



IIS Sustainability Report

2015

01. A few words from our CEO

IIS – A force for Internet development

As the CEO for IIS I am proud to present our first sustainability report. This report is a step to further strengthen our credibility as a partner in society. With this sustainability report we transparently want to disclose how our operations contribute to development and impact society.

This report is a part of the sustainability actions we initiated during 2015, which commenced with the identification of our significant sustainability challenges and opportunities. This assessment shows that our most material aspects within sustainability are reliability of domain operations, objective general public education, integrity and information security. This analysis is the basis for the content of this report and our sustainability strategy.

2015 was a positive year for us and our operations have continued to grow, partly financially and partially in the number of people who participate in our initiatives. Thanks to a cost-effective operation that has also proceeded without downtime we have had an excess of means that we have been able to invest in our Internet developing initiatives. Worth to mention is the duplication of members in the school federation and the 51000 students who participated in our education Webbstjärnan. Further I would like to highlight our achievements regarding gender equality. We have performed a salary review to even out salaries between men and women and also managed to secure that we maintain an earlier balanced spread between men and women on both our Board and the Management group.

Development in the area of Internet moves extremely fast. The development in the last couple of years with technology alongside integrity and information security poses new demands on our operations. We are determined to continuously keep up with the development in the world but we also aim to participate and push it forward. By continuous mapping of behaviours on the Internet taking a stand regarding important issues of integrity and educating Internet users in everything from technology to source criticism enables us to be a part of and drive development.

The target for 2016 and following years up to 2020 is to increase our focus on Internet Innovation, as well as increase our efforts in education. IIS will help innovators to realize their ideas in Internet development and to be a natural source of knowledge about the Internet. In 2016 we will mainly focus on our existing Internet promotion initiatives grow and to gather all our programs under a common education portal. In addition to these goals, we are working to ensure a sustainable supply chain and meet up against the world's increased demands for environmentally friendly activities. We do

this, among other things, through recycle more and to reward environmentally friendly technologies when purchasing

Finally, our employees are a very important asset. In order to achieve our goals for 2016, we need to continue to have the right competence internally and therefore be an attractive employer for current and potential employees. As part of efforts to increase the satisfaction of our existing employees we will in 2016 introduce a new vision, a new skills development program and collective bargaining agreement. In order to attract new employees, one of our goals is to increase awareness of what IIS can offer as an employer.

Danny Aerts

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03. About this report

This is the Internet Foundation in Sweden (IIS) sustainability report for 2015. Going forward an annual sustainability report will be published in a consistent and transparent way, that describe why and in what ways we contribute to a positive and sustainable development of society.

This report concludes IIS work during 2015 (1st January-31st December) including our ambition and strategy for sustainability. The report covers IIS all active operations and during 2015 no significant changes in the organisational structure or the supply chain occurred.

The reports content is adjusted and has boundary defined by the sustainability aspects that we internally with our external stakeholders consider being most relevant as determined in our materiality analysis.

This report is self declared on a GRI G4 on a Core level. Data disclosed in this report follows metric system and employee data is in Head Count. Environmental data is given from third party suppliers, if not stated otherwise. This data is calculated from GHG protocol or from standard factors from each supplier. 2015 is the base year for all data and targets.

IIS Board approved the sustainability report the 24th May 2016.

If you have any questions please contact Elisabeth Ekstrand (hallbarhet@iis.se) whom is the Chief Administration and responsible for sustainability at IIS.

04. About the Internet Foundation in Sweden

IIS is responsible for a vital part of the Swedish infrastructure for the Internet. We are responsible for the operation and administration of Internet's Swedish top-level domain .se and manage a number of projects focused on community beneficial Internet development.

Our legal name is the Internet Infrastructure Foundation and we are a private foundation established in Sweden 1997. As administrator for the Swedish top domain it is our task to be responsible for the administration and technical maintenance of the national domain registry for the top-level domain .se and since 2013 also the top-level domain .nu. Thanks to the domain name system (DNS) domain names, for example iis.se can be used instead of IP addresses to find the right way on the Internet, for example the web site www.iis.se (which has the IP address 91.226.36.46). DNS translates domain names to IP addresses similar to when a phone registry translates names to phone numbers and the other way around. You can read more how DNS works in "DNS – internets vägvisare".

Beyond the management of domains a significant number of our employees are engaged in initiatives that promote Internet development in Sweden. The purpose of these initiatives is that through education, innovation and cooperation contribute to the positive development of the Internet and its use. To contribute to and ensure the positive development of society is therefore a key part of our operations.

IIS operations are based in Stockholm, Sweden. Our key market is Sweden and the Swedish Internet users. But Internet is not geographically bound but a global network, therefore foreign domain owners and Internet users are also important for us.

Our operations is wide and we meet many different types of customers and stakeholders with varying qualifications and needs, from domain owners and professional users who on a daily basis work with Internet to students and pensioners who learn to use the Internet. Among our Internet promotion initiatives we can mention Webbstjärnan and the School Federation for the school, the Internet days for everybody who works with the Internet and Internet guides for users who want to improve themselves in various Internet related areas.

Turnover and surplus financing internet development activities

Year	Turnover (domain operations and other revenues), million SEK	Share of turnover invested in internet development activities
2015	185	34%
2014	169	34%
2013	141	45%

Achievements in operations 2015	
Domains and other activities	Achievements 2015
Operations .se-domain	1 398 701 active domains
Operations .nu-domain	303 067 active domains
.SE Direkt (own registrar for domains)	154 715 active domains
Internet development activities	Achievements 2015
Webbstjärnan	51 000 participants
Internet Days	2 800 participants
Internet Museum	100 000 unique visitors
Bredbandskollen	32 million measurements
Internet Fund	25 projects financed
School Federation	142 members

Economic value creation 2015 (SEK)

Direct economic value generated	
Revenues (operating and financial revenues)	185 095 543
Economic value distributed	
Operating costs (domain operations)	33 689 899
Employee wages and benefits	53 855 121
Financial costs	5 426 424
Taxes	826 861
Community investments (Internet development activities + other donations)	63 257 238
Economic value retained	28 040 000

