

onflow<sup>3</sup>

# Sustainability Report 2023



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# Sustainability Report 2023

We're deeply committed to sustainability and see it as a valuable long-term investment for our future. Our focus is on improving our business through innovative solutions and approaches that put social and environmental concerns first, which ultimately drives sustainable improvements over time. By making sustainability a priority, we're actively contributing to a better future for ourselves, our customers, and the planet. While we take pride in our achievements thus far, we acknowledge that our journey towards sustainability is only beginning.

Our sustainability initiatives are structured around ESG principles: environment, social responsibility, and governance.



## Environment

Under the environmental pillar, we believe that digital innovation is pivotal. The advent and widespread adoption of technology have revolutionized various aspects of business operations, including our approach to environmental sustainability. A crucial part of our transformation involves enabling streamlined, interconnected, and insightful processes. Our comprehensive platform, Oneflow, empowers us to assist our clients in their sustainability transition.

At Oneflow, we advocate for paperless workflows. Through our platform, we achieve our most significant positive environmental impact by facilitating the digital transformation of processes that were predominantly paper-based. This directly reduces paper consumption for both ourselves and our customers while also indirectly benefiting the paper supply chains, minimizing physical mailings, and decreasing the environmental footprint associated with printers and copiers. As our product is digital and cloud based, our own operational environmental footprint is limited to our offices, business travel, and the services we procure.

To minimize waste, we prioritize increasing the use of recyclable materials and promoting recycling throughout our office spaces. We have implemented recycling bins strategically throughout the office and employed nudging signs to encourage proper waste management. Additionally, in collaboration with Dustin, we strive to recycle all end-of-life electronic equipment. Our offices adhere to local laws and regulations concerning energy and water conservation.

In terms of business travel, we have implemented a travel policy that prioritizes purposeful travels where digital meetings are the primary option. We have significantly reduced non-essential business travel and emphasize choosing the most environmentally friendly travel alternatives when digital meetings are not feasible.

### Greenhouse gas emissions

Under the Greenhouse Gas Protocol, our carbon footprint is divided into Scope 1.

<b>Scope 1</b> Direct emissions from owned or controlled sources. In Oneflows case, it includes emissions from business travels.	<b>Target Offset Carbon footprint from travels</b> <ul style="list-style-type: none"> <li>• 50% by 2024</li> <li>• 75% by 2025</li> <li>• 100% by 2026</li> </ul>
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Carbon footprint related to business travels	Co2/ Kg	Offsetting
2022	88149	0%
2023	17170	0%



## Social responsibility

### Our employees

At Oneflow, we recognize that our employees hold the key to achieving our goals. We firmly believe that their expertise, abilities, vast experience, dedication, and active engagement are indispensable to our success.

### Creating an appealing workplace

Within the realm of social responsibility, we believe in a transparent work environment and encourage open dialogue to foster employee engagement. Our employees are motivated by our vision, core values, and the opportunity to make an impact while experiencing professional growth. An open and safe work environment is crucial for capitalizing on ideas and promoting engagement, ultimately enhancing our innovative capabilities.

To measure employee sentiment regarding the work environment, we conduct anonymous pulse surveys on a weekly basis. These surveys focus on various aspects such as leadership, job satisfaction, meaningfulness, autonomy, work situation, participation, personal development, team spirit, and commitment. With an impressive response rate of around 97 percent during 2023, these surveys help us identify areas of improvement and track progress over time. Employees are also encouraged to voice their opinions on areas that need improvement or change to enhance their happiness and engagement. Survey results are followed up with workshops within each department and management.

Every employee is provided with the chance to engage in feedback sessions with their managers, aimed at assessing their progress and performance. During these meetings, employees receive constructive feedback regarding their strengths and areas for improvement. Simultaneously, they are given the opportunity to address any concerns they may have and collaborate with their managers to devise a personalized development plan.

Within the first three months of joining Oneflow, new employees complete a follow-up survey to ensure that their expectations regarding leadership, culture, personal responsibilities, and their initial experience align with reality. Additionally, the People department holds one-on-one meetings with all new hires after the initial three months.

When an employee decides to leave the company, we request their participation in an anonymous quantitative exit survey. This valuable feedback helps us understand the reasons behind their departure and identify areas where we may have fallen short in meeting their expectations. It serves as an important tool for gaining an honest assessment of Oneflow as an employer, our leadership, and the level of impact individuals felt they could have on their work situation.

