

# Planview International AB Sustainability Report 2023

Planview is a global provider of market-leading portfolio management and work management solutions. Through our solutions we build trustful relations with more than 4,500 customers and 2.7 million users. The comprehensive Planview platform and enterprise success model enables our customers to transform at the speed of opportunity and deliver competitive products, services, and customer experiences, thereby streamlining the usage of resources required. Our work is guided by digital transformation, and we take pride in being a recognized innovator and industry leader. Our offer consists of six different solutions: Value Stream Management, Product Portfolio Management, Professional Services Automation, Strategic Portfolio Management, Project Portfolio Management and Enterprise Agile Planning.



## Building the future of connected work

Planview has one mission – to build the future of connected work. It is our belief that the strength of a company is based on the connections between its components. To deliver this, the Planview platform delivers capabilities that have enabled many of our customers to achieve successful and impactful transformations. Thanks to the comprehensive Planview platform, we have taken an important role in the digital transformation, enabling our customers to improve time-to-value and predictability, increase efficiency to unlock capacity, and de-risk their strategic bets. This is how we are building the future of connected work.

Being a widespread organization with employees as well as customers all over the globe generates a need for both internal and external availability of advanced support. Planview has employees stationed in 16 countries all over the world, and we deliver our solutions to 25 countries. Our solutions are applicable to any type of business, which means that our customers are found in all industries, including both private and public businesses. This generates vast customer support demands. During 2023 Planview expanded our Capability and Innovation Center located in Bangalore, India. The center is dedicated to meet these demands.

## Sustainability at Planview

Sustainability is an integral part of the everyday business at Planview. For us sustainability is about being a trustworthy partner and about contributing to positive impact creation around our business. The world around us is everchanging. Global warming is driving the transition to a fossil-free economy, as one example. As companies strive to differentiate, survive, thrive, and disrupt their markets, they are also driving an increased demand for more sustainable solutions. We are proud to contribute to our customers' ability to adapt, be agile and transform to the needs of a fast-changing market through our digital sustainable solutions.

## Material sustainability aspects and management framework

Planview's sustainability strategy has been developed to deliver on our company values – We take our mission seriously, We build together, We do the right thing, We value our differences and We strengthen connections – and to align with the company business strategy. In doing so, we are enabling sustainable value creation for our customers, suppliers and societies.

### 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.

A key contributor to a long-term sustainable value creation is to be aware of the positive and negative impacts that we cause. Through close and continuous dialogues with our stakeholders along with an analysis of industry expectations, we have been able to identify and keep track of the areas where we have significant impact. Further, we have a internal processes in place to monitor and follow up our sustainability work, and that includes anchoring in our management team when needed.

Planview's sustainability strategy focuses on:

Privacy and information security

Workplace sustainability

Ethical business conduct

*Planview currently does not monitor, collect, or calculate energy and carbon dioxide emission data. An ESG Program is in progress to be launched during second half of 2024 where the Global Reporting Initiative Standards will serve as a basis, to ensure coverage of the Environmental impact of the group, and its value chain.*

*Planview has not established KPI's for anti-corruption, anti-bribery or human rights. These areas will be part of the ESG Program in progress as further described above.*

## **Privacy and information security**

Privacy and information security constitute the core of Planview's business. The foundation of Planview's customer relationships is trust, and by securing a safe environment, we can build and keep trust among the users of our solutions.

Being a global enterprise software company means that we are taking care of businesses' confidential data, such as information about enterprise planning and ongoing projects. Our work with information security is twofold; it must meet all legal and regulatory requirements and it must build and maintain customer trust.

### **Customer data**

The protection of customer data is our uttermost responsibility, and delivering information security is how we create customer trust. Planview has a well-developed cyber security program and strategy where role-based access is used to ensure that data is accessed only by those who need it. All customer data is classified as sensitive and encrypted to ensure safety. The work is guided by Planview's cyber security mission statement – to 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. We also have a Privacy Statement that describes the various types of personal data and personal identifiable information we process and how we protect it.

### **Training and defense**

A central part of the security work at Planview is about being ready to defend against threats such as cyber-attacks or viruses. Planview has a digital employee training platform that serves to educate all employees and contractors in security and privacy awareness. The training is always performed upon hire and thereafter on a yearly basis. We also arrange simulation-based trainings focusing on phishing. The overall training program at Planview consists of both 'on the job-training' and formal training. In 2023, 100 percent of our employees had completed our security and privacy awareness training.

Mitigating disruptions and errors through consequent system, application and service monitoring is how we work proactively with information security. If, despite our proactive

efforts, the unforeseen does happen, we are prepared to respond quickly and effectively. We have partnered with market leading solution providers to ensure backups are maintained and ready if necessary. To keep the staff proficient and ready, regular security boot camps and tabletop exercises are performed.