05. Governance and management

Vision

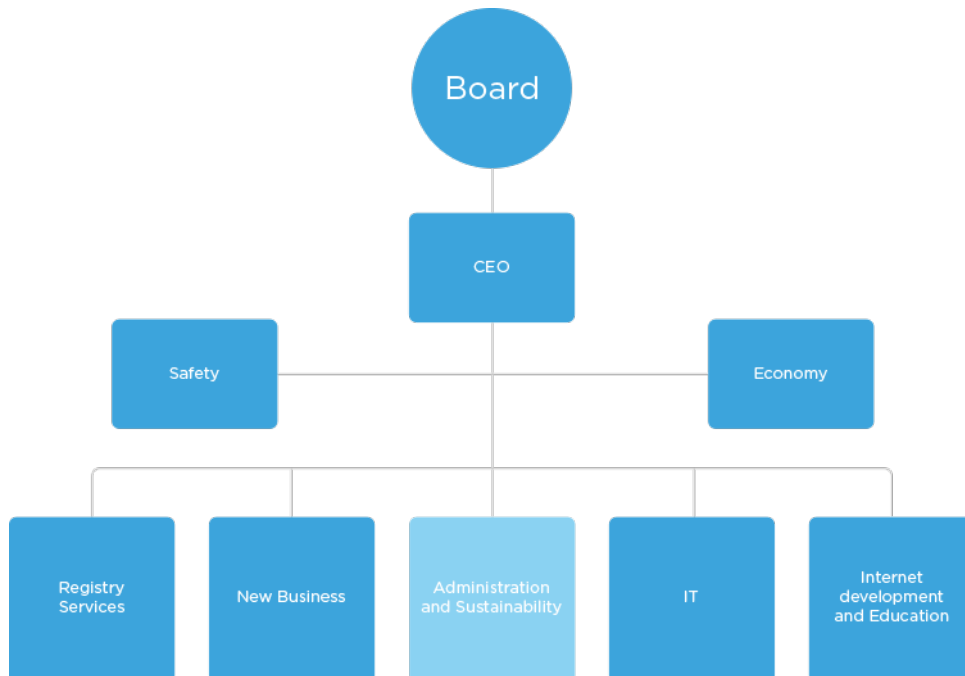
Since April 2016 IIS has a new vision for the direction of our business. The new vision is important for our long-term development but also important in our daily work. The vision entails that IIS should strive towards “**All Swedes dare to, know how and want to use the Internet**”. More precisely it means the following;

Want: Our events, courses and guides make it easy and fun to understand and use Internet’s services.

Dares: Our commitment to security issues, personal integrity and net-neutrality together with the dissemination of knowledge about the net makes Internet a safe place for everybody.

Can: Our Internet is a stable and secure infrastructure that meets current and the futures need in Sweden.

Organisational structure



The above organogram shows IIS Board and operational structure. The Quality Manager, with responsibility for sustainability recites under the Chief Administration.

The Foundation is governed by a Board, which is compiled of Board members appointed by different community groups, out of which one Board member, and the Swedish chapter of the Internet Society ISOC-SE appoints the Chairman of the Board. The above organogram shows IIS operational structure (departments and employees placement). Parallel there is a matrix organisation based on services and processes with managers who report directly to the CEO or the management group.

The quality manager who reports straight to the management group manages sustainability at IIS. In the management group all decisions regarding sustainability are taken. Four-monthly sustainability is reported to the Board of Directors.

The daily work at IIS

The Foundations CEO Danny Aerts and the management group lead the daily work at IIS. The current composition of the management group is new since January 2016 and means less group members in comparison to earlier. The management group consist of the person responsible for each department (see the organogram), two staff functions and the CEO. In parallel to this the process, project and service owners run their own areas of responsibility.

All operational decisions regarding finance, environment and social issues area taken by the management group or representatives, for example service or process owners whom the managers has delegated to.

For principle policy changes an external group for policy advice is consulted. This group consists of representatives of our clients' users of .se domains, registrars and an interested general public whom has knowledge about the international development of policy issues for top-level domains. Voluntary employees, the environmental group, assist for any changes regarding environmental aspects. During major organisational changes, an external anchoring round through a referral process with involved stakeholders, such as PTS (the Swedish Post and Telecom Authority).

In the same direction together

IIS vision is that everybody should want, dare and can use the Internet. We are engaged in security issues and Internet infrastructure, integrity and participatory issues and strive for an open Internet. All these values are reflected in our internal corporate culture and governance is crucial to move in this direction.

During 2015 a large project was launched to identify the most significant aspects in IIS operation from a sustainability perspective. In this analysis both internal and external stakeholders have highlighted the importance of a common value base for IIS. As an effect of this a Code of Conduct has been developed that together with our vision are guidelines internally. Our Code of Conduct is based on UN Global Compact and is

aligned with our aspect specific steering documents. The Code is also shaped as such that it also may be used as a framework and guidance for how other parties in our value chain are expected to conduct. IIS steering documents (environmental policy, quality policy, human resources policy, communication policy, policy for working environment, crisis management policy, diversity and transparency policy, information security policy) give a more detail guidance on application and boundary. Update of policies and Code of Conduct is done when needed and approved by the Board. The CEO is responsible for implementation in the organisation primarily by delegation to the management group.

IIS arrange annual policy trainings for all employees, often in conjunction with internal events or internal courses. New employees are trained in our vision, Code of Conduct and other steering documents. In 2015 all employees, the executive management and the Board of Directors were trained in sustainability. The course included a thorough orientation in the concept of sustainability and the international guidelines on the areas of human rights, labour rights, environment and business ethics. This is also the base for our Code of Conduct. The course also included a review of how IIS work with sustainability. In the fall of 2016 we are planning to educate all employees in our Code of Conduct and how to use it.

A sustainable Supply Chain

IIS total purchase volume in 2015 was approximately 70 million SEK. We had approximately 500 suppliers were 50 accounted for 70 per cent of the total volume. Service suppliers are mainly based in Sweden and product suppliers such as electronic device suppliers are spread over the world. We have an obligation to monitor and influence the supply chain activities we are dependent on and source to. IIS has initiated a project to identify how and in what way we can work to raise the awareness of sustainability questions among our suppliers.

In 2015 we adopted a new Code of Conduct, which will be used for defining the requirements on suppliers. The Code urges our suppliers to follow the UN Global Compacts principles. Beyond these principles we enforces the importance of excluding the use of conflict minerals (tin, tungsten, tantalite or gold from Congo or surrounding countries) from the supply chain.

