

CEΘAL

# Cegal Sustainability Report 2023



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# About us

Cegal, headquartered in Stavanger, Norway, was founded in 2000 and provides mission-critical cloud, software, and data management solutions to the oil and gas, renewables, and ocean industries.

Cegal’s highly scalable solutions run on data centers powered by clean energy. The cloud products enable true digital collaboration and secure access to critical industrial control systems, thereby reducing the need for travel.

155	EURm revenue
769	FTEs
21%	Female FTEs
38%	Women in the management group

In 2021, Cegal joined forces with SYSCO, a Norwegian provider of smart applications to the energy industry, and acquired Envision, a Norwegian consultancy and software solutions company. The joint company aims to be a valuable contributor to driving the green shift and solving challenges in other industries with similar needs.

### Areas of sustainability-related risks and opportunities

- Energy and carbon
- Talent management and retention
- Service quality
- Impact of products and services
- Data security and customer privacy





# Introduction

We look at the relevance of sustainability from an industry perspective, and what a long-term vision looks like. We have identified material themes to focus on, taking a perspective of the full value chain and reviewing these at least annually.

We have identified some key performance indicators (KPI) on the identified material themes and reflect on these throughout this report.

Finally, we have identified value creation opportunities and formulated an action plan to drive progress. Companies are exploring ways to automate day-to-day operations to increase efficiency. IT service providers serve this demand and, through efficiency improvements, simultaneously drive the sustainability performance of their clients, e.g., by reducing waste, unifying communication, and reducing travel.

Consequently, products and services in the IT domain have become key when incorporating sustainability practices in businesses today.

As companies become integrated into the digital ecosystem, concerns may arise as regulators, businesses, and civil society become aware of growing digital behaviours and associated risks. Such (ethical) concerns may include lack of oversight, misuse of information, and responsible adoption of disruptive tech



# Sustainability strategy

Our sustainability strategy is divided into three pillars, each corresponding to one of the letters in the acronym ESG, environment, social and, governance. To us, sustainability is a prerequisite for reaching the goals we have set out for ourselves.

## **We contribute to a better environment**

Taking care of the environment is an issue we don't only care about but contribute to.

## **We take social responsibility**

Our goal is to build a legendary company that our employees love to work for, and that our customers love to work with.

## **We are a responsible player**

We must take responsibility beyond ourselves to contribute to the global sustainability agenda



# Key impact areas across our value chain

	SUPPLIERS	OPERATIONS	CUSTOMERS
<b>ENVIRONMENTAL</b>			
Climate & energy	Energy & Carbon		
Material circularity			
Biodiversity & ecosystems impact			
<b>SOCIAL</b>			
Employee well-being		Talent Management & Retention	
Customer impact			Service Quality
Corporate citizenship			Impacts of Products & Services
<b>GOVERNANCE</b>			
Corporate governance		Data Security & Privacy	
Supply chain management			
Business resilience & ESG			

### Energy and carbon

Emissions result from cloud computing and business travel. Insufficient management can expose companies to reputational and litigation risks, given the pressure to align with climate agreements.

### Talent management and retention

The challenge to recruit and retain a diverse pool of talent can restrain growth. Onboarding, personal development, and inclusive work environments are key to managing and retaining talent.

### Service quality

Ensuring high service quality can, if managed appropriately, strengthen a company's ability to help attract and retain customers. Upholding quality service strengthens a company's operational abilities.

### Impact of products and services

Relates to the ambition of a company to have a positive impact on society by actively working towards existing societal challenges. This impact is measured with set targets, with the positive impact publicly marketed.

### Data security and customer privacy

Managing data security and privacy avoids lower revenues due to lost consumer confidence and churn, preventing financial impacts stemming from legal exposures (e.g., GDPR).

# Energy and carbon

We are committed to reducing its energy consumption and associated carbon emissions. By 2024, we aim to be carbon neutral in targeted areas, including products and components, logistics, travel, and own sites and operations.

Energy and carbon is managed and monitored in accordance with the ISO 14001 certification (certified since 2021). Cegal's cloud solutions are primarily based in Norway and are powered by hydropower, the energy consumption of these data centres is closely monitored. The additional data centres in the UK and the Netherlands are powered by 100% renewable electricity. Many customer solutions are built as hybrid solutions, where some applications and data are provided from our data centres, while others are provided by public cloud providers such as Microsoft, AWS, etc..

