# Activating Sustainability

**2021 IMPACT REPORT**

**Qlik Q**®

# Building a sustainable world is the responsibility of every business and person everywhere.

At Qlik, we are proud to continue to deliver on the promise of powering organizations working on the front lines of humanitarian and natural disaster relief, global health security, climate initiatives, and advancing goals of diversity, equity and inclusion. This year has been challenging, but through it all, we have seen examples of the best in people, science, business and government.

**Here are a few of our 2021 highlights:**

**Earned the trust of our stakeholders, partners and customers** by transparently disclosing and enhancing our policies and metrics ESG 2021

**UNFCCC COP26** run on Qlik software

LEARN MORE **HERE.**

Qlik expands DE&I initiatives to include

**>50% OF GLOBAL WORKFORCE**

LEARN MORE **HERE.**

**50**
Offices Globally

**>2,400**
Global Employees

**>38K**
Customers Worldwide

**Qlik donates award-winning Qlik SaaS platform** to support nonprofit missions worldwide

LEARN MORE HERE.

**>1,500**
Partners Worldwide

**>500**
charities supported by Qlik globally

**Qlik.org sponsors Qlik-Athlon involving**

**>400**
employees

**$50K**
raised for

**200**
global causes

In looking forward to 2022, we will continue our work to drive data-driven decision making to build a more sustainable, equitable and healthy world for all people and our planet.

**Many thanks to our partners and everyone involved in this work for the incredible passion and support.**
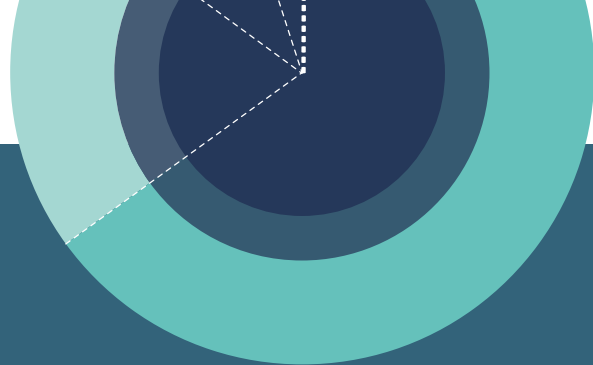
# Qlik® is paving the way to
# **Active Intelligence**

– a state of real-time, up-to-date data and analysis that accelerates understanding, decision-making and action. Together with our customers and partners, we endeavour to drive positive, sustainable change throughout the world.

# Contents

## Letter from Qlik CEO

# Mike Capone

2021 has been defined by uncertainty, and it's a reality we're still going to be managing through for the foreseeable future.

The world is so incredibly interconnected that it doesn't take much to create friction in critical systems. For example, leaders in all sectors are still navigating the impacts of supply chain gaps and the corresponding ripple effects on the global economy from the pandemic, which started over two years ago.

We all are recognizing that to operate successfully in the world today, we must be prepared to manage through persistent and unexpected challenges.

As I talk to C-Level colleagues at partners, customers and NGOs throughout our network, I hear a constant theme. They are all turning to data and analytics like never before to help them become more agile, build resilience, and find certainty. **Here at Qlik we understand that data holds the key to achieving all of these goals.**

Achieving certainty and agility requires real-time data that can be activated in a moment's notice, when decisions are their most critical and impactful. It's at the center of our

vision of Active Intelligence and what we're enabling with our unique end-to-end cloud platform - automating the complex processes surrounding data's journey from raw information to insights and scaling the ability for data to be confidently used by everyone across the organization when it matters most. And even as we continue to see growth and increased adoption of our solutions, over the past year we've also continued to invest to bring innovation and even more power into our unique data integration and cloud analytics platform.

For the first time ever, leaders and their teams could understand the live status of levels of commitment from their allies and other countries, creating a groundswell of social capital that, in some cases, encouraged them to increase their commitments. **The real-time nature of the information played a key role in raising the stakes on an important issue — all led by data.**

More customers are deploying Qlik for just this vision. They are enjoying the positive impact of end-to-end analytics and data pipelines on decision making, and as a catalyst to creating a data culture, an essential element on the journey to becoming a fully data-driven organization.

While we invested in innovation, we continued our commitment to our incredible NGO partnerships to help make the world a better place through data. One of the cornerstone relationships in this effort is our work with the United Nations, which is now our 10th year together. The UN continued to expand their use of analytics with Qlik as a key driver in their ongoing digital transformation and in support of their 17 Sustainable Development Goals. That effort was on full display at COP 26 in Glasgow.

The gathering brought **120 world leaders and over 40,000 registered participants together** to discuss all aspects of climate change.

We worked with the U.N. Climate Change secretariat to create an innovative analytics platform, and as countries made their specific commitments to certain steps, the details of their pledge — whether they related to deforestation, methane emissions or zero-emission vehicles — were entered into the platform in real time.

For the first time ever, leaders and their teams could understand the live status of levels of commitment from their allies and other countries, creating a groundswell of social capital that, in some cases, encouraged them to increase their commitments. The real-time nature of the information played a key role in raising the stakes on an important issue — all led by data.

We're seeing the same level of impact from data in our work with other leading organizations like the World Health Organization, who we're partnering with to create an application that will help measure a county's health preparedness, crucial work in helping the world be better prepared in event of another pandemic. And Direct Relief, who is now leveraging the core elements of work we did together on an application to help manage the COVID-19 crisis to support aid distribution in the humanitarian crisis stemming from the conflict in Ukraine.

Though a challenging year, our commitment to our customers, partners, employees — and vision for a data literate, agile and sustainable world — has never wavered. We value our continued partnerships and look forward to working together in the months and years ahead to achieve our shared vision. Q
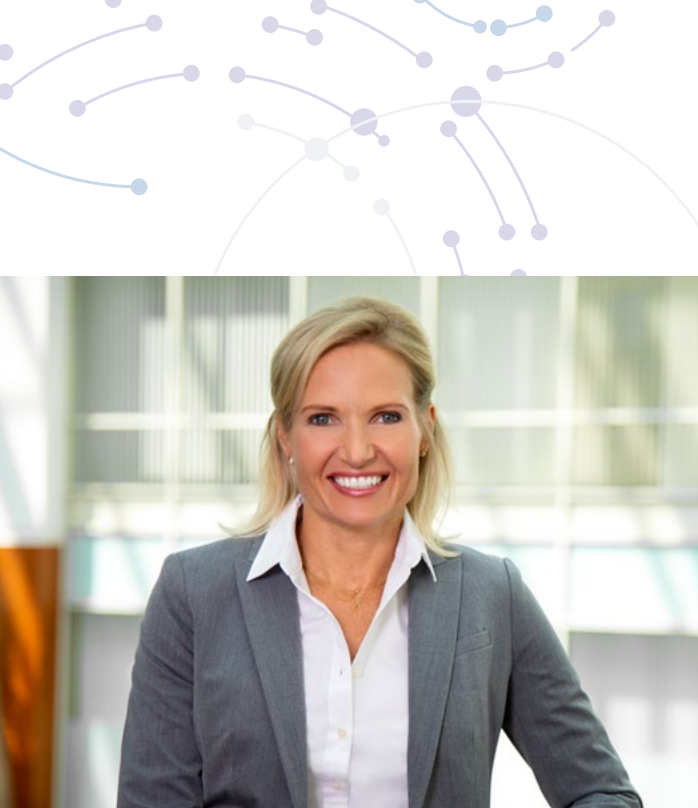
## Letter from Qlik VP and Qlik.org Executive Director

# Julie Kae

At Qlik, we believe data is central to any successful effort – from running small businesses to entire countries, accurate data and quality analysis provide the insight necessary for informed decision making.

Through Qlik.org, we expand our ability to leverage data and transform it into meaningful action across the globe to create a sustainable, data-literate world. This program is designed to provide our partners with immediate impact and value using data and analytics, putting them on track for success in years to come. This has been — and always will be — the simple purpose that defines our goals as we focus our vision beyond 2021.

This year, we are very pleased with the results of our work with our partners, helping them to launch major and beneficial initiatives. Our technology has enabled Direct Relief and numerous nonprofits to precisely target those most impacted by COVID-19 and other disasters; we helped C40 Cities bolster its ability to safeguard the environment of major global cities and we supported the United Nations Secretariat manage organizational processes, priorities and $CO_2e$ emissions. We are proud that our work, including the support of the UNFCCC COP26 running on Qlik SaaS software, has generated valuable solutions for global sustainability and humanitarian efforts.

## With an active commitment to environmental and socioeconomic issues, **we continued to strengthen our initiatives to tackle our greatest challenges.**

We are proud to support hundreds of nonprofits around the globe with software, training and services. In 2021, we donated our award-winning Qlik SaaS software to numerous organizations in support of their missions and worked with others to present on the importance of sustainability. One such organization, Medair, transformed their entire data analytics environment to Qlik Enterprise Saas. One of the Medair's major goals with its move to SaaS is to increase the availability of various dashboards and solutions to Medair's staff and country programs around the world. With the move, Medair has already realized various benefits in data collection, analysis and administration processes, particularly when registering new beneficiary households. Through the use of SaaS Qlik Sense® apps, Medair has reduced the average household registration time from 55 minutes to eight minutes and registration costs by nearly 95% ($70 to $4), while simultaneously increasing the number of household registrations per week from 36 to 300. Similar results are seen amongst all nonprofits Qlik supports with our SaaS platform.

Photo: Medair

## Medair Accomplishments
via Saas Qlik Sense Apps

AVERAGE REGISTRATION COST
**95% ($70 to $4)**

AVERAGE HOUSEHOLD REGISTRATION TIME
**55 mins to 8 mins**

HOUSEHOLD REGISTRATIONS PER WEEK
**36 to 300**

In addition, we doubled down on our efforts to build a diverse and inclusive culture at Qlik, as well as make a difference in our communities experiencing issues arising from social injustice. We not only focus on our own employees and global offices, but also work to improve the lives of all citizens everywhere through partners. We are very proud of our response and the resilience of the Qlik team in these trying times.

Together, we demonstrated that, despite unanticipated challenges and extreme circumstances, **Qlik will rise to the occasion and show the world what we can do.**

As we look forward to the important work necessary to address our greatest challenges, we recognize how important collaboration is and will continue to be focused on building bridges. Our vision is to involve more customers and partners – especially young people – to deepen our commitment of activating action towards a sustainable future for the planet and everyone we share it with. We are grateful to our partners for supporting our efforts. We look forward to working together as we continue to take action to build the "world we want." Q

# **Reporting** Scope & Methodology

**Qlik helps enterprises around the world move faster, work smarter, and lead the way forward with an end-to-end solution for getting value out of data.**

Our solution is the only one on the market that allows for open-ended, curiosity-driven exploration, giving everyone the ability to make meaningful discoveries that lead to improved outcomes and transformative changes.

"Activating Sustainability" is the key to Qlik's 2021 Impact Report, outlining our approach to sustainability and highlighting our goals, performance and progress to date. Our focus areas are Responsible Citizenship, Environmental Stewardship, Our People, Business Value and Business Integrity.

This report has been prepared in alignment with the frameworks of the GRI Sustainability Reporting Standards and the Sustainability Accounting Standards Board (SASB) for the Software and IT Services sector. It also serves as our progress report as part of our commitment to supporting the United Nations Sustainable Development Goals.

# Qlik Supports the United Nations Sustainable Development Goals



## Qlik and the United Nations Expand Joint Analytics Initiatives to Enhance Sustainability Missions Across the Globe

Qlik has expanded its strategic 8-year partnership with the United Nations to deliver critical and actionable analytics. The United Nations, through the Office of Information and Communications Technology (OICT), is standardized on Qlik's visual analytics platform to create applications that advance United Nations' missions. Qlik applications allow OICT to clearly present and share indicators from the massive amounts of available data, identifying and tracking improvements on a wide range of barriers to population well-being.

### Secretariat Self-Service Data Visualization Platform and Management Dashboards

This self-service visualization platform enables non-IT staff in all departments within the UN Secretariat to develop and publish dashboards for internal collaboration and reporting. To date there are more than 100 apps published and in use on topics ranging from budget tracking and procurement to gender equality, peacekeeping troop deployments, capacity development projects and global crime statistics. A series of management dashboards are used by senior management in areas such as budget & finance, HR, ICT, procurement, travel and real estate management. There are currently 20 management dashboards used daily to provide up-to-date and readily accessible management reports.

"We are resolved to free the human race from the tyranny of poverty and want and to heal and secure our planet. We are determined to take the bold and transformative steps which are urgently needed to shift the world onto a sustainable and resilient path."

– The United Nations 2030 Agenda for Sustainable Development

"Unlocking the power of the UN's vast and varied data sources through analytics is vital in the effort to effect real and sustainable global change. We're proud of our partnership and sharing in the UN's goal of making the world a more sustainable and prosperous one. We look forward to continuing the expansion of our effort to bring essential insights to those on the front lines of global UN transformation initiatives." – Mike Capone, CEO at Qlik

Tackling any challenge - be it in our professional or personal lives - can always be enhanced by incorporating data into our decision making. This is especially true when dealing with the worldwide climate crisis. The topic can be overwhelming, yet when we use data to analyze the trends and gaps, together we can find the immediate and long-term needs and execute smarter and more effective strategies.



Qlik adds to global impact by helping the UN implement constant analysis of various Sustainable Development Goals through our applications. The Qlik dashboard provides a visual representation of the global indicators of progress to achieve the 17 Sustainable Development Goals.

