sub> e per fulltime employee [tCO <sub>2</sub> e per employee]	1.16	0.79	0.80	0.65	0.72
CO <sub>2</sub> e per gross sales [tCO <sub>2</sub> e per MNOK]	0.54	0.35	0.32	0.25	0.26
CO <sub>2</sub> e per user [tCO <sub>2</sub> e per user]	0.0185	0.0122	0.0117	0.0085	0.0098

## Scope 3 Emissions — Waste Disposal

Intility has a strong focus on waste sorting and recycling. Each floor is equipped with its own mini recycling station, complete with facilities for depositing plastic, paper, and general waste, as well as plastic bottles. We also have a station for sorting glass, metal, and hazardous waste, such as batteries and spray cans.

### Purpose of correct waste sorting:

- Save natural resources by recycling materials
- Reduce energy consumption and emissions in production processes
- Protect the environment and preserve biological diversity
- Promote sustainable consumption and production
- Prevent contamination of the sewage system and waterways with grease separators

At Intility, we are constantly striving to minimize our waste generation and to enhance our rate of source separation



**70.3%**

of Intility's waste is sorted for recycling, up from 62.5% in 2023. This change equals a 7.8% improvement.

## 2.3

# Creating Smart Workplaces



## Collaboration & Office Technologies in the Digital Era

Intility provides end-to-end operational responsibility for our customers' meeting rooms, collaboration technology, and digital signage displays. This includes consultancy, design, and setup of solutions. The solution is based on an industrialized management platform, and by utilizing a range of tools, automated processes, and services, we ensure seamless and secure collaboration. This past year, we have taken several actions regarding our logistic services and procurement routines.

- **Consolidated Deliveries:** We are now collecting orders at our warehouse to send them as a single shipment to the customer. This reduces the number of transports considerably, which in turn leads to fewer emissions.
- **Reduction of Packaging:** By consolidating deliveries, we are also using less packaging. This is an important step towards reducing waste and the environmental impact from packaging.
- **Reduction of Error Orders:** By reducing incorrect orders, we also reducing the need for returns, and thus also shippings. This enables us to use our resources more efficiently, and it also reduces our environmental impact.

- **Reuse of Returned Goods:** Even though we aim to minimize error orders, they can still occur. An important part of our sustainability strategy is to then reuse returned goods from previous projects whenever this is possible. By using these products, rather than leaving them on a shelf in our warehouse or throwing them away, we reduce the need for new goods. This saves both the production emissions and transport emissions.

Even though we have improved our environmental impact through the above-mentioned initiatives, we still have a long way to go. In the coming year, we will focus on:

- Providing customers with accessible data on meeting room product emissions in Sustainability Manager, as well as mirroring the highlights in Workplace Manager.
- By the end of 2025, we aim to have a fully electric car fleet.
- We will continue to encourage our customers to choose quality products. By investing in equipment that will last, there is less need for frequent replacement and on-site assistance.

## Sustainable Printing

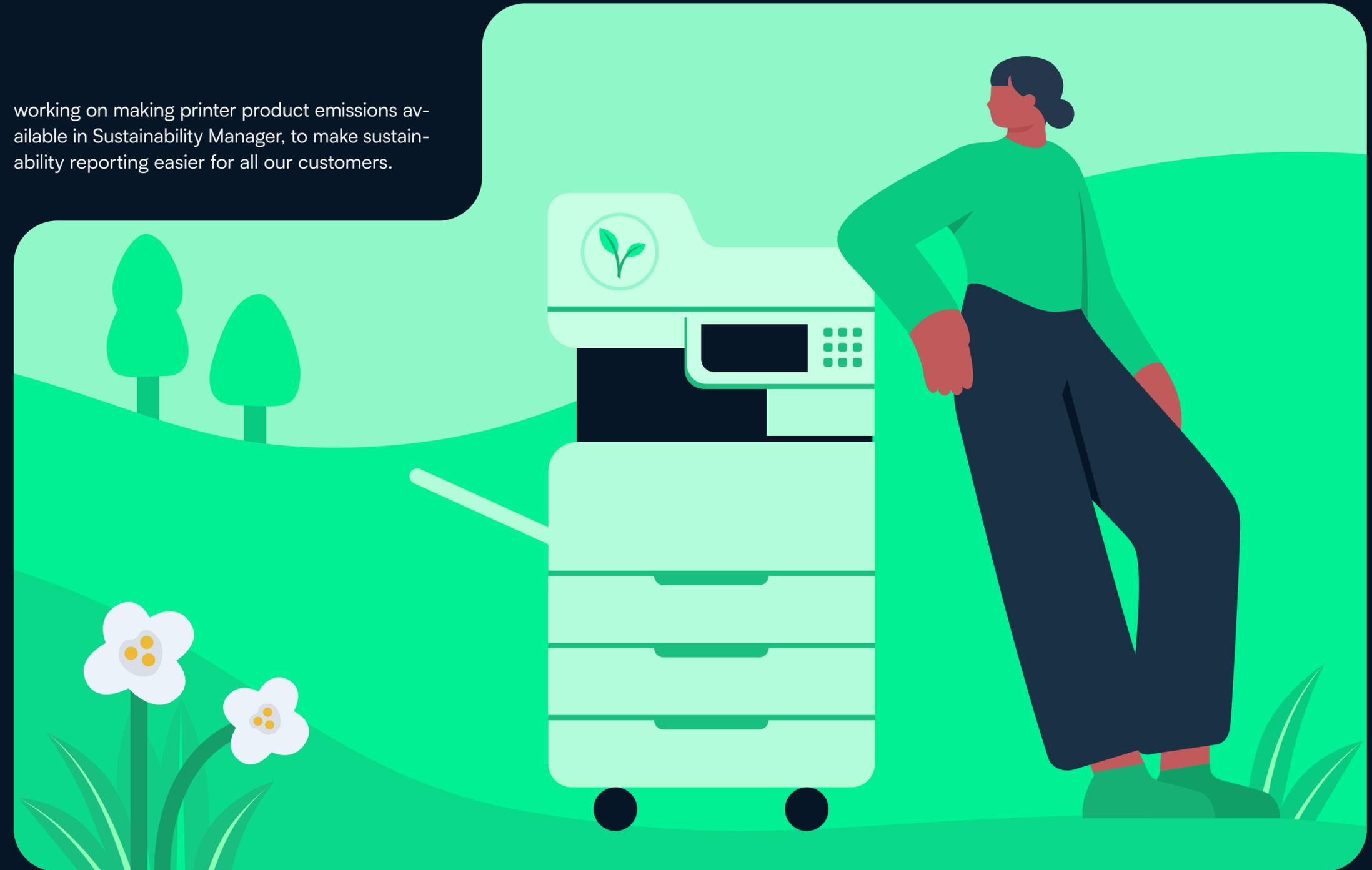
Intility offers a fully managed print platform that assists customers with purchasing guidance, print queue optimization, and lifecycle management. Our goal is to deliver a secure and standardized platform based on sustainable partnerships, and we are currently managing 2,000 registered network printers and 45 million annual prints.

We exclusively recommend Energy Star certified printers and partner with Canon and Hewlett Packard (HP) for recyclable toners. Through our partnership with Canon, we are proud to announce that we in 2024 launched an option to order refurbished printers. This alternative reduces waste by reusing existing parts that would otherwise be discarded. Additionally, it leads to reduced carbon emissions as there is less need for producing new parts. As a bonus, these products have a longer lifespan, contributing to a more circular economy.

Another initiative aimed at extending the lifespan of printers is the introduction of 6- and 7-year agreement options, in addition to the standard 3- and 5-year terms.

Moving forward, we will continue to encourage our customers to opt for secure and high-quality products that will last, and preferably choose refurbished models when possible. We are also

working on making printer product emissions available in Sustainability Manager, to make sustainability reporting easier for all our customers.



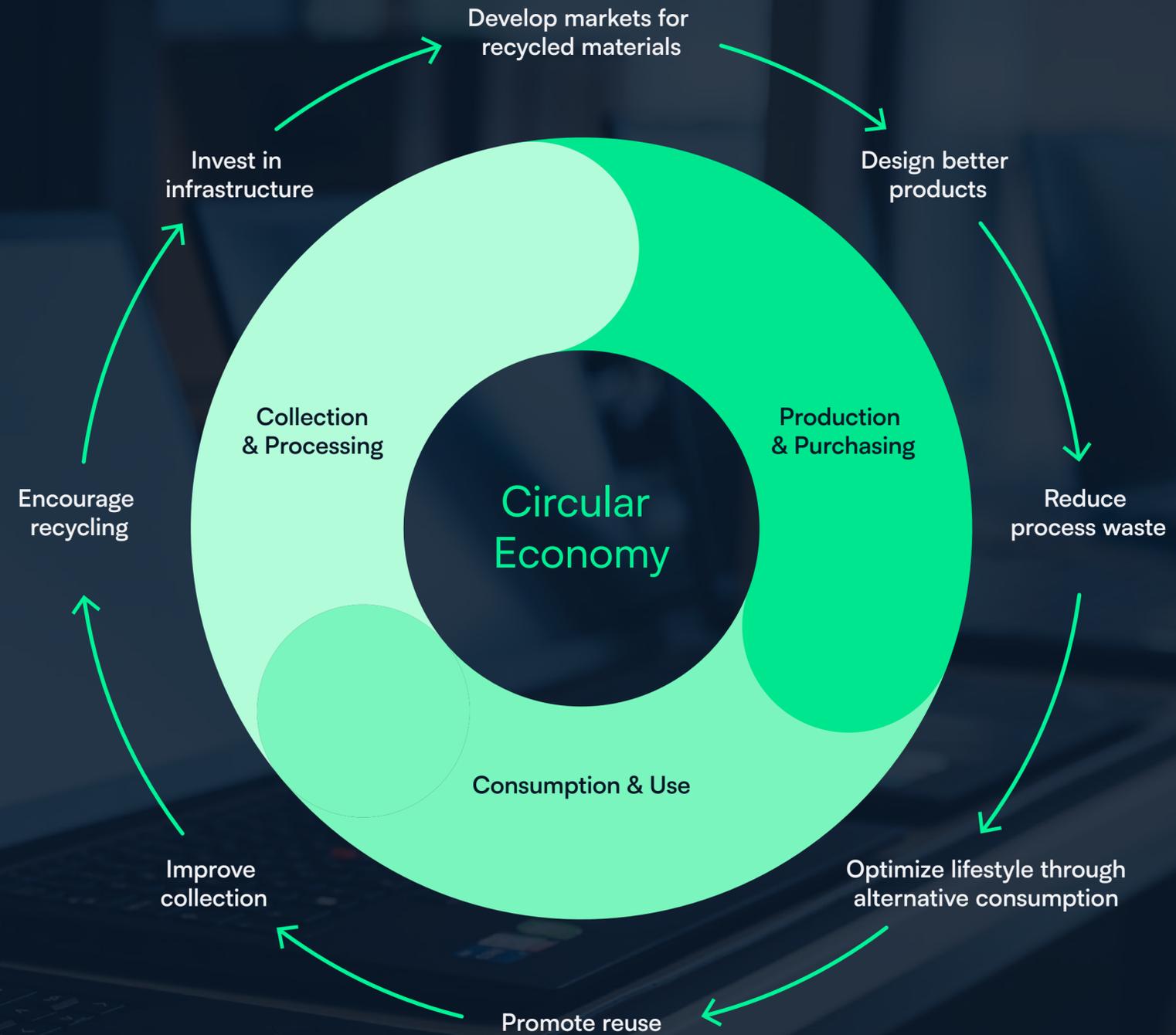
## Sustainable Equipment Management at Intility

