



e Boks

UN Global Compact
Communication on Progress

2018

A letter from our CEO

We are living in a world in rapid transition, and one of the major drivers is digitalization. As with so many other areas undergoing rapid and transformative innovation, deciding whether this is a good or a worrying trend, depends on the values and the governance we apply. At e-Boks, we see digitalization as a democratic force for good, with the potential of ensuring that no one is left behind. But we are not blind to the fact, that digitalization also has the potential to cause people harm. That's why it is so important that we make digitalization inclusive and secure – that we place citizens at the center of the digital transformation, on their terms.

e-Boks is a Danish-based provider of the digital public mailbox that enables the secure and efficient communication between public authorities, citizens and businesses. Since our beginning in 2001, e-Boks has established its business by delivering sustainable digital solutions, and is today an important infrastructural component – not only in the Danish society, but across Europe, where we have passed more than 16 million users.

In 2014, The Danish Parliament passed an act, which requires all citizens above the age of 15 to be able to receive Digital Post from public authorities. At the time, 90% of the Danish population already used e-Boks to access secure personal communication from their workplaces, financial institutions and public authorities. However, many senior citizens needed help with the new way of receiving communication. Thanks to the on-going effort of partners such as DanAge, who continues to offer digital courses to seniors, as well as the Danish Disability Council, Denmark is today among the top EU countries that deliver high-quality digital public services, according to the eGovernment Benchmark 2018.

and citizens as a democratic driver for justice and inclusion. That is our commitment towards the UN Global Compact Human Rights principles, and SDG 16 – Peace, Justice and Strong Institutions.

When we were ranked as the most trusted and liked company in Denmark in 2018, we were both humbled and proud. The successful implementation of a secure digital public mailbox hinges upon the trust of its users – that their right to personal data privacy is observed, and that their personal data is secured from landing in the wrong hands. Earning and maintaining the trust of our users continues to be a key priority for e-Boks and our partners, and we are pleased to note that our security systems also in 2018 proved to work as intended. Digital data security is an area in constant development, which we believe goes far beyond being in compliance. We must never stop being vigilant about spotting emerging risks and threats, and share them internally and externally.

It is our vision to create better digital societies, and keep contributing to the sustainable development of society through the digital transformation experienced across Europe in recent years – leaving no one behind.

It is our vision to create better digital societies, and keep contributing to the sustainable development of society through the digital transformation experienced across Europe in recent years – leaving no one behind.

Many people in the world are struggling to exercise their fundamental rights, simply because they have no proof of their identity. Securing people a digital identity is in our view, a key driver for delivering inclusive, peaceful and just societies. But there are dilemmas too. ID systems can themselves threaten human rights, particularly the right to privacy. They can become tools for surveillance by the state and the private sector; they can exclude rather than include. As we enter new markets, we place the rights of the individual as our core principle, viewing the secure digital communication between the public, businesses

e-Boks is an active partner with the European Commission's Connecting Europe Facility (CEF) Digital programme. In 2018, e-Boks chose to adopt CEF eDelivery as it provides highly secure and reliable messaging technology that allows the secure exchange of sensitive data among our 16 million users with over 485 million transactions annually – mainly in Denmark, Sweden, and Norway, but also in Finland, the United Kingdom and Luxembourg. eDelivery is part of our strategy to expand our business into markets such as Norway and Ireland, and beyond, in the coming years.

Through e-Boks, more than 485 million digital documents are sent each year, and as we grow our business, the environmental footprint of our partners and users is reduced correspondingly. Today, thanks to the massive adoption of e-Boks in the Nordic public sector, and with

business-to-business and business-to-consumer users following close behind, we contribute to saving 8,000 tons of paper, 2.8 billion liters of water, and 64,000 trees from being cut down. Not least with the adoption of eDelivery, it is our estimate that we together with our partners and users will be able to save close to 24,750 tons of paper annually by 2030. In that way, our growth strategy goes hand-in-hand with our commitment towards the UN Global Compact Environmental Principles as well as SDG 12: Sustainable Consumption and Production. At the same time, we recognize that data centers use vast amounts of energy and contribute to global warming. At e-Boks we are actively pursuing an ambition of being able to rely on 100% carbon neutral data by 2030.

The UN Global Compact Principles are an integral part of e-Boks' Way of Doing Business, and we are excited about the opportunity to communicate on our progress to the UN Global Compact for the first time.

I would like to end by thanking our partners and users for their trust and confidence in us, and not least the dedicated e-Boks team for their continuous strive for excellence. What better way to start 2019 than being once again certified as a Great-Place-to-Work 🏆

Ulrik Falkner Thagesen
CEO, e-Boks A/S



e-Boks in numbers 2018



16 million
users



2.8
billion
liters of water saved

90%
of the Danish
population
uses e-Boks



No. 1
most trusted and liked
company in Denmark



11.5%
growth in revenue



71
employees



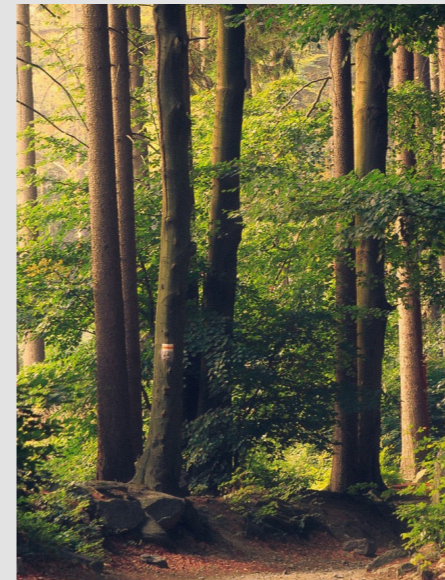
485 million
digital documents sent



60,000
trees saved



8000 tons
of paper saved



In the business of
protecting the
environment

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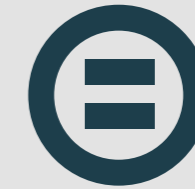