Another key part of our work with the UN has been our ability to harness the input of customers and partners through hackathons around challenging and inspiring topics. By creating real world applications that engage the larger community, we have been able to share with the world advances in thought and technology that make a lasting impact. These applications have brought the power of data to such challenges as the climate crisis. The Qlik Sense app developed in 2020 for the UN, has helped IT to use data analytics to better understand and manage global air travel and reduce $CO_2e$ emissions in order to improve air quality. Greg Ogolla, Information systems Officer at United Nations stated, "Beyond the carbon emissions reporting for the environmental sustainability group, the dashboard is also now being used to provide input to senior management in a kind of performance review for departments by the executive officers."

This Qlik Sense app is only one in a series of apps we are developing to deliver emissions and performance dashboards, in agreement with the United Nations Framework Convention on Climate Change and with industry leaders from multiple sectors. Together, these apps will go even further to reach the UN's SDGs by helping any business obtain a fuller picture of their carbon footprint, enabling organizations to make real-time decisions – powered by data – to mitigate climate change. Future planned apps will help businesses measure and address issues beyond air travel impact, including supply chains, office space and real estate utilization, as well as electricity consumption.

**From the UN's perspective,** Qlik best exemplifies an effective private/public partnership helping the UN drive its SDGs by not only providing technology to help reach these goals, but also by advancing innovation and amplifying the voices of the global community. To empower youth and advance the SDGs through their input, Qlik initiated the Qlik Academic Program Datathon, challenging students across the globe to develop visualizations and link them to regional and global programs which include health and well-being, clean water and sanitation, as well as gender equality, among others.

Through both internal and public apps, Qlik has become the analytical standard for software that impacts people and policies worldwide.

**Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems.**

# About Qlik

A private SaaS-first company, Qlik offers real-time data integration and analytics solutions, powered by Qlik Cloud®, to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability and optimize customer relationships. Qlik serves more than 38,000 active customers in over 100 countries.

Qlik's platform solutions provide companies and organizations with an economic edge. Our products help them harness the power of data and turn analytics into action more efficiently. Yet our vision goes beyond economic impact. Our corporate responsibility strategy is built on creating long-term value for our customers and the world. As part of this strategy, we share our data analytics platforms with public sector organizations to create positive social impact on a global level.

As part of our dedication to supporting the health and well-being of our planet and its people, we innovate and implement products that play a key role in helping organizations accomplish their missions. Reduction of water consumption and decreasing waste generation as well as crime prevention and pandemic modeling are all examples of the high-impact results of Qlik's technologies and solutions. By engaging organizations with our corporate responsibility ("CR") program, we are able to activate the goals of sustainability forward while generating more understanding in the market for our differentiated solutions.

# **Responsible** Citizenship

Helping organizations improve their social and environmental impact is at the center of our vision and is part of the pride we take in our work as a conscientious global citizen.

# 500+
charities are supported by Qlik

In 2021, we bolstered our corporate responsibility program with the support of Qlik.org, which is our next step in our commitment of leveraging our software, culture and people to transform data into meaningful action across the globe. As we continue our successful program, we aim to increase clarity with recipients regarding expectations, an important step to crafting an initiative around measurement, and provide more and effective training that enables recipients to become self-sufficient. Qlik's work with these recipients is a cornerstone of our CR program and we value each applicant and recipient.

# Employee Programs

We see the world as a global community where we are all interconnected, with nature and each other. Investing in this community, through programs ranging from software grants to data literacy education, is part of who we are.

**Qlik employees continue to support the world around us through volunteering and fundraising efforts. Some 2021 highlights include:**

- **The Qlik.org matching program** in 2021 enabled Qlik colleagues to support over 500 different charities around the globe, including those providing humanitarian and disaster relief, mental health causes, environmental protection, medical research and advancement and COVID-19 relief. Qlik colleagues banded together, with Qlik.org matching any donations, to fundraise for charities and organizations serving the greater good.

- **The Qlik Ottawa office** sponsored the Children's Hospital of Eastern Ontario For the Kids Gala, to raise awareness and funds for children and youth with multiple physical and developmental disabilities and associated behavioral needs.

- **The Qlik Barcelona office** worked on the renewal of a playground at a primary school thanks to the fundraising efforts and matching by Qlik.org. Read more here.

- Qlik completed its largest employee engagement event ever by inspiring over **400 employees from around the globe to participate in our annual Qlik-athlon.** Employees formed teams and recorded points from healthy lifestyle activities and exercise to earn points for a portion of a $50,000 USD donation from Qlik.org to each participant's charity of choice.

# Software Grant Program

Qlik's commitment to investing in communities is executed through our extensive network of nonprofits which leverage our Qlik Software Grant Program to advance their missions globally.

Our online portal allows easy access to the application and includes the opportunity to detail how potential recipients align with the UN Sustainable Development Goals and would apply Qlik's products. A timeline for the proposed project and how the proposed application could impact results to further the organization's mission are also required to help applicants stretch their vision for success and find the best match for our program.

To qualify, applicants must be a not for profit or charity institution focused on humanitarian or disaster relief, global health NGOs or working towards a sustainable future for our planet and vulnerable populations. Organizations driven by a political agenda, higher education institutions or healthcare providers are not eligible for our grant program but may be involved as a supporting partner organization. Visit qlik.org to learn more

## Academic Program Datathon

Qlik launched the Qlik Academic Program Datathon as a challenge to develop solutions toward achieving the United Nations 17 Sustainable Development Goals.

The 2021 Datathon challenged students to develop visualizations and link them to regional and global programs to positively impact the effort to reach the ambitious goals. Winners presented at QlikWorld Online and as part of the public launch of a Qlik dashboard on behalf of the UN Envoy on Youth. More information about launch event and public dashboard can be found here. This year marks the second time we hosted the Datathon, and plan to continue doing so into the future and expanding its reach.

**Engage Together®** is an organization focused on ending human trafficking and protecting vulnerable populations around the world. Created by the Alliance for Freedom, Restoration, and Justice® (AFRJ) and powered by Altus™, the organization offers a transformational community assessment and mapping tool, known as the Engage Together Project, for communities to strengthen insights, strategies, partnerships and resources to combat human trafficking. Working with partner Pomerol Partners, Qlik is delivering an analytics community assessment and mapping tool to enable community and state leaders across the United States to better understand and partner together on strategies and resource allocation to engage communities on minimizing trafficking risks, strengthening intervention efforts and increasing care for all victims of labor and sex trafficking.

# Customer
# STORIES

**NONPROFITS SECTOR**

With headquarters in Nairobi, Kenya, **Amref Health Africa** is the largest Africa-based healthcare nonprofit, serving millions of people every year across thirty-five countries in sub-Saharan Africa. Starting as the Flying Doctors bringing surgical services to remote communities, Amref now focuses on strengthening health systems and training African health workers to respond to the continent's most critical health challenges. Amref uses Qlik as a main way to demonstrate the impact of its work through data to local governments, populations and philanthropic organizations in order to attract funding, volunteers and grants. For example, Amref credits the data story it could tell with Qlik as a key driver in securing major support from the Gates Foundation. And during the COVID-19 pandemic, Amref has leveraged Qlik to clearly identify how and where poor vaccine distribution has impacted vulnerable populations to support the mission of closing the vaccine inequity gap across Africa.

# **Environmental**
Stewardship

# Qlik Sustainability

Our vision for a sustainable future extends far beyond our own social and environmental impacts. At Qlik we understand the power of harnessed data that our technology can unlock has the potential to effect change orders of magnitude more than what we do on our own.

## Carbon Neutrality

In 2021, we continued our membership with more than 1,110 enterprises worldwide of the Climate Ambition Alliance's Race To Zero campaign, which is part of the United Nations Framework Convention on Climate Change. Race To Zero is a global campaign to rally leadership and support from businesses, cities, regions and investors for a healthy, resilient, zero-carbon recovery that prevents future threats and unlocks inclusive, sustainable growth. Race To Zero's data-based program provides the foundation for companies to reach their carbon neutrality goals via a four-step principle of Pledge, Plan, Proceed and Publish.

## Waste

Being a technology company means learning how to properly handle electronic waste. We recognize that planning, measuring and tracking infrastructure regarding our own waste is essential.

Globally in 2021, we decommissioned approximately 500 laptops.

Some were recycled, others were given or sold to charities at a discount. In our three largest locations, King of Prussia, United States, Ottawa, Canada and Lund, Sweden, recycling companies came on site to collect equipment for disposal.

## Energy and Emissions

As a moderately sized software company, our energy consumption is limited and consists mostly of electricity usage in our 51 offices around the world. In 2021 we calculate that we used ~5059 MWh of electricity, resulting in ~1342 metric tons of GHG emissions.

At the end of 2020, we reported 420,469 square feet of leased office space. At the end of 2021, we had 379,161 square feet – a reduction of 9.8%.  This helps to create more efficient operations by reducing our waste and energy needs and improving our overall environmental and climate impact.

With the pandemic requiring work-from-home support, our offices were not utilized as much compared to previous years. As such, the energy required to operate them decreased, and in turn so did the associated greenhouse gas emissions. While we are pleased with the reduction to our energy consumption and emissions, we expect these values could increase in the future as more employees return to office based work under our new hybrid return-to-work model, which allows our employees to work remotely up to 60% of the time. However, we remain committed and will continue to identify and invest in new ways we can reduce our own environmental and climate impact.

**Total MWh**

| 2019 | 2020 | 2021 |
|------|------|------|
| 5900 | 4200 | 5059 |

**Metric Tons of $CO_2e$**

| 2019 | 2020 | 2021 |
|------|------|------|
| 1500 | 1300 | 1342 |
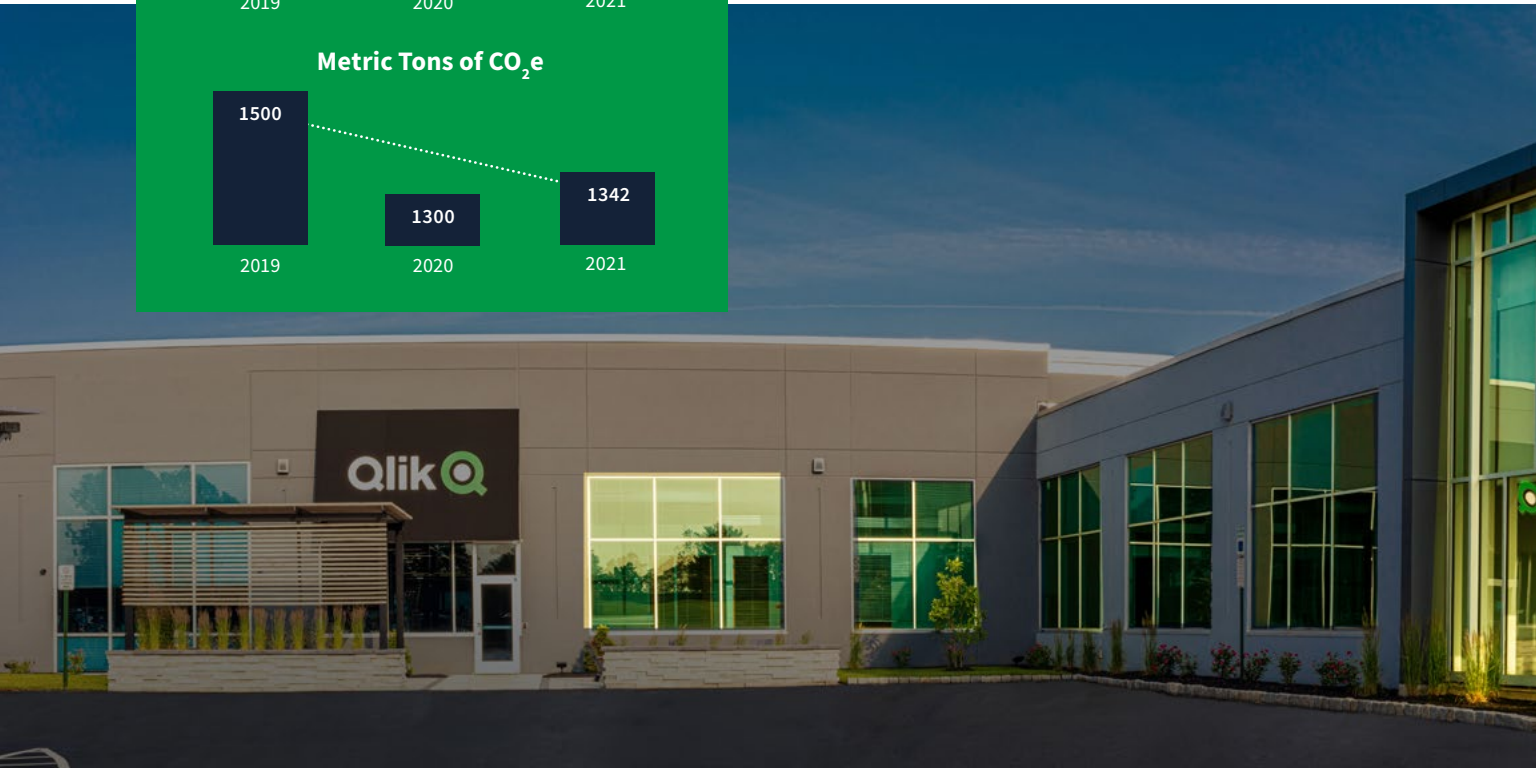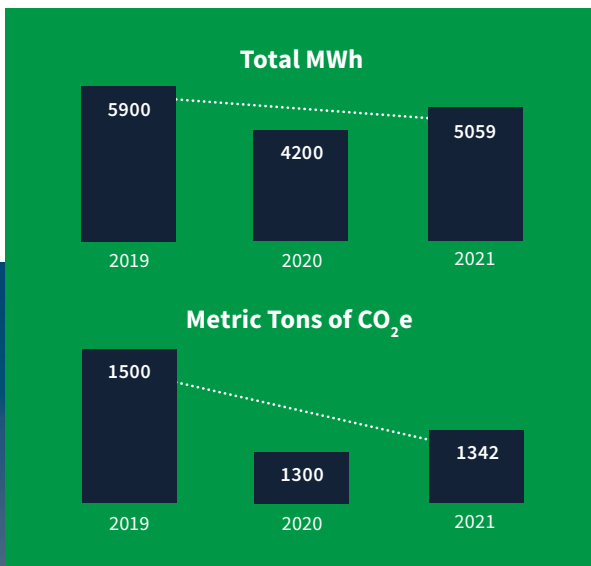
## Qlik Green Team and Earth Day

As a company, we recognize that Qlik has a role in helping to combat mounting ecological threats facing our planet. Alongside our partners, we are committed to driving the sustainability efforts needed to face and overcome these challenges. The annual observance of Earth Day is a time for us to reflect on both what we've done recently and how we will remain committed to advancing these efforts.