All employees working at Intility receive the necessary equipment from day one to ensure a productive and efficient workday. When it's time to replace this equipment, we follow a structured process to maximize reuse and minimize waste.

Our storage and logistics team evaluates each item to determine whether it should be retained for reuse or sent to our environmental partner, Foxway, for secure recycling or reselling. Equipment that is retained is handled in one of the following ways:

- **Loan & Reserve Pool:** Equipment in good condition is added to our reserve or loan pool for temporary use by employees or customers.
- **Internal Inventory:** Devices are stored and reassigned to employees as needed. If no suitable equipment is available, new items are ordered.
- **PC & Phone Assessment:** Returned PCs and phones are inspected to determine if they can be reassigned, used as loaner devices, or sent to Foxway for proper handling. Foxway ensures all data is securely erased before resale or recycling.

Equipment that cannot be reused, is recycled in accordance with laws and regulations.



## Collaboration with Foxway

Through our collaboration with Foxway, we make sure that any internal equipment we can no longer use gets a second life through reuse or proper recycling.

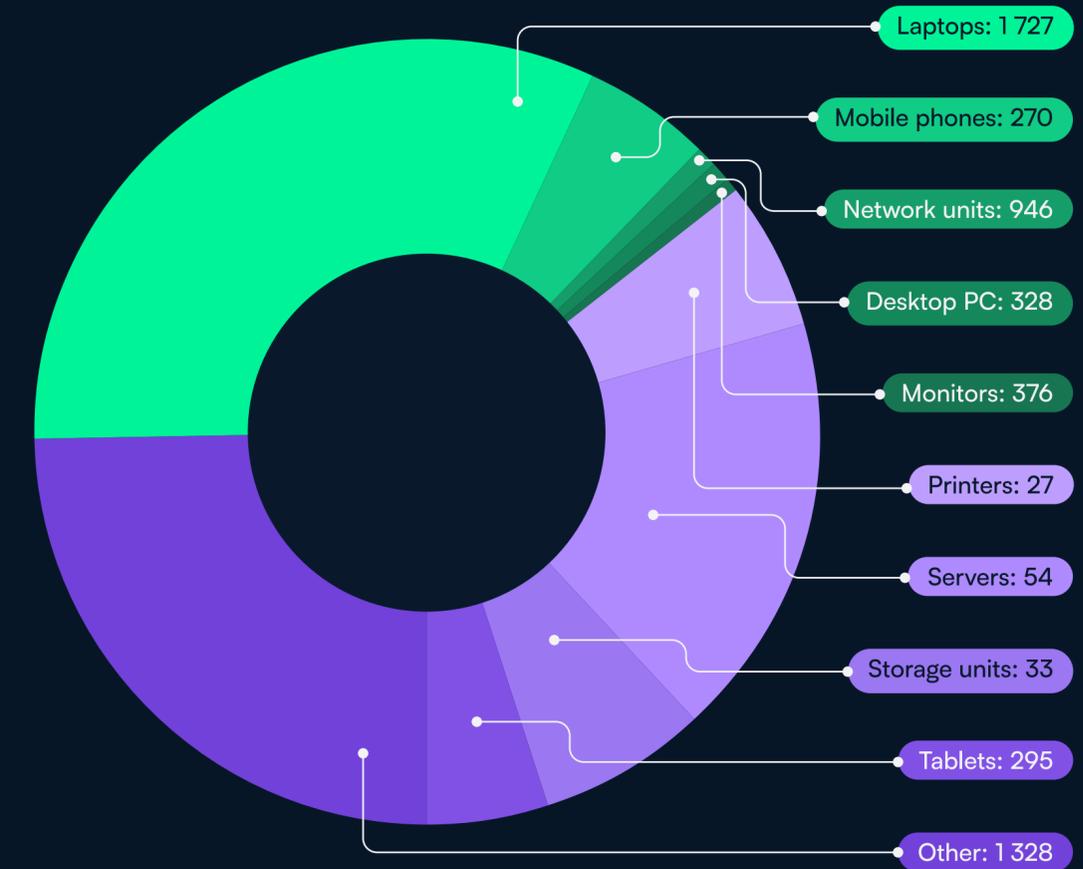
Our priority is always to keep equipment in use for as long as it does the job—because the most sustainable device is the one you don't have to replace. But when it's finally time to retire hardware, it's important to do it the right way. Even devices that can't be resold still hold valuable materials. Metals are recovered, melted down, and reintegrated into new products, ensuring a circular approach to resource management.

By focusing on reuse and recycling through Foxway, we contributed to saving approximately 804,400 liters of water, 569,018 kWh of electricity, and 875,235 kg of CO<sub>2</sub>. These numbers show the real impact of giving old equipment a second life. To put it into perspective, this is equivalent to saving enough water for 3 million cups of coffee, supplying power to around 30 Norwegian households for a year, and planting 39,843 trees—which would absorb that same amount of CO<sub>2</sub> throughout their lifetime.

By making reuse and recycling a priority, we're not just reducing waste—we're actively saving resources and lowering our environmental footprint in a meaningful way.

The following figures show the total number of equipment delivered to Foxway for reuse and recycling in 2024:

Type of equipment	Submitted	Reused	Recycled
Laptop PCs	1 727	90%	11%
Mobile phones	270	66%	34%
Network units	946	51%	49%
Desktop PCs	328	93%	7%
Monitors	376	50%	50%
Printers	27	22%	78%
Servers	54	50%	50%
Storage units	33	12%	88%
Tablets	295	84%	16%
Other	1 328	3%	97%



The total environmental savings for the equipment we have delivered for reuse and recycling in 2024 corresponds to approximately:

 **804 400**  
liters of water

 **569 018**  
kWh electricity

 **875 235**  
kg CO<sub>2</sub>

# 03

# Cyber Security and Data Privacy

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# Sustainability Goals and Progress

## Security and Privacy

- ✔ Maintaining a robust, transparent, and updated security platform to protect businesses and users of our services.
- 💰 Continuing to invest in technology and people.

### UN Goal



### Outcomes in 2024

- Released Intility's ISAE 3000 and 3402 Type II reports for 2024 to all our customers, providing externally verified information on Intility's security and privacy internal controls.
- Released an updated mapping of Intility's internal controls against NSM's ICT Security Principles and the Digital Operational Resilience Act to all our customers.
- Released two Threat & Vulnerability reports in 2024 to all our customers. The reports provide an overview of the threat landscape and security incidents handled by Intility SOC.
- Invested in advanced technology to enhance the capabilities for detection and response, and vulnerability identification.
- Enhanced the operational capacity and capability of the security management team by recruiting new team members.
- Established Intility-CSIRT, a cross-functional security incident response team, and joined FIRST (Forum of Incident Response and Security Teams).

### The Way Ahead

- Remain committed to improving our security and privacy measures to address threats, cybersecurity risks, and regulatory requirements.
- Continue to invest in technology and people to enhance organizational and technical security capacity and capabilities.
- Procure a new security training and awareness system to further strengthen our internal security training and awareness program.
- Work towards an ISO 27001 certification in 2025, in addition to our ISAE audit reports.

## Managing our Cyber and Privacy Risk

Cyber security is widely recognized as an integral part of ESG due to its critical role in safeguarding business operations, underpinning digital transformation initiatives essential for sustainability, and protecting individuals and society within the digital landscape.

For companies to take advantage of the opportunities of digitalization and technology, cyber security risks must be both understood and reduced. Any attacks on critical infrastructure would damage the affected parties and weaken the trust in technology.

At Intility, we operate and secure critical infrastructure, recognizing that potential breaches could have significant consequences. Information security and privacy are in the core of our business and a material topic for Intility. We work diligently to process and safeguard company and customer data appropriately. Our industrialized security platform, delivered as a service to all customers, is continuously updated and developed to keep pace with the rapidly changing cyber threat landscape.

Intility has implemented and maintains a robust Information Security Management System (ISMS) which consists of policies, procedures, and controls designed in accordance with regulatory

requirements and industry best practices to systematically manage information security risks. The ISMS provides us with a robust framework for continuously assessing and improving our information security measures and efforts.

To ensure the ISMS's operational effectiveness in managing cybersecurity and privacy risks, Intility has formalized a governance structure with roles and responsibilities across the organization. This includes a Security Management department with a Security Operations Center for monitoring and incident response, as well as security architects and a threat and vulnerability management team to maintain a secure IT platform.

