

REPORT

Planview International AB Sustainability Report 2021

SUSTAINABILITY AT PLANVIEW

Planview International AB ("Planview" or "the Group") consists of several legal entities distributed globally in the US, EMEA and APAC. The headquarter is located in Austin, Texas. The Group is organized horizontally in that software development, sales, professional services and administrative work is performed from various geographical locations. The Group's Chief Executives are US based, and the second executives are based in all geographical locations. The Governance Risk Management function is centralized to the Group level.

Planview's Sustainability Report is performed subject to the Swedish statutory obligations of Sustainability Declaration. However, the information in the Sustainability Report is not to be seen as specific to Sweden, but representative for the whole Group. The Sustainability Report aims to describe Planview's sustainability strategy, priorities and performance and how we work to meet the sustainability related expectations placed upon us by our key stakeholders. For questions regarding the Sustainability Report, please contact planviewlegal@planview.com.

BUSINESS MODEL, VALUE CREATION, AND SUSTAINABILITY IMPACT

Planview has one mission: to build the future of connected work. Our solutions enable organizations to connect the business from ideas to impact, empowering companies to accelerate the achievement of what matters most, increasing opportunities for over 4,000 customers and 2.4 million users worldwide.

At Planview, consistent delivery of exceeded expectations to over 5,000 customers worldwide every day is how we build trust, which in turn builds success. We believe that the strength of a company is based on the connections between its components.

Sustainability is an essential part of Planview's mission and business model. For us sustainability is about creating positive societal impact and being a trustworthy partner that empowers our customers to deliver innovative, competitive products and services. The ability to go from idea to delivery of new products and services is essential for the transition to a sustainable world. As a provider of top-class work management solutions, we are proud to contribute to our customers' ability to adapt, be agile and transform to the needs of a fast-changing market adapting to the climate transition and the rise in social and geopolitical tension.

Our services and solutions also have an indirect positive effect on the environment. We make it possible for remote teams to be productive and deliver on strategy, reducing the need for commuting and business travel and thereby limiting the negative environmental effects of transportation.

MATERIAL SUSTAINABILITY ASPECTS AND MANAGEMENT FRAMEWORK

The foundation of Planview's sustainability work is our company values:

- **We Take OUR MISSION (But Not Ourselves) Seriously.** We are passionate about building the future and helping our customers succeed. And we create the space to be yourself, every step of the way
- **We BUILD TOGETHER.** We continuously innovate and pursue new ideas that are worthy of our teams and customers. We learn and explore together – and when things don't go as planned, we have each other's backs.
- **We DO THE RIGHT THING.** We put people first and do what we say we're going to do. Even when it isn't easy.
- **We VALUE OUR DIFFERENCES.** We champion diverse perspectives, shared belonging, and uncompromising respect for each other. We believe diversity, equity, and inclusion are foundational to our ability to thrive.
- **We STRENGTHEN CONNECTIONS.** We believe anything's possible when people work together on the things that matter most. We break down silos and collaborate fearlessly across levels, functions, and borders.

The most material sustainability aspects for Planview are Privacy and information security, Workplace sustainability and Ethical business conduct. These aspects are material both from a financial perspective and from a sustainability impact perspective. The three aspects are the focus areas of Planview's sustainability strategy.

Sustainability focus areas at Planview

- Privacy and information security
- Workplace sustainability
- Ethical business conduct

Privacy and Information Security

Privacy and information security constitutes the foundation of Planview's business offering. Being able to secure this for our customers and users is vital for building and keeping their trust. Our work with information security is focused on creating trust and rests on four ground pillars: Security, Compliance, Privacy, and Reliability.

To secure that we deliver what we promise we have dedicated information security staff with a global coverage.

Planview acknowledges that, in many cases, the best defence against cyber-attacks is the person behind the keyboard. Thereby, to secure delivery on all routes, Planview performs security and privacy awareness training for employees and contractors upon hire, and on a regular cadence thereafter. Thanks to Planview's well-developed digital employee training platform we can assure that all our people are trained in security and privacy upon employment, and yearly thereafter.