2021's Earth Day theme was Restore Our Earth™, focusing on natural processes, emerging green technologies & innovative thinking that can restore the world's ecosystems. Here's how Qlik has been helping support a healthy natural world.

### Qlik's Green SWAT Team

A committed team of Qlik colleagues from around the world have banded together to calculate and identify opportunities to reduce Qlik's carbon footprint. They consider and investigate topics ranging from real estate impacts to energy efficiency upgrades and easily implemented environmental best practices. We are not afraid to experiment with new ideas and aim to implement the best ones across our operations.
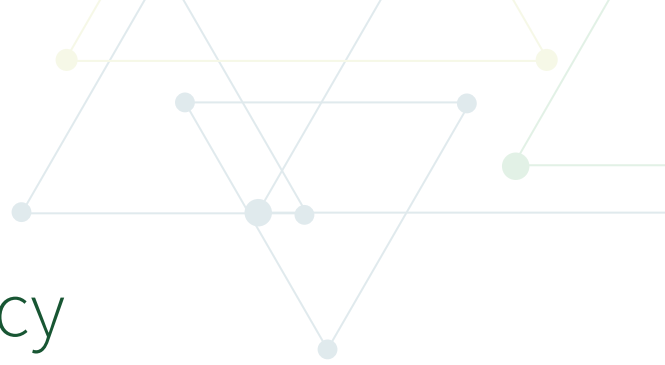
# Partnerships & Advocacy

All of our sustainability efforts align with the United Nation's Sustainable Development Goals, which include making sustainability a core business KPI for Fortune 5000 companies. We had the opportunity to present this work with UNFCCC, C40 Cities, and many other organizations to drive their missions forward.

## UNFCCC and COP26

As a valued analytics partner of the United Nations since 2016, our partnership supports UNFCCC's needs for analytics as well as a unique opportunity to jointly create apps and methodologies to support all business calculations of $CO_2e$ emissions. We make these apps publicly available to support the mission of the UNFCCC, while reaching tens of thousands of organizations in order to help them reduce their carbon footprint.

At COP26, we explored and explained the importance of communicating the quantifiable benefits of sustainability initiatives. One of the challenges many organizations face is that they can report sustainability metrics, but struggle to convey what the numbers really mean to their organization and their contribution to the climate change. Environmental, social and corporate governance (ESG) is playing an increasing role in decisions around investment, procurement and consumer choices, so organizations need to find a way to measure and communicate their actions clearly. This is not easy given the lack of standardization in sustainability measurement, which can make finding the right data points and knowing what to focus on difficult.

To get buy-in on sustainability initiatives, businesses need to be able to tell stories with their data, with data literacy being an important skill in enabling organizations to clearly communicate their ESG credentials. When businesses start using data analytics and data storytelling to better understand and communicate their sustainability data, they will help their own board, employees and customers understand the impact of the steps they are making to reduce their carbon footprint and impact on the environment.
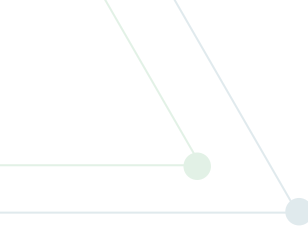
## C40 Cities Climate Leadership Group



In 2018 we began our partnership with C40 Cities, a global network of 97 megacities committed to urgent climate action. Using Qlik's donated analytics platform, C40 Cities are able to create actionable data applications for its members, gaining valuable insights on performance, collaboration opportunities and world-changing policies.

C40 has adopted Qlik's dashboards to reduce the global carbon footprint, 70% of which comes from cities. These dashboards provide quantifiable and actionable insights to help cities enact change. Every city has different needs and is in different phases of progression within multiple sectors; there is no one-size-fits-all solution. Instead, our goal is to provide cities with the information that is most relevant to them depending on their data, queries and ambitions.

C40 Cities have built multiple dashboards, both internal and public-facing, in partnership with Qlik to analyze these metrics and indicators.

This allows us, and cities, to analyze specific regions or sectors, in a faster and more intuitive way than having to assess multiple, complex datasets. It allows benchmarking city performance and rapid identification of which cities are on track to meet particular targets and which might need more support.

For example, the Greenhouse Gas Emissions Dashboard – hosted on C40's Knowledge Hub – presents complex emissions data in an easy-to-analyze format. This dashboard can be used by cities, research organizations or members of the general public to uncover which sectors and sub-sectors are contributing to higher emissions, such as aviation or buildings. City officials can also compare current emissions to previous years to better understand their emissions' trajectory.

The Clean Construction Policy Explorer is a more specialized dashboard that examines the policies cities have implemented to tackle emissions from a segment of their built environment and highlights which cities have committed to achieving low carbon and clean construction. By aggregating and surfacing this information, we hope to inspire all cities to raise their ambitions on clean construction policies while learning from the policies and progress of those who have gone first.

The Adaptation Data Explorer allows cities to find other peers around the world that are experiencing similar climate hazards or extreme weather events. Here, city officials can obtain insights on how others are addressing a particular issue and the actions they are taking, either globally or within the same region. For example, there are many cities experiencing heat waves. Leaders from Buenos Aires, Melbourne, Barcelona and others can learn from one another and – through C40 – connect to discuss what they are doing to deal with these extreme heat events. Similar groupings are forming in response to rising sea levels, wildfires and floods.

This year, C40 Cities and Qlik were recognized by Environmental Journal for our partnership that advances solutions to climate change. We are excited about the future and how we can help reduce climate impact together. Please click here to learn more about how Qlik and C40 Cities are working together.

## Customer STORIES

### AT-RISK COASTAL CITIES

In 2021, we partnered with Stimson Center on the CORVI Data Portal, a centralized home for data related to the CORVI risk assessments of a variety of under-resourced, at-risk coastal cities across the world facing severe climate risks. The data portal, recently showcased at COP 26, leverages Qlik as a central data hub for CORVI assessments and incorporates data across hundreds of varying indicators. Through this centralized data resource, decision-makers are provided with hyper-local, data-driven recommendations related to their area's climate risks, which can help to guide and shape local action for the most significant impact against emerging issues.

# **Our**
# People

# Core Values

At Qlik our 5 core values are the driving force behind our culture and business.

**Challenge**

Qlik looks to be a forward thinker and create impact in everything we do. We do not look to keep the status quo. We encourage the challenging of assumptions and working together to lead others in the organization to consider new concepts and paths. Our customer promise remains steadfast each and every day: be easy to work with, deliver rapid time to success and provide innovative solutions.

**Move Fast**

Qlik's mission is helping users discover fast insights and making effective decisions. The world in which we operate moves at light speed. To execute on next generation ideas, we need to have the building blocks in place to ensure success. To confirm we are delivering quality services we consider when to act with speed and when to take a pause to gain the clarity needed to act with vision and purpose.

**Be Open and Straightforward**

The sharing of appropriate information builds both clarity and benefits everyone involved. To continue our learning, we listen to feedback when its provided, and we actively seek it out when it's not. We look to give our employees the confidence to provide input, ideas and advice to others regardless of their role. Open communication means speaking respect-fully, with no agenda other than creating clarity and understanding.

**Take Responsibility**

Qlik interprets responsibility broadly and is serious in its commitment to address our customer needs and concerns, while holding ourselves accountable for what we do or don't do. As part of our culture of learning we look to provide all available opportunities to someone to continue their growth. In our role as a global citizen, we look beyond ourselves, donating our personal and professional time to Change Our World, the Qlik corporate responsibility initiative. Our goal is to touch one billion lives for the better.

**Teamwork for Results**

To achieve all our aspirations we must act as one. To develop an inclusive environment, we rely on one another and deliver when others count on us. We value the expertise beyond our own and actively seek ideas, support and advice from our fellow colleagues. We treat each colleague with the same respect as we wish to receive and offer assistance when needed.

# Workforce Development

To both advance our capabilities and meet changing customer needs, it is paramount that we keep our employees up to date on the most recent knowledge and provide them the tools necessary to adapt to changing environments. When our employees feel supported in their role, they create a competitive advantage for the company and in turn a positive company culture.

## Our Philosophy

As part of our organization's goals, we approach talent development with the whole employee lifecycle in mind. One of our new learning pathways, Leader Basecamp, is an in-house program created to facilitate transitions into first-time leadership roles. We also maintain a library of Take 5 issues, which are bite-sized learning assets that enable leaders to understand and apply Qlik's 36 Leadership Expectations. The online onboarding experiences are designed to match what our people need when they need it in their learning journey. Once leaders are fully onboarded, they are offered professional executive coaching through an external partner.

**In 2021, Qlik employees consumed over 80,000 hours of training or approximately 30 hours per employee.**

For Qlik to operate to its fullest capabilities, it needs its employees to be at their best. To achieve this, our Culture & Talent management team is structured in a way to leverage the resources and skills needed to scale our business.

## Hiring Qlik's Workforce

We are dedicated to creating a diverse and inclusive global workforce to better represent and serve our diverse customer base and the communities in which we operate. In 2021, we were proud to have a global team of just over 2400 employees spanning over 30 countries and 45 offices, and continued to grow.

We look to find talent to fill our needs from both our own ranks and outside sources. In-house recruitment fosters alignment of purpose and reduces time spent on training and acculturation. Our recruiters deploy a wide range of sourcing strategies including referral bonuses, budgeted agency support, direct hiring through website partnerships and an enhanced LinkedIn package that taps talent across LinkedIn's networks.



We utilize a mandatory 5-touchpoint interview selection process involving a minimum of five interviewers for each candidate, consisting of a hiring manager and potential peers of the candidate. Qlik must have the agreement of everyone on the panel before an offer of employment is made.

**Qlik values diversity and is continuing to invest in the hiring of diverse candidates for open positions. To aid this, our US office administers a plan that focuses on placement goals for hiring women, minorities, veterans and individuals with disabilities.**

The purpose of this placement goal is to increase the number of qualified women and minorities being placed in job categories where they appear to be statistically underrepresented in comparison to their availability in the pool of qualified candidates.

To engage with early in career talent we offer summer internship and co-op programs. Students participating in our co-op program rotate every four months through different teams in our Research & Development department. The internship program, which primarily occurs during summer months, places students with various departments including Finance, Marketing, Legal, Inside Sales and Professional Services. In 2021, Qlik partnered with nonprofit Seize Every Opportunity to fill internship positions from a dynamic and diverse talent pool.

## Talent Management

Successful recruitment, development and engagement practices ensure a highly skilled and motivated workforce. This is how we create value, responsible growth and sustainable change.

## Workforce Development Listening Forums

To keep a pulse on how our team is doing we run Listening Forums. These forums provide the opportunity for Qlik to receive open and straightforward feedback regarding various actions. We offer this forum across all geographies and functions.

## Continuous Learning and Growth

Our employees' learning journey begins with training as new hires and continues throughout their time at Qlik.

When recruiting, Qlik maps out job profiles and descriptions to competencies. Our internal Learning Management System (LMS) provides competency-based training so that, once hired, employees are equipped with the learning they need both for onboarding and for continuous growth. Trainings are offered to enhance employees' skills so that they can perform at their best in their current role while having access to a variety of e-learning and in-person opportunities for their own personal development. These additional trainings range in content from Qlik-specific proficiencies to general soft skills such as managing performance, interview skills, change management, mentoring fundamentals and project management aptitude. Such trainings are tailored to help employees work toward sustainable and satisfying professional development during their entire tenure at Qlik.

We understand that people learn and acquire knowledge in different ways and that it is not always easy to schedule time for learning opportunities. Our motto "Development for Everyone, Everywhere" drives our interactive learning framework that makes accessibility and enjoyment integral to the learning experience. 24-for-U is one of our initiatives which offers employees one full day of paid learning time per year for any development activity they choose. In 2021, over 21% of Qlik's employees used their 24-For-U Day, totaling over 503 days.

## Business School Program

To advance our employees' education and skillsets we offer more than 60 curated virtual courses from some of the world's top business schools at no cost to employees. Schools include Stanford, Wharton, Columbia, MIT, Yale, Berkeley, Duke and more. Some of these courses cover Diversity and Inclusion, Workplace Wellness, Strategy, Finance and Operations. These courses are offered both virtually and asynchronously so Qlik employees across the globe can utilize this benefit.

The learning frameworks we offer encompass a range of on-demand videos, reading materials, podcasts, courses, mentoring and coaching.