Our people are our
most important resource

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The e-Boks Way of
Doing Business
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Our business model

How we create better digital societies with citizens at the centre

Key resources

Financial Capital

We finance our investments through cash flow from our operations, and through our public-private ownership structure of PostNord A/S and Nets Denmark A/S

Digital Assets

We invest in scalable digital solutions such as CEF eDelivery that can enable the secure and efficient communication between public authorities, citizens and businesses across Europe

Natural Resources

We rely on external data centers to power our business. Data centers consume vast amounts of energy, and as an important digital player, we are committed to sourcing 100% carbon neutral data by 2030

Human Resources

We rely on a highly skilled workforce to operate our business, and we work to secure a pipeline of talent from leading educational institutions

Security Culture

We rely on a culture of security and integrity that always puts citizens' interests first – their right to privacy, confidentiality and secure transaction of their personal data

Stakeholder Engagement

We rely on the constructive collaboration with public and private partners to enable e-Boks to strengthen people's legal rights, protect their fundamental freedoms, secure their legal identities and enable their secure and transparent access to public and private institutions. This is our commitment to SDG 16

Core activities



Access

Secure Identity/ NemID

Provided by Nets, provides a secure, digital form of identification for citizens, public authorities, private businesses and their employees, and serves as a digital signature



Archive

Secure Distribution

Guarantees a safe, digital distribution channel for sending sensitive and confidential personal data



Business Processes

Secure Dialogue

Provides sender with the option to establish confidential, reliable, and secure communication to end-user

Digital Signing

Offers a reliable and secure delivery of documents to be signed, as well as notification service, follow-up service, and archiving options

Payment

Processes the invoices in collaboration with existing payment service providers (PSP). It changes the invoice status in e-Boks to paid when the payment process is completed, and features a notification service reminding the end-user of unpaid invoices

Portal

For corporate online systems, it provides an integrated platform for digitizing costly and time-consuming manual processes into companies' own digital universes. It supports the digital signing of documents, sending notifications, and the secure dialogue between sender and end-user



Insight

Business Intelligence

Allows the sender to deep-dive into the datasets and analyses. Insight may pave the way for improved planning and better communication with the end-users

Value created

We create value for our stakeholders

Through our public and private clients we enable more than 16 million users, including 90% of the Danish population, to receive and store highly important private and confidential information through e-Boks. We deliver on our vision of creating more sustainable digital societies by protecting and safeguarding citizens' rights, and contributing to the European Digital Single Market

We contribute to sustainable development

We participate in the UN Global Compact, and we are committed to the 2030 Agenda for Sustainable Development

We are committed to SDG 12

We contribute to reducing the material footprint of paper and water per capita and per GDP, and we strive to source 100% carbon neutral data by 2030

We are committed to SDG 16

We contribute to securing people's legal rights, fundamental freedoms, legal identities, and their secure and transparent access to public and private institutions

We are certified a "Great Place to Work"

We are committed to providing a safe, health promoting and family friendly working environment, where people are offered equal opportunities to grow and develop their skills and capabilities



Our people are our most important resource

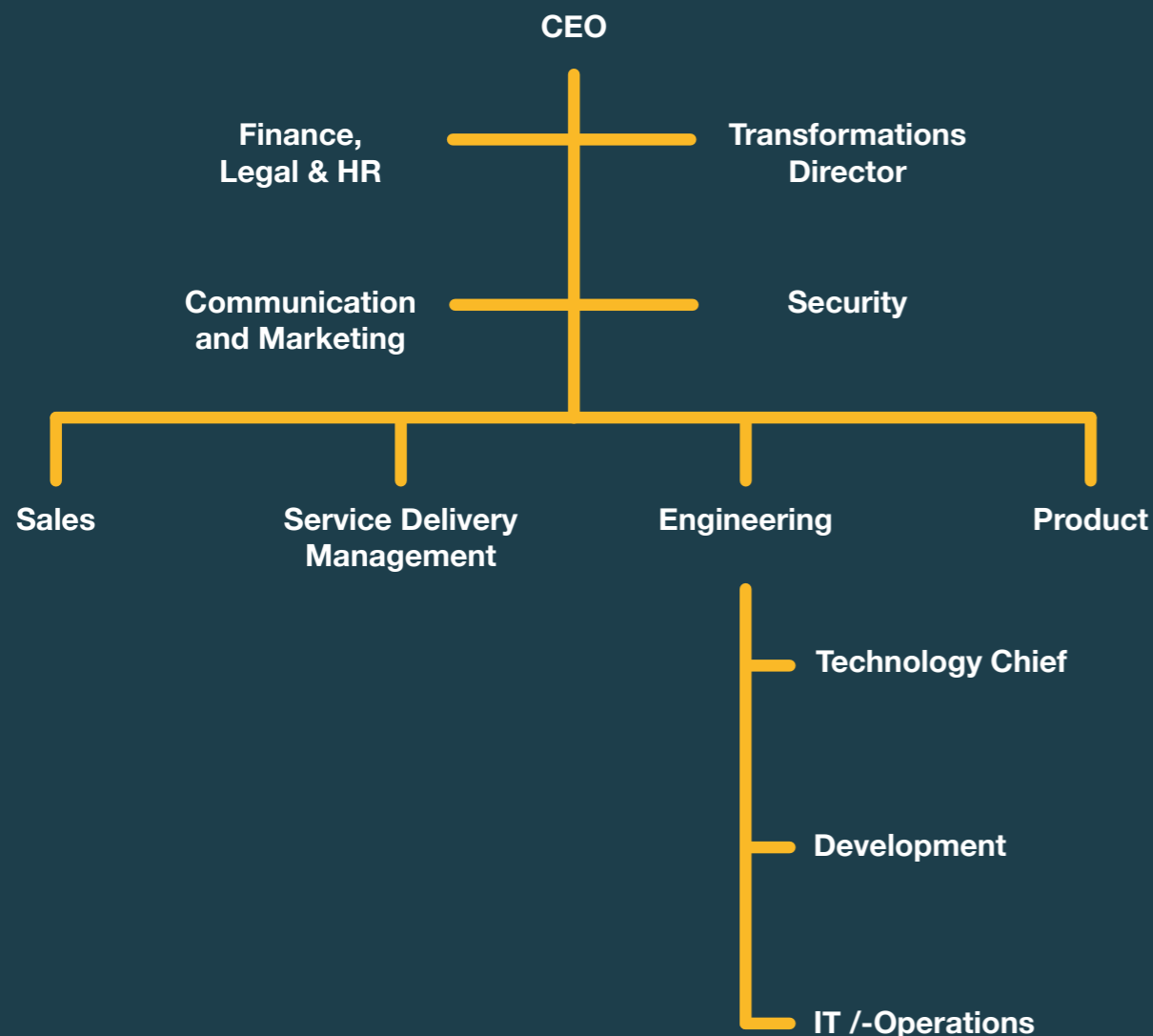
e-Boks provides an important part of the societal infrastructure that provides the backbone for a modern democracy. Every day, our team of highly specialized employees make decisions that are critical for our ability to deliver on our promise to our more than 16 million users – that we put them and their rights first. That we never compromise on their data privacy, confidentiality and security.