### **Legal compliance**

Meeting legal requirements as well as keeping up with industry best practice is crucial for Planview's business. Our Data Privacy Officer (DPO) is responsible to make sure that the business meets stakeholder requirements as well as to ensure that the company is privacy compliant. Our compliance is strengthened by several certificates, as our Information Security Management System (ISMS) is ISO/IEC 27001:2013 certified, and our Privacy Management Program is ISO/IEC 27701:2019 certified.

### **Workplace sustainability**

With 1350 employees around the globe, the people at Planview are our most valued asset. Our workplace sustainability commitment is about offering fair work and equal treatment to our employees. We work hard to ensure that our employees feel respected and are given equal opportunities.

### **Workforce**

At Planview, a sustainable workforce is achieved through caring about our employees, ensuring conditions for a safe and healthy workplace, and creating a learning and inclusive environment that builds our company culture, locally as well as globally. Planview encourages and supports our employees to adapt to a healthy lifestyle, however recognizing each employee is ultimately responsible for its own health and safety.

The foundation of Planview's sustainable workforce is our Employee Handbook. It serves as a source of reference and a means of communication. It is a key part of the onboarding process for all Planview employees. The Employee Handbook provides 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. The Employee Handbook is annually updated and needs to be reviewed and signed off by all employees on an annual cadence.

As part of our work to maintain a sustainable workforce, we have routines in place for consulting with our employees on matters affecting their health and safety. Using a performance management solution that allows for regular and close interaction between employees is how we create effective managers and engaged employees. Our company philosophy is that everybody should be encouraged to show their appreciation to other employees. Our company values are incorporated into the solutions we use to ensure and show that we are practicing what we believe.

We also recognize the importance of showing employees that their feedback matters, and we utilize an engagement survey feature 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

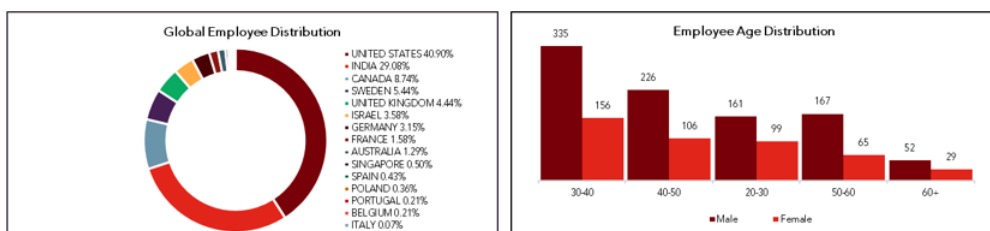
increased morale. The Engagement Survey is conducted annually. In 2023 the Engagement Survey score increased by 1,74 points to 73,8. The average software technology company score is 73.6. The employee engagement survey also highlighted a few development areas, such as continuing to strengthen employee recognition and goal support. Both areas are important drivers of employee engagement and something we will continue to focus on during 2024.

**33%**

Percentage of Female Employees

**35%**

Percentage of Female Employees in management positions



### Working environment

A key enabler for a healthy workforce is a well-functioning work environment. That is why we take all reasonable steps to provide adequate control of the health and safety risks arising from our work activities, provide and maintain safe plant and equipment, ensure safe handling and use of substances, and provide information, instructions and supervision for all employees.

Our company structure of teams collaborating and operating in different global areas is both challenging and advantageous at the same time. Planview employees are used to working across multiple geographical locations and time zones. Some even have their closest manager in another country, naturally creating a mix of remote work and office work. This way of working has been adapted and developed over many years. To ensure a good social culture despite a lot of remote work, it is important for us to offer local events and gatherings to our people.

### Governance

Having a vast geographical spread, we have built a matrix organization where all employees are enabled and encouraged to work across borders. In this way, we have been able to use our sharpest competences throughout the organization, rather than initiating varying quality between our sites. For example, our onboarding activities are managed on weekly basis thanks to this structure and thanks to the way we share and integrate between our sites.

We have three centers of excellence, which is where we run the talent acquisition and management work for all of Planview. We have a Chief People Officer that together with the centers of excellence constitute executing bodies. There are local managers in each

site who understand the local culture and legislations and can ensure good business on-site. These managers report to the executing bodies.

## **Ethical business conduct**

An open and ethical business culture is essential for Planview's business not the least to build and uphold customer trust. We believe that business should be conducted honestly, fairly, and with respect for people, their dignity, and their rights. In line with these beliefs, our aim is to treat people with equality, fairness, and respect, with no partiality due to favoritism or self-interest and we do not accept discrimination on any basis. We are nurturing a welcoming culture and inclusive work environment where honesty and clear communication is expected. As long as this is how we work, our dealings and activities will always stand up to critical scrutiny.