Our partnership with Skillsoft, using its world-class Percipio platform featuring 25,000 learning assets in many languages helps us achieve some of the training objectives that make the difference for our people and bottom line. Qlik Education & Development is also available through our Green Line learning paths. We fully support formal education for our employees by offering tuition reimbursements for certain college courses and through our certifications.

Regular talent reviews are conducted during which top talent is highlighted and individual development opportunities are identified via internal or third-party programs. A dedicated career development page was created for all employees and, in 2021, almost 1,000 of our associates utilized this new resource. In addition, in-house written learning courses created by specialist instructional writers are provided, incorporating core development topics such as mentoring, change management, recruitment and interview techniques. These courses provided 14,000 hours of training in 2021.

Our learning culture extends beyond traditional job or role-specific training to include a range of self-awareness assessments and unconscious bias and DE&I offerings. All

Qlikkies are eligible to take the Myers Briggs Type Indicator and CliftonStrengths assessments and subsequently receive individual or group-based feedback sessions from our internal network of certified practitioners. For people leaders, we also offer 360 assessments, accompanied with follow-up coaching and action planning sessions. In addition, we provide a company-wide live webinar program, called The Qlik Mindset, which educate our employees on topics such as unconscious bias and emotional intelligence.

### In 2021, roughly 1,200 employees spent more than 1,700 hours in various awareness training activities.

In 2021, almost all our employees had access to all our trainings, indicating over 80,000 hours of training total, averaging approximately 30 hours per employee this year.

We fully support formal education for our employees by offering tuition reimbursement for certain college courses and through our certifications.
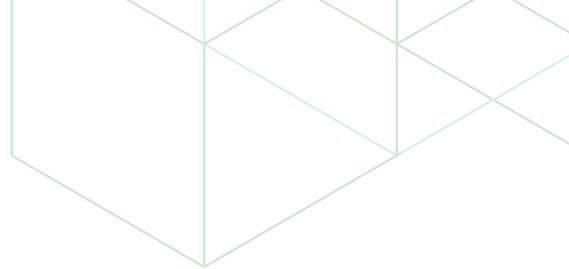
## Leadership Development

Competent leaders are crucial to a company's success. To enhance our leaders' abilities, we invest in several distinct learning experiences:

**Leader Basecamp** provides new leaders with the basic knowledge and mindset shift to succeed in their role.

**Leadership Coaching** provides every Qlik leader with fundamental coaching skills as well as one-on-one coaching by a certified Executive Coach.

**The Qlik Leadership Expectations** reminds our leaders of 36 behaviors and actions that drive a great employee experience.

**Take 5** is a weekly leader enablement publication in support of our Leadership Expectations.

**The Qlik Business School** provides graduate-level business courses and certifications for leaders at every level and any role.

**The biannual Leadership Forum webinars** provides all global leaders an opportunity to learn from C-Suite leaders, Board members, and guest speakers about strategy, business acumen, and best practices in leadership.

## Mentoring and team building

To maximize employee potential, our Qlik Mentoring program makes the most of known strengths while discovering and cultivating new skills. This program is available to all team members worldwide.

Currently 15% of our workforce is in active mentoring relationships with approximately 4,000 mentoring sessions held.

Participant feedback confirms that mentoring is beneficial for both the mentor and the mentee. Benefits of mentoring are the exchange of knowledge, the opportunity to enhance internal networks, promotion and practice of two-way communication, cross-functional work, as well as personal and professional development.

We also offer a group mentoring program called Qlik Mentoring: Connect & Learn, a series of live online sessions led by respected Qlik leaders, internal subject matter experts and carefully chosen external experts. Accessible to all employees, these sessions provide learning opportunities on a broad scope of business topics in line with Qlik's strategic direction.

In 2021, over 900 employees attended a Connect & Learn session.

## Fair Compensation and Treatment

We believe that compensation decisions should be based on the value of the position to the organization rather than salary history.

Compensation value includes skillset and experience of the job candidate, competition in the market and other bona fide business factors. Asking for salary history during the recruiting process can continue pay disparities that perpetuate the gender pay gap. To combat this global issue, Qlik maintains a world-wide policy prohibiting its recruiters from asking for salary history from prospective candidates for any reason. This policy helps to ensure offers are competitive with market data and puts into action our commitment to eliminate the potential for gender pay inequality. Qlik undertakes a continuous review of its pay structures and job classifications, as an agile and growing business it is important to meet the local business needs and fast paced market developments. We conduct a full annual review at a global level to ensure we maintain and provide accurate, competitive compensation guidance for our business.

As part of our commitment to being an equal opportunity employer and providing a work environment free of discrimination and harassment, Qlik maintains and enforces various equal employment opportunity policies and we train our employees accordingly.

Our Open-Door Policy, Whistleblower Policy and Whistleblower Hotline are consistent with the highest levels of industry standards and have created a culture in which our employees can thrive without fear of discrimination, harassment or retaliation.

## Celebrating Accomplishments

Our employees have made the choice to spend their time and energy working with us, and we recognize the responsibility Qlik has to nurture their growth. As an organization dedicated to making positive change, we strive to create a supportive culture where our collective human intelligence can be magnified and manifested through communication, interchange of ideas and mutual respect, resulting in lasting positive impacts for our world.

As part of our efforts to consistently achieve a goal of belonging across Qlik, we host an enhanced recognition and years of service program, named "Inspire," by team members through an all-inclusive vote. This program reinforces our values-based recognition philosophy by allowing team members at all levels to recognize each other for exemplifying any of our five Core Values. Each recognition award comes with a point value, which team members can redeem for merchandise or gift certificates from a variety of retailers around the world. Inspire also allows us to celebrate Qlik team members achieving service anniversaries through a social feature where team members can congratulate one another through text or video messages.

## Flexible Work

At Qlik our historically flexible work schedule positioned us to successfully weather the storm of the COVID-19 pandemic related shutdowns.

Since then, we have been improving and fine-tuning our approach to new ways of working, while keeping the emotional, mental and physical wellbeing of our employees in mind. In 2021 many of our offices remained open on a voluntary basis and we continued to take measures to address our employees' wellbeing needs.

## Total Rewards Programming

We have continued our commitment to ensuring the mental wellbeing of our employees.

In 2021, we expanded our Modern Health offerings, an emotional and mental well-being platform that provides employees (and up to three dependents age 18+) with a full spectrum of external support resources, including six coaching sessions with certified therapists and counselors and a digital library of programs and guided meditations with a focus on work performance, healthy lifestyles, mindfulness and diversity and inclusion.

In addition to our partnerships with Modern Health we developed a partnership with Headspace to encourage self-care and offer new services. We continued to host COVID-19 support circles to provide support to those feeling the impact of the virus.

# Diversity, Equity & Inclusion

## Strategy for Inclusion

We believe our DE&I strategy can only be truly successful when everyone at every level operates with respect and inclusion for all employees. The DE&I team led by the "Qlik for All" Task Force is responsible for driving the content creation that the entire company leverages to build successful teams.

Many across Qlik have been working hard to expand our global DE&I initiatives. Leaders and team members from every organization have come together to help advance our culture of inclusion as a fundamental business imperative, and we will continue to foster a culture that allows all to feel engaged and empowered as our authentic selves.

Throughout 2021, we worked diligently to improve our DE&I program and embed it into the global culture of Qlik.

## DE&I Four Pillars

**Policies and Procedures**
Incorporating DE&I into our recruiting and retention practices

**Talent Management**
Listening to our employees and fostering a culture of belonging

**Education and Training**
Engaging outside experts to advise on overcoming unconscious bias

**Inclusion and Awareness**
Forming employee resource groups to build community and allyship

> "The work of the Qlik for All Ambassadors is crucial to promote awareness of DE&I initiatives amongst our team members through embedding the program at each Function level. This will ensure we incorporate the program across all of Qlik, which is an important step to position us as the best place to work in Data & Analytics."
>
> Mike Capone

A significant aspect of our DE&I program is our Employee Resource Groups ("ERGs"), which are voluntary employee-led groups that focus on promoting inclusion and increasing representation of historically underrepresented populations.

In 2021, the Black Alliance, Latinos Unidos, LGBTQ+, Women in Technology ERGs sponsored events to promote awareness and education regarding social and racial justice and equity, PRIDE and women's empowerment in the workplace, and other community events. Over 15% of Qlik employees participate in our ERGs as community members and/or allies. Some of the events held included the following:

**Women in Technology (WIT):** This ERG hosted several events in connection with Qlik's inaugural celebrations of International Women's Day and Women's History Month, including keynote speakers, mentoring programs and support of charitable organizations. WIT continues its efforts to promote women in leadership and gender equality.

**Black Alliance ERG:** Our first Black History Month celebration was an enormous success, with hosted events including roundtable discussions, a keynote event with Rev. Nontombi Naomi Tutu, and a trivia event. This ERG also established a Benevity campaign through which employees can donate to charities dedicated to racial equity and justice (with matching donations from Qlik!).

**LGBTQ+:** We had over 260 team members join our session with Rikki Arundel, who spoke on a wide range of LGBTQ+ community topics and shared her personal journey and experience working in tech. Attendees felt the session was excellent and empowering for community members and allies.

**Latinos Unidos:** For the second year in a row, our Latinos Unidos Employee Resource Group (ERG) invited all Qlikkies to celebrate the Hispanic/Latino diaspora globally, and the impact these communities have made to the US and many other cultural frameworks around the world.

In 2021, we continued to focus on equity in our programming and worked with our Culture and Talent organization to develop new strategies to hire diverse talent, support employee needs and develop DE&I goals within every department of our company.

Each Qlik executive, recognizing the importance of our DE&I initiatives, has identified a leader on their team as a "Qlik for All Ambassador" to help drive and instill Qlik for All/DE&I initiatives within each department. The ambassadors are in place to help encourage support and participation in the DE&I programming.

## An Inclusive Atmosphere

One of our goals for DE&I is to ensure all our employees feel they belong at Qlik and that their perspectives are heard and respected. We track this sentiment regularly across the organization. We're in a competitive industry for talent and innovation, and diversity is crucial to our success.

We believe listening is essential in building an inclusive atmosphere, and Qlik offers many programs that are geared toward giving employees a voice.

## Representation Matters

Every person has the right to be seen, heard and valued. We understand that living Qlik's core values compels us to actively uncover and push back on the systems, language and generational practices that keep underrepresented and disenfranchised communities at the status quo.

We will invest in programs that support the advancement of marginalized groups within Qlik and in society.

We believe allyship is key in creating a diverse and inclusive work environment, and the only way to be truly innovative is to embrace diversity in every form and nurture meaningful, measurable change.

We are measuring and monitoring progress with the following metrics (in a Qlik app of course!) with details down to the departmental level and presented to our executive leadership and entire company every quarter. Data that we are measuring and monitoring on a quarterly basis and reporting to the entire Qlik workforce includes:

- **Industry benchmark data** on "what does good look like?"

- **ERG participation measured to increase** from prior year over 15%.

- **DE&I Scorecard data** on gender, ethnicity and age by department as legally authorized and reported.

- **Recruiting and promotion processes.** We believe that DE&I concepts really come to life when we incorporate them into all our people processes. For example, 7 of our 36 Leadership Expectations fall under the Qlik for All banner and are focused on behaviors that create an inclusive work environment for all. In talent review assessments, our people leaders are evaluated on how well they exhibit these behaviors, and the DE&I conversation is now part of every Talent Review discussion to ensure we identify and mitigate any potential unconscious bias in judging individual performance and potential. As part of the Vice President promotion process, we require an entire page of evidence that the nominee exhibits inclusive behaviors consistently. VP nominees are also required to complete our Unconscious Bias training modules.

- **Analysis on adoption of DE&I trainings**

- **Moodtracker results** for "I feel a sense of belonging at Qlik." The 2021 average score in this question was 6 percentage points higher than the average in the previous year.

- **DE&I Survey results** for identifying opportunities to advance inclusion at the global level.

We also recognize the value of diverse perspectives from age and experience. To capture this diversity, we hire early-career talent for internship and entry level positions to contribute to the diversity in thought at Qlik. For example, we continued to attract early in career individuals through a Co-Op program and Summer Intern program. The Co-Op program rotates students every four months in our Research and Development Department. The intern program places students during the summer months in our Finance, Marketing, Inside Sales, and Services Departments.

# 2021 Qlik Diversity Scorecard

## Gender

Legend: ■ Female  ■ Male  ■ Other / Not Disclosed

**Directors & Above:** 1%, 25%, 74%

**Managers:** 4%, 29%, 67%

**Non-Managers:** 6%, 27%, 68%

**Technical Staff:** 6%, 18%, 76%

## Age group

Legend: ■ Up to 30 years old  ■ 31–50 years old  ■ Over 50 years old  ■ Other / Not Disclosed

| | Up to 30 years old | 31–50 years old | Over 50 years old | Other / Not Disclosed |
|---|---|---|---|---|
| Directors & Above | <1% | 57% | 41% | 1% |
| Managers | 6% | 62% | 15% | 18% |
| Non-Managers | 16% | 58% | 19% | 7% |
| Technical Staff | 15% | 61% | 18% | 6% |

## Racial/ethnic groups*

Legend: ■ Asian  ■ Black  ■ Latino  ■ White  ■ Other / Not Disclosed

**Director & Above:** 12%, 1%, 8%, 79%

**Manager:** 4%, 11%, 6%, 4%, 75%

**Non-Manager:** 3%, 12%, 4%, 13%, 70%

**Technical Staff:** 2%, 13%, 5%, 17%, 63%

* U.S. Data Only

# **Business** Integrity

# Open and Transparent Communication
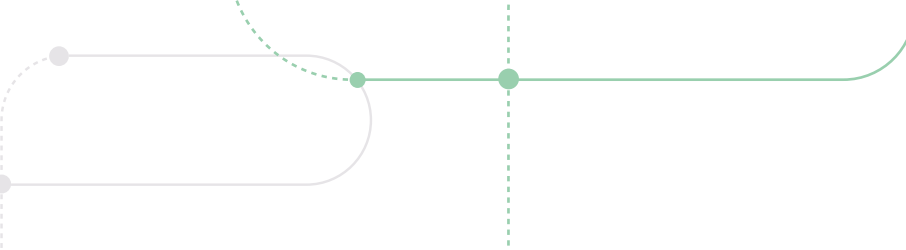
At Qlik, integrity and accountability underpin every business decision we make. Ensuring ethical business practices, systemic risk management and oversight of information technology comes from our commitment to strong governance. With these practices in place, we are more resilient to disruption and can garner the trust of our customers and stakeholders.