To deliver fully on information security, Planview classifies all customer data as sensitive and strives to provide the strictest control over the means to access it. Role-based access is utilized to ensure only those employees with a business need to access customer data have it. Further, data is always encrypted as a protection measure.

Security

Trust is not possible without security. Planview adopts a culture of security as the protection of customer's data is our responsibility. The confidentiality of customer information is our highest priority. Our security work is led by our cyber security mission statement: Deliver and maintain a world class cyber security program aligned to Planview's threat landscape that best protects customer and Planview data, our systems, and our reputation. Planview has a well-developed formalized cyber security program and strategy to address these issues.

Compliance

Compliance is about adherence to industry standards and best practices. Our practice focuses on lawfulness, purpose limitation, data minimization, storage limitation, integrity and confidentiality. We have an ISO/IEC 27001:2013 certified Information Security Management System (ISMS), and our Privacy Management Program is ISO/IEC 27701:2019 certified. To further strengthen the compliance work, we have a Data Privacy Officer (DPO) appointed since 2018, to ensure that the company is privacy compliant and that the statutory obligations of processes, procedures and documentation are in place to meet the privacy requirements Planview is subjected to.

Privacy

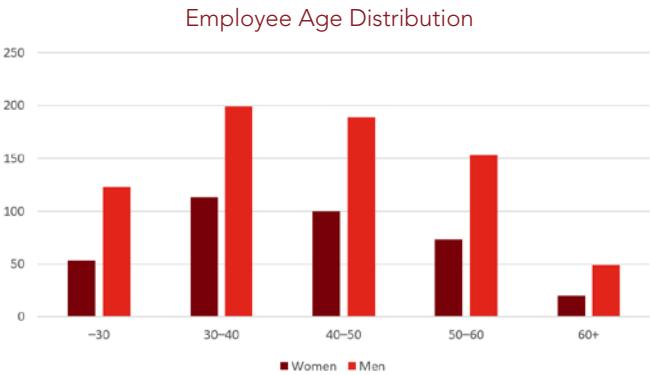
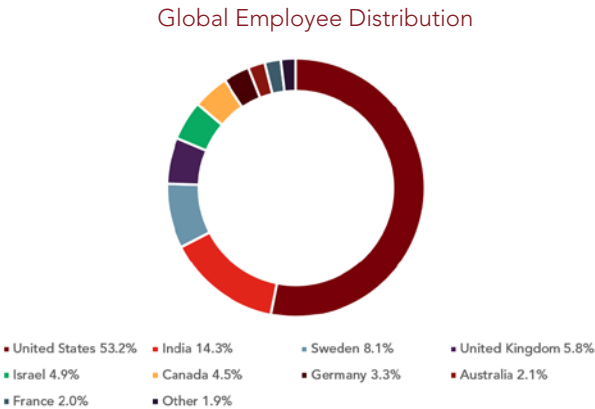
As a global company, Planview understands the important link between privacy and customer trust. To us privacy means responsible stewardship of customer data, and our commitment to privacy extends to every facet of the organization to ensure customer data is managed with the utmost of care. Our privacy work is regulated by the applicable privacy regulations and industry certifications and standards. Our Privacy Statement describes the various types of personal data/personal identifiable information we process, and in what way we protect it.

Reliability

Reliability and availability are key to our business. By consistent monitoring of critical systems, applications, and services we proactively mitigate disruptions and errors. In the event the unforeseen does happen, our operations teams are alerted and can quickly work to resolve the situation. Planview partners with market leading solution providers to ensure backups are maintained and ready if necessary. Planning for the unforeseen helps ensure Planview remains prepared to respond quickly and effective should it occur. To keep the staff proficient and ready, regular security boot camps and tabletop exercises are performed.

Workplace Sustainability

The people at Planview are our most valued asset. Planview has 1,072 employees spread globally. For us, workplace sustainability is about caring about our employees, ensuring health and safety, and creating a learning and inclusive workplace that builds our company culture, locally as well as globally. We work hard to ensure that our employees feel respected and are given equal opportunities.