We have codes of conduct, policies and procedures that work as a guardrail for staying in compliance with international standards and legislation, and we have a strong security organization involving every area of our business. But key for our continued ability to live up to the trust of our users is our ability to go beyond compliance. It starts by building a culture where strong values drive decisions. Where we trust the inner compass of our people to deal with dilemmas – to think on their feet. Where we drive continuous improvements by learning from our mistakes. In short, an organization where people trust each other, and are empowered to lift the massive responsibility e-Boks is put in the world to deliver on. Our values are described in the

e-Boks Way of Doing Business. Being certified as a Great Place to Work, enables us to follow-up on an annual basis on our progress towards creating a supportive working environment, where people are empowered to do their best.

Our organization

e-Boks is a highly specialized organization of 71 employees. Our organization is lean with clear roles and responsibilities. We strive to be agile and ready for change in a business area undergoing rapid and accelerating transformation. At e-Boks we strive to create an environment of trust and collaboration as a critical driver for innovation and customer-centric service delivery.



At e-Boks, we strive to build an organization that is as representative of the people we serve as possible.

Great Place to Work

Two years in a row, e-Boks has been A-Great-Place-to-Work-Certified™. The certification is generated through an annual confidential employee survey. We have been certified, among other things, due to our employees' trust in senior management, their pride in working for e-Boks, and the culture of collaborating with colleagues. In 2019, we managed to increase our score thanks to our effort of strengthening the trust between colleagues and the empowerment of our organization.

Annually, overall survey results are shared with the Management Board and detailed results are shared with each head of department. Each department is involved in developing a plan of action to improve the working environment.

A safe and health promoting workplace

At e-Boks we prioritize the safety, health and wellbeing of our employees highly. Every year, we conduct an independent Workplace Health and Wellbeing Assessment identifying any health and safety issues that require our attention. This both involves the assessment of our physical working environment, and the physical and psychological wellbeing of our employees. e-Boks also works with full-time contractors, and we are committed to ensuring that our standards of workplace health and wellbeing also apply to them. Some of our contractors work with partner organizations located in areas impacted by armed conflict, such as the Ukraine, and we take special care to ensure that their health and safety is secured.

A family friendly workplace with equal opportunities

Our users represent all walks of life, age, gender and ethnic background, and our clients represent numerous public and pri-

vate sectors. At e-Boks, we strive to build an organization that is as representative of the people we serve as possible. That starts by creating a culture of diversity, and by creating equal opportunities for men and women to pursue their career goals. Gender diversity requires more than equal opportunities on the job. It also involves creating equal opportunities outside the job, for example in relation to taking parental leave and having flexible working conditions. The average age of e-Boks employees is 39 years, and many of our employees are at the age where they have young families.

e-Boks works in the STEM area, which has traditionally been male dominated. Today our total composition of men and women is 24% women and 76% men. At leadership positions, we have one woman out of four members of our Board of Directors, and two women out of nine members of our Management Board. Driving gender diversity in our field of expertise and in our organization requires that we build a strong pipeline of both men and women to take on future key roles in e-Boks, and we welcome and encourage the growing interest among female students to enter into STEM subjects.