Intility is subject to continuous security and privacy related controls, assessments, and audits. This includes annual issuance of two third party attestation reports, our ISAE 3402 and ISAE 3000 Type II report.

## Information Security Objective

At Intility, we prioritize safeguarding information and data in compliance with data protection regulations, while minimizing risks to confidentiality, integrity, and availability.

Intility’s objective is to process information and data pursuant to applicable data protection regulations and to reduce the risk of incidents that threaten the principles of confidentiality, integrity and availability. To realize this goal, we have a variety of processes and measures, such as:

- Providing secure identity and access management
- Installing and maintaining robust, available and secure systems and services
- Establishing clear roles and responsibilities for information handling, data protection and privacy work in Intility.
- Providing knowledge through mandatory cybersecurity awareness, information handling and privacy training for all Intility employees
- Preventing data loss and limiting the processing of data and information to what is necessary in relation to the purposes for which they are processed

→ Proactively exposing our platform to enterprise-scale penetration testing and security assessments by in-house experts and external parties.



### Intility SOC

Intility Security Operations Center (SOC) is a key component in Intility's efforts to ensure confidentiality, integrity and availability of customer information and to secure continuous advances in our cyber intelligence and analytic capabilities.

### Involvement of Executive Management

Intility’s Board of Directors and Executive Management are regularly briefed by the Security Management department on Intility cybersecurity matters, including threats, policies, practices and ongoing efforts to improve security.

## Transparency and an Updated Security Platform

### Information sharing

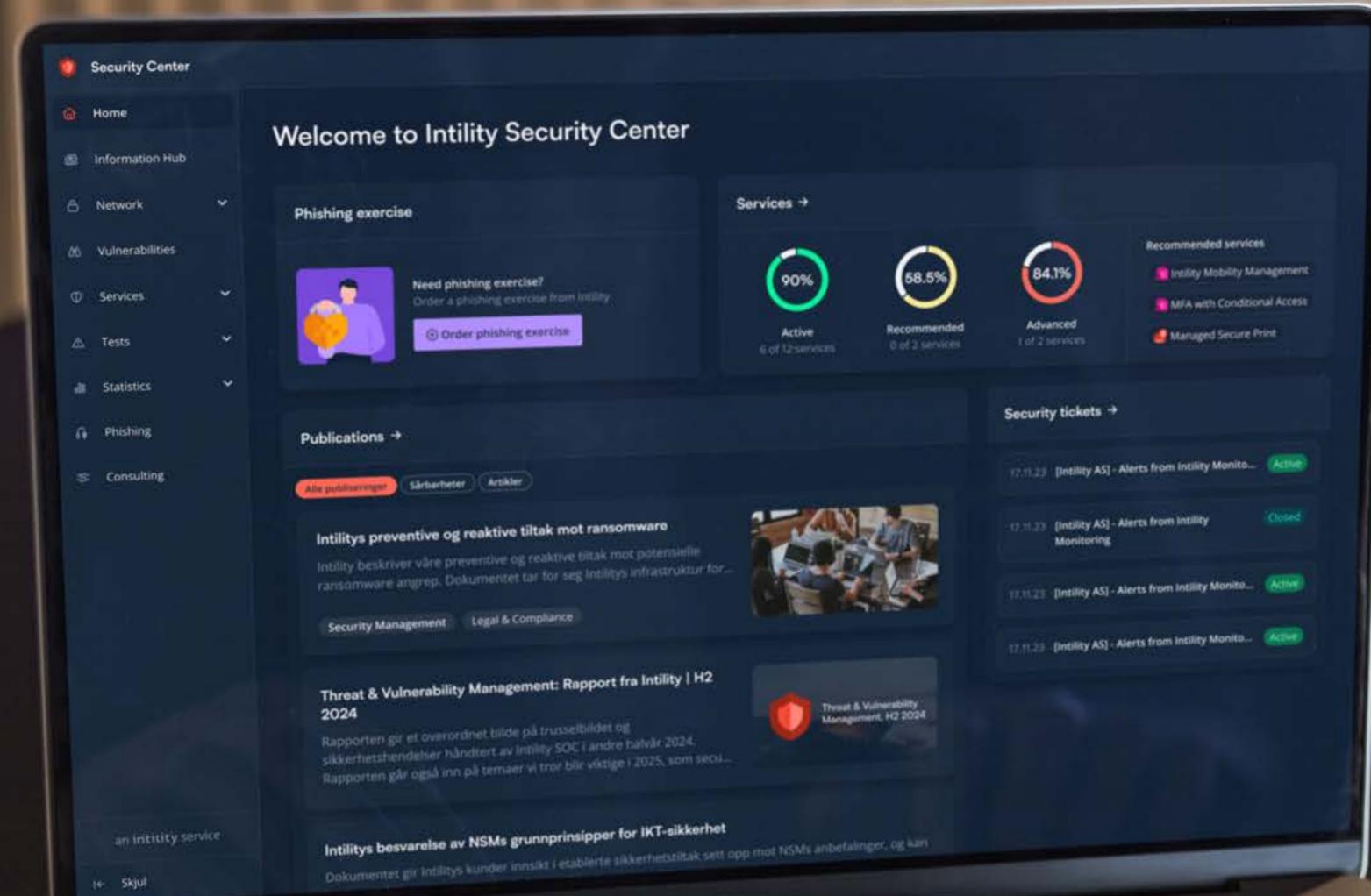
Intility Security Center is a customer portal that provides each customer with insight into the security and governance posture of their IT environment on the Intility platform in real-time. Intility aims to provide our customers with as much relevant information as possible concerning the security posture of their IT environments.

### United against cyber threats

Intility is a member of the Cloud Security Alliance (CSA) and we partner with other companies, cybersecurity organizations and public authorities to share and receive information about the latest cyber threats. This gives us access to advanced threat modeling insights that we integrate into our own cybersecurity program.

Intility is a Trusted Cloud Provider, a status awarded by the CSA for its work in promoting and ensuring the use of best practices in cloud security. Intility's CAIQ assessment is available in CSA's STAR registry.

Furthermore, we are part of a sensor network for critical infrastructure (VDI) organized by the Norwegian National Security Authority (NSM). This increases detection capabilities and contributes to the VDI network.



Success Story

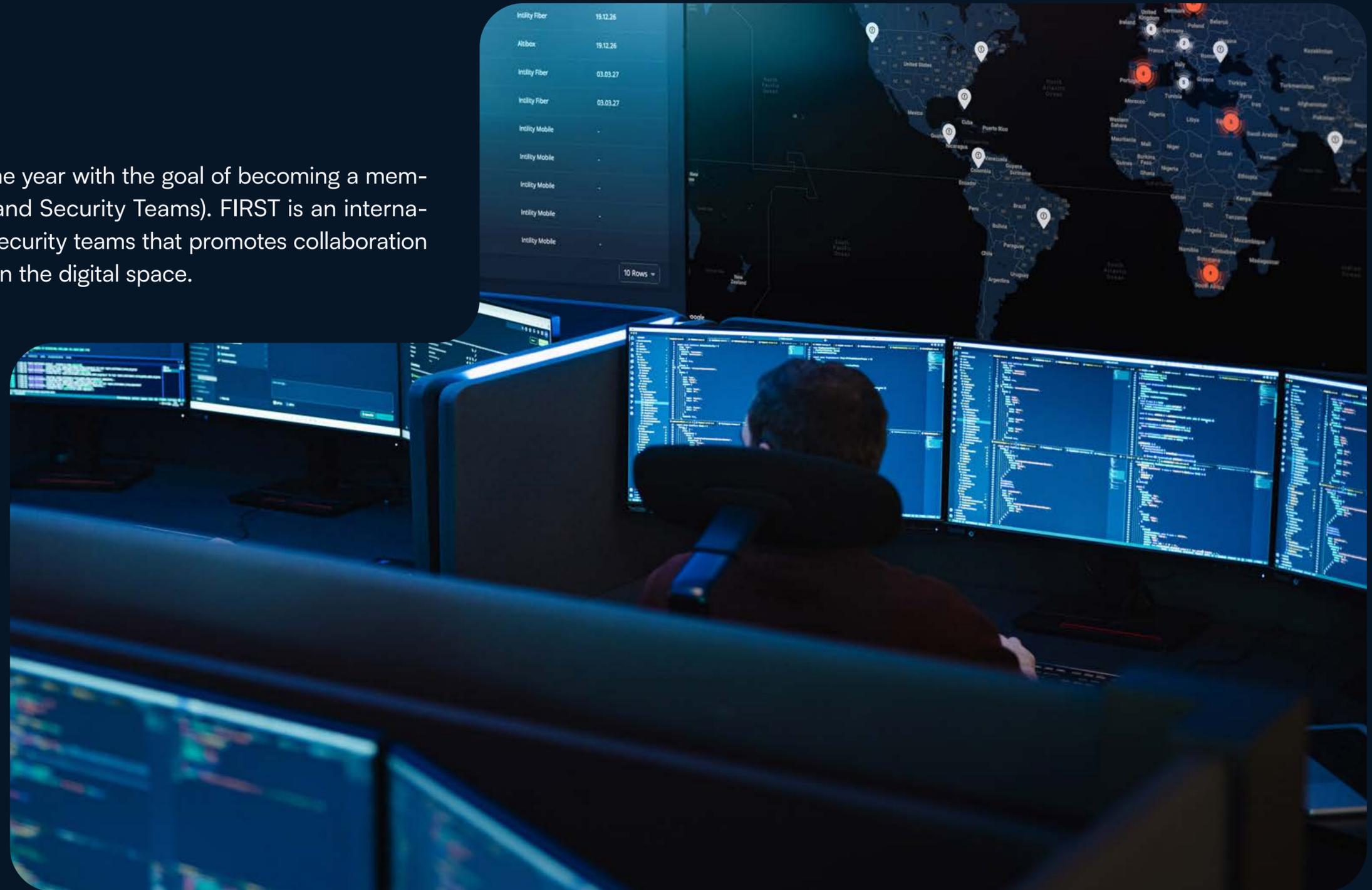
# FIRST Membership

Intility's Security Management team began the year with the goal of becoming a member of FIRST (Forum of Incident Response and Security Teams). FIRST is an international community of incident response and security teams that promotes collaboration and knowledge sharing to enhance security in the digital space.