As a global actor delivering services to a total of 25 countries, knowledge of and adherence to a variation of legal requirements and cultural stakeholder expectations is crucial for our business. In our daily business we are facing requirements for compliance with international standards as well as industry-specific guidelines. To ensure compliance, we collaborate with local external law firms in each of our markets. When there is an opportunity to enter a new market, we conduct a thorough legal and ethical assessment of the market at hand. This helps us determine how the market aligns with our business values and requirements and is foundational in our decision to enter the market.

The management team at Planview carries the ultimate responsibility for deciding on the sustainability strategy and processes, strongly supported by the sustainability team. The sustainability team at Planview reports regularly to the management team on sustainability progress and performance. Planview is adherent to international standards and guidelines such as the UN Global Compact, the ILO Declaration on Fundamental Principles and Rights at Work and the OECD Guidelines for Multinational Companies.

## **Planview policy framework**

Planview's responsibilities and ethical commitments are described in our framework of policies. The Planview policy framework, which is included in our Employee Handbook, is the foundation of how we conduct business, and acknowledgement and commitment to it is mandatory for all employees. It describes our company responsibilities and the way we conduct our daily business. The policy framework is reviewed and reapproved regularly on an annual basis, and when the need to update arises, e.g., internal structural changes, new outside requirements, or other, the policies are revised and up for reapproval. The policy framework at Planview contains regulations on anti-bribery and corruption, equal opportunities and diversity, bullying and discrimination, privacy, environment, health and safety, work environment, modern slavery, and child labor.

### *People*

Inclusion and equal opportunities are characteristic for how we work with our employees. Planview is committed to maintaining a work environment that is free from victimization, harassment, bullying and discrimination. No employee or prospective

employee will be discriminated on the grounds of sex, marital status, disability, age, color, religion, or race. We work hard to provide a work environment that is physically, psychologically, and socially sound and rewarding for all employees, with safe and healthy working conditions and where the risk of work-related injuries or ill health is prevented. Diversity is encouraged and we have a specific focus on ERGs in the organization.

### *Privacy*

Protecting personal identifiable information of our own employees as well as of our customers is key to our business. To ensure this, we have detailed policies and instructions in place.

### *Environment*

Our commitment to protection of the environment is regulated in our environmental policy, where we commit to minimize our impact and where possible improve it for our employees, clients and the public. At the same time, 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.

### *Community*

Around us are many different stakeholders who are affected by Planview's business. The role we play in our communities and the value created from that has great importance for all our relationships. We take a clear stand against anti-bribery and corruption, where we have a zero-tolerance policy. Further, Planview is committed to good corporate citizenship and to ensuring that there is no modern slavery or human trafficking in any part of our business. We prohibit the use of child labor and forced or compulsory labor at all our units.

Our "Force for Good" initiative has been created to support initiatives and commitments for homelessness, poverty, starvation, life limiting illnesses, learning disabilities, ocean protection and making a better world for children. We honor and support community engagements through participation in numerous societal activities and through providing matching funds for deserving charities. We encourage our employees to be active in volunteering activities.

## **Risk management**

Identifying and managing risks is a fundamental piece of our sustainability work. As an ISO 27001 and 27701 certified organization, Planview has a strong governance, risk and compliance focus in information security as well as in other critical areas. 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 taking into account risk analysis including assessment of severity and likelihood, determination of potential level of risk, and evaluation of potential treatment or acceptance. One or multiple risk assessment methodologies may be utilized based on the type of risk including but not limited to quantitative, qualitative, asset-based, vulnerability-based, or threat-based methodologies. The risk registry is regularly reviewed on a quarterly basis by the company's Security Steering Committee. Identified risks that requires prompt actions are handled immediately, such for instance security incidents with any third-party vendor. Further, Planview provides support services that ensures customers can report security breaches, incidents, or other issues smoothly.

The most prominent risks for Planview are those connected to our offering. Acting in a completely digital, cloud-based environment, there are threats of external breaches, viruses or attacks. To prevent such risk, Planview has an extensive data security department solely committed to protect the business from outside threats. Further, to prevent risks related to bribery and corruption, Planview provides trainings to all employees as part of the compulsory on-boarding. In addition to this, we offer specific trainings in local operations based on local regulations, practices and needs, e.g. related to work environment.

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.

## **About the sustainability report**

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 has been prepared in line with the Swedish Annual Accounts Act. 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 manage our sustainability impacts, risks and opportunities, and 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](mailto:planviewlegal@planview.com).