During 2016 IIS will design a process for how IIS should include these requirements in supplier contracts and how these requirements should be monitored. With this step we want to influence our supply chain in a positive way and raise awareness on sustainability challenges in the supply chain. We will also work more actively with our largest and most important suppliers to establish a dialogue on our common challenges. We believe a closer cooperation can contribute to economical advantages for IIS and meet up to our stakeholders' expectations.

Responsibility feeds quality expectations

Integrity and information security issues are high on the IIS sustainability agenda, partly because they are highly regulated in Personal Data Act (PDA) and partly because our stakeholders considers this to be one of the most important areas in our sustainability work. Acceptance of discrepancies in the domain business is minimal and quality assurance of outmost importance.

That information is accurate, accessible, communicated and stored in a secure manner is therefore of outmost importance. Our ISO27001- certification of our operating activities ensures that IIS work with information security in a structured and responsible way. High quality in the service operations is ensured through clear internal improvement and error search processes based on the ITIL and SIQ-model (Institution for quality development) and externally certification under ISO27001. SIQ's fundamental values promote quality work to ensure long term, continuous improvement, participation, customer focus, cooperation and social responsibility.

To influence and be influenced – international cooperation

Cooperation across borders is important for IIS, because the Internet is a global network. It is important to be able to monitor developments as well as being able to influence it.

For that reason we are heavily involved in the organisations leading development in the domain operations and Internet.

Internet Society (ISOC) is a non-profit organisation established 1992, based in USA. ISOC are active in Internet engineering and work to influence the society. One important part of ISOC's technical work is to develop Internet structure and technical standards for the net. This is done through ISOC's obligation as host organisation for the groups responsible for protocols and standards, for the Internet, such as the Internet Engineering Task Force (IETF). The Swedish department ISOC-SE appoints two Board members; one of which is the Chairman of the Board, in accordance to IIS memorandum

ICANN is a global organisation responsible for the address system on the Internet (IP-addresses). ICANN is a non-profit organisation that drives development and policy issues for the Internet in general. We have two positions, as a Trusted Community Representative and a representative in the Registry Services Technical Panel. In 2015 IIS contributed to the work of an international working group for management of the IANA and its functions.

IIS is also members in **RIPE NCC**, a member organisation supporting Internet development through technical coordination. The core function is to act as RIR (Regional Internet Registry) for Internet operators in Europe, rest of former Soviet

Union, western parts of Asia including Afghanistan and Africa north of the equator. RIPE purpose is to coordinate the work for the European part of the Internet to function effectively.

CENTR (Council of European National Top Level Domain Registries) gather organisations responsible for the European country top-level domain (corresponding IIS in other countries)

CENTR works for increased knowledge sharing, development of standards and international cooperation. The cooperation applies in particular for technical, administrative, legal and security issues regarding domain administration. IIS holds one of the board seats in the organisation and have one internal resource to manage the joint initiative CENTR Tech, the technical working group.

06. Employees

It is as important for us to stand up for openness and participation in our world, as it is to strive for the same values internally. That our employees thrive and develop is essential for us to ensure high reliability and contribute to the positive development of the Internet.

In December 2015 IIS implemented a Code of Conduct. Along with the policies, vision, values and personnel manual is part of the code framework for how IIS and our employees act

Our common guidelines and creative environment with easy cooperation across the company we create an attractive and open workplace where everyone is treated equally and are engaged.

Important recourse

Our employees are an important resource and it is a high priority that we have to have employees who are happy. Twice a year we conduct an employee satisfaction survey. In the latest survey our employees rated the workplace 3,85 out of 5. To increase job satisfaction we plan a number of actions for 2016, for example to strengthening the management function, value and vision work, move to new facilities and introduce collective agreements.

Our staff turnover 2015 was 9,7 per cent, previously IIS had a significant lower turnover, but 2015 was temporarily higher reflecting that half of the employees who left was the result of changes in the business.

Performance reviews with all employees are conducted annually. Employees are offered health controls and wellness support in the form of health care contributions. A number of co-workers participate in IISY-go witch organise health and sport activities for employees who wish to participate.

To ensure the work environment the employees have jointly appointed two health and safety representatives to represent the employees. These representatives have regular meetings with IIS human resources manager, who is representing the employer and reports to the management group.

All new employees are briefed in health and safety questions during their introduction.

A basic condition for a dynamic and open workplace is freedom of association and the right to collective bargaining. In the fall 2015 IIS started setting up collective agreements and local agreements. The agreements aim to clarify the premise of the relationship between employer and employees. The agreement comes in to effect May 1, 2016.

We are smarter together

IIS competence development program are reviewed annually and every employee conduct a plan for the coming year together with the line manager. All employees have participated in a one-hour introduction course in sustainability. In addition all new employees in 2015 completed a half-day course focusing on quality work. The training was based on UN Global Compact and covered the areas; environment, labour rights, human rights and business ethics.

All equal all different

Nationality, age, appearance, identity, gender or other physical or mental conditions must never make a difference in how we greet and treat people. Our organisations values are defined in our Code of Conduct, diversity and openness policy. IIS operate in an industry were men make up a majority of the workers. We are working actively with our recruitments to strengthen the gender balance among employees and management. We have an even split between men and women in both the management group and the Board of Directors. IIS have three year plan, with annual goals, to meet our targets on equality and diversity. One of the goals of this plan is equal pay for equal work; therefore a gender based salary review was carried out 2015. A few salaries were corrected and hereinafter salary reviews will be conducted annually.

Age distribution	< 30 year	30-50 year	> 50 year
Board	0%	50%	50%
Management group	0%	50%	50%
Managers, service and process owners	0%	81%	19%
Other employees	14%	71%	14%
Total	8%	69%	23%

Composition of employees and board	Men	Women	Total
Total number of employees* (share of total)	43 (61%)	28 (39%)	71
of which full-time	38 (58%)	27 (42%)	65
of which part-time	5 (83%)	1 (17%)	6
Composition and gender balance for board members and employees	47 (59%)	32 (41%)	79
of which board members	4 (50%)	4 (50%)	8
of which management group	4 (50%)	4 (50%)	8
of which managers and process owners	12 (57%)	9 (43%)	21
of which other employees	27 (64%)	15 (36%)	42
Total number of employees including contracted workers (consultants)	51 (61%)	32 (39%)	83
of which contracted workers	8 (67%)	4 (39%)	12

*All employees are permanent

Attractive workplace - essential for success

IIS is a knowledge-based organisation, where employees' competence and engagement are key success factors. IIS is a strong value driven workplace where many choose to work because of their passion for Internet and its possibilities, but also for the operating social benefits for the community. IIS have consciously invested long-term on getting all employees to feel involved and for the organisation to be open to new ideas. For IIS to be an attractive place to work for current and future employees, we are required to offer an enjoyable work place for all kinds of people. We work actively with development questions.