Initiatives have been implemented to reduce our carbon emissions, including motion-sensor lighting at multiple offices, hybrid working opportunities, promotion of public transport use, and cycle-to-work schemes.

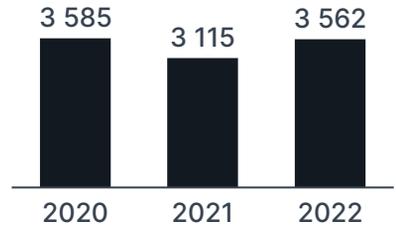
**95%**

**Renewable electricity procured including data centres**

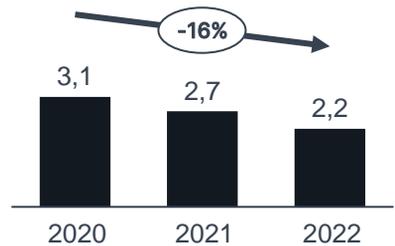
<sup>1</sup>Includes electricity for both offices and data centres;

<sup>2</sup>Air travel has been normalised for the period of 2020-22;<sup>3</sup>As defined by The Greenhouse Gas Protocol; The carbon footprint includes the GHG emissions CO<sub>2</sub>, and is expressed in equivalent tonnes of carbon dioxide (tCO<sub>2</sub>e). Source: Greenhouse Gas Protocol, Company data, MJ Hudson analysis

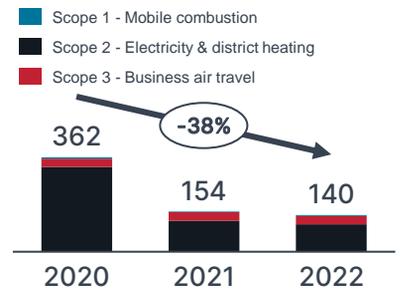
Energy consumption | MWh



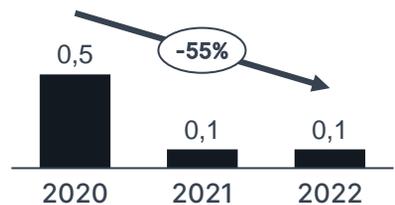
Energy intensity MWh | NOKm revenue



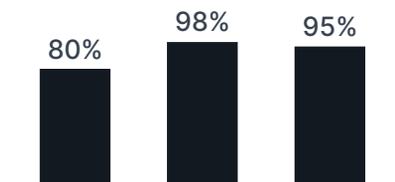
Carbon footprint <sup>2,3</sup> | tCO<sub>2</sub>e



Carbon intensity<sub>2</sub> | tCO<sub>2</sub>e / NOKm revenue



Carbon intensity<sub>2</sub> | tCO<sub>2</sub>e / NOKm revenue



# Talent management and retention

With employees across nine different countries, Cegal is growing to become a leading technology powerhouse. We acknowledge that talent is its most important asset, and we invest accordingly.

Diversity and equality are core to our ESG strategy. In 2020, Women at Cegal was established – a network and platform for female employees for both professional and social activities.. The mission is 'Shaping the future workplace' through the exchange of experiences, skills and personal development. Cegal is also a platinum member of the ODA-network, a leading network for women in tech in the Nordic countries, where it works to reach 40% of women in tech by 2025.

We aim to build employee competence and skills. Our Learning Management System is offered to all employees, and include LinkedIn courses. A transparent reward policy is in place built on our career framework to ensure employees are fairly paid.

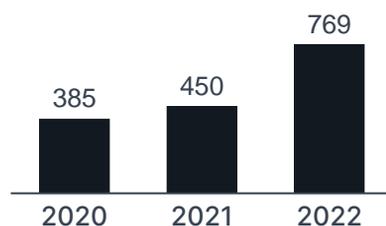
Health and safety are ensured based on ISO 45001 standards, for which Cegal became certified in 2021. Well-being and satisfaction are tracked through a monthly survey that monitors work tasks, culture, workload etc.