Keeping our lines of communication open and transparent with our employees is key to fostering an engaged workforce. We hold quarterly Town Hall meetings to share strategic planning and updates on Qlik's performance. There are additional employee listening forums with senior leadership. We conduct quarterly Moodtracker surveys which are given to our global employee population to collect real time feedback on employees' well-being and concerns and to help effectuate change based on those result. We share the results of the Moodtracker surveys with employees.

The Qlik Code of Business Conduct (the "Code") is the foundation of our compliance program. In an ever-increasingly complex business environment, our Code of Business Conduct (the "Code") serves as our North Star. We review and update the Code on an annual basis. Some of the changes made in 2021 include updates to our human rights and labor and employment practices policies, which buttress Qlik's commitment to fostering a working environment free of discrimination and harassment, and our compliance with wage and hour and other employment and labor laws of the places in which we operate.

To ensure our Code remains a living, breathing document, we continually instill its principles within our culture by requiring our employees to certify their understanding of the Code and take related interactive, web-based training at the time of hire and annually afterwards. Every year since the inception of the training program, we have seen continued improvement in our completion rates. In 2021, 93% of our employee population completed this training, an increase of 5% over the previous year.

Through the Code and our training program, we enforce a "speak up" culture, which assures employees that they can report concerns of Code violations without fear of reprisal. One of the reporting mechanisms we make available to employees is our Whistleblower Hotline, which allows for anonymous submissions, and is monitored by members of our compliance team. Concerns are investigated in a timely manner.

We know that we cannot maintain an ethical and compliant culture without examining our external relationships with companies with which we do business. Therefore, we work to make our partners and suppliers aware of the principles of our Code and require compliance with related policies such as our Partner Code of Conduct, which is also reviewed and updated on a periodic basis.

We are proud to share that Qlik did not receive any material fines or non-monetary sanctions for non-compliance with any laws or regulations in 2021. Consequently, we believe that our systems and controls continue to promote a culture of ethical conduct.

## Fulfillment with Our Ethics Programs

Compliance with our policies and procedures is increased when our employees receive proper training. To monitor training we track the number and percentage of our employees who have completed their mandatory ethics training. To ensure we are not experiencing any gaps regarding our ethical commitments we monitor any litigation matters and the number of investigations coming from employee raised issues. Issues can be raised through our managers, Culture and Talent, Legal or the anonymous hotline.

**We are proud to share that Qlik did not receive any material fines or non-monetary sanctions for non-compliance with any laws or regulations in 2021.** Consequently, we believe our systems and controls continue to promote a culture of ethical conduct.
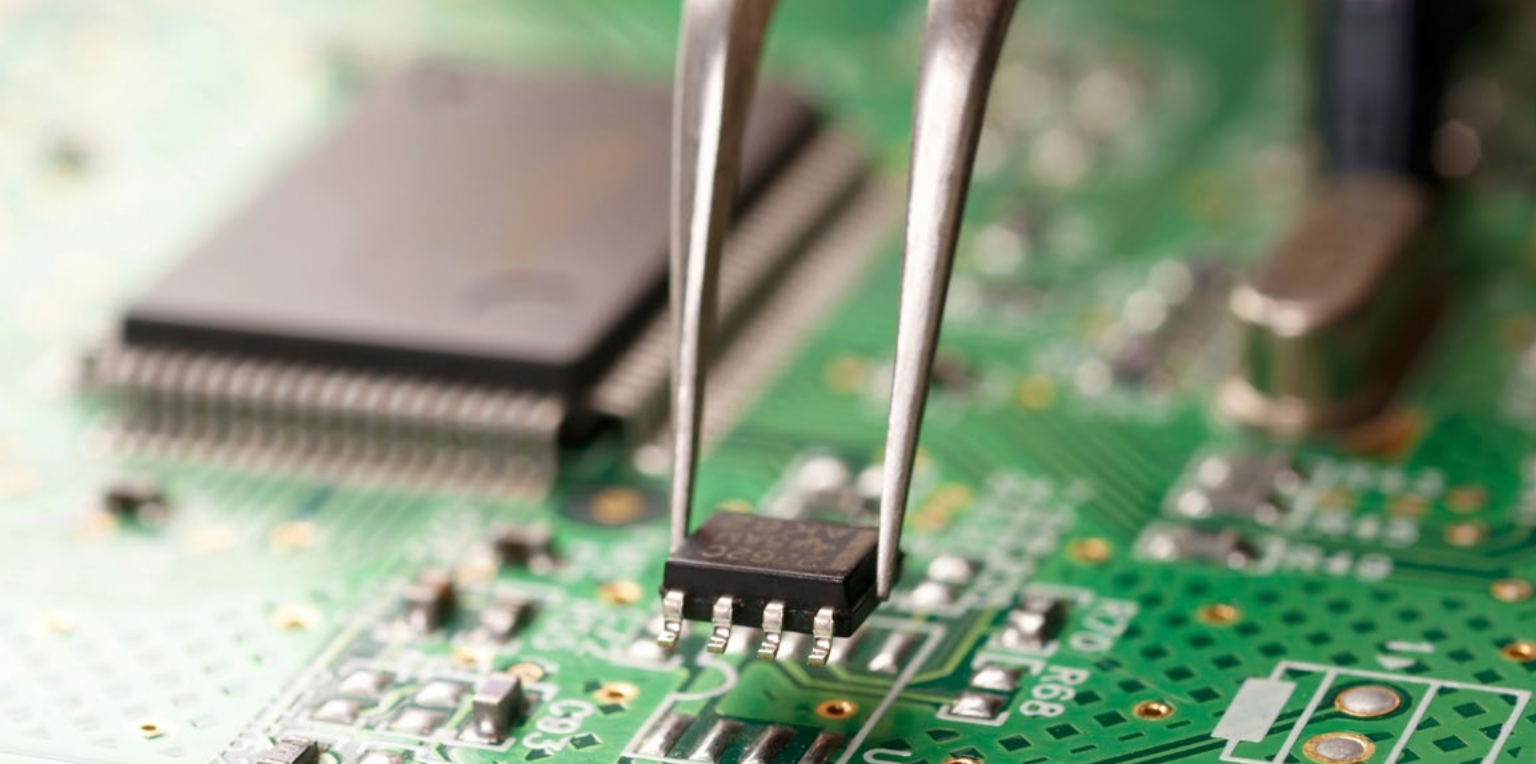
# Responsible IT Practices

As a technology company, IT drives our operations and offerings. How we address responsible IT practices shapes how we do business and interact with the world.

## Data and Privacy

In May 2021, with our move to a SaaS-first approach, we changed our go-to-market model by positioning Qlik as a data processor (under GDPR and similar laws) for Qlik Cloud. This change, which included updates and revisions to our customer documentation, including a new Qlik Customer Agreement and revised Data Processing Addendum, ensures that our customers can confidently use personal data in their Qlik Cloud tenants knowing the Qlik Data Processing Addendum provides the protections required by applicable law. We also appointed a global Data Protection Officer, who leads Qlik's Privacy Team and administers and monitors the effectiveness of our privacy program.

We continue to finetune our privacy program to ensure that our commitment to safeguard our customers' data remains strong.

## Privacy Program Processes and Controls

- Data retention and access rules

- Regular data privacy and security training

- Qlik Product Privacy Notice

- Qlik Privacy & Cookie Notice

- Record of data processing activities, under Article 30 GDPR

More information regarding our efforts to ensure privacy of personal data can be found on our Trust & Privacy page.

To ensure that our employees are upholding our values and continued commitment to data privacy we encourage them to report any potential concerns without fear of retaliation. Any grievances regarding data privacy can be sent to our dedicated email address, privacy@qlik.com. All grievances which are sent in are promptly investigated and addressed.

## Qlik Cloud Government

As we continue to heavily invest in the U.S. Public and Federal Sector, we need to ensure our services are aligned with all required security requirements. In 2021, we introduced Qlik Cloud Government (QCG), a SaaS solution designed specifically to meet the security and compliance standards of the U.S. Public Sector.

With the support of our sponsor, the U.S. Environmental Protection Agency, Qlik has reached a major milestone and achieved the FedRAMP "In Process" designation at the "Moderate" Impact Level. FedRAMP is the Federal Risk and Authorization Management Program. It is the U.S. government program that approves cloud products and services for the U.S. Public Sector and has established a set of Impact Levels categorized by the sensitivity of data that can be contained in a Cloud Service Provider (CSP). FedRAMP's Moderate level status is also recognized by the Department of Defense (DoD) and qualifies Qlik Cloud Government at the IL2 level for the DoD with our plans to reach IL4 level for the DoD in the near future.

As U.S. governments and agencies modernize their digital infrastructure and adopt new technologies like automation, AI, and edge devices, the ability to extract insights from data is increasingly crucial. Qlik Cloud Government can support these initiatives with a modern data and analytics platform built for speed, security, and scale.

# Customer STORIES

## HSBC

In collaboration with HSBC, we've created a comprehensive Data Management Summary dashboard to simplify complicated data management schemes for large organizations. With this dashboard we help organizations manage their data by addressing five major points: what data do we care about, where does it reside, why we leverage the data from "that" place it's collected, the impact/opportunity collecting this data may have on the organization, and ensuring the data is fit for the intended purpose. Leveraging these five concepts in a dashboard helps to efficiently guide data management decisions and clearly link data to a business purpose and location. It also shows the impact that data may have on the relevant business practice, and use all this information to develop data quality mechanisms to keep the data up to par.

## Security at Qlik

Qlik works to embed cybersecurity across all our operations and incorporate it throughout software development, SaaS operations and our internal corporate information technology security. We utilize industry standard technology and modern open standards to instill confidence in our users that their data and analyses are secure.

Our development process takes a multi-faceted approach to ensure the software we are creating and offering in the marketplace is secure and ready to face any threats it may encounter. We employ an adaptation of the Scaled Agile Framework and industry best practices to ensure quality assurance. Our software security team incorporates static code analysis, threat modeling, third-party vulnerability scanning and pen-testing to test our software for security weaknesses before public usage. This ensures we are only offering the most secure software to our customers.

Our commitment to security does not end after the development and sale of our software. We conduct consistent monitoring of our production environments to identify and resolve vulnerabilities that could affect data security. With the help of independent third parties, we assess our infrastructure, platforms and applications for any potential weaknesses.

We believe in transparency when it comes to security-related incidents, as such we follow a Responsible Disclosure approach. Our Software Security Office will rank vulnerabilities based on their risk level and publish security bulletins to our customer and partner portals, report any vulnerability as needed and create software fixes as soon as possible and or provide mitigation until an issue can be resolved.

Showcasing our commitment to security, Qlik has completed a SOC 2 Type 2 and a SOC 3 assessment which are an evaluation of the suitability of the design and operating effectiveness of Qlik's internal controls. SOC 2 and 3 are rigorous examinations by an independent accounting firm based on AICPA Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality and Privacy.

In addition to our SOC certification, Qlik meets the standards of ISO 27001, an information management security specification for information management systems (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organization's information risk management processes.

# Business
# Value

# Thought Leadership, Innovation & Customer Value

## Leading the Industry

In the digital economy, real-time agility is essential for long-term success. The faster an organization can respond to events as they evolve, the better it can compete. To make the necessary adaptations, organizations need to be equipped with continuously up-to-date, real-time information and the ability to trigger informed actions in the moment. This is our vision for Active Intelligence, to be an end-to-end pipeline where information flows continuously into everyday processes; to capture real-time data and integrate analytics that allows users to take action in the moment.

**To deliver our vision of Active Intelligence, we focus on three guiding principles:**

**The SaaS Principle**: We will market a move to the cloud as users seek to reduce total cost of ownership and increase scale, and maximize customer value through a cloud-first approach that enables rapid innovation, adoption and supports our data strategy.

**The Data Principle**: Organizations will have data that they either cannot or are not willing to move to Qlik's cloud, and we will support those use cases. We will also embrace a modern data-ops approach delivered as-a-service to build the analytics data pipeline.

**The User Principle**: We will combine the value of software and services, always on, as organizations modernize and move to the cloud.

Our software solutions are used across the world optimizing operations and unlocking the power of vast data sets. Qlik serves a wide variety of industries which include health care, manufacturing and food services. These are just a small sample of the many industries that benefit by using the power of Qlik.

Those who use our products are proud to share the success and benefits which they receive from its utilization.