As part of the application process, Security Management, in collaboration with several specialized departments, assembled a team to represent Intility (Intility CSIRT). The primary objective of the team is to bring together individuals from various departments who are extensively trained in incident management and its associated processes, with a particular focus on information security.

Intility CSIRT aims to contribute to the quality and safeguarding of information security throughout the entire incident management process.

On November 20, 2024, we were accepted as members and welcomed into FIRST. We are one of 26 Norwegian CSIRT-teams that have been admitted as members.



# 04

# Governance and Value Chain

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# Governance and Value Chain

↗ Continuously improving sustainability governing practices and supply chain management.

## UN Goals



### Outcomes in 2024

- Established an external and anonymous reporting channel to facilitate the reporting of misconduct internally, within our supply chain, and among other stakeholders.
- Maintained a rating in the top 6% of over 100.000 assessed companies on the global EcoVadis platform.
- Conducted human rights due diligence assessments to address potential negative impact on human rights and labor rights in our own operations and our supply chain.
- Conducted periodic status meetings with a selection of our high-risk suppliers to address and mitigate potential human rights and environmental risks.
- Established a interdisciplinary sustainability team to help ensure a holistic and systematic approach to sustainability efforts.

### The Way Ahead

- Track and report the number of suppliers and business partners who have signed Intility's Supplier Code of Conduct or documented equivalent compliance in their own guidelines and practices through 2024.
- Join Ethical Trade Norway (Etisk Handel Norge), a member organization with a mission to promote and encourage responsible business practices in supply chains.
- Appoint sustainability representatives in all relevant operational departments to aid in promoting environmental initiatives, operationalize sustainability policies and drive sustainable practices, and ensure alignment with the company's sustainability goals.

## Our Approach

Intility is committed to promoting environmentally sustainable and socially responsible operations that respect internationally recognized human rights, such as defined in the Universal Declaration of Human Rights, the International Convention of Economic, Social and Cultural Rights, and other core ILO conventions.

The commitment extends to Intility's entire value chain, and we expect our suppliers and business partners to uphold our values in all their collaboration with us. Effective cooperation within our value chain is crucial for achieving our sustainability goals.

Our principles and commitments are formalized in our governing documents and policies, as described on page 50.



# 4.1

# Sustainability Governance



## Roles and Responsibilities

Intility aims to deliver long-term value to customers and shareholders, a goal that requires building trust and acting responsibly towards the planet and society. To support this, sustainability is an integral part of our operations and management systems.

Our commitment to sustainable operations is anchored in the company's top management. The board and our CEO are ultimately responsible for overseeing the company's sustainability initiatives. At least annually, the board reviews and oversees the company's sustainability efforts, human rights due diligence assessments, and sustainability governing documents.

To support the company's sustainability goals, strategy, and efforts, a dedicated central sustainability team has been established. This team is responsible for ensuring that Intility implements and maintains a systematic and holistic approach to sustainability aligned with the company's goals and strategy. This includes establishing and maintaining an organization-wide environmental management system, supporting top management in formalizing, maintaining, and implementing sustainability and ethical guidelines, assisting operational departments in identifying and implementing sustainability practices, and ensuring compliance with internal, contractual, and regulatory requirements.

Intility's operational departments are responsible for identifying environmental initiatives, operationalizing sustainability policies, driving sustainable practices, and ensuring alignment with the company's sustainability goals within their respective areas.



The Finance department is responsible for sustainability reporting activities related to the company's financial reporting.

The Legal & Compliance department is responsible for supporting the sustainability team in ensuring compliance with contractual requirements and national and international regulations.

Success Story

# Establishing an Interdisciplinary Sustainability Team

In an important step towards reinforcing our commitment to sustainable operations, the company has established a sustainability team. This dedicated team will be instrumental in driving the company’s sustainability goals, strategy, and efforts.

Tasked with ensuring a systematic and holistic approach to sustainability, the team will be a key in maintaining and improving an organization-wide environmental management system to support alignment between our operational practices and activities and our overarching sustainability goals and strategy.

The sustainability team has, and will continue to, contribute to improve Intility’s sustainability governance, promote a culture of sustainability responsibility, and implement sustainability practices throughout the company.

The sustainability team will continue to play a pivotal role in supporting top management by formalizing, maintaining, and implementing comprehensive sustainability and ethical guidelines. By working closely with operational departments, they will help identify and implement effective sustainability practices across the organization. Furthermore, the team will function as a collaboration hub to ensure compliance with relevant internal standards, contractual obligations, and regulatory requirements.

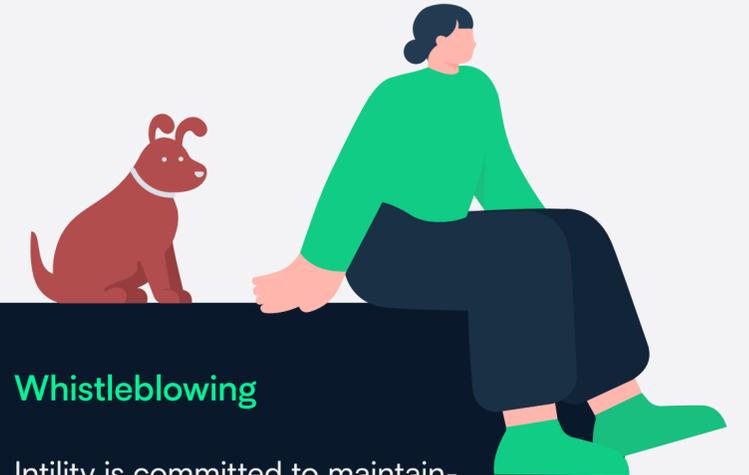


## Governing Policies and Procedures

We have embedded our commitments to sustainable and ethical practices within our governing documents, including the following key policies:

- **Intility's Code of Conduct:** Outlines the ethical values and behavioral standards expected of all employees, board members, and any contracted consultants.
- **Intility's Human Rights Policy:** Details the company's commitment to human rights and our approach to managing related risks for employees, supply chain workers, and other stakeholders.
- **Intility's ESG (Environmental, Social, and Governance) Policy:** Applies to all employees and forms the basis for decisions, benchmarks, and daily operations.
- **Intility's Privacy Policy:** Outlines Intility's commitment to process personal information in line with relevant regulatory requirements, both in the role as data controller and data processor.

The policies are reviewed annually by Intility's sustainability team and approved by the board and/or the CEO.



### Whistleblowing

Intility is committed to maintaining a safe environment for reporting concerns and violations without fear of retaliation. We provide multiple reporting mechanisms for employees, which are detailed on internal pages and outlined in Intility's Code of Conduct.

In 2024, we introduced an anonymous whistleblowing channel for employees and other stakeholders. The anonymous reporting channel is managed by a third-party and is compliant with GDPR.

# 4.2

## Initiatives and Commitments

UN Global Compact

## Pursuing the United Nations Sustainable Development Goals (SDGs) with our Platform Service

Intility has been a member of the UN Global Compact, the world's largest sustainable business organization, since 2021. We remain committed to supporting and implementing the ten principles of the UN Global Compact in the areas of human rights, labor, environment, and anti-corruption. As part of our membership, we annually report on our progress through a Communication on Progress (COP) to demonstrate our efforts in achieving the United Nations Sustainable Development Goals (SDGs).

UN Sustainability Goals

# The UN Sustainability Goals serve as a blueprint for achieving a more sustainable future

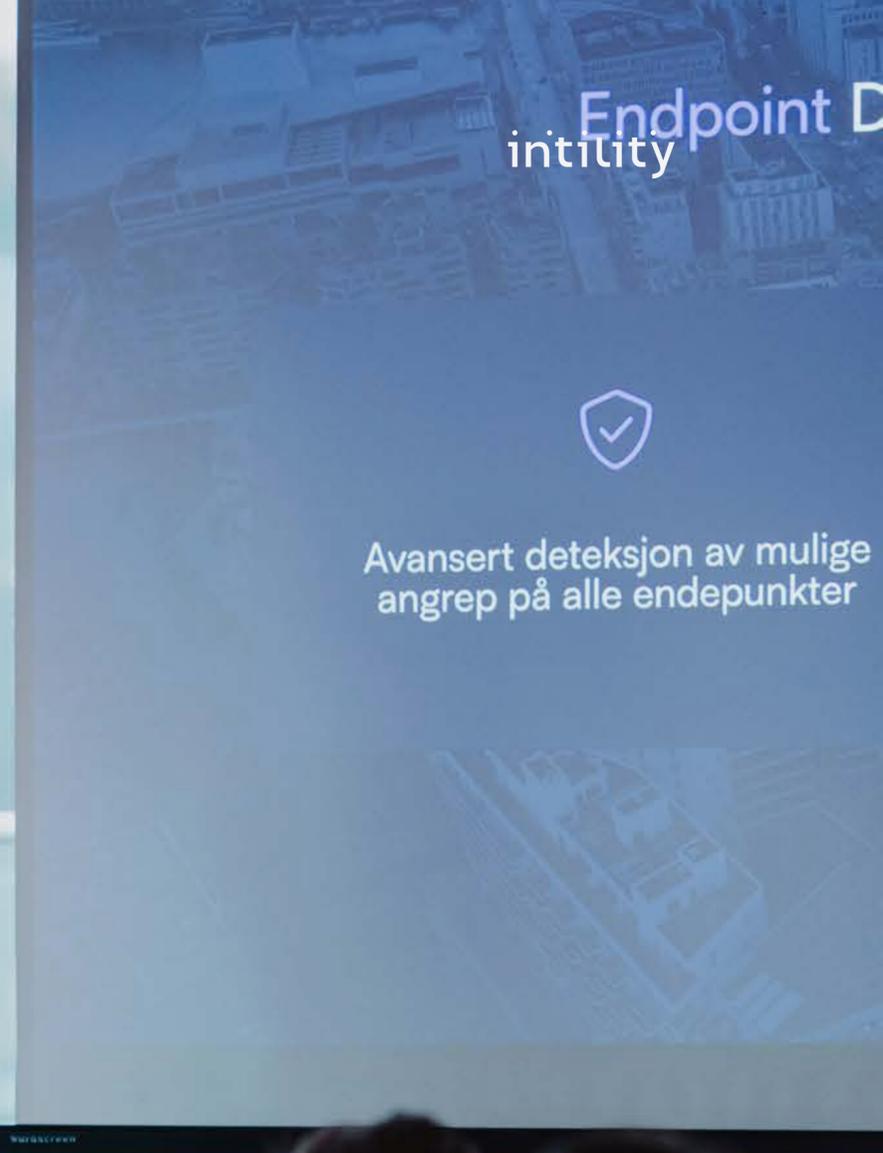
Intility has identified six prioritized goals where our efforts can have the most significant impact, based on our business model, industry, and stakeholders' expectations. These goals are integrated into our approach to sustainable development, ESG strategy, and governing policies.