Continuous communication plays an important role in fostering a positive and productive work environment. We prioritize providing employees with the opportunity to seek clarifications and stay informed about the company's current performance and future strategies. To facilitate



this, we have established monthly meetings with the entire group. This platform serves as conduits for sharing essential company information, acknowledging achievements, and communicating goals.

### Facilitating skills development

We are deeply committed to cultivating a dynamic and empowering work environment that enables our employees to realize their fullest potential. We promote personal and career development through learning in the performance of our roles and from each other, as well as various training initiatives.

In line with our dedication to individual growth, we place a strong emphasis on cultivating effective leadership throughout our organization. To achieve this, we have implemented targeted leadership development programs, strategically designed to enhance the managerial prowess of our leaders. By nurturing their abilities, we aim to foster cohesive and high-performing teams across all departments.

At Oneflow, we are actively engaged in refining our performance development process, emphasizing the importance of ongoing and impactful dialogues between employees and their managers. Our primary objective is to foster a talent journey with clear expectations, a culture of continuous feedback, and prospects for professional advancement. To achieve this, each employee is entrusted with individualized objectives and development plans, thoughtfully guided and supported by their respective managers. Throughout the year, both employees and managers collaborate in assessing the outcomes of these objectives and behaviors, aligning them with our core values.

With a focus on transparent communication, continuous learning, and personal growth, Oneflow remains committed to nurturing a workforce that is motivated, competent, and built for excellence.

Our core values serve as the compass guiding our collective journey towards success, with adherence to these principles forming the cornerstone of performance evaluations, salary reviews, and career advancement.

Through these initiatives, we aim to foster a workforce that remains at the forefront of their respective fields, driving innovation and propelling our organization to new heights of achievement.

### Promoting diversity and inclusion

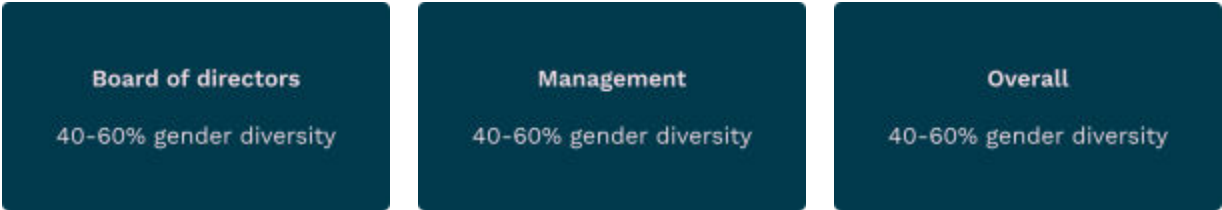
Oneflow is committed to fostering an inclusive work environment that mirrors the diverse communities we engage with. We aspire to ensure that every individual, irrespective of their gender, race, ethnicity, religion, disability, family commitments, sexual orientation, social upbringing, age, or professional background, is recognized, heard, appreciated, and empowered to thrive.



Our long-term ambition is to have a 50% gender balance in Onewflow because we want to reflect the rich diversity of the world we operate in. We're committed to attaining gender pay equity across all levels of our organization.

To ensure that we steer towards achieving our long-term ambition, we recognize the need to establish clear and ambitious targets backed by tangible actions.