### Active Intelligence Magazine

With our vision of bringing Active Intelligence to everyone, we are positioned to elevate our brand and products to evolve in the ever-competitive I.T. market, and showcase to top executives that we are the best analytics platform. To help harness this opportunity, we launched a new thought leadership program with the Active Intelligence Magazine. This first-of-its-kind communication tool will allow us to cut through the jargon to confidently engage leaders.

# Customer
# STORIES

## Urban Outfitters

Qlik Cloud analytics have been utilized at Urban Outfitters, Inc. to help streamline in-store decision-making to create in depth dashboards and real time reports. Qlik Sense Enterprise SaaS will be rolled out to managers and associates in over 650 stores in both the US and EMEA. This step to consolidate data into one central location will allow for a culture of Active Intelligence to be cultivated by giving each employee access to the same data to understand store KPIs such as inventory receipts and top 50 sales by store. This extension of Qlik will complement the Qlik Data Integration® feeding their Snowflake cloud data warehouse, as this new addition will sit on top of this system to advance capabilities. These changes will hopefully increase store performance and reduce stress and costs associated with managing on-premises data sources.

## Living Our Vision

We're already delivering on our vision for Active Intelligence through the powerful combination of our data analytics and data integration portfolio, and it continues to drive our direction for product innovation. Even recently, we released four key SaaS capabilities to empower our customers to seize more business moments and take action at the point of decision:

**Qlik Sense Mobile**
to inform decisions on the go

**Collaborative Notes**
to team up with other users in Qlik Sense

**Self-Service Reporting**
to move beyond the dash board

**Hybrid Data Delivery**
to drive real-time action

In addition, we deepened our work with Amazon Web Services (AWS) with the release of an advanced analytics connector for Amazon SageMaker and integration with Amazon SageMaker Autopilot. This unification increases the range of advanced analytics capabilities already available in Qlik Cloud®, providing seamless integration into Amazon's advanced machine learning capabilities all through Active Intelligence. Leveraging advanced machine learning capabilities to drive more predictive and prescriptive analytics is an important part of our vision for Active Intelligence. Now users of Amazon SageMaker can take advantage of their offerings directly in Qlik's SaaS platform, opening up even more opportunities.

In 2021, we also started offering automation services with the launch of Qlik Application Automation. This no-code user interface is fully integrated into Qlik Cloud and uses application programming interfaces (APIs) to automate analytics and triggers, automating actions depending on present conditions. The new system can automatically build new dashboards according to incoming business events detected in the analytics, and equally, those events could trigger actions in the applications themselves.

## Qlik Forts™

In October 2021, we introduced a new hybrid cloud service based on Qlik Cloud that securely extends our cloud analytics capabilities to wherever data and computations need to happen. Whether data is located on premises, in a virtual private or public cloud, Qlik Forts eliminates the need to move previously siloed local data for cloud analytics, ensuring the cost savings and performance benefits of SaaS while meeting governance, jurisdiction or policy requirements. By delivering a seamless, low-latency user experience across any cloud, Qlik Forts will accelerate governed use of more relevant data.

# Customer
# STORIES

## CONSUMER PACKAGE GOODS

## Whitworths

Whitworths, a healthy snack manufacturer has long used Qlik analytics to improve planning, scheduling and inventory controls across its operations. Recently they have moved to utilizing Qlik Cloud to provide more advanced analytical capabilities. This was the next step in their journey towards utilizing active intelligence to improve their business operations. The cloud has allowed the operations team to have access to centralized data regarding performance and inventory levels across multiple manufacturing locations to allow for more educated strategic decisions to be made. Additionally new features such as inventory alerts, shipping and delivery and mobile analytics are now available to the team to improve operational capabilities. Qlik Cloud has been able to bring these capabilities together to reduce costs and provide more stability in a time when unpredictable changes are around every corner.

## Business Growth

Building upon our expansive capabilities and strengthening our commitment to active intelligence, we made two new acquisitions in 2021:

We acquired Big Squid, a leading provider of no-code automated machine learning. This addition will expand our augmented analytics capabilities and strengthen our Active Intelligence initiative. Specifically, Big Squid's SaaS no-code AutoML capabilities will propel our abilities to provide seamless augmentation of analytical efforts forward. This new addition will help our users create a more thorough understanding of key business decisions and expand their abilities to predict scenarios and plan more effectively. Overall the ability to extract more information from data sources to answer questions will be enhanced.

In addition we acquired NodeGraph, a leader in end-to-end data lineage and governance. NodeGraph is a metadata management platform which allows users to further automate aspects of their data management process. NodeGraph will assist in furthering the active intelligence initiative by enabling users to better understand where data is coming from and what calculations are being utilized behind their data. Through this understanding, more informed recommendations and decisions can be made during the automated process.

These two acquisitions expand both our business footprint and client offerings and accelerate the move into the frontier of active intelligence.
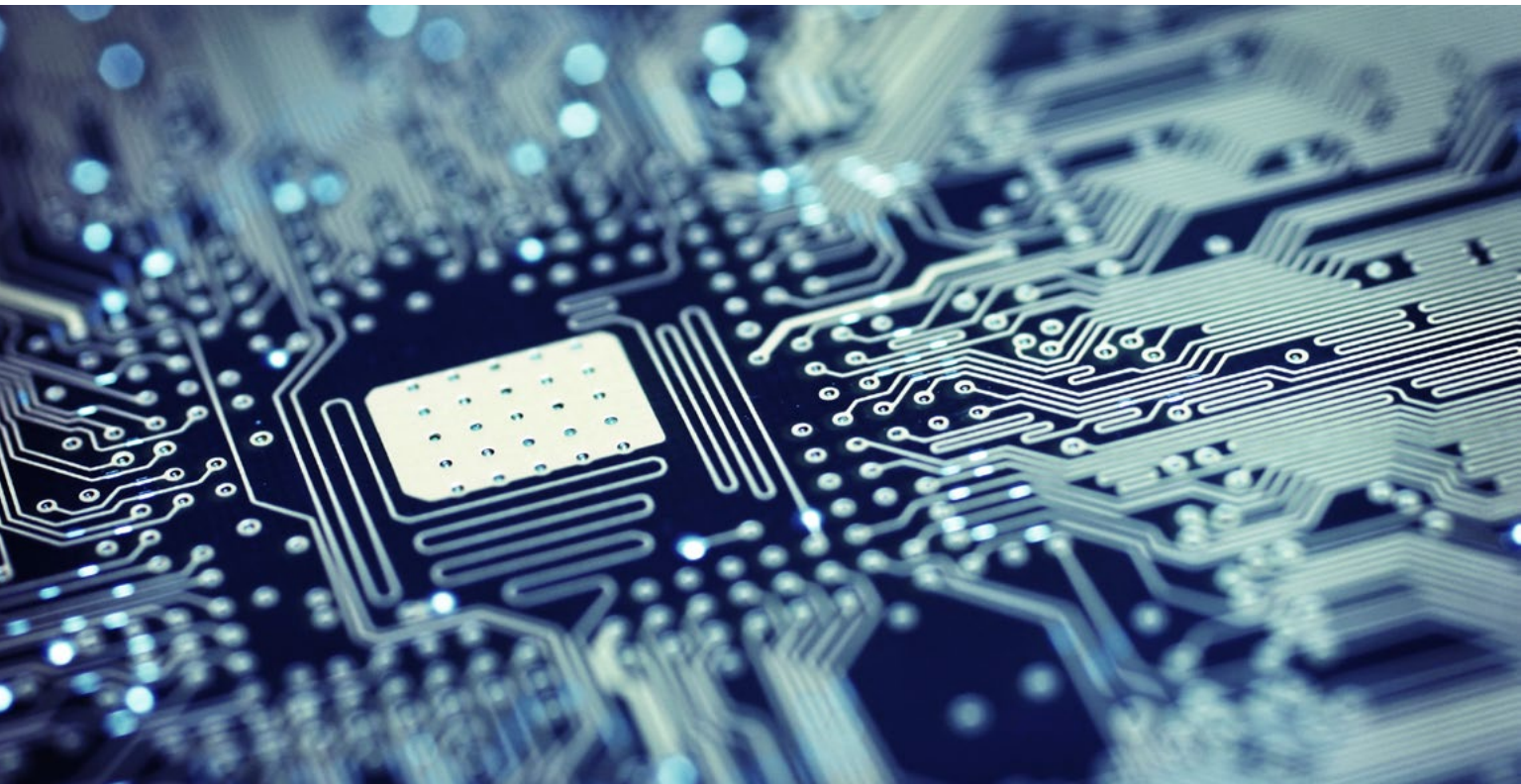
# Customer
# STORIES

## HEALTH CARE

## The Wrightington, Wigan & Leigh
## Teaching Hospitals NHS Foundation Trust

This healthcare provider in the U.K. brought in our Qlik Cloud data analytics offering to develop information sharing with external partners and take patient care to a new level. This group has been utilizing the Qlik platform since 2012 and has expanded capabilities with the introduction of Qlik Cloud. Qlik Cloud has advanced the hospitals active intelligence capabilities by enabling health care professionals and the care system to have real-time insight into a patient's healthcare journey to better understand their medical history and make more informed decisions. The sharing of data has helped to reduce the silos which have developed throughout the health care system and unlock unrealized capabilities to create a more holistic approach to create improved health care outcomes.

## Sustainability of SaaS
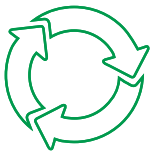
Our SaaS offerings are widely flexible and can offer substantial environmental benefits. Qlik Cloud™ allows customers to quickly take advantage of our technology instead of having to deploy and maintain their own infrastructure environment. This solution reduces infrastructure and management overhead costs, including associated energy use and the emissions arising from its generation, while also enabling rapid response time for scalability.

## Partner Engagement

To expand our capabilities and customer offerings we developed new partnerships and strengthened existing ones in 2021.

This expansion of partnerships came out of our modernization of our Qlik partner program by adding a cloud services track and moving beyond our traditional reseller model to create recurring revenue and a longer customer lifecycle. Not only is Qlik unlocking new benefits, but our partners are finding new business value in cloud services and a new customer relationship to further their own growth. We made specific partnership expansions in 2021 with Google Cloud and UiPath.

We extended our strategic partnership with Google Cloud by working to implement Qlik Data Integration capabilities into the Google Cloud Marketplace. Users of Google Cloud can now purchase the Qlik Data Integration software to gain more capabilities and value from their data in the Google Cloud platform. This partnership will help grow our relationship with Google Cloud as we continue to integrate our services onto their platform. Highlighting our new partnership, we achieved Premier Level Partner status and were included as a partner in the new Google Cloud Cortex Framework launch. With our abilities to transform and provide real-time data from any source across Google Cloud and other systems, our customers will be able to easily procure and utilize Qlik software to make more educated data-driven decisions.

To boost our vision of Active Intelligence, we began a new partnership with UiPath. This partnership is aimed at expanding our existing automation capabilities to further Active intelligence to create immediate action from real-time data. UiPath's technology will allow Qlik Application Automation to automate responses and actions beyond SaaS. Users will now be able to automate processes beyond Qlik connected applications and make connections to downstream applications. This partnership will build upon our active intelligence vision and assist us with our approach to creating an open platform to develop a broad ecosystem of partners. Value will be brought not only to Qlik customers, but also to UiPath customers by bringing advanced analytics capabilities to their systems.

In 2021, Qlik and Fortune launched "The Pandemic Effect on the Fortune Global 500" Data Analytics Site, showcasing a unique data visualization experience that demonstrates how COVID-19 impacted market leader performance across the world.

# Customer
# STORIES

## MANUFACTURING

### Acron Group

Acron Group which is a global manufacturer of mineral fertilizers has implemented Qlik Sense to create efficiencies and cost savings. The implementation of Qlik products will allow for data gathering and real time decision making based on data gathered across their warehouses, finance department, procurement, resource management, IT department and production faults. With Qlik Sense they can now monitor energy consumption from their 400 sensors in real time to identify any issues and avoid over running their systems. Since the monitoring of their energy consumption started, they have been able to plan power consumption more closely and reduce power rate fluctuation to less than 1%. Qlik Sense has proven itself as a valuable tool to help sharpen business decisions.

## Data Literacy

As we work to drive our vision of Active Intelligence, we continue to stress the importance that data literacy plays in the world. Qlik sees the importance of providing tools to analyze and understand data as the world moves to be ever more dependent on data insights.

Qlik's free data literacy workshops help advance data literacy by unlocking the learnings necessary for people to become comfortable with utilizing data and are provided for a variety of organizations.

However, as data literacy is becoming necessary across all roles in an organization and those without the skills needed will be left behind. The need for upskilling around data literacy has continued to grow. Therefore, to address this need, we rolled out our Data Literacy 2.0 program, which is the paid comprehensive version of our free data literacy program. The program is geared towards enabling companies to start a data literacy program and scale it across their enterprise to thousands of employees with the goal of taking data novice employees to being data fluent. The change in experience will allow for confidence in an employee's ability to interpret and work with data to make the most informed data-driven decisions as possible.

**This turn-key offering has several components:**

- Over 20 product-agnostic online data literacy courses and supplemental content for self-paced learning

- Additional instructor-led classes for in-depth discussions

- A proven methodology for starting and scaling data literacy across the company

- Skills assessments, certifications, and tracking dashboards to measure progress

- An online discussion forum for peer-to-peer collaboration

- Data literacy launch services providing best practices and hands-on support for companies just getting started

Additionally, we offer a data literacy service, a holistic always-on customer success approach designed to drive a data-informed culture by optimizing three components: **the value of analytic technology, human capital through a comprehensive data literacy adoption program and mission critical analytics with a 24/7 enterprise support foundation.**

**Components of Data Literacy Offering**

Data Literacy as a Service means helping organizations build data-driven cultures to get the most out of their people, technology and business systems. By doing so we create long lasting customer value. With this customer-centric thinking, we go beyond simply providing a product. We work with our customers as a partner, supporting their goals for the best business outcomes and effective impact.