To effectively work towards these goals and to succeed with our sustainability initiatives, our company must engage in collaborative efforts both internally and externally. Our most important partners and stakeholders include customers, suppliers and business partners.



# 4.3

# Reporting

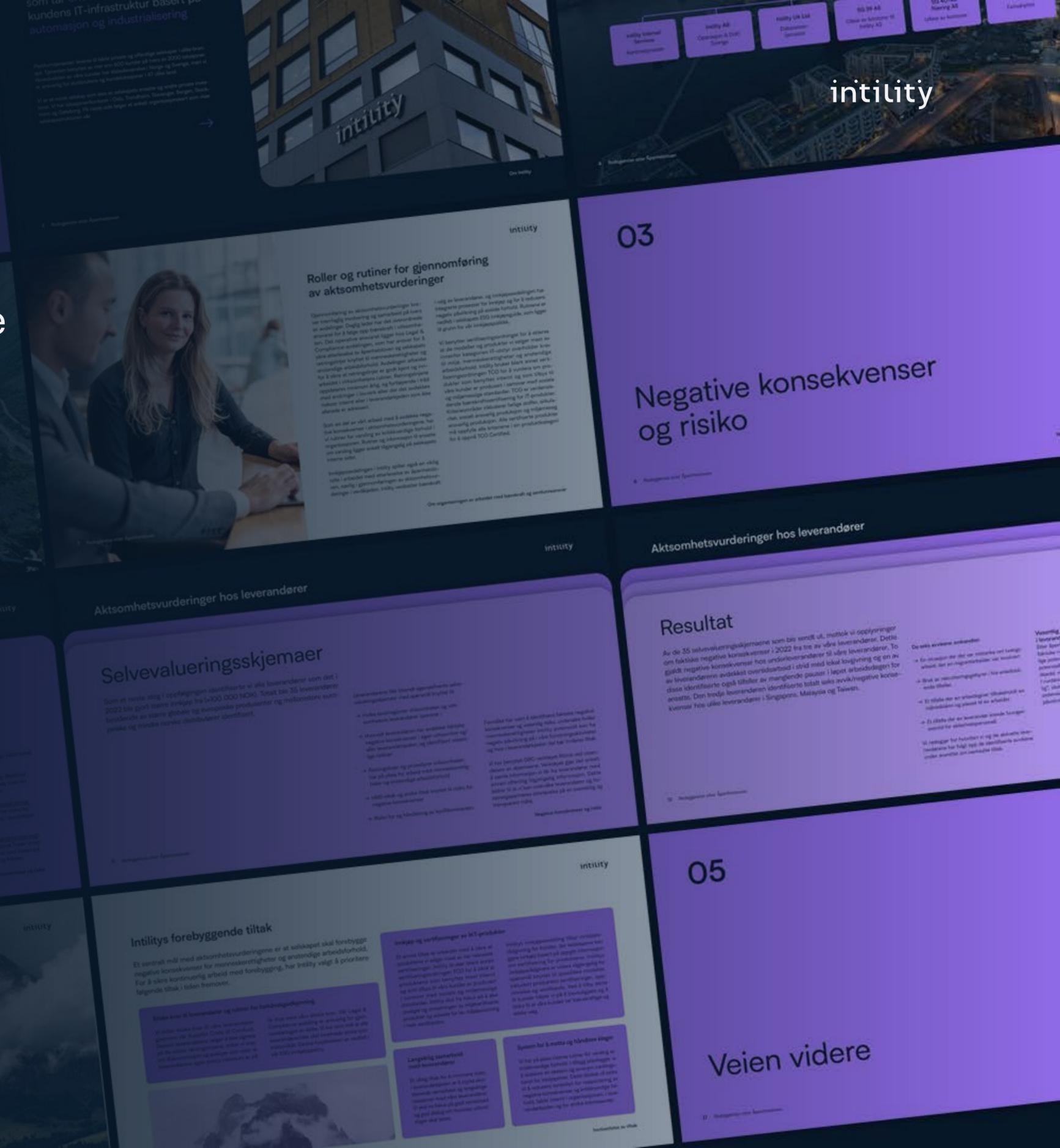


## The Norwegian Transparency Act

# Intility annually publishes an account of due diligence assessments in compliance with the Norwegian Transparency Act.

We have implemented robust supplier lifecycle management processes to support our commitment to respecting human rights and ensuring fair working conditions across production and services. These processes are aligned with the principles of the Norwegian Transparency Act and include conducting annual due diligence assessments to identify potential and actual adverse impacts within our operations and supply chain.

As required by the Norwegian Transparency Act, we make the results of these assessments publicly available. An account of our due diligence assessments can be read on our [website](#).



## Corporate Sustainability Reporting Directive

Preparing for the upcoming **Corporate Sustainability Reporting Directive (CSRD)** was a priority throughout 2024. Our efforts included conducting a double materiality analysis to define the scope of our reporting.

To achieve this, we engaged with stakeholders to ensure our sustainability performance and material topics align with their expectations and interests. Enhancing stakeholder engagement was a key priority in 2024, along with assessing and adjusting internal data collection processes.

However, proposed revisions to the design and implementation of the CSRD were introduced in 2025, and we are evaluating how these changes may impact our sustainability practices and reporting moving forward. Despite these developments, we will remain committed to providing transparent and responsible sustainability reporting.

**Eco-Lighthouse**

Intility has been **Eco-Lighthouse** certified since 2014. This is a Norwegian environmental certification widely recognized as equivalent to ISO 14001, and accepted by the EU Commission as a standard for environmental management systems.

This certification allows us to document our compliance with various criteria in governance, working environment, health, safety, and environment (HSE), sustainable procurement, energy consumption, transport, waste, emissions, and aesthetics. It also mandates annual reporting on indicators such as waste and recycling, energy, transport, and working environment.

Our climate and environmental accounting for 2024 is available on our [website](#).



EcoVadis

In our first year of reporting to **EcoVadis** in May 2024, Intility ranked in the top 6% of over 100,000 assessed companies on the global EcoVadis platform.

The rating encompasses areas such as environment, labor and human rights, ethics, and sustainable procurement. We are dedicated to continuous improvement in our sustainability practices and are aiming to reach the top 1% of the companies on the EcoVadis platform in the years to come.



# 4.4

## Responsible Value Chains

## Our Supply Chain

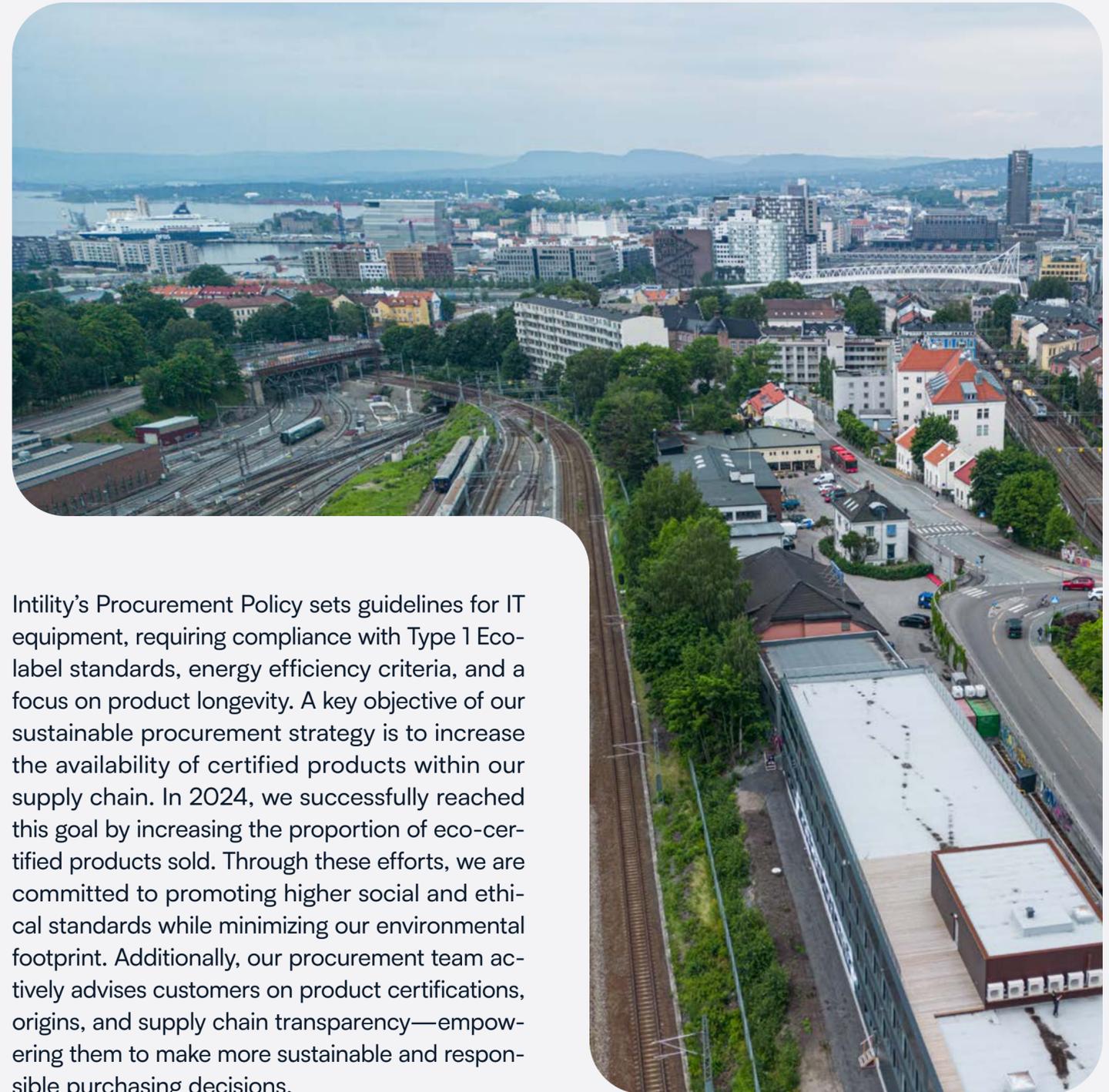
We recognize that our responsibility extends beyond our own operations, and we continuously work to map our supply chain to gain deeper insight into every stage—from raw material extraction to working conditions and the delivery of goods. While we are not directly involved in manufacturing, we acknowledge the significant environmental and social impacts of the IT hardware industry. We aim to use our position to drive positive change by setting high expectations for ourselves and our suppliers, thereby preventing and mitigating negative impacts.