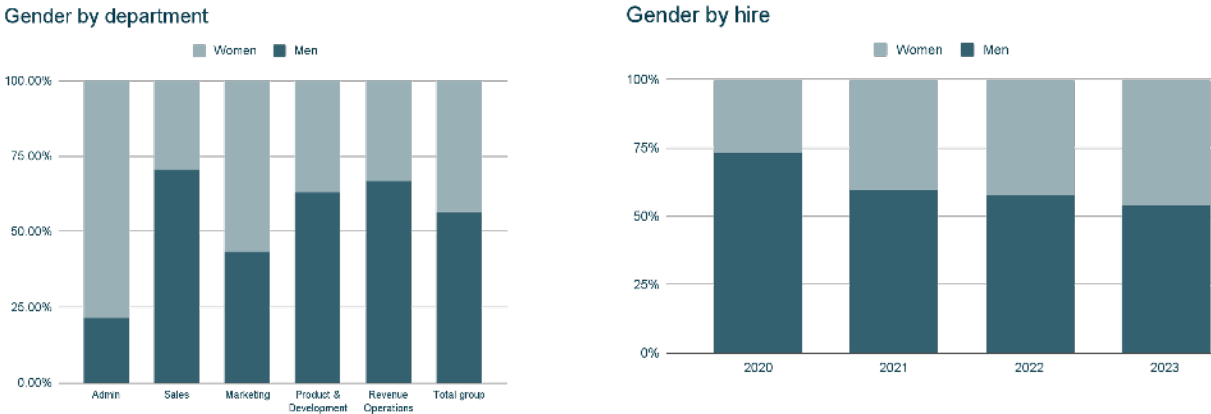
Onewflows gender diversity target



Onewflows current gender diversity



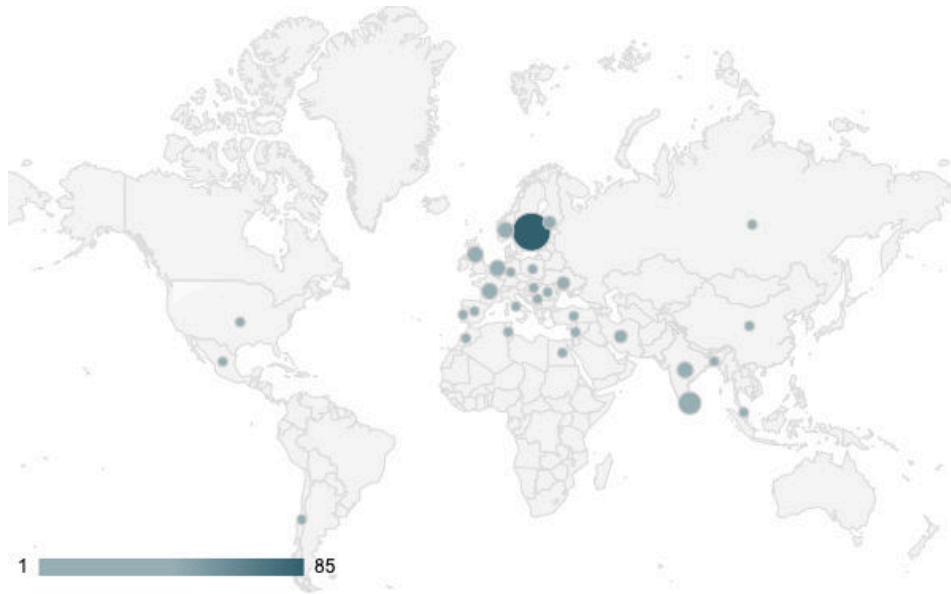
Onewflows average gender diversity per 2023.



Onewflows gender diversity by department during 2023.



We strive for broad diversity, in multiple dimensions. We have initially only set specific targets for gender diversity as this is something that we can measure and transparently report on it. We believe that setting targets creates the right backdrop against which we can achieve diversity, equity and inclusion for other underrepresented groups.



Oneflow had 30 different nationalities represented among its employees per 2023.



## Remuneration

A well-thought-out, fair and sustainable remuneration system is critical to attract, retain and motivate our employees. We reward our employees in a way that encourages them to act in the best interests of our clients and avoid taking unnecessary risks. Our remuneration is linked to their performance, potential and prevailing market standards in their country.

To make sure that we act according to a sustainable remuneration system we will conduct a **remuneration policy** that aims to ensure we provide equal pay for equal work and experience, regardless of the background, age or gender of our colleagues.

We have defined a methodology to measure our success in our pursuit of achieving equity pay. Our People team will review pay data annually and advise about any potential issues and actions that need to be taken. The People team will provide the Oneflow management team with annual reports on promotions by gender and level, as well as turnover data categorized by gender. Our remuneration processes are audited and reviewed each year internally. Remuneration levels for all employees are compared with external benchmark data every year to ensure that they are in line with the market standards. Any relevant changes made by regulators will be incorporated in our remuneration policies and guidelines.

## Governance

At the very heart of what we do is contracts. When our customers entrust their contracts to Oneflow, we commit to keeping them safe and secure. Our principles include security first, commitment to transparency, and privacy by design and by default.

Oneflow's first priority is to ensure they are safe and secure. Nothing precedes safeguarding our customers' assets that are primarily contracts and keeping them compliant. It's at the core of every decision we make. With our commitment to transparency, we make sure that our customers have all the information they need to be secure with their decision to use Oneflow. There should never be a question mark or doubt on our approach to security and compliance work. Data protection is integral in everything we do. We ensure that all personal data in Oneflow is processed with the highest protection in compliance with the latest data privacy regulations.