## 77/100

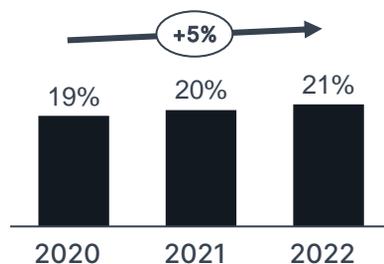
Employee satisfaction

<sup>1</sup>.Footnote and source

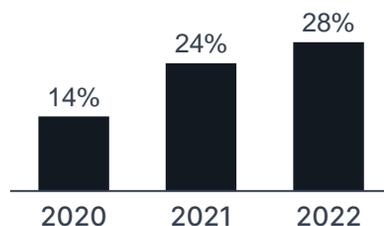
Employees<sup>1</sup> | # of FTE's



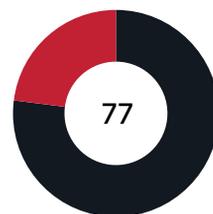
Gender diversity | % female FTE



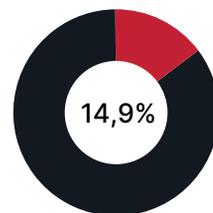
New female hires | % of total hires



Employee satisfaction | Score out of 100



Employee turnover



Total absenteeism rate | %



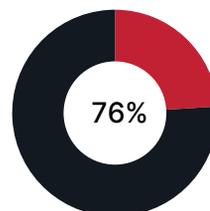
# Service quality

By following ISO 9001 principles and guidelines, we aim to deliver quality service. The quality management system (ISO 9001 certified) contains documented processes, procedures, and responsibilities to achieve quality policies and objectives, and a designated global HSEQ is in place.

We conduct customer satisfaction surveys regularly, and follow-up actions are taken in the form of a 1:1 interview with either a key customer contact or a contract owner.

The results of key performance indicators, such as end-user surveys and annual customer satisfaction is published in our annual Service Quality report.

Customer satisfaction | %



## ISO 9001

### Quality Management System

Source: Company data

# Impact of products and services

Cegal's mission is to create digital success stories in meaningful and sustainable industries. To work towards this mission, we are specialized in the energy industry and has set out specific goals of linking customer projects to the UN's sustainability goals.

Since the merger with SYSCO, Cegal's software offerings include smart applications for the energy sector, enabling different technologies to work together. The merger has strengthened the impact of Cegal and helped realize a favourable shift towards a more sustainable future.

An example of how our offerings have a positive impact on our customers is that our cloud services can save up to 500 kWh of energy/day per 100 workstations switched. Cegal is focused on gaining further insights into the positive impacts of its offerings, e.g., by quantification of the impact.

The 2025 vision is set up to help companies beyond the oil and gas sector to transform into organizations that meet sustainable standards of tomorrow's economy.

**500 kWh**  
**Energy/day saved per 100 workstations switched**

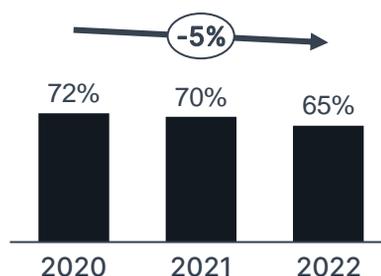
It is not possible to desegregate the final percentage for 2022 from 2023 values, as such the percentage may include values based on 2023 data. Source: Company data

## Client emissions avoided | CO2 e

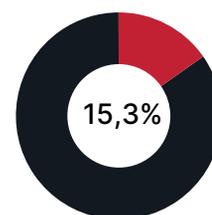
*Baseline to be established in 2023*

2020	2021	2022
------	------	------

## Clients in the O&G sector | %



## Clients in the renewable industry<sup>1</sup> | % of clients



# Data security and customer privacy

Ensuring data security and customer privacy is at the core of all of Cegal's decision-making processes and policies. Our information security management system is certified in accordance with the ISO 27001 certification. All policies and procedures on data management are in line with both the ISO 27001 and GDPR guidelines. Data management is controlled through the ISEA 3402 report that addresses the controls Cegal has in place.

Over the past few years, Cegal has had no severe security breaches or hacking incidents. 96% of employees received training on information and security practices in 2022. All new employees are expected to undertake information and security training.

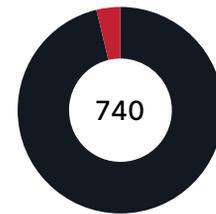
Roles and responsibilities related to data management are formalised; a Data Protection Officer is appointed and works to protect individual's personal data in accordance with GDPR guidelines.