Words about working at IIS

Niklas Serén, Project manager and service owner of the Internet Days, Employed 2011

- I choose to work at IIS instead of as project leader for an agency because I liked the idea of working for a non-profit. IIS contribute to a lot of good things, there is action and we deliver.

Niklas gets to use his project management skills and contribute to the society and can also combine great responsibility with the family and a life as a musician.

- The balance between work and leisure is very important for me and it has never been problems at IIS. No one else makes my job, but I can control my time.

He also feels it is possible to gain support for their ideas and there is a possibility to realise them by focus on entrepreneurship in ICT

- One important part of the work at IIS is the necessity for us to be in the forefront. There is a point to experiment and take time for business intelligence and reflection.

Roger Murray, DNS-operations, Employed 2011

- I like my job because I get to do what I really like doing. I choose to leave the commercial world to work for IIS just to be able to work non-profit for the benefit of society.

Roger has been working in service operations since he started and he is part of the IT department.

- I am an ambitious person that takes on responsibilities and am keen to get knowledge to be able to develop and do my work. When you dare to help yourselves there is possibilities at IIS, but if you are introvert it is off course not as easy to influence the work.

Roger was one of the co-workers involved in IIS equality and diversity work 2015.

- As an immigrant, I have personally experienced how big role language plays. It is important to have the ability to use the language and to give all an equal opportunity; we should have a course in this. Generally, I think it is important to highlight these questions regularly so it doesn't become a paper product.

Elisabeth Nilsson, Public Relations Manager and service owner of the Internet Museum, Employed 2011

- I enjoy work because I like my colleagues and IIS is an open organisation with great opportunities to gain support for your ideas. There is this feeling, that everything is possible.

Elisabeth was hired as a web editor and responsible for the IIS blog, but have had the opportunity to learn several new professions and gained more responsibilities during her five years at the organisation.

- I am a journalist but learned communications and later PR and project leading. I have been given more responsibilities and am now in charge of the Internetmuseum.se, besides PR. The opportunity to develop makes my job enjoyable.

IIS organizes many common activities for the employees such as sports activities, lunch seminars and Friday pub nights.

- I like the after work activities. You get to know each other better and then it is also easier to solve assignments together at work. It also contributes to a good atmosphere at work.

In 2015 we had approximately 45 – 50 applicants per published position

I have spoken with your customer service three times within a few months and am really impressed with your service. I have been so well treated; quiet objectively and with a personal approach. You have saved me much trouble by asking questions about things I would never have thought that I needed to know.

Customer .SE Direct

07. Internet stops without IIS

A big part of the society is depending on our services and it puts high demands and expectations on us. Acceptances of deviations or interruptions in our domain operations are minimum and can in addition cause great damage to society. As well as our stakeholders, we believe that reliability is one of the organisation's top priorities.

The technical operation and stability of the se domain is regulated by a special law since July 1, 2006 - the law regarding national top level domains for Sweden on the internet (SFS 2006:24) – regulated by PTS (the Swedish Post and Telecom Authority). The operation of the domain business is provided with substantial excess capacity to avoid interruptions. Our work to ensure operation and information security with us, is led by our IT Department and Head of Security.

The work and our method defined in the Foundation's information security policy that all employees sign. Our safety work is based on ISO27001, which is a standard for information security. With the help of incident management and continuous stress tests of our systems, we are constantly looking for opportunities to minimize the risk of disruption.

In our follow-up 2015 the domain operations worked to 100 per cent, and without variations that meant harm to users. In 2015 we didn't receive direct complaints regarding the quality of our operational activities. Then we have also in recent years has been subject to several denial of service attacks, we have also received confirmation that our reliability work at the real threat.

Our dependability is reflected in our customer surveys. 2015 CSI surveys (Customer Satisfaction Index), we conducted annually since 2008, shows that our end customers, on average, gave us 82.05 (80.95, 2014) in the ratings on a 100 - point scale.

In 2016, the IT security will be enhanced further in conjunction with IIS certifies all IT systems in accordance with ISO27001.

691 millions questions per day

When the outside world is constantly changing, technology development gallops and more devices are connected, the challenges increases for our operational activities. We work hard every day to provide safe, secure and future-proof operation of our business domain and the Internet in Sweden.

I have spoken with your customer service three times within a few months and am really impressed with your service. I have been so well treated; quiet objectively and with a personal approach. You have saved me much trouble by asking questions about things I would never have thought that I needed to know.

Customer .SE Direct

IIS is responsible for Sweden's national top-level domain .se, which means that we ensure that all .se addresses are available on the Internet. It allows, for example web- and e-mail addresses ending in .se to receive prompt and accurate answers. Every second our server handles an average of 8000 .se domain questions, which corresponds to 28.8 million queries per hour and 691.2 million per day.

IIS IT department is responsible for ensuring that the applications available the Foundation's services work and meet future growth expectations for function and safety. Our basic principle for the domain operation is the right information to the right person, at the right place in the right format, at the right time.

All systems are monitored around the clock and the applications are built so that the equipment works even if something breaks or malfunctions. Services are delivered from multiple data centres, which ensure that any downtime will not affect the services. In the event of downtime in one data centre the operation moves and the operation is run from a secondary data centre instead.

In addition to high availability and operational stability, security and information protection is an important issue for the whole. All information, external as well as internal, which flows through the services and systems are classified information, to ensure that information worth protecting receive adequate protection and not fall into the wrong hands. IT architecture is built with the aim of ensuring that data leaks can't occur, or unauthorized access to the information incorrectly.

Our integrity, the importance of privacy on the Internet

One of IIS values is to safeguard openness, including open flow of information and standards that contribute to long-term stable and scalable development of the Internet and its services. On several occasions we have taken a clear position in important questions of principle in order to ensure stable development, integrity and safeguarding freedom of expression.