Our Supplier Code of Conduct outlines clear requirements for labor rights, ethical business practices, and environmental responsibility. This includes a strong focus on social sustainability, ensuring fair employment conditions and wages, as well as responsible sourcing of raw materials and environmentally friendly products. We expect all our suppliers to uphold these standards, comply with laws and regulations, and exercise good judgment in their business practices. Suppliers engaged in a contractual relationship with Intility must comply with these principles, either by signing our Code of Conduct or documenting equivalent compliance through their own policies.

Our supply chain spans multiple industries and regions, some of which present risks related to human rights violations and environmental harm. As an IT hardware distributor, we are particularly

aware of challenges within the electronics supply chain, including conflict mineral sourcing, child labor, modern slavery, poor working conditions, health and safety concerns, and a lack of diversity and inclusion. To address these risks, we seek external resources and collaborate with organizations to strengthen our supply chain oversight.

The IT hardware industry also has significant environmental impacts, particularly in manufacturing. To mitigate negative impacts, we prioritize eco-labeled products for both internal use and in customer recommendations. The majority of the IT products we procure and sell meet Type 1 Ecolabel certifications, such as TCO and EPEAT. TCO emphasizes circularity and responsible production, while EPEAT focuses on material recirculation and energy efficiency—both helping to reduce climate risks associated with IT hardware.



Intility's Procurement Policy sets guidelines for IT equipment, requiring compliance with Type 1 Eco-label standards, energy efficiency criteria, and a focus on product longevity. A key objective of our sustainable procurement strategy is to increase the availability of certified products within our supply chain. In 2024, we successfully reached this goal by increasing the proportion of eco-certified products sold. Through these efforts, we are committed to promoting higher social and ethical standards while minimizing our environmental footprint. Additionally, our procurement team actively advises customers on product certifications, origins, and supply chain transparency—empowering them to make more sustainable and responsible purchasing decisions.

## Human Rights Due Diligence

As an integral part of Intility's sustainability management system, we conduct human rights due diligence in accordance with the OECD (Organisation for Economic Co-operation and Development) Guidelines for Multinational Enterprises.

Our objective is to identify and mitigate any adverse impacts on human rights and decent working conditions within our operations, supply chain, and business relationships. This process requires collaboration across various departments, with the Legal & Compliance department holding operational responsibility. The involvement of employees within our procurement department is also essential, given our specific focus on suppliers of IT equipment and electronic products.

As part of our due diligence process, we have implemented tools and processes for screening suppliers and business partners related to human rights and labor risk. This screening is based on multiple risk criteria, including country risk, product risk, and industry risk. We distribute a self-assessment form and/or specific follow-up questions to suppliers and business partners identified as the most risk-exposed.

To further strengthen our efforts in responsible business practices within our supply chain, we seek to collaborate with an organization specializing in human and labor rights, social responsibility, and environmental sustainability. By leveraging external expertise and shared industry knowledge, we can enhance our ability to map human rights risks, improve transparency, and drive positive change throughout our supply chain.

For a detailed overview of identified negative impacts and salient risks within our supply chain, as well as the measures we have implemented to address human rights and labor risks, please refer to Intility's account for 2024 pursuant to the Norwegian Transparency Act, available on our [website](#).



## 05

# Digital Inclusion

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# Sustainability Goals and Progress

## Digital Inclusion

Keeping our customers informed, updated, and involved in the development on our platform.

### UN Goals



### Outcomes in 2024

- Published blog articles written by our engineers on topics such as UX, Kubernetes, API testing in .NET, and autonomy on the client platform.
- Improved our support services by resolving approximately 80% of all tickets submitted on first contact.
- Hosted numerous physical customer events to educate our customers on the latest platform developments and to socialize.
- Conducted 19 Meet the Team sessions to keep our customers informed of platform updates and allow for direct engagement with operational owners.

### The Way Ahead

- Help customers become more familiar with the platform by writing articles and productivity guides on relevant topics in our user portal.
- Add the option of digital attendance for in-person events for participants who are unable to travel to our offices.

## Enabling Technology

Over the past decade, information technology has revolutionized the way we work. In the coming years, IT will continue to transform business models and create new opportunities. Digital transformation is the process of implementing technologies across an organization to create significant change. This change can lead to many benefits, such as increased efficiency, greater business agility, and unlocking new value for employees, customers, and shareholders.

At Intility, we offer a unique approach to IT infrastructure that benefits companies of all sizes and industries. All of our customers have access to the same IT infrastructure. Our goal is to help businesses use technology to unlock their digital potential. By using our platform, companies can enjoy the benefits of continuous development and innovation as part of our service, rather than developing their own IT platforms.



Success Story

# Sharing Knowledge Beyond Intility

At Intility, we believe that sharing knowledge is essential for driving innovation and progress within the technology industry. Designed as a knowledge platform, our Engineering blog extends beyond the confines of Intility, offering valuable expertise to the broader tech community.

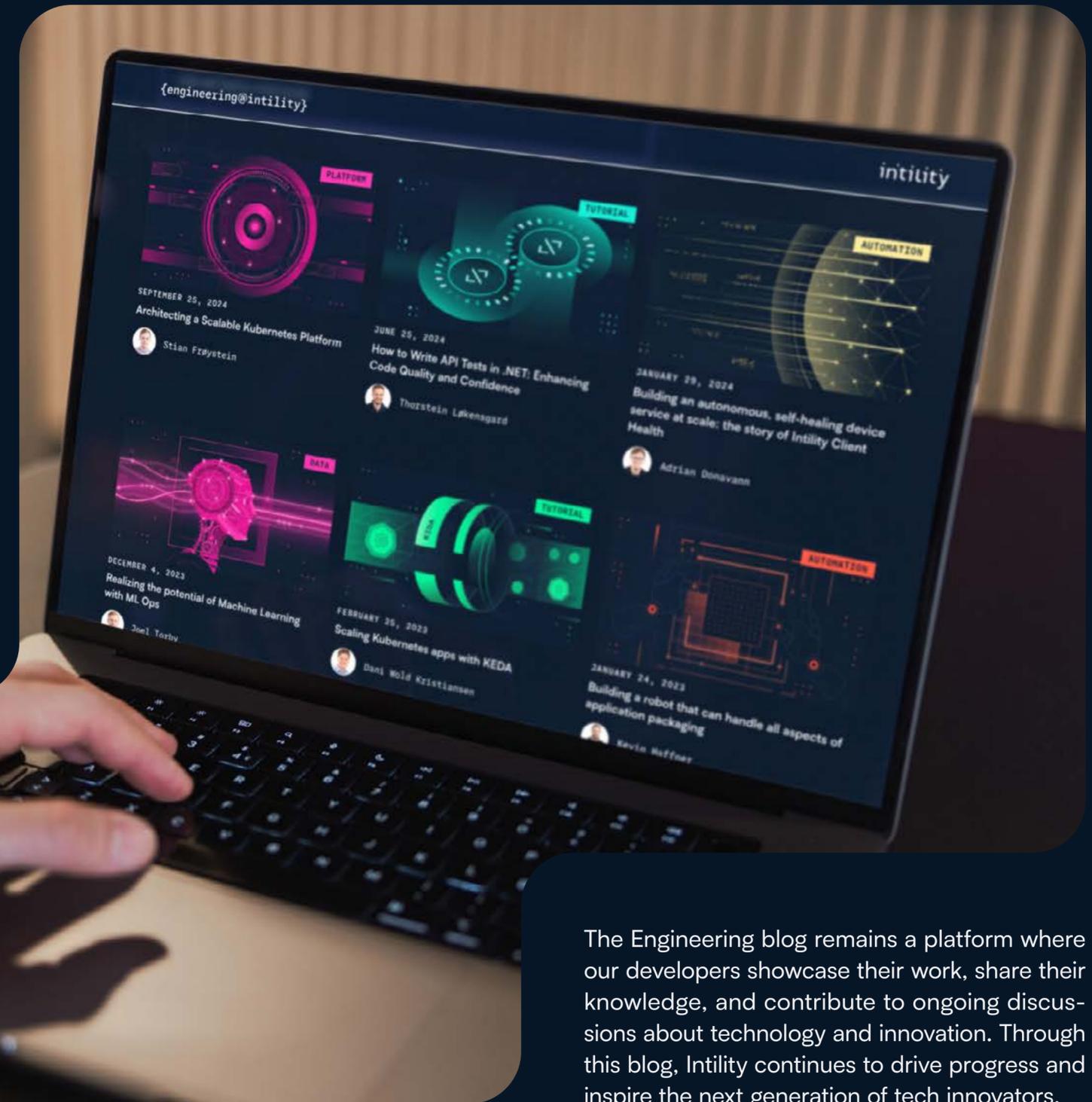
The Engineering blog has attracted 6700 unique visitors throughout the year, reflecting its growing influence and reach within the tech community. This engagement highlights the blog's role in fostering connections and sparking conversations within the tech world.