In the war for talent

e-Boks draws on skillsets that are in ever higher demand, and we are continuously on the lookout for talent. Among other things we are collaborating with the Danish Technological University (DTU) and we have entered into a partnership with Graduateland, Europe's largest career portal for students. Through Graduateland we partner with Copenhagen Business School, the IT University of Copenhagen and DTU. Close to a quarter of our employees are recently graduated 🎓



The e-Boks way of doing business

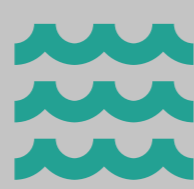
e-Boks offers an important part of the societal infrastructure that enables democracy to effectively function and thrive. With the fundamental rights of the citizen as our cornerstone, the business of e-Boks fully relies on the continued trust and confidence of our clients and users. e-Boks has policies, codes of conduct and standards for how we conduct our business, which also applies to our suppliers and partners. Together they form the e-Boks way of doing business. The cornerstones are the UN Global Compact Ten Principles – Human Rights, Labour, Environment and Anti-Corruption. The e-Boks way of doing business is governed by our Management Board, and progress is tracked annually through the UN Global Compact Communication on Progress.



Human Rights



Labour



Environment



Anti-Corruption



We place human rights at the core of our business

e-Boks treats and stores information of great importance to citizens, authorities and companies. It is essential that clients and users trust that e-Boks above all else observes the following principles in the way we develop and manage our systems – integrity, availability and confidentiality.

- We apply the principle of **integrity** in the way we strive for accuracy, consistency and trustworthiness of information
- We apply the principle of **availability** in the way we provide access to information, also working to ensure that our systems are accessible for IT-vulnerable groups, such as people with disabilities and people with limited access to devices
- We apply the principle of **confidentiality** in the way we provide certainty that all handling, transmission and storage of information is secured and that access by unauthorized people is avoided
- We involve security in all stages from strategic planning to operational execution to ensure that these principles are embedded in our business and our processes
- When we enter new markets we never compromise on our principles, but work to enable them in close cooperation with our partners and clients
- We work to be ahead of the curve in anticipating future risks to our principles of security
- We are responsive and transparent about security incidents, taking all necessary precautions to provide certainty that information is secured

Our management system

- Our Information Security Policy integrates regulations and international standards in one document. The Information Security Policy also describes our governance model, which includes security personnel, a Security Board that spans all areas of the organisation, and the overall accountability for security residing with the Management Board
- The Information Security Policy is part of our Employee Handbook, and is mandatory reading for all employees. In addition we provide education and awareness training on a regular basis. Similarly suppliers, business partners and external consultants are obliged to conform to our policy, and have easy access to it
- The Information Security Policy, among other things, refers to the EU General Data Protection Regulation (GDPR) and the ISO 2700: 2013 standard
- We adhere to the Web Content Accessibility Guidelines 2.0 in our effort to make e-Boks accessible for IT vulnerable groups such as people with disability or device limitations
- We have set a 2030 SDG 16 ambition – working towards Peace, Justice and Strong Institutions – including impact metrics that we will track annually in our UNGC CoP

We strive to be a great place to work

Our people policy sets out to ensure that all of e-Boks' employees, no matter where they are located in the world, are offered optimal working conditions with respect for their private lives.

- A safe, health promoting and family-friendly working environment
- Opportunities to grow and develop their skills and capabilities
- A culture of openness and empowerment
- A learning culture, where we learn from mistakes and strive for continuous improvement
- A culture where we do not tolerate discrimination of any form
- An organisation where we strive for gender diversity, and where men and women are offered equal opportunities to pursue their career goals as well as taking parental leave

Our management system:

- Our Employee Handbook communicates e-Boks' people policies, guidelines and standards and is mandatory reading for all employees
- The Workplace Health and Safety Board, consisting of the CEO, head of HR and an employee elected health and safety representative meets four times annually. An annual Workplace Assessment is conducted, assessing our health and safety standards, and seeking individual input from employees pertaining to their physical and psychological working environment. Findings are communicated to the Management Board and to all employees, and remedying action is
- As a certified Great Place to Work, we conduct an annual employee survey with a focus on people engagement at department level and overall. Overall findings are communicated to the Management Board, and detailed findings to each department manager. Departments discuss the findings, and action plans are developed and followed up upon

We are in the business of protecting the environment

From data warehousing to the offering of digital alternatives to the physical mail distribution and storage of documents – e-Boks seeks to decrease our environmental footprint through our suppliers, clients and users, and we start with ourselves.

- We strive to mainstream the digital alternative to mail distribution, document signing and storage offered by e-Boks. By 2030 it is our ambition to reach 1.5 billion digital document transactions annually – this translates into significant reductions in the use of scarce natural resources such as trees and water, as well as the reduction of chemicals in the environment, waste and CO₂ emissions
- We are committed to proactively communicating the environmental potential of e-Boks to all of our stakeholders, translating their volume of digital documents into environmental reductions
- Being environmentally conscious starts with ourselves and our own paper-free processes and CO₂ aware behaviour
- We are conscious of the fact that data centres consume large amounts of energy. As we increase our number of data transactions, we are committed to sourcing 100% carbon neutral data by 2030. Towards 2030, e-Boks will plant 10,000 trees annually through Trees for the Future.org - resulting in 120,000 trees planted by 2030

Management system

- We have set a 2030 SDG 12 Ambition – Responsible Production and Consumption – including impact metrics that we will track annually in our UNGC CoP