2011, the Swedish Tax Agency asked IIS, as the top-level domain administrator, to disclose customer data in a so-called third-party audit. When the Tax Agency requested the details of domain name holders to find potential tax evaders, we decided to say no to it.

- The reason was that we felt that our domain holder's privacy outweighed the Tax Agency's right to so much abundance information. We felt that their request was disproportionate, says Elisabeth Ekstrand, Legal Officer and Chief Administration at the IIS

Administrative Court in 2012 gave IIS right in that the Tax Agency's request was disproportionate and that there was security interest. However, IIS naturally assist when the Tax Agency and the police are suspicious and need information, according to standard procedures.

Another fundamentally important point of law which IIS runs is the legal status of a domain name and what responsibility a top level domain administrator has when it comes to online content. In the spring of 2013 prosecutor Fredrik Ingblad, the International Public Prosecution Office, filed a lawsuit against the IIS in order to remove a service from the network. The claim related to the district court would forfeit two .se domain name, and that these would accrue to the state alternatively be frozen. IIS believes that the confiscation of a domain name is an ineffective and disproportionate to suspend access to online content. IIS think it is the wrong way to pursue a legal action against a top-level domain administrator to remove a service from the Internet. The prosecutor argued that a domain name is the equivalent to "property " and " objects ".

In the summer of 2015 we got notice from the district court that copyright infringement lasted through the use of domain names and domain names were considered property used as a tool. However, the Court found that there were peculiar circumstances, partly because IIS has acted from a different starting point than financial gain when we chose not to intervene. The statement is based on the perception that the mission as manager of an important public function does not include putting in judgment on what is in the individual case can be considered illegal or not. And with regard to this view, the Court considered legitimate and justified, considered our actions in this case be allowed. The prosecutor appealed to the Court of Appeal.

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- We expect that the case will be decided in 2016. Because the legal situation is unclear, we think it is good that it is decided in court. This case differs from previous cases because it is directed against IIS, not only against the holder of the domain name in question, says Elisabeth Ekstrand.

IIS 's position is clear and IIS are looking forward to the legally important question is decided in the Court of Appeal.

08. Public Education

In accordance with our charter, we are working for positive Internet development and increased knowledge leading to increased opportunities on the Internet. In 2015 we used 34 per cent of our revenues to promote this end. With public education initiatives Webbstjärnan, The Internet guide and Bredbandskollen, IIS contribute free education and consumer information, while projects funded via the Internet Fund encourages innovation related to the Internet.

IIS has been running training programs on the Internet area for ten years. Our basic vision is that everyone, regardless of age and place to be, the will and the courage to use the Internet. By working for this and openness, sharing and inclusion, we are confident that we are doing great benefit to society. Our initiatives are designed to reach out to a large proportion of all Internet users. Children Hack and Webbstjärnan aimed at young people, the Internet guides reach out to professionals in a variety of industries and Bredbandskollen helps Swedish Internet users ensure that surfing speed corresponds to what Internet provider promised. Monitoring and quality assurance is extremely important for the credibility of the initiatives. Through customer research, visitor statistics and measurement of the number of returning users, we can ensure the usefulness and that initiatives reach the right audience.

Participants at the initiative Webbstjärnan gave us the rating of 69.6/100, in 2015. When we asked the teachers who participated in the competition, they gave us a score of 79.9/100. The annual Internet Days conference was rated 4.16/5 in 2015.

74 million SEK - Amount kronor the 2015 Initiative Webbstjärnan is equivalent calculated in education cost per hour in Swedish schools.

A selection of our initiatives in 2015

Children Hack - Programming is a piece of cake

IIS Children Hack is a programming school for children of school age. In 2015, over 600 children participated in our Children Hack from Övertorneå in the north to Malmö in the south. Altogether about 1,200 educators took part of our training package. Through IIS initiative, which started in 2013, we have established the concept and managed to point to a need, which has contributed to far more programming schools for children around the country. In 2016 continues Children Hack as a tour from north to south.

School Federations - Cooperation for more efficient digitization of schools and health care

IIS is one of the initiators of a common school federation for the school (staff and students) and service providers, for example, Liber and Gleeerups. The Federation will allow service providers and user organizations to join together in a user-friendly way. This creates the conditions for the use of digital tools in the school to increase. The School Federation requires that the user organizations have order in their user registry, leading to structures with higher security. At the end of 2015 were 142 school principals and service providers connected. This is a doubling from 2014. Of the 290 municipalities in Sweden, 81 are members of the Federation. A corresponding federation for care, health care is established with IIS as the federation operator, but the spread and the number of members has not progressed as far.

Swedes and the Internet - Mapping for Internet behaviour in Sweden

IIS is also behind the annual survey of Swedes' Internet use. The purpose of the survey is to spread knowledge and make behavioural patterns visible and changes in the Swedes' use of Internet. Our report for 2015 was downloaded about 1 000 times and had 21,099 visitors on the web. The target audience is broad; among users are scientists, journalists and policy makers in government agencies.

Bredbandskollen - do ISPs keep what they promised?

Bredbandskollen is an independent tool where everyone can test his or her Internet connection for free. Using the tool, the consumer gets a metric, a recommendation on how well the reading is consistent with the expected capacity of the Internet connection. On average, there are 88,000 measurements per day for fixed and mobile broadband. The consumer tool has since its launch in 2007 helped consumers to easily control their broadband speed, which in turn has led to a changing market where broadband

operators introduced range rate instead of the previous " up to " rate, which is often misleading for consumers.

Internet Fund - We want to help create the Future Internet

Through the Internet Fund IIS supports non-commercial projects in various ways to develop the Internet in Sweden. Both individuals and organizations are welcome to apply. Foremost is this fund for projects focusing on Internet development, the application of research, dissemination of knowledge about the Internet and its use. In 2015 the Fund granted funding to 25 projects and handed out a total of 6.3 million SEK. Since its inception in 2004, more than 340 projects have received funding through the Fund.

Internet days - where Internet professionals meet

IIS has since 2000 organized the annual Internet Days conference, which has become one of Sweden's most important meeting places for people who in different ways work with the Internet. The meeting place attracts around 2000 participants each fall and was held in 2015 at the Waterfront in Stockholm, and consisted of 17 events and more than 250 speakers.