The content of our blog is crafted by Intility's employees, who share their expertise and experiences on various topics related to programming, automation and development. These posts provide valuable insight into innovative solutions and best practices implemented within our organization.

These are the posts we published in 2024:

- The story of Intility Client Health
- How to Write API Tests in .NET
- Architecting a Scalable Kubernetes Platform

Our blog serves as a testament to Intility's dedication to cultivating a culture of openness and continuous learning — supporting not only our organization, but also the wider tech community. It reinforces our commitment to knowledge sharing and professional development, establishing our position as a thought leader in the industry.



The Engineering blog remains a platform where our developers showcase their work, share their knowledge, and contribute to ongoing discussions about technology and innovation. Through this blog, Intility continues to drive progress and inspire the next generation of tech innovators.

## 24/7 Support and Operational Insight

Intility Support is a 24/7 IT support service with deep operational insight through real-time data from the underlying platform, clients and network. Through machine learning models, automation and portal interfaces, we continuously leverage technological advances to develop our support platform and surrounding infrastructure.

We have a holistic approach to support, and in a constantly evolving landscape we deem this is important in our work to support satisfied and efficient end users. As a service provider, we aim to reduce the impact of the technology skill gap by meeting customers at their own level. Regardless of age, gender, or education, we will provide the help and guidance that the user understands. This is made possible by data-driven solutions that allow our technicians to view relevant user information and devices at the touch of a button.

As the Single Point of Contact, our customers only need to remember one of our communication channels for all IT-related issues. Should the issue require involvement with a third-party vendor, we will handle all communication, operating as a technical translator between our customers and their application providers. For our more tech-savvy customers, a wide range of guides and solutions to common IT problems are made available through My Intility, the customer user portal. Should they still require assistance, our 24/7 availability ensures they can reach us anytime, anywhere.

Support is primarily provided remotely from our offices in Oslo, which reduces travel time and emissions, and allows us to efficiently distribute our efforts to customers based on where the help is needed. We help all our customers with their day-to-day IT issues and questions, supporting a modern, secure and inclusive IT workplace.



In 2024, we responded to:

56 229

E-mails



64 060

Chats



51 430

Calls



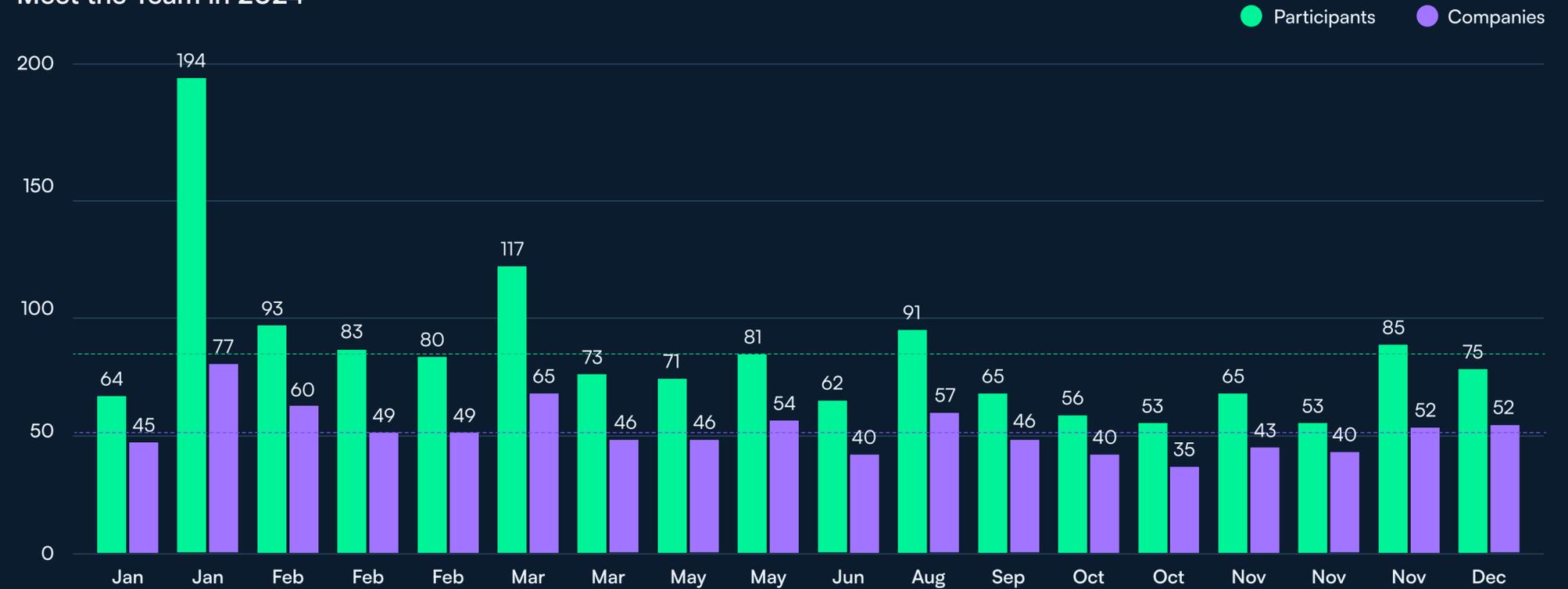
## Keeping Customers Up to Date With **Meet the Team**

Intility regularly invites customers to a variety of engaging events, including online meetings and in-person gatherings featuring internal and external speakers.

Intility's Meet the Team sessions provide customers with an opportunity to become better acquainted with updates on the platform and allow them to meet and ask questions directly to the operational owners. Meet the Team is also utilized under specific security threats, alerts and vulnerabilities. This is an effective way of reaching out and keeping our customers informed.



Meet the Team in 2024



**19** 

Sessions

**81** 

Attendees per session\*

**80** 

Companies per session\*

**518** 

Unique attendees

\*On average.

# 06

# People Development

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# Sustainability Goals and Progress

## Lifelong Learning

Investing in the personal and professional development of our employees, with a focus on continuous learning and improvement for all.

### UN Goals



### Outcomes in 2024

- Encouraged employees to pursue relevant certifications, external training, and facilitate attendance at relevant conferences abroad and in Norway.
- Offered internal courses within topics such as project management, development, Microsoft services, AI, and provided informal arenas for knowledge sharing.
- Conducted two rounds of Intility talent onboarding for new employees, which includes introduction courses to Intility, departments, internal systems, tools and techniques.
- Offered courses tailored to the specific responsibilities and topics relevant to our graduate, student, and apprentice programs.
- Established a Developer Community to connect people across departments, fostering knowledge sharing and inspiration.

### The Way Ahead

- Improve existing courses and develop new courses in 2025 to ensure ongoing professional development and knowledge enhancement for employees.
- Continue to enhance our employees' competence through creating an internal Intility Fundamentals certification, providing essential knowledge of the Intility Platform.
- Enhance internal reporting related to our overview of certifications and external courses completed by employees.
- Continue our work with students and academic institutions to support the growth of the next generation of professionals.
- Establish even more communities, enabling employees in similar roles to connect across departments for knowledge sharing, networking, and professional discussions.

# Investing in People

Investing in the personal and professional development of our employees, with a focus on continuous learning and improvement for all.

## UN Goals



### Outcomes in 2024

- Focused on a wide range of sports and team activities.
- Hosted several social gatherings a month for our employees.
- Provided our employees with healthy and fresh food throughout the day, with the possibility to order dinner for our employees and their families.

### The Way Ahead

- Continue to prioritize existing efforts and initiatives to remain a great place to work for our employees.
- Strengthen our collaboration with organizations fostering an inclusive tech industry, such as the ODA network.

## Our Approach

At Intility, we strive to create a positive and inclusive work environment that fosters respect and kindness for both our employees and customers.

We believe that an environment where our employees feel valued and supported is key to our growth and success. To achieve this, we prioritize personal and professional development for everyone, emphasizing lifelong learning and progress. This approach enables us to enhance and refine our platform services daily.

Intility is a fast-paced and growing organization with around 600 full-time employees. We strive to maintain a relaxed and social atmosphere. We value teamwork, close collaboration between departments, and cheering for each other's success.

Each individual can significantly impact their own workday, as well as the overall development of the company. Our goal is to cultivate talent from within, and to provide opportunities for all employees to build fulfilling and long-lasting careers at Intility.



# 6.1

## Lifelong Learning



## Educating for Tomorrow

Intility is focused on promoting quality education through knowledge sharing both internally and externally. In response to the rapid advancement of technology, the company encourages all employees to continuously learn through internal and external educational programs and courses.

To facilitate for skill enhancement and knowledge development, Intility offers its employees various internal and external courses through Intility Academy. The courses include topics such as project management, coding, Microsoft services, agile principles and techniques, and internal systems. These courses are organized annually, but employees are also welcome to find and participate in courses of their choice.

Talent Onboarding, a part of Intility Academy, is Intility's introduction program for new employees. The program runs for several weeks and is held twice a year. The program aims to provide new employees with insight and competencies related to our business model, services, internal systems, and various technologies. This ensures that they have the best possible start, and the necessary knowledge and understanding to excel in their roles.

To support the continuous growth and development of our employees, we prioritize facilitating and encouraging skill and knowledge enhancement through relevant certifications and external

training. Detailed information about various certifications and courses is accessible for all employees on the company's internal pages.



## Success Story

## Revitalizing our Developer Community

In 2024, we re-initiated and renewed our Developer Community, to provide our Developers and Software Engineers with a shared platform for knowledge sharing, support, networking and inspiration across departments and technology specialization.