### Governance of sustainability work

At Oneflow, we oversee, manage and govern our sustainability efforts by setting ESG targets, necessary metrics and guiding documents, to steer our path forward. These guiding documents are a series of comprehensive policies, including our Sustainability Policy, internal Code of Conduct and Supplier Code of Conduct. Our conduct codes offer an established framework for our operations. Our CEO holds the ultimate responsibility for both the strategic and operational aspects of our sustainability efforts, ensuring that every action we take brings us closer to our ambition for sustainable digital contract management.



## Regulatory compliance

At Oneflow, we align with all laws and regulation within the jurisdictions where we have established subsidiaries. While our operations do not necessitate any specific licenses, the digital contract products we offer must adhere to local laws and regulation concerning data privacy, contract validity, and proposition to our customers. This inherent compliance forms a significant facet of our core value and proposition to our customers. Consequently, we make it a point to allocate ample resources to stay well-informed about regulatory changes.

## Data security

Maintaining the safety of our customers' data is an integral element of our success at Oneflow. Therefore, we adopt a proactive and highly-focused approach to ensure exceptional levels of information security. The foundation of our commitment to data security is our ISMS (Information Security Management System), which aligns with the ISO27001 standards.

Our platform employs secure communication protocols to prevent unauthorized access to information. Our data centers are operated 24/7 and physically protected in accordance with industry standards against burglary, fire, and flooding. All data center providers must hold certification according to the ISO 27001 information security standard, ensuring a high level of data protection.

## Customers' privacy

At Oneflow, preserving our customers' data with the highest degree of security is paramount, as it often involves personal information and individual privacy. We have fine-tuned our digital contract and e-signature solutions to meet data protection regulations like the GDPR. We never compromise on protecting individual privacy and security in our pursuit of innovation.

## Anti-corruption

At Oneflow, we maintain highly ethical business practices and ethics both within our organization and in our external interactions.

Our commitment to ensuring ethical practices extends to mandatory annual training in business ethics for all employees of Oneflow, regardless of permanent or on fixed-term contracts. We acknowledge the blurred lines that can sometimes obscure what constitutes a bribe, so we encourage all employees, at the slightest doubt, to tread with caution and report any suspicious behavior to their managers. Special attention is given to interactions with government representatives.

In 2023, we are proud to note that no cases of corruption were reported, highlighting the effectiveness of our efforts and our commitment to maintain a high ethical standard, transparency and integrity.

## Sustainable supply chain

Our Supplier Code of Conduct at Oneflow lays out the expectations we have for our partners. Our suppliers are expected to uphold integrity, comply with all relevant laws such as those



relating to human rights, anti-corruption, information security, competition and market abuse, and environmental standards. Furthermore, we anticipate that they will work diligently to ensure their business partners follow these same principles and conduct business in an honest, responsible, and fair manner.

The points covered in the Supplier Code of Conduct are addressed as part of our structured procurement process, an effort to manage and govern our supply chain management. All essential suppliers, those pivotal to our delivery of digital contract and e-signature solutions, are required to either sign this Code or demonstrate the existence of an equivalent code during their onboarding process.

We encourage the reporting of any violations of the Supplier Code of Conduct, whether confidentially or anonymously. Suppliers who commit minor infractions are typically provided an opportunity to rectify the mistake. However, for more severe violations, especially those involving legal breaches, Oneflow retains the right to enforce suitable sanctions and potentially sever the business relationship. Our commitment to a sustainable supply chain is one of the many ways we aim to unleash data's potential for fostering a more sustainable world.

## Whistleblowing

At Oneflow, we maintain a Working Environment Policy that succinctly outlines the process for employees or other stakeholders to report any misconduct. Initially, internal reporting channels – which encompass immediate managers, the HR department, the Board, or anyone else in the organization with whom the reporting individual feels comfortable – should be utilized. If these channels are not feasible or do not yield the anticipated results, reports can be directed to Oneflow's whistleblowing service, allowing for anonymous reporting.

All cases reported via the whistleblowing service are invariably investigated, either internally or, when necessary, by an external party. In 2023, six cases were reported, of which all have been thoroughly investigated and concluded. It's noteworthy that none of these cases involve human rights violations.



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10 April 2024	Annual Report 2023
8 May 2024	Interim Report Q1 2024
8 May 2024	Annual General Meeting 2024
16 August 2024	Interim Report Q2 2024
8 November 2024	Interim Report Q3 2024
14 February 2025	Year-end Report 2024

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