Health and safety

It is the policy of Planview to establish, provide and maintain working conditions that are safe, healthy and conform to appropriate safe systems of work for all employees. Planview encourages and supports its employees to adapt to a healthy lifestyle, however recognizing each employee is ultimately responsible for its own health and safety as well as that of its colleagues. Planview will take all reasonable steps to:

- Provide adequate control of the health and safety risks arising from our work activities
- Consult with our employees on matters affecting their health and safety
- Provide and maintain safe plant and equipment
- Ensure safe handling and use of substances
- Provide information, instruction, and supervision for employees
- Ensure all employees are competent to do their tasks and to give them adequate training
- Prevent accidents and cases of work-related ill health
- Maintain safe and healthy working conditions
- Review and revise the policy at regular intervals.

Employee satisfaction – Screen shots of the daily work

Making sure we recognize our employees are critical to the success of our business, we use the 15Five application. 15Five is a complete Employee Performance Management solution that creates effective managers, encourages to engage employees, and helps to shape top-performing organizations. We use the “Weekly Check In” function which is a tool that automates weekly check-ins between managers and their employees. Employees take 15 minutes a week to answer questions via a survey, which Managers then follow up on to boost engagement, drive productivity, and motivate their team irrespective of where they are located.

The power of peer recognition shouldn't be underestimated. Our company philosophy is that everybody should be encouraged to show their appreciation to other employees. The “High Five” feature allow employees to show gratitude when peers have assisted or helped out in various matters of importance, or whenever they have done something awesome. High Fives can be public or private announced. Our values are incorporated into the application to explicitly highlight employees that are living our company values.

We also recognize the importance of showing employees that their feedback matters, and we utilize the “Engagement Survey” feature within 15Five to measure employees' commitment, motivation, sense of purpose, and passion for their work and organization. Thoughtfully leveraging this feedback can result in higher retention rates, improved productivity, and increased morale. The Engagement Survey is conducted annually.

Working in a hybrid environment – Challenging but also appreciated

Planview is a global organization. Our company structure of teams collaborating and operating in different global areas is challenging but has advantages. Our people are used to working across multiple geographical locations and time zones. Some of our employees have their closest manager in another country, others in the same city where a Planview office is located meaning that there is a mix of remote work and office work. This way of working has been developed over many years. A hybrid environment means that some days may comprise less social encounters. To ensure a good social culture, it is important for us to offer events and gatherings on a regular cadence to our people. Weekly lunches, parties, monthly pubs, and bigger gathering events every summer and winter are some examples of how we build the social. Our goal is to be a great place to work at with a high employee retention rate.

Employee handbook – Our Magna Charta

Our Employee Handbook serves as a source of reference, a means of communication and an aid to all Planview employees. The Employee Handbook provides our employees with information about employment and working conditions, employee benefits, the company culture, business conduct, and relevant policies and procedures. The Employee Handbook rests on Planview's company vision, mission, and values and clearly represents the work we do at Planview.

Ethical Business Conduct – How We Do What We Do

Maintaining high standards of ethical conduct is about fostering an open and ethical business culture and performing our duties with care, honesty, and integrity.

Compliance with applicable laws and regulations is a fundamental requirement. In addition, we adhere to international standards and guidelines such as the United Nations' Global Compact's Ten Principles, the ILO Declaration on Fundamental Principles and Rights at Work and the OECD Guidelines for Multinational Companies.

Our beliefs are:

- Business should be conducted honestly, fairly, and with respect for people, their dignity, and their rights.
- We treat people with equality, fairness, and respect, with no partiality due to favoritism or self-interest and we do not discriminate on any basis.
- We encourage a welcoming and inclusive work environment in which people are expected to be open, honest, and courteous with each other.
- We aim to communicate with concise and clear language.
- We expect honesty and truthfulness as a matter of course.
- We should act with integrity and good conscience always.
- Our dealings and activities should stand up to critical scrutiny.

Our company's legal responsibilities, ethical commitments and principles defined in our policies are the core of our business conduct. All new hires are made aware of the policies during the onboarding process, and are required to sign an acknowledgement and commitment to them.

Being a global company means having to address a variety of legal and cultural expectations and demands from customers, partners and stakeholders. Planview's services are offered in a total of 25 countries. This requires compliance with local rules and regulations in each market we operate within. To ensure compliance, we collaborate with local external law firms in all our markets. Before making a decision to enter a new market, we conduct a thorough legal and ethical assessment of the market to determine if it aligns with our legal and ethical business values. If not, we will refrain from entering into it.

