

onflow<sup>3</sup>

# Sustainability Report 2024



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# Sustainability report 2024

At Oneflow, sustainability remains at the core of our business strategy. We view it as an essential investment in our future, ensuring long-term value for our stakeholders, employees, and the planet. Through innovation and responsible business practices, we strive to make a lasting impact across environmental, social, and governance (ESG) dimensions.

## Highlights 2024

We are proud to announce that in 2024, we achieved ISO 9001, 14001, and 27001 certifications, reinforcing our commitment to quality management, environmental responsibility, and information security. These certifications mark a significant milestone in our journey toward operational excellence and sustainable digital contract management.

- **ISO 9001 (Quality Management System - QMS):** Ensures consistent product/service quality, customer satisfaction, and continuous improvement. Focuses on efficient processes and compliance with regulatory requirements.
- **ISO 14001 (Environmental Management System - EMS):** Helps organizations minimize their environmental impact, improve resource efficiency, and comply with environmental regulations. Supports sustainable business practices.
- **ISO 27001 (Information Security Management System - ISMS):** Focuses on protecting sensitive information through risk management, cybersecurity measures, and compliance with data security standards. Ensures confidentiality, integrity, and availability of information.



## Environmental responsibility at Oneflow

Digital innovation plays a crucial role in how businesses take environmental responsibility—and we see it as our mission to lead that change. By enabling smart, connected, and data-driven processes, our platform helps organizations make their workflows both more efficient and more sustainable.

We advocate for a paperless world. Oneflow transforms traditional paper-based processes into digital workflows, significantly reducing paper consumption—both for us and our customers. The result? Less pressure on the paper industry, fewer physical mailings, and reduced reliance on energy-intensive equipment like printers and copiers.

Since our solution is entirely digital and cloud-based, our own carbon footprint primarily stems from our offices, travel, and the services we purchase. We are actively working to minimize these emissions, while helping others do the same.

### ISO 14001 certification and our commitment to the environment

In 2024, we took a significant step in our sustainability journey—we became ISO 14001 certified. This internationally recognized standard affirms our commitment to systematically reducing our environmental impact and continuously improving our environmental management practices. The certification is a testament to the quality and integration of our environmental management system across the entire organization.

### Smarter resource management in everyday operations

We are constantly working to reduce waste by choosing recyclable materials and encouraging recycling across all our offices. Clearly marked recycling stations and guiding signage make it easy for employees to dispose of waste responsibly. Through our partnership with Dustin, we also ensure that all end-of-life electronics are recycled safely and responsibly. Our offices comply with local regulations for conserving energy and water—small actions that add up to a big impact.

### Sustainable business travel—with digital meetings as the standard

Travel is a natural part of many businesses, but we strive to make it as sustainable as possible. Our travel policy prioritizes digital meetings as the default option, significantly reducing unnecessary transportation. When in-person meetings are required, we aim to choose the most environmentally friendly modes of travel to minimize our carbon footprint.

### Embedding sustainability into everyday work

For us, sustainability is not a separate initiative—it's a fundamental part of how we operate. By integrating sustainable practices into daily work, we aim not only to reduce our own



environmental impact but also to inspire and support our customers on their path toward a more sustainable future.

### Greenhouse gas emissions according to the GHG Protocol

To better understand and reduce our carbon footprint, we follow the Greenhouse Gas Protocol—the most widely used standard for measuring and reporting greenhouse gas emissions. Our emissions are divided into three categories:

- **Scope 1** – Direct emissions from sources we own or control, such as company vehicles or office heating systems.
- **Scope 2** – Indirect emissions from the energy we purchase, such as electricity and district heating for our offices.
- **Scope 3** – Other indirect emissions that occur throughout our value chain, such as business travel, purchased goods and services, and the use of our products.

We are currently focusing on identifying and reducing our emissions within Scope 1, while actively working to expand our understanding and efforts within Scope 3, where a significant portion of indirect emissions typically resides.

#### Target: Offset carbon footprint from travels

- **50% during 2024**
- **75% during 2025**
- **100% during 2026**

Carbon footprint related to business travels	Co2/ Kg	Offsetting
2022	88 149	0%
2023	17 170	0%
2024	26 258	50%

To support our sustainability goals, we have partnered with a reputable Swedish organization that helps businesses offset their carbon footprint through Gold Standard-certified climate projects. Our investment will go directly toward projects that reduce CO<sub>2</sub> emissions, such as renewable energy initiatives and sustainable development efforts. By working with this organisation, we ensure transparency, third-party verification, and measurable impact. This partnership allows us to offset 14 tons of CO<sub>2</sub> for 2024, reinforcing our commitment to responsible climate action.



## Social responsibility

### Our employees

At Oneflow, we recognize that our employees are the key to our success. Their expertise, dedication, and engagement drive our ability to achieve our goals and foster a culture of innovation, collaboration, and excellence. We are committed to creating a workplace where every individual feels empowered, valued, and inspired to grow.