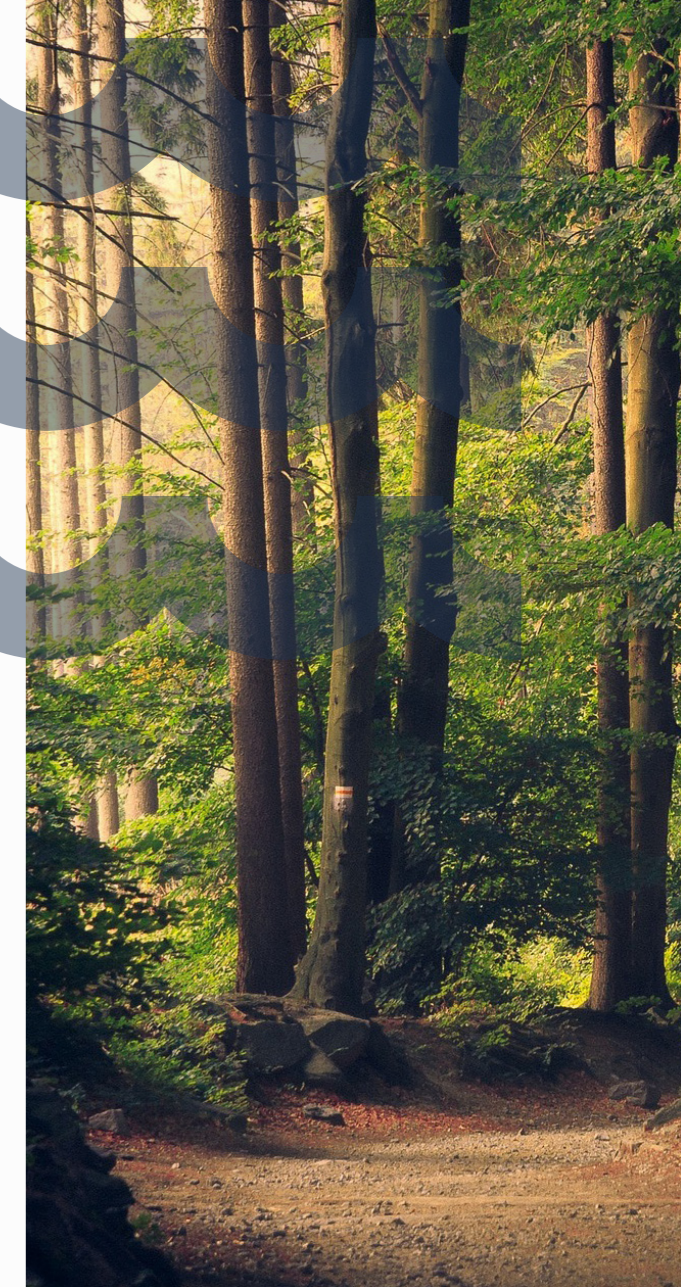
Stakeholder trust is our license to operate

Trust is a prerequisite for our ability to maintain and grow our business. Our Code of Business Conduct describes how e-Boks strives to engage with our stakeholders with respect, in compliance with rules and regulations, and uphold high ethical standards in everything we do.

Management System:

Our Code of Business Conduct builds on the UN Global Compact Ten Principles, and applies to all e-Boks employees as well as our suppliers, business partners and external consultants. The Code of Business Conduct is part of our Employee Handbook, and forms part of the mandatory reading for all employees. In addition we provide education and awareness training on a regular basis. The Code includes the following chapters:

- Labour standards, including our employees legal rights to freedom of association; our principle of not participating in or benefiting from any form of forced labor or child labor; our principle of not engaging in any form of discrimination; and our general employee conditions
- Legal compliance and human rights
- Health and safety, including how we ourselves, but also our suppliers must create safe working conditions
- Prohibited business practices, including bribery, corruption, or fraud, with specific guidance with regards to gifts and hospitality, the prevention of money laundering, and illegal competitive practices
- Environment, including the need for striving for continuous improvement in decreasing our environmental footprint
- Non-compliance and corrective action, including the steps we will take to monitor and respond to any missteps
- Confidential information, including how we will keep it safe



e-Boks supports goal 16

The European Convention on Human Rights Article 8 clearly spells out the need for protecting the dignity and autonomy of the individual by respecting our private and confidential information, including the storing and sharing of data about us; the right not to be subject to unlawful state surveillance; and the right to control the spreading of information about our private lives.



Every day, more than 16 million users receive or store highly important, private and confidential information through e-Boks. This is a responsibility we do not take lightly. At e-Boks, the individual's right to privacy is non-negotiable. It is a driver for how we design our systems and products; it underpins our governance structure. It is a key criterion for when we enter new markets and geographies. By protecting the rights of the individual, we contribute to the societal infrastructure that forms our modern democracy.

With our roots in the Nordic countries, it can be easy to forget that the democratic rights of the individual should never be taken lightly. The truth is that many people in the world are struggling to exercise their fundamental rights, for example the one billion people in the world who, according to the World Bank, live without proof of identity. They struggle to access basic services – including access to healthcare and finance – and may miss out on important economic opportunities, such as formal employment or owning a registered business.

At the other end of this spectrum are the growing privacy fears posed by digital identity thefts, cyber threats and the growing opportunity for digital surveillance by nation states and businesses. Unless people can have

full confidence in their right to privacy and the secure distribution and storage of their personal data, it can sow distrust in our institutions and democracy itself.