Internet Museum - young people have a history

In December 2014 the IIS launched Sweden's first online digital museum. Visitors are taken on a journey through the Swedish Internet history. The museum aims to ensure that in future there are reliable data and stories from the days when the Internet came to Sweden. The content therefore consists partly of filmed interviews with Swedish Internet pioneer. The films will be available to future researchers, journalists and other interested parties who want to look more closely at the Swedish Internet history.

Internet guides - Not just for dummies

IIS publishes free guides in a number of Internet-related topics. The guides are addressed to a wider public, and are written in an accessible language to spread knowledge about the network and the use of it. The aim is to get more people to better exploit the Internet's potential and to understand more aspects of network users making. There are guides for those who want to know more about web publishing, network infrastructure, copyright, privacy, freedom of expression, media monitoring, children and young people on the Internet and much more.

Webbstjärnan – Our school competition

Webbstjärnan – Our school competition

Webbstjärnan, operated since 2008, has a broad focus and is spread throughout the country. The initiative is a competition for primary and secondary schools in web publishing and also includes courses in web publishing and the Internet as an educational tool for teachers. The 2015 contest was attended by about 51 000 students from the age of six up to high school and 2700 teachers participated in the training.

"Without the guides I would not be able to carry out my job as a teacher. The time to find out everything and learn everything is so short. That's what makes the guides great! I read, learn and use this knowledge when I am teaching. Easy!"

Reader of Internet guides

Maria Franzén works as a primary school teacher at Högåsskolan, Knivsta. Four years ago she changed her mind regarding pedagogy and began teaching using ICT in teaching.

In the academic year 2015/2016 she participated in IIS schools initiative Webbstjärnan for the third time.

How do you and your students use the Internet at school?

- We use the Internet for everything. We publish schoolwork and document the entire process in our class blog. We also use social media, Instagram, where students take turns to communicate the school day in pictures. By using multiple channels, we reach a wider audience.

What is the best thing about being in Webbstjärnan?

- The entire concept. From that you get your own .se domain to the fact that you get support and can participate in programs where you get the opportunity to develop as a teacher. Webbstjärnan is a fine effort on the school and the fact that it is an external initiative is good.

What do your students think about blogging?

- That it is exciting to create things those others can see. Sometimes they think it is a bit of a pain, but for the most part it's great. They themselves say that the blog is a place where they go to reflect on what they have learned.

What tips do you have for other teachers who want to start working with web publishing?

- Join the Webbstjärnan; you get a lot of help and support. Dare to try things out. Start small and let it grow. Be patient with yourself and take the help of Webbstjärnan - The competition for the whole school.

Examples of projects funded by the Internet Fund 2015

Apparat

Apparat is an app for Android mobiles by which investigations into private smartphone behaviours is done. In collaboration with IIS the first major survey was conducted in 2015. The collection of data will continue and result in a new report in the spring of 2016. With the help of Apparat we can get answers to various questions, such as " Which applications are used most often? " " How often do we lock up the phone per day? ", "what time of the day are we texting the most? "

Participants who wish to participate in the survey download the app and register their basic information anonymously. What basic data required is determined by what is considered to be relevant to the investigation in question. For a limited time the app then collects the attendees user data, which are then compiled and displays on the smartphone behaviour of a larger group.

Nuläget.se

The service is designed to make it easy for organizations to get started with equality and inclusion work. Organizations (such as workplaces and associations) can use the service to conduct an anonymous survey of employees within the business. The questions focus on how respondents perceive the business with a focus on personal experience from a diversity and equality perspective. Once a survey is completed, the results are compiled automatically and presented as a situation analysis of the business as the respondents perceive it. Overall, this creates a basis for both internal debate and for the work of policy documents. The test can be repeated and be used for annual monitoring and continuous improvement.

Lajka project

The project aims at using a certified process in primary schools to create a safer everyday life for children and young people online. The project aims to prevent and combat net hate and online bullying and pay attention to behaviours that are not okay in real life is also not okay online. The Lajka project involves police investigators who specialize in network related crime. The method for certifying schools will be developed on the basis of their police experience and basic knowledge about the problems that abound in school. The project will develop a policy with clear guidelines that manages the school's approach to the various problem areas. In addition, a digital education platform with lessons, exercises and workshops that can help schools to transfer this knowledge to their staff, are developed.

09. Environment and technology

By reducing our travel, our energy consumption, make environmentally friendly choices when purchasing and providing support to environmentally friendly Internet projects, IIS impact on the climate can be reduced.

Since the turn of the year 2015/2016, IIS environmental efforts are led of our Quality Manager with the support of the environmental group. The work is based on IIS environmental policy and Code of Conduct and the application of the precautionary principle in decision-making.

Energy and carbon dioxide

Since 2008, we have conducted a climate survey every second year that formed the basis for our environmental improvement actions. Climate Analysis 2014 showed that travel contributes the most carbon emissions. The next largest emissions item is the operation of data centres and offices.

For 2016, the goal is to reduce the organization's carbon emissions by 10 per cent compared with data from climate analysis 2014. Reducing business travels and to switch to green data centres are primary measures to achieve the goal. To achieve this goal, we plan to follow up travel through a joint booking procedure that gives an overall picture of the kind of trips we make. Metrics from the booking system will make it possible to see which trips can be replaced by climate-friendly alternatives such as travel by trains and videoconferencing. The opportunities to reduce energy consumption in our facilities are limited, however planned office relocation or alternative reconstructions in 2017 can change this. In this work, energy efficiency is an important aspect in the choice of method or local.

Using and promote energy efficient, recyclable and environmentally friendly technologies, we see as a matter of course. In line with this, IIS renegotiated agreements for the operation of DNS servers, which resulted in lower energy consumption. We have also streamlined the operation of our own servers through virtualization (a form of optimizing the use of server capacity)

In 2016, energy consumption for our own servers will reduce further when we remove the double operating environment that we diversion reason had during a transitional phase.