0

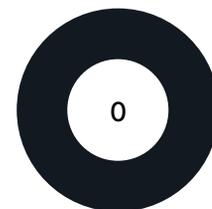
**Security breaches / GDPR incidents**

<sup>1</sup>Due to acquisition of SYSCO, a new baseline has been established from 2022 onwards.  
Source: Company data

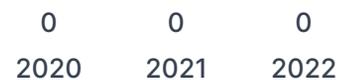
Employees that received info & security training<sup>1</sup>



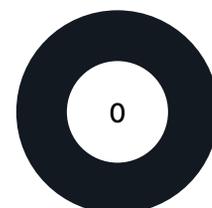
Data protection policy breaches | #



Security breaches/hacking incidents | #



GDPR complaints | #





# Governance and sustainability

Cegal aims to have responsibility and sustainability as an integral part of the company. As part of the merger with SYSCO, an extensive ESG risk assessment was performed, and the company website was significantly updated to be more transparent about internal ESG initiatives.

We have a designated ESG committee. ESG is on the agenda for every board meeting, with the company scorecard containing ESG goals such as 40% of all hires to be female and the average age to be 37 or younger, these are measured and reported on a monthly basis.

The head of ESG reports to the HSEQ Director who undertakes the role of Sustainability Manager and reports to the HSEQ Forum. CEO is the owner of the HSEQ Forum which includes all C-level managers and other selected roles. Through this governance structure, information concerning ESG-related topics is shared throughout the management of Cegal.

Our internal management system collects best practices and has KPI overviews, audits, service delivery management, and non-conformity reports. As a signatory, the UN Global Compact is closely followed and abided by and is also incorporated into the management system.

*Source: Company data*

## Implemented policies

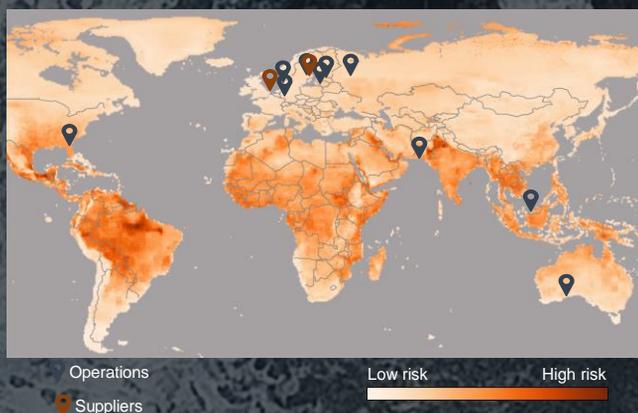
- ESG / Sustainability policy
- Code of Conduct / Employee handbook
- Sanctions procedure
- Third party risk management procedure
- Supplier Code of Conduct
- Standard agency agreement
- Contract policy
- Diversity / anti-discriminatory policy
- Anti-corruption and anti-bribery policy
- Whistleblowing policy
- Executive compensation policy
- Data / privacy / IT security policy
- Dawn raid procedures
- Health and safety policy
- Travel policy
- Anti-trust policy (covered in procurement policy)



Global Compact Signatory

# Overview of climate-related risks and opportunities

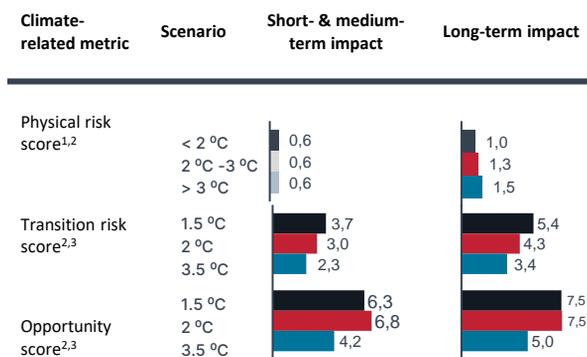
## Climate-related physical risks facing Cegal and its suppliers



Cegal’s operations are located across the globe in Northern Europe, Asia, the Middle East, Oceania, and North America. Operations in Northern Europe and America are subject to fewer material risks, however, they are expected to experience increases in air temperature and a greater risk of cyclones along the coast (Norway and UK). Cegal is exposed to higher physical risks in the United Arab Emirates (UAE) and Malaysia, including increased heat stress, heat waves, changing precipitation patterns, and reduced soil moisture, causing greater exposure.

## Overview of climate-related transition risks and opportunities

We recognize that we face higher transition risks due to our association with the oil and gas industry, whilst operations in the UAE and Malaysia are vulnerable to reputational risks. Opportunities lie in increasing low-carbon services and offerings, investing in renewables, and increasing transparency in the value chain.



## Climate-related risks and opportunities in the value-chain

European suppliers and customers are exposed to rising air temperatures, increased cyclone frequency (Norway and UK), and changes in wind speed. Involvement in the oil and gas industry increases technology and market transition risks for customers, while opportunity lies in adopting low-carbon solutions.