In 2018, two important developments contributed to strengthening the digital democratic rights of EU citizens. The first was the General Data Protection Regulation (GDPR), providing a strong legal backbone for ensuring the individual's right to data privacy. At e-Boks we embrace this development. The second was the progress made by the European Commission to enable the vision of a digital single market. More and more European citizens, not least the younger generations, are fluid in the way they study, work and settle. In the future, they may have one digital mailbox

where they can access and store important information about themselves from authorities and businesses across the EU. For that vision to become reality, we need shared security standards that are anchored in Article 8 of the European Convention on Human Rights. In 2018, e-Boks adopted the CEF eDelivery technology that allows the secure exchange of sensitive data within the EU. e-Delivery will be a critical driver for our market expansion in coming years

At e-Boks, the individual's right to privacy is non-negotiable. It is a driver for how we design our systems and products

e-Boks is committed to SDG 16: Peace, Justice and Strong Institutions

Every time we open one million digital mailboxes, we strengthen one million people's legal rights, protect their fundamental freedoms, secure their legal identities, and enable their secure and transparent access to public and private institutions. In this way we contribute to the social infrastructure that forms modern democracy, and we support SDG 16 – Peace, Justice and Strong Institutions.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



e-Boks is committed to building and maintaining our business in support of SDG 16



Target 16.3
Promote the rule of law at the national and international levels and ensure equal access to justice for all



Target 16.9
By 2030, provide legal identity for all, including birth registration



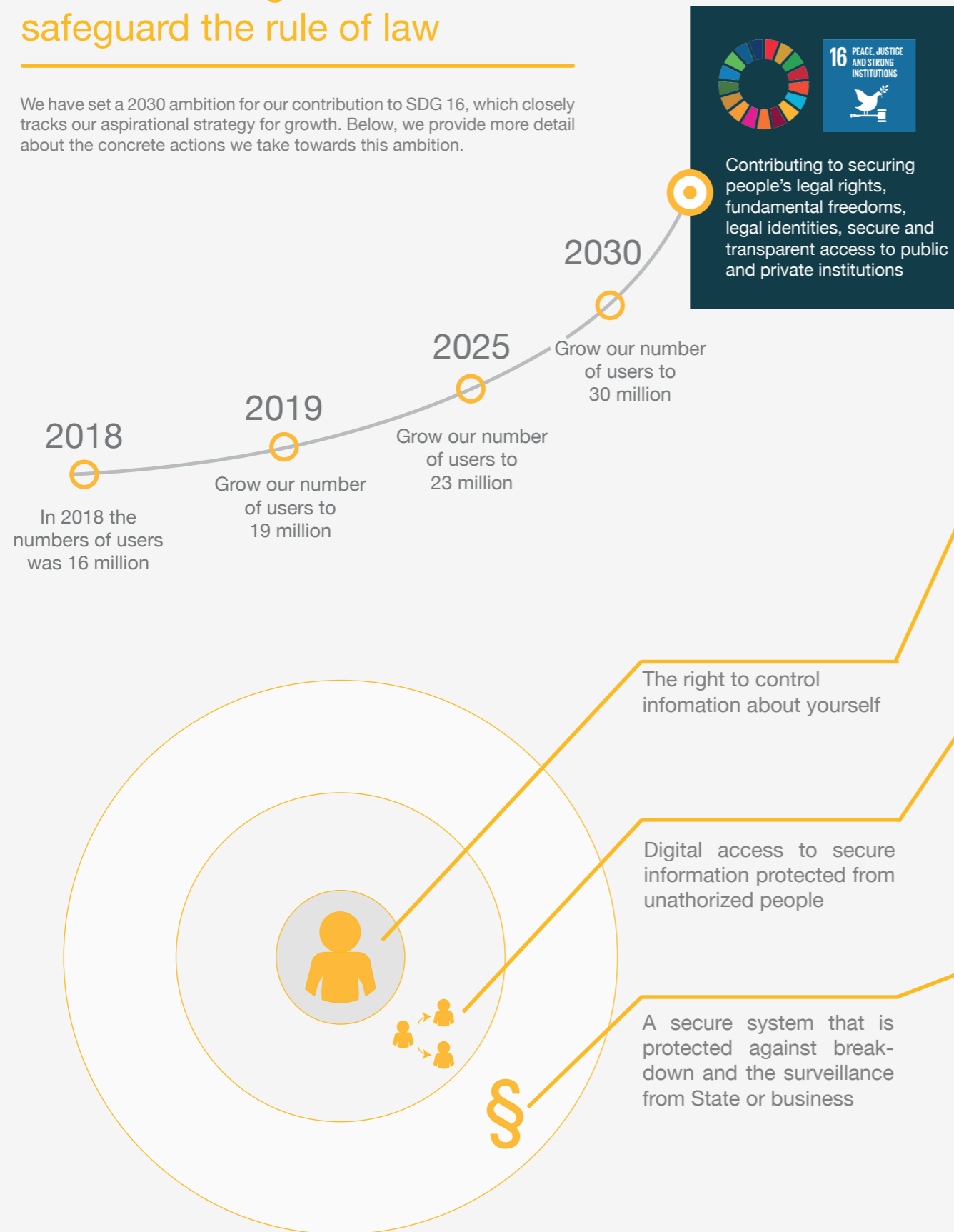
Target 16.6
Develop effective, accountable and transparent institutions at all levels



Target 16.10
Ensure public access to information and protect fundamental freedoms.

The actions we take to protect the fundamental rights of citizens and safeguard the rule of law

We have set a 2030 ambition for our contribution to SDG 16, which closely tracks our aspirational strategy for growth. Below, we provide more detail about the concrete actions we take towards this ambition.



e-Boks enables citizens to exercise their fundamental human rights in a digital world

Through e-Boks, people can access private and confidential information about themselves – for example their digital payslips, information about a hospital appointment, a speeding ticket from the police, or a message about their child starting school after summer. Being able to access timely and reliable information about yourself is part of the social infrastructure of a well-functioning modern democracy. But it will only work, if people's right to privacy and confidentiality is protected; if they can trust that their personal information will not land in the wrong hands – be it state, creditors or neighbours. We are committed to ensuring that our users control and own their own information.