Carbon emissions* 2015	Energy consumption 2015	Tonnes CO2e	Comments
Direct (Scope 1)	1 000 l	3,8	
<i>of which diesel</i>	100 l	0,3	Backup generator for server operations
<i>of which gas</i>	900 l	3,5	Petrol own cars
Indirect (Scope 2)	357 752 kWh	5	
<i>of which electricity (100% hydro power)</i>	202 515 kWh	1,8	Electricity for office building and server operations (internal)
<i>of which district heating (84% renewable)</i>	90 147 kWh	3,2	Heating for office building
<i>of which district cooling (100% renewable)</i>	65 090 kWh	0	Cooling for office building
Indirect (Scope 3)	310 414 kWh	38,5	
<i>of which electricity (renewable)</i>	45 000 kWh	0,4	Electricity for server operations Sweden (external)
<i>of which electricity (non renewable)</i>	169 500 kWh	5	Electricity for server operations Sweden (external)
<i>of which electricity (non renewable)</i>	95 914 kWh	33	Electricity for server operations global (external)
TOTAL		47,3	
Carbon offset		-266	The offset is based on estimate in IIS Climate Analysis 2012 that include emissions from travel.

* From this report IIS retrieves verified data directly from the respective supplier. Total amount of non- renewable energy: 1000 litres of fuel, 279,838 kWh. The total amount of renewable energy: 388328 kWh.

Environmental requirements in the value chain

IIS can contribute to reducing the environmental impact by supporting environmentally friendly projects via the Internet fund and to set clear sustainability requirements when purchasing, for example, new technologies and recycling services.

Via the Internet Fund, we are able to encourage projects and technologies that reduce the burden on the environment. One of the projects the Internet fund earlier (2012) funded was VoteIT. The project aims to keep the democratic decision meetings remotely, thus reducing travel and thus the carbon dioxide emissions caused by the meeting.

2015 was 5.1 per cent (in SEK) of the total purchases of office supplies, and 22.1 per cent of other consumables ecolabelled. In addition to this Swan-labelled cleaning was ensured during 2015. In the procurement of new printers in 2015 we put demands on

minimizing waste toner and possible to dispose as normal waste. Printers that meet the requirements are installed in early 2016.

We introduced a new waste separation with more bins for plastic, tetra, combustible and others in our office. For 2016, IIS has procured a new supplier for the recycling of electronic waste and other recyclable. We have also started a process, which we defined what sustainability requirements that will apply to purchases in general; these requirements include all sustainability areas and implementation is starting in 2016.

Total weight per disposal method	E-waste 2015	Hazardous waste (Batteries and toners) 2015	Total 2015
Reuse	152 kg		152 kg
Recycle	55,6 kg	42,5 kg	98,1 kg
Energy recovery	4,8 kg	3,6 kg	8,4 kg
Landfill	15,6 kg	11,9 kg	27,5 kg
Total	228 kg	58 kg	286 kg

10. Our stakeholders' views on our sustainability efforts

To listen to the outside world is essential for an open and transparent organization. Therefore we conducted a dialogue with our key stakeholders in 2015, to define the material aspects of sustainability for IIS.

Responsibility for maintaining reliability offering objective public education and gathering around shared values ranked highly by all stakeholders regardless of their relationship to IIS. Furthermore most stakeholder groups lifted the importance that we work for information security and privacy.

The results from this year's stakeholder dialogues and workshop with the management group and Board of Directors are the basis for this report's content and IIS sustainability strategy, which was adopted in 2015. The boundaries of the matrix are defined by the management group based on the impact they have on the business and how much risk or opportunity aspect is in our value chain.

All stakeholders could through a survey rank the sustainability areas that IIS should prioritise in the areas of environment, society and employees. In addition to multiple-choice questions was an open question, with the option to add additional relevant areas or any other comments. No new areas were added to the compilation of the open question.

Dialogues with stakeholders and updating of the materiality matrix is carried out, if necessary, if there will be new interest groups their priority sustainability issues are added annually.

Material sustainability aspects

Environment

- Encourage green technology
- Minimize energy consumption
- Minimize carbon footprint
- E-waste
- Environmentally friendly consumables

Society

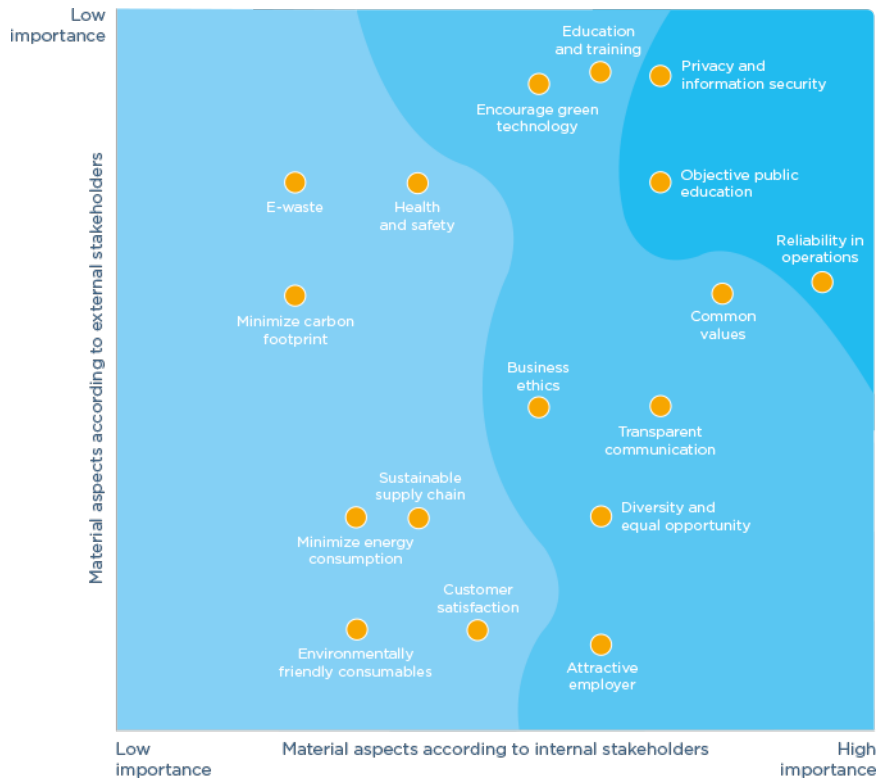
- Business ethics
- Sustainable supply chain
- Objective public education
- Reliability in operations
- Privacy and information security
- Customer satisfaction

Employees

- Education and training
- Attractive employer
- Health and safety
- Diversity and equal opportunity
- Transparent communication
- Common values

Employees	Web survey	Reliability in operations Education and training
Participants in public education	Web survey	Common values Privacy and information security
Potential employees	Web survey	Privacy and information security Encourage green technology
Suppliers	Web survey	Minimize carbon footprint Objective public education
Collaboration partners	Web survey	Reliability in operations Common values
Authorities	Web survey	Common values Privacy and information security
Domain holders	Web survey	Objective public education Environmentally friendly consumables
Internet users	Web survey	Objective public education Education and training
Entrepreneurs sponsored by the Internet fund	Web survey	Business ethics Objective public education
Registrars	Web survey	Objective public education Privacy and information security
Board and management	Web survey /Workshop	Reliability in operations Attractive employer

IIS Materiality Matrix



The materiality matrix shows which areas IIS should prioritise in its sustainability work. The darkest blue area shows which aspects are given the highest priority. In the medium blue area shows the IIS focus areas (on the right side of the line) and the areas considered as base areas (left). All aspects are essential for our business, except aspect " Requirement to suppliers " that is linked to our suppliers outside the organization.