### Creating an engaging and inclusive workplace

As part of our social responsibility, we cultivate a transparent and inclusive work environment that encourages open dialogue, collaboration, and personal development. Our employees are motivated by our vision, core values, and the opportunity to make a real impact, while also growing professionally in a dynamic setting. A safe and open workplace is essential for fostering engagement, encouraging creativity, and strengthening our innovative capabilities. To continuously assess and improve employee sentiment, we conduct anonymous pulse surveys on a weekly basis. These surveys evaluate aspects such as leadership, job satisfaction, autonomy, professional development, and team spirit. In 2024, we maintained an impressive response rate of around 91%, enabling us to identify areas for improvement and track progress over time. Employees are also encouraged to provide feedback, which is followed up with departmental workshops and management discussions to drive meaningful changes. All employees participate in regular one-on-one feedback sessions with their managers to discuss performance, strengths, and areas for improvement. These meetings provide a structured framework for setting personalized growth plans and ensuring ongoing professional development.

For new employees, we conduct a follow-up survey after their first three months to ensure alignment between their expectations and their experience at Oneflow. Additionally, our People department holds one-on-one meetings with all new hires to offer additional support and guidance.

When employees choose to leave Oneflow, we conduct exit interviews to gain insights into their experience, identify potential areas for improvement, and refine our approach to employee retention and workplace satisfaction.

### Continuous learning and skills development

At Oneflow, we are committed to fostering a learning culture where employees are encouraged to develop their skills, knowledge, and leadership abilities. We provide on-the-job learning opportunities, structured training programs, and mentorship initiatives to support professional growth.



We place a strong emphasis on leadership development, equipping our managers with the skills needed to lead high-performing teams. Through structured leadership training programs, we enhance managerial effectiveness and cultivate a culture of strong, supportive leadership across the organization.

To ensure that every employee has a clear path for growth, we continuously refine our performance development process. Each team member is assigned individualized objectives and development plans, aligned with our core values and business goals. Throughout the year, managers and employees collaborate to assess progress, ensuring alignment with our company mission and individual career aspirations.

Transparent communication remains a key priority. We conduct monthly company-wide meetings to keep employees informed about business performance, strategic goals, and key achievements. This fosters a culture of openness, trust, and engagement across all teams.

Our core values serve as a guiding principle, shaping performance evaluations, salary reviews, and career progression. By embedding these principles into our workplace culture, we create an environment where employees are empowered to excel, innovate, and drive success.

## Promoting DEI: Diversity, equity, and inclusion

At Oneflow, we are committed to fostering a diverse and inclusive workplace that reflects the global communities we serve. We believe that everyone—regardless of gender, race, ethnicity, religion, disability, family commitments, sexual orientation, social background, age, or professional experience—should feel valued, heard, and empowered to succeed.

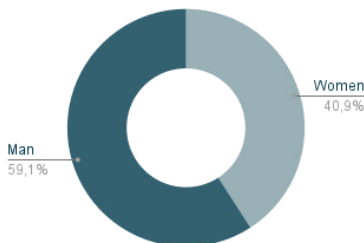
### Our gender diversity goals

Our long-term ambition is to achieve a 50/50 gender balance within Oneflow, ensuring that our workforce reflects the diversity of the world we operate in. We are also committed to achieving gender pay equity at all levels of the organization.

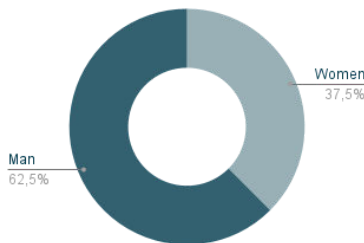
To ensure we make progress toward our goals, we have implemented clear and measurable diversity targets, with transparent reporting on gender representation across the company.

#### Oneflows gender diversity 2024

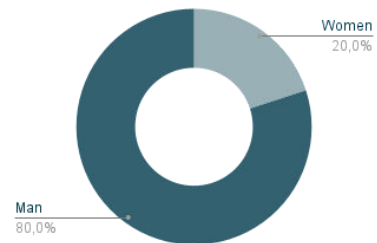
Employees



Management

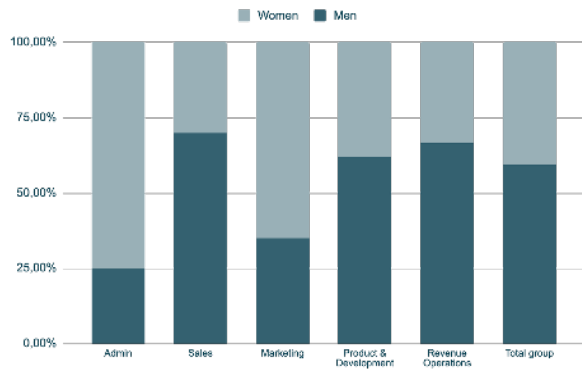


Board

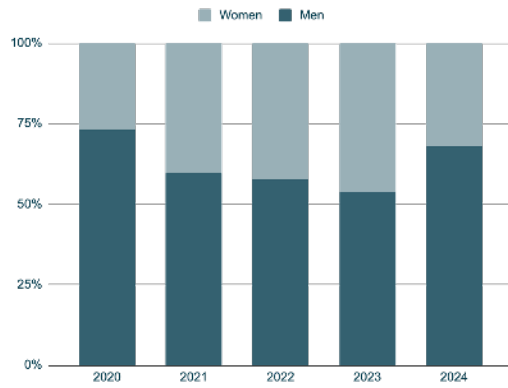




Gender by department 2024



Gender by hire



We also recognize that diversity extends beyond gender. While gender diversity is an area where we can measure and report progress, we are committed to fostering inclusion for all underrepresented groups through targeted initiatives, inclusive hiring practices, and leadership development opportunities.