Read more here: [e-Boks Terms of Use](#), [e-Boks Privacy Policy](#)



e-Boks safeguards the individual's right to privacy and confidentiality

At e-Boks we work consistently and systematically to safeguard our users' right to privacy and confidentiality. People receiving digital mail through e-Boks must be able to control important information about themselves – from verifying its accuracy, to giving their consent that it can be shared with a third party, and having the right to freely opt into or out of digital services provided. Messages sent through e-Boks have the same legal effect as if received through regular mail, and they take effect from the moment they are available in e-Boks. e-Boks safeguards recipients' legal rights by ensuring that information cannot be altered or read by others. e-Boks and its content are private property. e-Boks may not delete user content as long as the mailbox is active, nor the personal information related to the profile. Users, however, have the right to delete their own messages and information at any given time. Upon death, e-Boks restricts the access to the digital mailbox of the deceased, and only the heirs can be given access upon the receipt of a probate court order.

Read more here: [e-Boks Terms of Use](#), [e-Boks Privacy Policy](#)



e-Boks has secure systems and processes that are in compliance with international standards

e-Boks has the technologies, processes and approaches that enable the secure exchange of private and confidential information. e-Boks has always had a strong focus on security and since 2015, e-Boks has been ISO 27001 compliant – a well recognized international information security standard. Through PWC we provide annual external assurance of our security efforts. This audit also includes our external data centre supplier KMD. Overall accountability for security is anchored with the Management Board, supported by a Security Board that comprises all areas of the organization, and security personnel. Collectively, they keep apprised of developments, screen for threats and risks in the cyber security space and respond accordingly through our strategy, policies and processes.

Read more here: [The e-Boks Way of Doing Business](#)

In the business of protecting the environment

According to the World Wide Fund for Nature (WWF), we are using 1 million tons of paper in the world – every day. Much of this paper usage, even if recycled, is wasteful and unnecessary and puts huge pressures on the environment – on forests, water and air quality, waste streams, biodiversity, and climate change.

Digitally, we can provide access to paper-free documents, minimizing both the use of paper and the physical transportation of letters. We can store safely – throughout a lifetime – without taking up any physical space. Clearly, secure digital communication presents a great opportunity for protecting our environment. Alone in 2018, e-Boks contributed to saving a conservatively estimated 8,000 tons of paper – based on two pages per distribution – corresponding to 2.8 billion liters of water and roughly 16,000 tons of wood. Even though e-Boks has made significant strides in lowering the paper consumption per capita in Denmark, the Environmental Paper Network has estimated that the average Danish citizen still consumes 198 kilos of paper every year with 26% coming from print

and mail. That makes Denmark the 8th most paper consuming country in the world. This is a strong motivator for e-Boks to continue our effort of enabling paper-free communication.

That said digitalization is not a free lunch. Data centers around the world consume vast amounts of energy. In fact, the amount of energy consumed by the world's data centers is set to triple in the next decade, putting an enormous strain on energy supplies and challenging our ability to halt global warming. Already today, it is estimated that data centers contribute to around 2% of total CO₂ emissions – on par with the aviation industry. The key to greening digitalization is the urgent transformation to renewable green energy.

e-Boks partners with KMD, who provide our international data center. Located in Denmark, KMD taps into the Danish energy grid, which already today is between Europe's greenest with close to half of the energy supply coming from wind energy. e-Boks is pleased to note that KMD, since 2009, has found energy savings of more than 8.5 million kWh, and has reduced their CO₂ emissions with 28%. As an important digital player, e-Boks' ambition is that we by 2030 can rely on 100% carbon neutral data from our data center suppliers. Towards 2030, e-Boks will plant 10,000 trees annually through Trees for the Future.org - resulting in 120,000 trees planted by 2030.