## Educating Tomorrow's Leaders

Just as important as providing learning around data literacy capabilities to current workforces, the need to educate our future workforce stands out.

Qlik looks for ways to play a role in offering learnings to qualified university students, educators and researchers with the Qlik Academic Program. These learnings come in the form of free Qlik software and resources to prepare students for a data-driven workplace.

Students who participate can analyze real-world information, gain skills and increase future employability. Our software helps position students to stand out by having analytical capabilities which employers are looking for. We have designed the software to be self-paced involving an extensive library of training materials covering business analyst, data architect and data literacy learnings. Best of all once students complete these courses, they can earn certifications and qualifications in their respective area of learning.

The educator aspect of the program provides the resources needed for teachers to bring Qlik data literacy programming into a curriculum. This program provides an educator toolkit which has material, syllabus, Qlik specific training and theoretical training to teach students about data and analytics. Similar to the individual student training, this program helps educators enable their students to gain the skills they need for future employment.

# Awards & Recognition

At Qlik we capitalize on our data capabilities to bring value add to our customers. Measuring our success comes in many forms but is especially evident when customers come to us looking for next level solutions. Our customer stories provide proven success case studies and demonstrate that our customers are able to reach new levels of performance due to our solutions.

**In 2021 several groups recognized us with a number of rankings and awards:**

- [BARC's BI and Analytics Survey 22: Qlik Sense](#) earned **six number one rankings and 45 leading positions** in six peer groups in the annual survey of 2,500 BI and analytics partners

- Gartner positioned Qlik a **Leader in the 2021 Magic Quadrant for Analytics and Business Intelligence** for the 12th straight year

- Gartner DI named Qlik as a **Challenger** in its 2021 Magic Quadrant for Data Integration Tools.

- For the second year in a row Qlik has been named the **official analytics partner** of the Fortune 500.

- Ventana Research has awarded Qlik the **highest number of Value Index Leader** distinctions across four of the seven categories. Ranking number one in Mobile Analytics and number Two in Embedded Analytics. Additionally, Qlik ranked in the **top three in key buyer criteria**, including customer experience, manageability, usability and TCO/ROI.

# Customer STORIES

## PHARMACEUTICALS

## Novartis

Qlik Sense has also been utilized at Novartis, a Swiss pharmaceutical company. With a workforce of 30,000 and over 500 Qlik applications it is essential to have data located in one centralized location. By utilizing Qlik Sense to streamline data insights across the business they have been able to see savings in the six figures through optimized budgeting and resource allocations. Not only does having data located in one location lead to improved access, but it allows for easier validation to ensure the data everyone at the company is using is both accurate and of high quality. These abilities lead to more clear and reliable business decisions across the organization. Two key areas of optimization that Qlik Sense has been able to provide is in introducing a high level of automation which in turn helps reduce data errors and the second area Is an increase in data analytical capabilities. Both capabilities have played a role in the digital transformation of Novartis.

# About this
# Report

Corporate Responsibility is an essential part of Qlik's core values, and Qlik has had an active CR program since 2010.

As a first step to reporting on our Corporate Responsibility efforts, we recently performed an extensive materiality assessment to identify the key environmental, social, economic, and governance topics that concern our stakeholders, impact the world and drive sustainable, long-term value creation.

Potentially material topics were selected by referencing international frameworks such as the GRI Sustainability Reporting Standards. The degree of relevance of each potential topic was assessed along three materiality dimensions:

- Degree of Stakeholder Concern, by surveying customers, employees, and other stakeholders on the relevance of each topic to Qlik

- Impact on Long-Term Value Creation, by surveying Qlik senior management on the potential for each topic to impact Qlik's ability to create sustainable long-term value

- Impact on Sustainable Development, by researching and analyzing the potential positive and negative impacts of Qlik's business activities on each topic

- After extensive analysis of the potential topics that were ranked highly on all three dimensions, followed by detailed discussion with a representative set of Qlik senior management, we determined the following categories and topics to be material to Qlik's corporate responsibility strategy.

102-46

**The topics we deem most material to our stakeholders, to our impacts and to our ability to create long-term value are:**

| MATERIAL TOPIC | SUBTOPIC |
|---|---|
| External Relations | Stakeholder engagement<br>Community investments |
| Environmental Stewardship | Waste and recycling<br>Energy efficiency and renewable energy use |
| Talent Management | Professional development and training<br>Talent recruitment and retention |
| Diversity, Equity & Inclusion | Diversity, flexibility, equal opportunity and non-discrimination<br>Diversity in the technology sector<br>Gender compensation equality |
| Innovation & Leadership | Innovation<br>Thought leadership |
| Customer Value | Customer satisfaction<br>Customer perception of product value<br>Digitalization |
| Responsible Business Practices | Compliance and business ethics<br>Governance and transparency |
| Responsible IT Practices | Customer data protection and privacy<br>IT infrastructure and resilience |

# Management
# Approaches

## Innovation & Leadership

Innovation and Thought Leadership are material to Qlik's customers, employees and community members as the management of these topics directly contributes to the development of Qlik's data-driven offerings. The Chief Technology Officer (CTO) is responsible for managing this topic and does so by an advanced "Ideation Program" that includes Qlik employees, customers and partners. The CTO evaluates this approach by monitoring the number of product ideas that are transformed into releasable products in the form of a conversion rate.

## Customer Value

Customer value is material to Qlik's customers because of its contribution to the company's ability to differentiate from competitors in the dynamic and fragmented business analytics technology marketplace. The Customer Success Officer is responsible for managing customer satisfaction and digitalization as they relate to customer value. Management of this topic includes driving customer success, education,

support and consulting services, as well as developing a clear vision of how Qlik must progress in this area. Qlik evaluates its management of customer satisfaction through customer surveys and in person dialogue at the annual customer conference, QlikWorld, using the results to drive product ideation and development.

## Responsible IT Practices

Responsible IT Practices are material to Qlik's customers, partners and the communities in which we operate because privacy breaches threaten Qlik's continued business operations and customer satisfaction. Qlik's internal IT and IT Security departments, as well as its Product Development department, maintain and develop Qlik products and infrastructure and are responsible for the management of this topic. Qlik manages this topic through several policies aimed at protecting intellectual property (IP), personal data and other assets, such as the Qlik Code of Business Conduct and the Qlik Cookie & Privacy Policy. Data protection management is assessed by the Qlik Legal Department in partnership with IT Security.
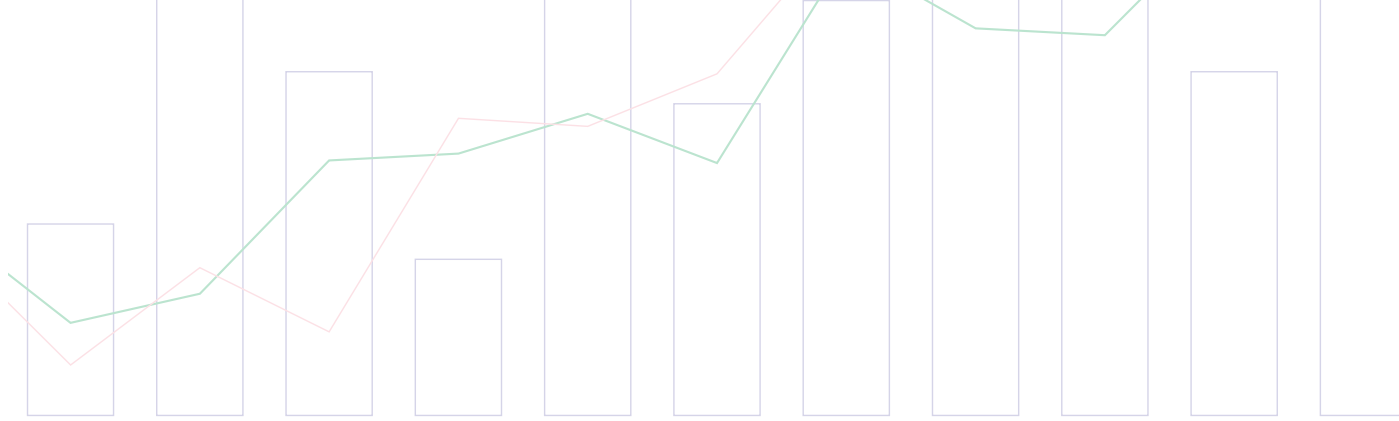
## Responsible Business Practices

Responsible Business Practices are material to Qlik's employees, management and communities as this topic is foundational to Qlik's corporate culture. Qlik manages its compliance and governance through the enforcement of the Qlik Code of Business Conduct and policies such as the Anti-Corruption Policy. The Chief Legal Officer is charged with monitoring the management of this topic and assesses the management approach through the annual review of and training on the Code of Business Conduct and related policies.

## Diversity, Equity & Inclusion

Diversity and Inclusion are material to Qlik's employees because a safe, comfortable working environment is necessary for a productive and valued workforce. Qlik manages this topic through the efforts of the Qlik for All Taskforce, led by its VP Sustainability and DE&I, in partnership with Qlik for All Ambassadors, Employee Resource Groups, Culture & Talent and the Qlik Legal Department.

## Talent Management

Talent Management is material to Qlik's customers and employees because a highly trained and motivated workforce facilitates responsible growth. Qlik's Chief People Officer manages this topic by working to provide avenues for development and advancement to all employees. The CPO evaluates the management approach by tracking employee training hours and monitoring employee turnover and other job performance metrics.

## External Relations

External Relations are material to the communities in which Qlik operates, its employees, customers and partners because it is crucial to Qlik's ability to create long term value for all parties impacted by the company's business operations. The Chief Marketing Office is responsible for overseeing stakeholder engagement initiatives and partners with the VP of Sustainability and DE&I to encourage employees to engage with other Qlik stakeholders, while events like QlikWorld and online communities like "Qlik Nation" facilitate regular and effective communication with customers and partners. Qlik evaluates its management of this topic through stakeholder surveys and feedback, while tracking the number of events held annually and which stakeholders attend.

## Environmental Stewardship

Environmental Stewardship is material to Qlik's role as a global corporate citizen. We value and understand the importance of minimizing our environment impact and recognize climate change as a global threat. While Qlik does not have manufacturing operations or specialized infrastructure requirements, energy efficiency remains an important pillar of responsible business for Qlik. Qlik is currently building a dashboard of social and environmental impacts and related KPIs to help parties in its ecosystem manage this topic more effectively. Qlik will also assess its Energy Efficiency management based on GHG emissions, including Scope 3 emissions from business travel. Q

# SASB **Metrics**

| Topic | Accounting Metric | Unit of Measure | Response |
|---|---|---|---|
| Environmental footprint of hardware infrastructure | (1) Total energy consumed (2) % grid (3) % renewable | GJ/MWh | See "Environmental Stewardship" on page 18. |
| | (1) Total water withdrawn (2) water consumed, % in water stressed areas | Thousand cubic meters, % | Qlik does not currently collect this data. |
| | Discussion on integrating environmental needs into strategic planning for data center needs | Discussion & analysis | See "Environmental Stewardship" on page 18. |
| Data privacy and freedom of expression | Description of policies for behavioral advertising and user privacy | Discussion & analysis | We are not an advertising technology company, so our use of advertising is limited to standard lead generation efforts that is comparable to most enterprise software companies. |
| | Number of users whose information is used for secondary purposes | Number | We are not an advertising technology company, so our use of advertising is limited to standard lead generation efforts that is comparable to most enterprise software companies. |
| | Amount of monetary losses from legal proceedings with user privacy | Reporting currency | None. |
| | (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure | Number, Percentage (%) | None. |
| | List of countries where products or services are subject to government-required monitoring, blocking, content filtering, or censoring | Discussion & analysis | None. |
| Data security | (1) Number of data breaches, (2) percentage involving personally identifiable information(PII), (3) number of users affected | Number, Percentage (%) | Qlik takes data privacy and security very seriously and has a robust privacy and security program in place consistent with industry practice. |
| | Approach to identifying and addressing data security risks, including use of third-party cybersecurity standards | Discussion & analysis | Qlik has a layered approach to security that includes, but is not limited to, the following: 24x7 security monitoring and network, application and host security controls. For more information, visit Qlik.com/trust. |

| Topic | Accounting Metric | Unit of Measure | Response |
|---|---|---|---|
| Recruiting & Managing a Global, Diverse & Skilled Workforce | Percentage of employees that are (1) foreign nationals and (2) located offshore | Percentage (%) | None in US. |
| | Employee engagement as a percentage | Percentage (%) | Between 70% and 75% throughout 2021 |
| | Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees | Percentage (%) | See tables in report "Diversity, Equity, and Inclusion" on page 37 or HR Questionnaire |
| Intellectual Property Protection & Competitive Behavior | Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations | Reporting currency | None. |
| Managing Systemic Risks from Technology Disruptions | Number of (1) performance issues and (2) service disruptions; (3) total customer downtime | Number, Days | Our multicloud Saas offering has resiliency architected in at each layer. The service disruptions and downtime can be found at: https://status.qlikcloud.com |
| | Description of business continuity risks related to disruptions of operations | Discussion and Analysis | The biggest risk is our reliance on cloud providers like Azure and AWS. We believe these are tier 1 vendors and the risks are consistent with our service level objectives of high availability. |

| Activity Metric | Unit of Measure | Response |
|---|---|---|
| (1) Number of licenses or subscriptions, (2) percentage cloud-based | Number, Percentage (%) | We are a private company and do not disclose this information. A material portion of our business is subscription and cloud-based. |
| (1) Data processing capacity, (2) percentage outsourced | Number | We utilize the top 3 cloud providers for the vast majority of our data processing requirements. |
| (1) Amount of data storage, (2) percentage outsourced | Petabytes, Percentage (%) | We are a private company and do not disclose this information. |

# GRI Content Index

The **Global Reporting Initiative (GRI)** provides the world's most widely used framework for sustainability reporting. The GRI Standards offer a structured format to coherently and comprehensively share information about material issues, performance metrics and the management of sustainability-related issues within the organization. The reporting principles for defining report content and quality have been applied throughout the information collection and report development process.