Additionally, in 2024, Oneflow employees represent over 30 nationalities, highlighting the global nature of our workforce.





## Fair and sustainable remuneration

A fair, transparent, and sustainable remuneration system is crucial for attracting, retaining, and motivating our employees. Our approach to remuneration is designed to encourage long-term engagement, align with market standards, and reward performance while ensuring that employees act in the best interests of our clients and the business.

To ensure equity in pay, we conduct an annual review of salary data, assessing factors such as experience, job responsibilities, and market benchmarks. Our People team provides the Oneflow management team with an annual report on promotions, turnover rates, and salary trends, categorized by gender. This allows us to proactively address potential gaps and maintain pay equity across the organization.

Our remuneration processes are subject to internal audits and reviews, ensuring compliance with market best practices and regulatory requirements. We also update our policies annually to reflect any regulatory changes and evolving industry standards.



## Governance

At the core of Oneflow's mission is contract security, transparency, and compliance. When our customers entrust their contracts to Oneflow, we prioritize data protection, privacy, and regulatory adherence. Our ISO 9001, 14001, and 27001 certifications, achieved in 2024, reinforce our commitment to quality management, environmental responsibility, and information security.

### Security and compliance: Our top priority

Oneflow's first priority remains keeping customer data and contracts secure. Every decision we make is guided by our commitment to compliance, transparency, and security-first principles. Our customers should never have to question whether their sensitive data is safe with us.

We ensure that all personal data in Oneflow is processed in compliance with the latest data privacy regulations, maintaining the highest levels of security. Our approach is based on privacy by design and by default, ensuring that security is built into our processes, not just added as an afterthought.

### Governance of sustainability work

At Oneflow, we integrate sustainability into our governance structure by establishing clear ESG targets, measurable metrics, and guiding policies. These include our Sustainability Policy, Internal Code of Conduct, and Supplier Code of Conduct, which provide a structured framework for responsible business operations.

Our CEO holds the ultimate responsibility for both strategic and operational sustainability efforts, ensuring that every decision aligns with our mission for sustainable digital contract management. In 2024, we continue to refine our approach by aligning our governance structure with industry best practices and regulatory advancements.

### Regulatory compliance

Oneflow remains committed to full regulatory compliance across all jurisdictions in which we operate. While our business does not require specific licenses, our digital contract and e-signature solutions must comply with local laws related to data privacy, contract validity, and digital transactions.

To stay ahead of regulatory changes, we dedicate significant resources to monitoring and adapting to evolving legal landscapes. This proactive approach ensures that our customers can confidently rely on Oneflow to meet compliance standards in every market we serve.

### 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

Customer privacy is a non-negotiable priority at Oneflow. We ensure that our digital contract and e-signature solutions fully comply with data protection regulations, including GDPR.

We never compromise on individual privacy, transparency, or ethical data handling. Our privacy-first approach ensures that customers retain control over their data, reinforcing trust in our platform.

## Anti-corruption

We uphold the highest ethical standards in all aspects of our business. In 2024, we continue to strengthen our commitment to integrity, transparency, and fair business practices.

To reinforce this, we mandate annual ethics training for all employees—whether permanent or on fixed-term contracts. This training covers:

- Identifying and reporting unethical behavior.
- Understanding bribery risks and compliance obligations.
- Guidelines for interactions with government representatives and third parties.

We maintain a zero-tolerance policy toward corruption. In 2023, no cases of corruption were reported, reflecting the effectiveness of our internal controls and ethical governance framework.

## Sustainable supply chain

Oneflow's Supplier Code of Conduct sets clear expectations for ethical business conduct, human rights protection, environmental responsibility, and regulatory compliance.

Key supplier expectations:

- Adherence to laws related to human rights, anti-corruption, data security, competition, and environmental protection.
- Responsibility for ensuring that their own business partners follow these principles.
- Structured onboarding requirements, where all essential suppliers must either sign our Supplier Code of Conduct or demonstrate adherence to an equivalent ethical framework.



We actively monitor supplier compliance and encourage confidential or anonymous reporting of violations.

- Minor infractions may result in corrective actions.
- Serious violations, particularly legal breaches, may lead to contract termination.

In 2024, we continue to refine our procurement strategy to drive sustainability, ethical sourcing, and transparency throughout our supply chain.

## 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.

### 2024 update

In 2024, one case was reported via the whistleblowing service, all of which were investigated and resolved.

No cases involved human rights violations, affirming our commitment to ethical governance and workplace integrity.

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