The participating stakeholder groups are selected together with third parties on the basis of what influence they have on the organization and how dependent we are on them. The different customer groups that are included corresponding to the customers for our main services.

11. GRI Index

Standard disclosure					
Standard disclosure	Title	Page	Fulfillment	Comments	
General disclosure					
Strategy and analysis					
GA-3	CEO's message	A few words from our CEO	Fulfilled		
Organisation profile					
GA-3	Name of the organization	About the Internet Foundation in Sweden	Fulfilled		
GA-4	Primary brands, products, and services	About the Internet Foundation in Sweden, Public education	Fulfilled		
GA-5	Location of headquarters	About the Internet Foundation in Sweden	Fulfilled		
GA-6	Number of countries and location of operations	About the Internet Foundation in Sweden	Fulfilled		
GA-7	Nature of ownership and legal form	About the Internet Foundation in Sweden	Fulfilled		
GA-8	Markets served	About the Internet Foundation in Sweden, Public education	Fulfilled		
GA-9	Scale of reporting organization	About the Internet Foundation in Sweden, Employees	Fulfilled		
GA-10	Total workforce by employment type, employment contract, and region	Employees	Fulfilled		
GA-11	Percentage of employees covered by collective bargaining agreements	Employees	Fulfilled		
GA-12	Description of the organization's supply chain	Governance and management	Fulfilled		
GA-13	Significant changes regarding size, structure, ownership or its supply chain	About this report	Fulfilled		
GA-14	Explanation of whether and how the precautionary approach or principle is addressed	Environment and technology	Fulfilled		
GA-15	Externally developed charters, principles, or other initiatives to which the organization subscribes or endorses	Governance and management	Fulfilled		
GA-16	Memberships of associations and national or international advocacy organizations	Governance and management	Fulfilled		
Identified material aspects and boundaries					
GA-17	Operational structure	About this report	Fulfilled		
GA-18	Process for defining report content	Our stakeholders	Fulfilled		
GA-19	Material aspects identified in the process for defining report content	Our stakeholders	Fulfilled		
GA-20	Aspect boundary of each material aspect within the organization	Our stakeholders	Fulfilled		
GA-21	Aspect boundary of each material aspect outside the organization	Our stakeholders	Fulfilled		
GA-22	Restraints				IS first sustainability report
GA-23	Significant changes from previous reporting periods in the scope and aspect boundaries				IS first sustainability report
Stakeholder engagement					
GA-24	List of stakeholder groups engaged by the organization	Our stakeholders	Fulfilled		
GA-25	Basis for identification and selection of stakeholders	Our stakeholders	Fulfilled		
GA-26	Approaches to stakeholder engagement	Our stakeholders	Fulfilled		
GA-27	Key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to these	Our stakeholders	Fulfilled		
Report profile					
GA-28	Reporting period	About this report	Fulfilled		
GA-29	Date of most recent previous report				IS first sustainability report
GA-30	Reporting cycle	About this report	Fulfilled		
GA-31	Contact point for questions regarding the report	About this report	Fulfilled		
GA-32	GRI index	GRI index	Fulfilled		
GA-33	Policy and current practice with regard to external assurance for the report				The report has not been assured by third party
Governance					
GA-34	Governance structure	Governance and management	Fulfilled		
Ethics and integrity					
GA-35	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social aspects	Governance and management	Fulfilled		
Specific standard disclosure					
Standard disclosure	Title	Page	Fulfillment	Comments	
GA-DMA	Disclosure regarding sustainability governance	A few words from our CEO	Fulfilled		
Supplier requirements					
DMA	Supplier requirements	Governance and management	Fulfilled		
Attractive employer					
DMA	Attractive employer	Governance and management	Fulfilled		
Environmentally friendly consumables					
DMA	Environmentally friendly consumables	Environment and technology	Fulfilled		
Transparent communication					
DMA	Transparent communication	The complete report	Fulfilled		This report is IS way to be a transparent organization
Objective public education					
EC-1	Direct economic value generated and distributed	About the Internet Foundation in Sweden	Fulfilled		
EC-8	Significant indirect economic impacts, including the extent of impacts	Governance and management, Public education	Fulfilled		
Energy consumption and the emission of greenhouse gases					
EN-3	Energy consumption within the organization	Environment and technology	Fulfilled		
EN-4	Energy consumption outside the organization	Environment and technology	Fulfilled		
EN-15	Direct greenhouse gas emissions (Scope 1)	Environment and technology	Fulfilled		
EN-16	Indirect greenhouse gas emissions (Scope 2)	Environment and technology	Fulfilled		
EN-17	Other indirect greenhouse gas emissions (Scope 3)	Environment and technology	Fulfilled		
EN-23	Total weight of waste by type and disposal method	Environment and technology	Fulfilled		
Health and safety					
SA-5	Percentage of total workforce represented in formal joint management-worker health and safety committees	Employees	Partially fulfilled		
Training					
SA-9	Average hours of training	Employees	Partially fulfilled		
Diversity and equal opportunity					
SA-12	Composition of the Board of Directors and the Executive Management, and breakdown of employees per employee category	Employees	Fulfilled		According to Swedish legislation you are not allowed to register on report on data for minority
Reliability in operations					
SA-14	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information	Internet stops without IS	Fulfilled		
Customer satisfaction					
PR-5	Results of surveys measuring customer satisfaction	Internet stops without IS, Public education	Fulfilled		
Privacy and information security					
PR-8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Internet stops without IS	Fulfilled		