All disclosures in this report are based on the 2016 version of the GRI Standards. For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

.

## GRI 101: Foundation (2016)

## GRI 102: General Disclosures (2016)

| | | |
|---|---|---|
| **102-1** | Name of the organization | Qlik Technologies Inc. |
| **102-2** | Activities, brands, products, and services | Qlik's vision is a data literate world, where everyone can use data to improve decision-making and solve their most challenging problems. Qlik provides end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. |
| **102-3** | Location of the headquarters | Qlik Technologies Inc. 211 South Gulph Road Suite 500 King of Prussia, PA 19406 United States Phone: +1 (888) 828-9768 |
| **102-4** | Location of operations | Qlik has offices in 30 countries in North America, South America, Europe, Asia-Pacific and the Middle East. Qlik's partners are located in over 100 countries. |
| **102-5** | Ownership and legal form | Qlik is privately owned by the private equity firm Thoma Bravo. |
| **102-6** | Markets served | Qlik does business in more than 100 countries and serves over 38,000 customers around the world. |
| **102-7** | Scale of the organization | At the end of 2021 we had over 2500 employees globally, more than 38,000 customers and were active in more than 100 countries. |
| **102-8** | Information on employees and other workers | See "Our People" on page 24. |
| **102-9** | Supply chain | Our suppliers deliver goods and services that are critical to our organization and are onboarded by Qlik's procurement department in partnership with the Legal department. Suppliers are obliged in our standard supplier agreement to comply with our Code of Business Conduct, and suppliers that will be given access to personal data and/or our systems are required to undergo a security risk assessment. |

| | | |
|---|---|---|
| **102-10** | Significant changes to the organization and its supply chain | In 2021, Qlik announced the acquisition of Nodegraph and Big Squid. |
| **102-11** | Precautionary principal or approach | Qlik considers a range of economic, social and governance related factors in its decision making but does not explicitly use the precautionary principal. |
| **102-12** | External initiatives | None. |
| **102-13** | Membership of associations | Private Sector Roundtable on Global Health Security<br>Boston College Center for Corporate Citizenship<br>NetHope (Nonprofit IT organization)<br>Healthcare Information and Management Systems Society |

## STRATEGY

| | | |
|---|---|---|
| **102-14** | Statement from senior decision-maker | See "A Message from the CEO" on page 6. |

## ETHICS AND INTEGRITY

| | | |
|---|---|---|
| **102-16** | Values, principles, standards, and norms of behavior | See "Ethical Business Operation" on page 40 |

## GOVERNANCE

| | | |
|---|---|---|
| **102-18** | Governance structure | www.qlik.com/us/company/leadership |

## STAKEHOLDER ENGAGEMENT

| | | |
|---|---|---|
| **102-40** | List of stakeholder groups | Ownership group, joint venture partners, employees, tenants, regulators, and the local communities. |
| **102-41** | Collective bargaining agreements | No collective bargaining agreements applicable to Qlik's employees are currently in place. |
| **102-42** | Identifying and selecting stakeholders | We identify stakeholders as part of our materiality process and through formal and informal discussions with senior management and other interested parties. Stakeholders are selected by assessing the degree of interest they have in Qlik's operations, and the degree to which they influence our decision making. |
| **102-43** | Approach to stakeholder engagement | We engage our stakeholders through a variety of mechanisms, including regular business-related meetings, discussions of joint ventures and partnership agreements, employee engagement surveys and roundtables, and strategic planning with senior management and the ownership team. |
| **102-44** | Key topics and concerns raised | The issues we have identified as material are based upon the results of our engagement with internal and external stakeholders. See "Material Topics" on page 57. |

## REPORTING PRACTICE

| 102-45 | Entities included in the consolidated financial statements | All data presented in the report represents all Qlik operations, unless explicitly noted otherwise. |
|---|---|---|
| 102-46 | Defining report content and topic boundaries | The data presented here represents Qlik in its entirety at the end of 2021. The content of the report is based upon material topics (which includes consideration of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness) and boundaries are limited to the Qlik organization. See "About this Report" on page 56. |
| 102-47 | List of material topics | See "Material Topics" on page 57. |
| 102-48 | Restatements of information | None. |
| 102-49 | Changes in Reporting | None. |
| 102-50 | Reporting period | January 1 to December 31, 2021 |
| 102-51 | Date of most recent report | A CR Report was published in 2021, for calendar year 2020. |
| 102-52 | Reporting cycle | Annual reporting. |
| 102-53 | Contact point for questions regarding the report | Julie Kae<br>VP Sustainability and DE&I, Executive Director of Qlik.org<br>Julie.Kae@qlik.com |
| 102-54 | Claims of reporting in accordance with the GRI Standards | This report has been prepared in accordance with the GRI Standards: Core option. |
| 102-55 | GRI content index | See page 62. |
| 102-56 | External assurance | This report was not externally assured. |

## Topic-specific Disclosures

### INNOVATION & LEADERSHIP

| GRI 103: Management Approach (2016) | |
|---|---|
| 103-1<br>103-2<br>103-3 | See "Management Approaches" on page 58. |

| Innovation and Thought Leadership | |
|---|---|
| Non GRI | We are actively developing ways to quantitatively measure our progress. These innovation measures will complement our existing KPIs around quality, turn, productivity, and velocity. See page 44 for more information. |

## CUSTOMER VALUE

### GRI 103: Management Approach (2016)

| | |
|---|---|
| **103-1**<br>**103-2**<br>**103-3** | See "Management Approaches" on page 58. |

### Customer Perception of Product Value

| | |
|---|---|
| **Non-GRI** | See "Innovation, Thought Leadership & Customer Value" on page 39. |

### Digitalization

| | |
|---|---|
| **Non-GRI** | See "Innovation, Thought Leadership & Customer Value" on page 39. |

## RESPONSIBLE IT PRACTICES

This topic corresponds to the GRI topic "418 Customer Privacy."

### GRI 103: Management Approach (2016)

| | |
|---|---|
| **103-1**<br>**103-2**<br>**103-3** | See "Management Approaches" on page 58. |

### GRI 418: Customer Privacy (2016)

| | | |
|---|---|---|
| **418-1** | Complaints concerning privacy and losses of customer data | See "Responsible IT Practices" on page 41. |

### IT Infrastructure and Resilience

| | |
|---|---|
| **Non-GRI** | See "Responsible IT Practices" on page 41. |

## RESPONSIBLE BUSINESS PRACTICES

This topic corresponds to the GRI topic "419 Socioeconomic Compliance."

### GRI 103: Management Approach (2016)

| | |
|---|---|
| **103-1**<br>**103-2**<br>**103-3** | See "Management Approaches" on page 58. |

## GRI 419: Socioeconomic Compliance (2016)

| 419-1 | Sanctions Concerning Non-Compliance | In 2021 there were no sanctions levied against Qlik for non-compliance with any laws |
|---|---|---|

## DIVERSITY & INCLUSION

This topic corresponds to the GRI topics "405 Diversity and Equal Opportunity," and "406 Non-discrimination."

## GRI 103: Management Approach (2016)

| 103-1<br>103-2<br>103-3 | See "Management Approaches" on page 58. |
|---|---|

## GRI 405: Diversity and Equal Opportunity (2016)

| 405-1 | Diversity of governance bodies and employees | See "Diversity, Equity, and Inclusion" on page 37. |
|---|---|---|
| 405-2 | Ratio of basic salary and remuneration of women to men | Our remuneration practices include periodic benchmarking exercises where we analyze our compensation policies and data, look at potential gender or other demographic imbalances, and make adjustments where needed. Our compensation policy is intended to be merit based, focused solely on roles, responsibilities, experience and performance with no consideration given to gender, age, ethnicity or any other impermissible factor. We believe there is no systemic difference in our pay scales due to gender or other demographic metric. |

## GRI 406: Non-Discrimination (2016)

| 406-1 | Incidents of discrimination | Qlik treats this data as confidential company information. |
|---|---|---|

## TALENT MANAGEMENT

This topic corresponds to the GRI topics "401 Employment Conditions" and "404 Training and Education."

## GRI 103: Management Approach (2016)

| 103-1<br>103-2<br>103-3 | See "Management Approaches" on page 58. |
|---|---|

## GRI 404: Training and Education (2016)

| 404-1 | Extent of training and education | See "Workforce Development" on page 26. |
|---|---|---|
| 404-2 | Programs for skills management and lifelong learning | See "Workforce Development" on page 26. |
| 404-3 | Performance reviews and career planning | See "Workforce Development" on page 26. |

## EXTERNAL RELATIONS

This topic corresponds to the GRI topics "203 Indirect Economic Impacts" and "413 Local Communities."

### GRI 103: Management Approach (2016)

| | |
|---|---|
| **103-1** **103-2** **103-3** | See "Management Approaches" on page 58. |

### GRI 413: Local Communities (2016)

| | | |
|---|---|---|
| **413-1** | Local community engagement, impact assessments, and development programs | See "Responsible Citizenship" on page 14. |

### GRI 203: Indirect Economic Impacts (2016)

| | | |
|---|---|---|
| **203-1** | Infrastructure investments and services supported | See "Responsible Citizenship" on page 14. |

## ENVIRONMENTAL STEWARDSHIP

This topic corresponds to the GRI topics "302 Energy" and "305 Emissions."
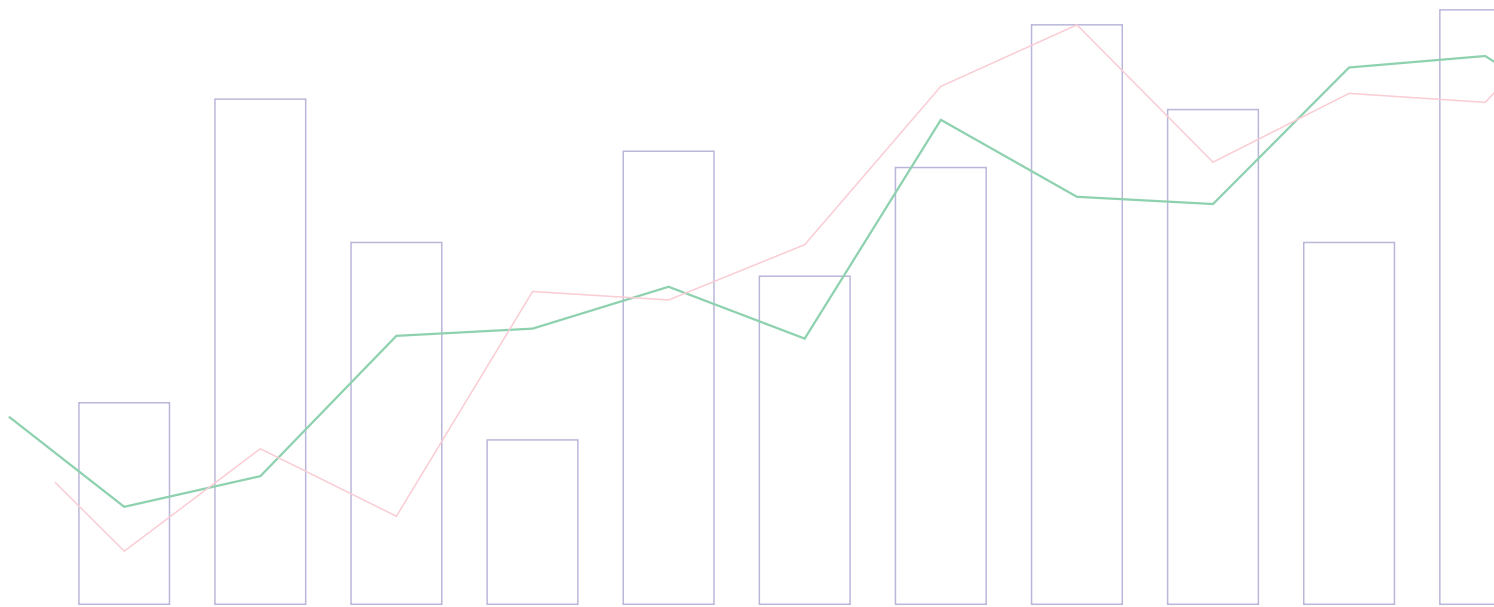
### GRI 103: Management Approach (2016)

| | |
|---|---|
| **103-1** **103-2** **103-3** | See "Management Approaches" on page 58. |

### GRI 302: Energy (2016)

| | | |
|---|---|---|
| **302-1** | Energy consumption | See "Environmental Stewardship" on page 18. |

### GRI 305: Emissions (2016)

| | | |
|---|---|---|
| **305-2** | Indirect (Scope 2) emissions | See "Environmental Stewardship" on page 18. |