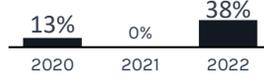
Type	Upstream		Downstream	
	2025	2050	2025	2050
Physical risks	Low (0.5)	Low (1.1)	Low (0.5)	Low (1.3)
Transition risks	Medium (3.4)	Medium (4.6)	Medium (3.7)	Medium (4.4)
Opportunities	Medium (4.6)	Medium (4.9)	Medium (4.9)	Medium (5.6)

<sup>1</sup>Based on the three RCP scenarios: RCP 2.6 (very strong mitigation, <2 °C), RCP 4.5 (strong mitigation, 2-3 °C), and RCP 8.5 (business as usual, >3 °C); <sup>2</sup>Out-of-10 risk scores, with a score of 10 denoting the highest long-term global risk or opportunity; <sup>3</sup>Based on three NGES scenarios - Net Zero 2050 (1.5°C), Below 2°C (2°C) and Current Policies (3.5°C).  
Source: MJ Hudson analysis



# Targeted sustainable development goals

Driving the further progression and continued development of employees is important to us. A training budget of 1.2% of the total payroll is allocated to educating employees (SDG 4). Cegal supports women in tech through the Women at Cegal internal network and as a platinum member of the ODA-network (SDG 5). Cegal operates across various verticals in the energy sector. We offer digitalization, environmentally friendly solutions, ensuring responsible consumption and production in our customers' businesses' working to reduce carbon emissions (SDG 13).

Company activity	SDG	SDG target	SDG indicator	Company KPIs
Stimulate training and development for employees		<b>4.4:</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	<b>4.4.1:</b> Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill.	<b>Training budget, % of payroll</b> IRIS+ 014229 
Empower women throughout all levels in the company		<b>5.5:</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<b>5.5.2:</b> Proportion of women in managerial positions.	<b>Women in management, %</b> IRIS+ 011571 
Client emissions mitigated through software developed and services provided		<b>13.2:</b> Integrate climate change measures into (national) policies, strategies and planning.	<b>13.2.1:</b> Number of countries that have communicated an integrated plan for adaptability and resilience to climate change; for companies: GHG contribution to national emissions.	<b>Client emissions mitigated, tCO2e</b> IRIS+ P12764 Baseline to be established in 2023 



# We contribute to a better environment

Taking care of the environment is an issue we not only care about but also contribute to.

## **Reducing carbon footprint**

We manage our environmental impact. Our ESG (Environmental, Social, and Governance) roadmap supports our goal to become carbon neutral by 2024.

We are determined to continuously contribute to taking care of our planet. Our work is aligned with the international standard specified in NS-EN ISO-14001:2015 Environmental management system and we possess the ISO 14001 IQNET Certificate.

## **Setting the baseline for becoming net zero**

We are planning for mapping what the baseline would be for becoming net zero, in order to make a decision whether we will be able to reach this target within 2024. We believe that ensuring the scope of this work is an important step towards making sure we do what we say.

Relevant links:

[The cloud saves tonnes of CO2 emissions](#)



# We take social responsibility

## Humanity at Cegal

Humanity at Cegal was established in 2015 and is a voluntary organization to support humans around the globe, and to drive social engagement and passion for Cegal employees. By combining our global footprint and digital competency we support projects in several parts of the world. Humanity at Cegal are committed to sponsor and drive humanitarian causes, so-called “Goosebump” projects;

### Goosebump project : Save the children partnership

We have entered a long-term partnership with the organization ‘Save the Children’ (Redd Barna). Cegal will be a key contributor to Save the Children’s global «EdTech» project. Cegal will contribute with funding, however, more importunately also provide pro-bono services, leveraging Cegal’s technology know-how in a long-term partnership.

### #EdTech

Save the Children’s EdTech project is for children to learn through tablets and physical tasks. This project is focused on educational technology, to enable children’s participation as an important principle.

### About Save the Children

It is the leading global organization for children’s rights and is build on the UN SDG’s. Save the children is operating in 120 countries around the world.

## Diversity, Equity, Inclusion, and Belonging (DEIB)

DEIB is an inherent part of our Sustainability strategy and is organized in the section of social responsibility. For 2023 we have defined two project related to these topics.

### Intersectionality

Cegal’s track record for working with diversity is good in terms of gender equality in a binary definition of gender identity – male and female. However, in an intersectional perspective this is an important part of a bigger picture. To address a broader set of target groups for diversity through an intersectional approach, other minorities are to be included in this work with the overall objective to create an authentic sense of belonging.