We believe that bringing together and facilitating, is crucial in fostering collaboration and transparency across the organization. The Developer Community, a part of Intility Academy, is driven by passionate leads and principals from across the organization. One of the key activities organized

by the community is the monthly «Dev Show & Tell»-sessions. During these sessions, developers and software engineers showcase their work and discuss new technologies.

Additionally, the Developer Community hosts an annual developer conference for internal and external developers. In 2024 we had 125 participants from Intility and external companies, with sessions covering topics such as GitHub Advanced Security, strategies for securing cloud infrastructure as code, transitioning from Terraform to Crossplane, implementing feature flags in applications, and introduction to Storybook for component development.

Through these initiatives, we have created a vibrant and supportive environment that promotes continuous professional growth, enhances job satisfaction, and fosters a deep connection and engagement with the organization's community.

## Welcoming New Talent

At Intility, we value diversity and encourage individuals with various backgrounds to join our team. We believe that everyone can enhance their technology skills while working with us, and we offer positions that do not require previous work experience or technology education.

We are particularly committed to reaching out to graduates and students, providing them with opportunities to kick-start their careers.

Intility have different tailored Apprentices- and Graduate programs, designed to equip employees early in their careers with the skills and knowledge necessary to succeed in their roles.

In addition to the existing programs for full-time employees, we have expanded our part-time job offerings and student programs in recent years.

The student initiatives allows students to gain valuable experience in technology while still pursuing their studies. We believe this approach not only benefits the students by providing them with practical hands-on experience but also enriches Intilitys with fresh perspectives and valuable resources. By investing in student employment, we are fostering a pipeline of future talent and ensuring that the organization remains dynamic and innovative.

18

Mgmt Graduates



15

Apprentices



16

Part-time Students



10

Student Apprentices



13

Student Programs



18

Tech Graduates



## Collaborating With Educational Institutions

At Intility, we take pride in our close collaboration with upper secondary schools and universities to provide apprenticeships, bachelor's thesis projects, and other higher education opportunities. Throughout the year, we actively participate in career days and company presentations to connect with potential candidates and build relationships with students.

Our apprenticeship program has a long-standing tradition at Intility, with several candidates passing their trade tests yearly as part of their training. Many of our apprentices have continued their careers at Intility, becoming valuable resources for the company.



In 2024, we welcomed over 40 different students in different student initiatives.

These partnerships allow us to provide the students with practical experience and contribute to their academic success. We are committed to continuing our work with students and academic institutions to support the growth of the next generation of professionals.

# 6.2

## Investing in People





## A People-Business

Intility is a company that values its people above all else. We recognize that our employees are the backbone of our organization, and their well-being is crucial to our success. Our mission is to provide our employees with the highest quality professional development opportunities and to prioritize their physical and emotional health.

At Intility, we believe that by working together with a long-term perspective, we can achieve extraordinary things that surpass the sum of individual efforts. We're more than just colleagues—we're friends who support each other not because we have to, but because we want to.

In addition to fostering a supportive work environment, we also encourage our employees to pursue their passions outside of work. We organize various gatherings, sports events, and activities to bring like-minded individuals together and facilitate their interests. As a result, many employees who share common interests spend a significant amount of time together outside of work.

In short, at Intility, we are committed to creating a people-centric company culture that prioritizes the well-being and development of our employees. By doing so, we believe that we can achieve our goals while creating a positive and fulfilling work experience for everyone involved.

# Employee Benefits

Intility values a positive and supportive work environment, where our employees can enjoy both working together and hanging out while maintaining a healthy lifestyle. We offer a range of workout groups, including a running group with a professional coach and a football team that participates in the corporate league. Every year, approximately 50 employees gather at Indoor Cup to compete against other companies in football.

On weekends, our employees can go for a football match at Intility Arena or take a trip to one of our company cabins at Norefjell Ski and Spa Resort or in Kragerø. We also organize social events throughout the year, such as afterworks, christmas and summer parties, game nights, and ski weekends. To support our employees' wellbeing, we offer an additional week of vacation per year, providing a total of six weeks. At Intility, we serve breakfast, lunch, and afternoon food to all employees, ensuring that everyone stays energized and focused throughout the day. Moreover, our canteen prepares dinner for those who want to take it home to enjoy with their families.

In addition to our employee benefits, we of course also cover mobile and broadband, insure our employees at work and in their free time, and contribute to their pension savings.



**Quality food all through the day**




**Social benefits and activities**




**Six weeks of paid vacation**




**Match tickets to Intility Arena**

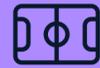


**Cabins in Kragerø and Norefjell**




**Our own fitness center**

Our employees actively create and participate in a diverse range of communities and activities.



Intility Cageball



Intility E-sport

Intility's gaming community participate in e-sports tournament throughout the year, providing a fun and social activity while promoting teamwork, collaboration, and friendly competition.



Intility Summiteers



Intility Cloud Kickers



TCP/IPA Craft Beer Club



Intility Sky Skiers



Intility Padel Group



### Intility Gym

Intility aims to be a place that makes everyday life a little easier, and that's why we established our own gym for employees in 2023. The gym is fully equipped with state-of-the-art fitness equipment and associated technology.





### Holmenkollstafetten

Each year, about 100 participants from Intility, divided in several teams, gather at Holmenkollstafetten to run a relay through Oslo, followed by a banquet.



### Intility Cloud Runners

Every Monday after work, employees kickstart the week with training led by a professional running coach. The running group offers a low-threshold opportunity for colleagues to run together, catering to both beginners and experienced runners.

## Supporting the Local Community

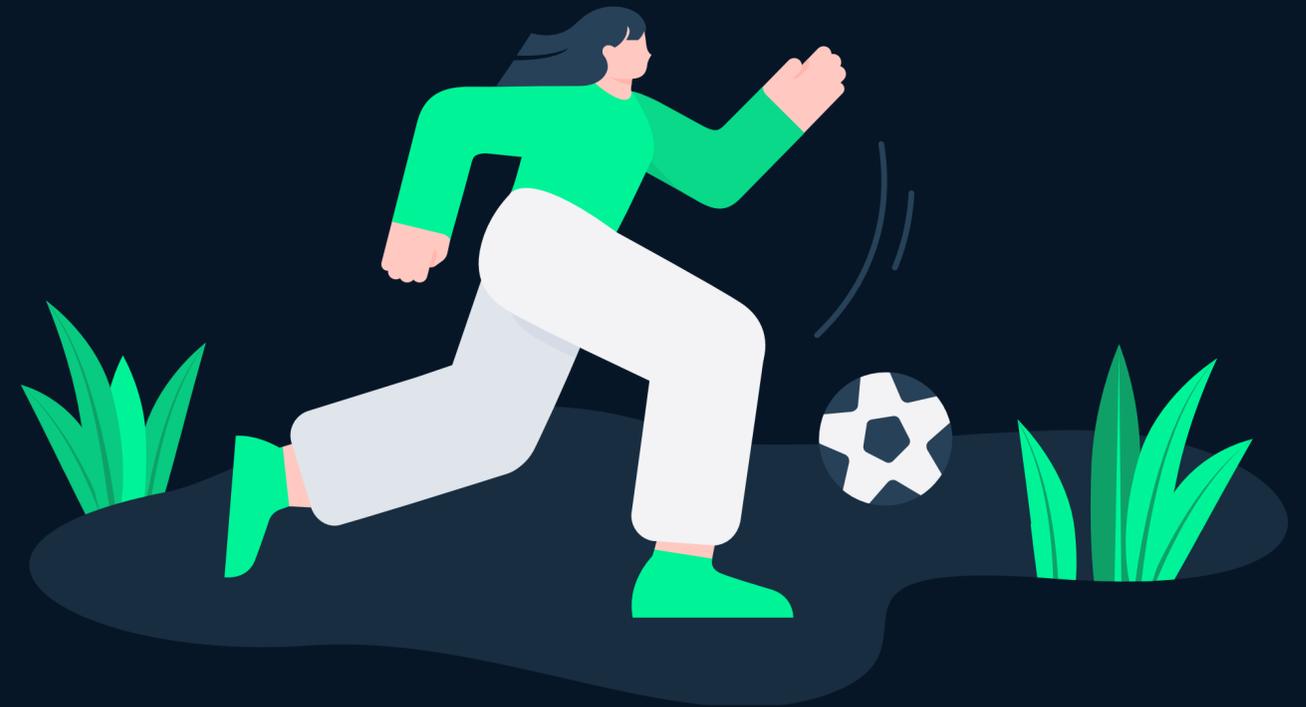
In 2024, we remained committed to fostering collaborative partnerships and initiatives, with a specific focus on engaging with the youth within our local community.

As a company, we believe in supporting initiatives that align with our values and hold significance for our mission. We recognize that supporting sports and sports clubs can foster a sense of team spirit and contribute to meaningful engagement.

At Intility, our average employee age is 28, and we attribute much of our success to our strong organizational culture. We understand that sports and team cohesion are inherently linked, and partnering with sports clubs allows us to further promote these values within our organization. Additionally,

we supported Kirkens Bymisjon by donating PCs for their local initiative "Kodeklubben", a free offer for youth to learn coding. This contribution not only aids in developing valuable skills among young people, but also supports our commitment to empowering the next generation.

Through our collaborations, we aim to enrich our employees' experiences, contribute to our local community, and create a positive impact in the areas that matter most to us.



## Our Canteen

At Intility, we recognize the significance of food in daily life. Since 2018, our canteen has operated as an independent company under Intility AS, proudly serving healthy and appetizing meals to our employees and guests.

Our canteen team is dedicated to providing exceptional service and quality meals throughout the day. This includes breakfast, lunch, afternoon food, overtime meals, and surprise dinners for those who wish to share with friends and family. They also provide dinner and snacks during academic and social gatherings in the canteen.

We place a strong emphasis on healthy and diverse food choices, particularly focusing on vegetables and green options. Notably, we've increased our commitment to plant-based foods, implementing an average of two meat-free days per week.



intility