eBoks

485 million digital documents annually

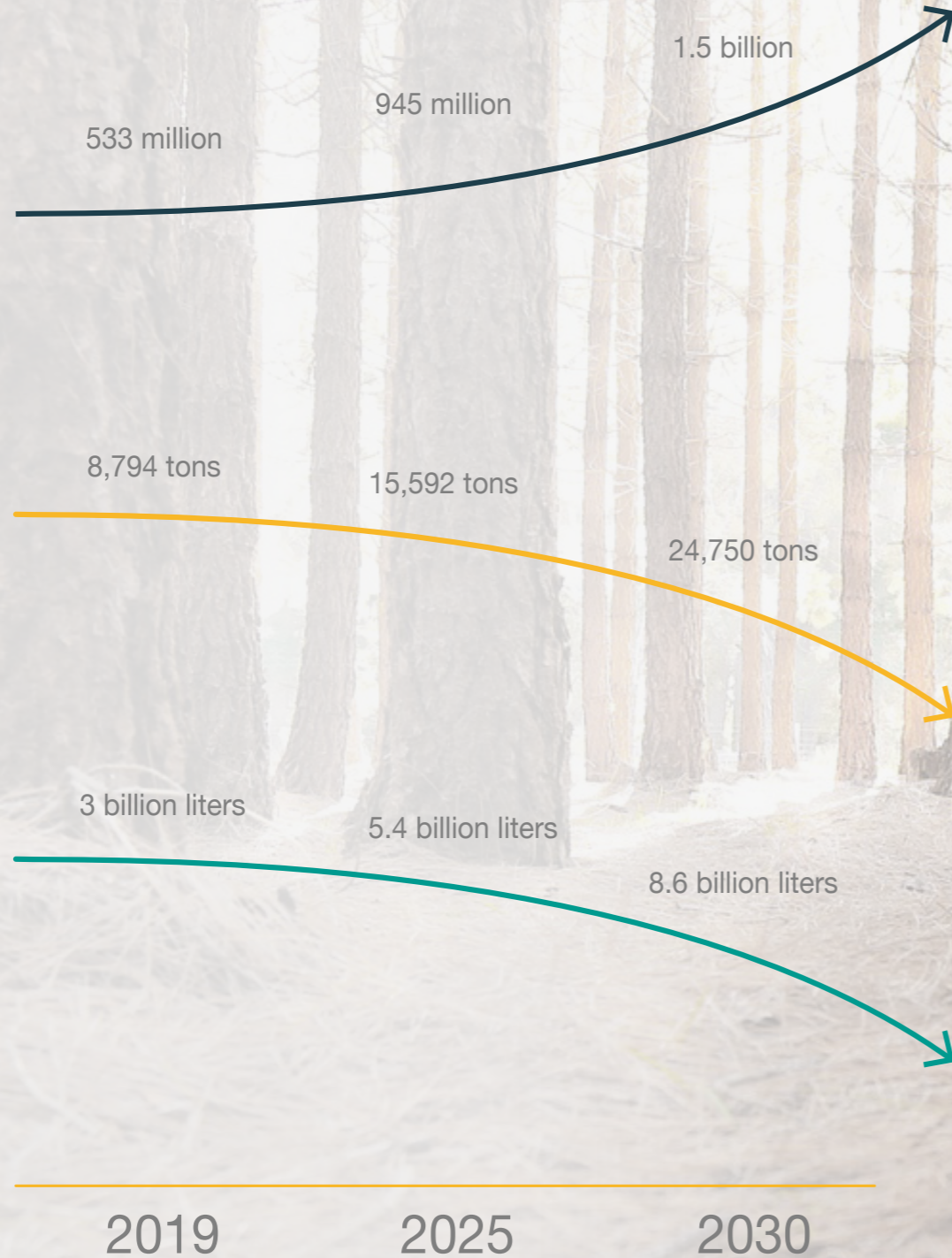


8,000 tons of paper saved



2.8 billion liters of water usage saved

2018



e-Boks is committed to SDG 12: Responsible Production and Consumption. According to the World Bank, global natural resource depletion – meaning the rate at which we consume natural resources faster than they can be replenished – is growing by 45% each year. Already now 1.1 billion people lack access to water, and at the current rate of consumption, this situation will only get worse. By 2025, two-thirds of the world’s population may face water shortages. The pulp and paper industry not only contributes to the growing deforestation of our natural forests, threatening natural habitats and biodiversity, it also puts a strain on our freshwater

sheds and contributes to landfill. According to UNESCO, producing 1 ton of paper requires about 350,000 liters of water – or the equivalent of 7 people’s annual water usage.

The key to halting the rapid depletion of natural resources is SDG 12 – Responsible Production and Consumption. We have set a 2030 ambition for our contribution to SDG 12 – more specifically to target 12.2.1: Reduce the material footprint per capita and per GDP. Our ambition aligns with an aspirational growth target for e-Boks aligned with our overall vision of contributing to the sustainable development of society through digital transformation



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



12.2.1: Contributing to reducing the material footprint per capita and per GDP

Key Performance Indicators

Our Contribution	Management System	2018 Key Performance Indicators	Long Term Impact Indicators
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We place human rights at the core of our business

We protect our users' right to privacy and confidentiality	e-Boks Information Security Policy, including the GDPR and ISO 2700:2013 standard	100% of our employees know and understand our Information Security Policy	By 2030 we have reached 30 million users through e-Boks
		We have a high level of security, rated by PwC	
We support SDG 16: Peace, Justice and Strong Institutions. We grow and build our business with an uncompromising focus on protecting the fundamental rights of citizens and safeguarding the rule of law	e-Boks Information Security Policy	16 million users reached	
	The e-Boks Way of Doing Business	Partnerships mobilized to support IT vulnerable groups	
	Management Board performance evaluation		

We strive to be a great place to work

All e-Boks employees are offered optimal working conditions with respect for their private lives	People Policy	Overall ratings show a high level of employee health and safety reported (Annual Assessment)	We strive for gender diversity across all levels of the e-Boks organization
	Employee Handbook	Continuous improvements achieved within focus areas in individual departments for employee health and wellbeing (Annual Assessment)	
	Annual Workplace Health & Safety Assessment	Continuous improvements achieved for employee engagement within focus areas in individual departments (Great Place to Work Questionnaire & follow-up mechanisms)	
	Great-Place-To-Work Certification™		

Our Contribution	Management System	2018 Key Performance Indicators	Long Term Impact Indicators
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We protect the environment

We support SDG 12: Responsible Production and Consumption. We contribute to reducing the material footprint per capita and per GDP	The e-Boks Way of Doing Business	485 million digital documents is equivalent to 8,000 tons of saved paper, 2.8 billion liters of saved water	By 2030 we have reached 1.5 billion digital documents, which is equivalent to 24,750 tons of saved paper, 8.6 billion liters of saved water
	Management Board performance evaluation		By 2030 we source 100% carbon neutral data
			10,000 trees planted annually through Trees for the Future.org

Stakeholder trust is our license to operate

We engage with our stakeholders with respect, in compliance with rules and regulations, upholding high ethical standards in everything we do	Code of Business Conduct (integrated in employee handbook)	100% of our employees know and understand our Code of Business Conduct
	External Trust & Like Score by Caliber and Deloitte	Through our supplier contracts all suppliers agree to adhere to our Code of Business Conduct
		We rank among the top businesses in the annual "Trust & Like Score" with the Danish public



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This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.



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