An initiative has grown from the organization to create an advisory board for diversity, Diversity at Cegal. The initiative has management support and will be an area of focus and priority for 2023, along with work to build a presence beyond Norway, and will work towards a common understanding that all members of the Cegal organization are responsible for contributing to equity.

### Unconscious Bias Training Project

Awareness training to identify mental shortcuts that lead to judgments and discrimination, based on ethnicity, gender identity, sexual orientation, and a wide range of other characteristics and labels. A project to establish systematically training has been initiated.



# We are a responsible player

## Transparency

In order to exploit the opportunities inherent in diversity and create ethically sustainable interaction, openness, transparency and unconscious bias training are absolutely decisive factors. That is why “seen, heard and appreciated” has been a core value in Cegal from day one.

We believe we can contribute with a positive difference by working systematically with these factors. One priority project has been established to address these opportunities.

## Openness and Transparency Project

As a responsible player, clear governance with control routines to ensure compliance with transparency management throughout the entire organization is defined as a key improvement project. The project aims to include the full supply chain, and it covers core ethical areas:

- Human Rights
- Decent Working Conditions
- Environmental
- Anti-Corruption



# GRI Index

KPI	Unit	GRI indicator	GRI number
<b>Environmental</b>			
Energy consumption	MWh	GRI 302: Energy	302-1
Energy intensity	MWh / NOKm revenue	GRI 302: Energy	302-3
Share of renewable electricity	%	GRI 302: Energy	302-1
Scope 1 – Carbon footprint	tCO <sub>2</sub> e	GRI 305: Emission	305-1
Scope 2 – Carbon footprint	tCO <sub>2</sub> e	GRI 305: Emission	305-2
Scope 3 – Carbon footprint	tCO <sub>2</sub> e	GRI 305: Emission	305-3
Carbon intensity	tCO <sub>2</sub> e / NOKm revenue	GRI 305: Emission	305-4
Waste	Tonnes	GRI 306: Waste	306-3
Hazardous waste	Tonnes	GRI 306: Waste	306-3
<b>Social</b>			
Employees	FTE	GRI 2: General Disclosures	2-7
Female employees	% female FTE	GRI 2: General Disclosures	2-7
Employee turnover	%	GRI 401: Employment	401-1
Members on the board	#	GRI 2: General Disclosures	2-9
Women on the board	%	GRI 405: Diversity and Equal Opportunity	405-1
People in management group	#	GRI 2: General Disclosures	2-9
Women in management group	#	GRI 405: Diversity and Equal Opportunity	405-1
Ratio of basic salary and remuneration of women to men	%	GRI 405: Diversity and Equal Opportunity	405-2
Total absenteeism rate	%	GRI 403: Occupational Health and Safety	403-9
Short-term absenteeism	%	GRI 403: Occupational Health and Safety	403-9
Long-term absenteeism	%	GRI 403: Occupational Health and Safety	403-9
Number of accidents with leave	#	GRI 403: Occupational Health and Safety	403-9
Accident rate	# Accidents / 1,000 FTE	GRI 403: Occupational Health and Safety	403-9
Training budget per employee	% of total payroll	GRI 404: Training and Education	404-1
<b>Governance</b>			
Incidents or breaches of customer privacy	#	GRI 418: Customer Privacy	418-1
Cyber-security incident plan	Yes/No	GRI 418: Customer Privacy	418-1
Anti-trust policy	Yes/No	GRI 2: General Disclosures	2-23
Gifts policy	Yes/No	GRI 2: General Disclosures	2-23
Health & safety policy	Yes/No	GRI 2: General Disclosures	2-23
Third-party risk assessment	Yes/No	GRI 205: Anti-corruption	205-1
Training on anti-bribery and corruption	Yes/No	GRI 205: Anti-corruption	205-2



# Reporting parameters

Legal name	Cegal Group AS
Org. nr	996 221 423
NACE sector code	J62.02 - Computer programming, consultancy and related activities
Location of headquarter	Vestre Svanholmen 4, 4313 Sandnes, Norway
Nature of ownership	Privately owned. Majority owned by Norvestor, a leading Private Equity Fund
Reporting period	1/1/2022-31/12/2022
Publication date of the report	28 April 2023
Contact person	Dagfinn Ringås (CEO), <a href="mailto:dagfinn.ringas@cegal.com">dagfinn.ringas@cegal.com</a>



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