Policy Framework

The Planview Policy Framework describes our company responsibilities and the way we shall run our business. The Framework and thereto related policies that it refers to are regularly reviewed and controlled.

The Planview Policy Framework, which is communicated to all employees through the Employee Handbook, covers the following key topics:

Anti-Bribery and Corruption. Planview's stance on bribery is one of "zero-tolerance". Bribery is illegal and has no place in our organization.

Equal Opportunities and Diversity. No employee, or prospective employee, will be discriminated on the grounds of sex, marital status, disability, age, color, religion, or race. We encourage diversity and have a specific focus on ERGs in the organization.

Bullying and Discrimination. Planview is committed to maintaining a work environment that is free from victimisation, harassment, bullying and discrimination.

Privacy. Protecting personal identifiable information (PII) of both customers and other Planview employees is key to our business. We have detailed policies and instructions to ensure this.

Environmental Policy. Planview is committed to the protection of the environment; minimizing the impact as a company we have on it, and where possible, improving it for our employees, clients, and the public.

Health & Safety. Planview is committed to establish, provide, and maintain working conditions that are safe, healthy and conform to appropriate safe systems of work for all employees.

Work Environment. The Planview work environment effort is committed to creating a physically, psychologically, and socially sound and rewarding workplace for all employees, where the risk of work-related injuries or ill health is prevented.

Modern Slavery. Planview is committed to good corporate citizenship and the highest ethical standards, and we are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business.

Child Labor. Planview prohibits the use of child labor and forced or compulsory labor at all its units. Planview does not employ any person below the age of eighteen years at the workplace.

Community engagement

The value that we create through Planview's business is determinant of what role we play in our communities. Around us are many different stakeholders who are affected by the way we choose to run our business. The role we play in our communities has a great impact not only on our own work, but also on these stakeholders. Planview is an engaged community member and we have chosen to participate in organizations and initiatives that we believe represent a good and inclusive community. We honour and support volunteerism through provision of matching funds for deserving charities, and we encourage our employees to be active. Planview's "Force for Good" initiative supports community commitments found within societal issues such as homelessness, poverty, starvation, life limiting illnesses, learning disabilities, ocean protection and making a better world for children.

RISK MANAGEMENT

Identifying and managing risks is a fundamental piece of our sustainability work. As an ISO 27001 certified organization, Planview has a strong governance, risk and compliance focus. Risks that affect us may also have implications for our customers and users. Inadequate handling of such risks may damage the business directly through the risk itself, or indirectly through an uncertain and potentially negative company image.

To ensure a consistent approach to risk management, Planview has established a Risk Management Policy where regulations and standards we are subject to are described in detail. Planview performs internal risk assessments annually, but also acknowledges the importance of risk management being an ongoing process throughout the entire company. Hence it is implemented in all our business processes. All identified risks are catalogued in a risk registry and treatment plans are developed. The risk registry is regularly reviewed by the company's Security Steering Committee. Further, Planview provides support services that ensures customers can report security breaches, incidents, or other issues smoothly.

Working in the cloud-based services industry entails threats of external breaches, viruses, or attacks as one of the most significant risks. Planview has an extensive data security department solely committed to protect the business from outside threats. It is our belief that any serious actor in this industry must have such work in place and understand the extensive business risk it would entail not to. Our operations are under constant review and our services are assessed by our customers and other stakeholders to ensure adherence to industry requirements.

Beyond risk assessment, there are other preventive measures that should be taken to secure good business. Many strategic choices are made every day in Planview's business and keeping updated on regulatory changes and similar, e.g., by regular meetups with local lawyers, legal update routines and securing a constant newsfeed within the field, is one way to always be prepared. Further, risks are minimized by centralizing within the different areas of the world, e.g., by choosing suppliers located in Europe for our European customers, suppliers located in America for our American customers, and so on. Through such work, risks of becoming incompliant with rules and regulations are lessened. Risks are most likely to be different between different countries or continents, even as there are also risks that have effect all over the world, which is why Planview's risk management work is conducted locally as well as globally.