

2024

Sustainability Report

ISLET

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This Sustainability report covers the following entities of Islet Group:

Islet Group Oy affiliates

- Islet Innovations Oy (Finland)
- Islet Intelligence Oy (Finland)
- Islet Group Kft (Hungary)
- Islet Group Ltd (UK)

Islet offices

- Espoo office: Keilaranta 10 E, 02150 Espoo, Finland
- Oulu office: Elektroniikkatie 11, 90590 Oulu, Finland
- Joensuu office: Länsikatu 15, 80110 Joensuu, Finland
- Budapest office: 1095 Budapest, Soroksáriút 34, Hungary

At Islet, our mission is to strive to make the world a better place with the latest technologies. Our values are reflected in our daily actions and decisions.

We have always been the pioneer in diverse thinking and working in the technology world. We also aim to lead the way in combating climate change and achieving sustainable success.

We understand that sustainable development is not merely a strategic priority but a fundamental responsibility. Our dedication to sustainable practices covers every aspect of our operations, from reducing our environmental footprint to promoting a diverse and inclusive culture, upholding ethical business practices, and fulfilling our social responsibilities.

Our strategy is designed to create long-term value for our key stakeholders – employees, customers, and partners – while ensuring the preservation of our planet for future generations. As a family business, we prioritize leaving the planet in better condition for future generations.

In the face of ever-increasing geopolitical uncertainties, it is more important than ever to keep sustainability at the forefront. As a community, employer, and social contributor, we are dedicated to operating sustainably. Diversity, equality, safety, wellbeing, and impactful leadership are integral to our values and essential for maintaining our most valuable asset: our people.

We also strive to support our customers and other stakeholders in achieving their sustainability goals by harnessing technology for good – enabling them to run their core processes more sustainably and make better, more informed decisions based on accurate real-time data.



This is our second sustainability report that consolidates our efforts. Please feel free to give us feedback on how to improve! Year 2024 was about strong development of different sustainability aspects: We got ISO 14001 certified, we published our first sustainability report, we launched Sustainability Services, we calculated and compensated all our historical emissions (1998 – 2023) and much more. We look forward to continue the work this year!

Recognizing sustainable development as a core responsibility, our strategy focuses on three pillars: People, Planet, and Sustainable Business. By implementing sustainable practices and reducing our carbon footprint, we aim to set a positive example and build a legacy of environmental stewardship. Together, we can ensure a brighter, greener future for all.

Janina Luoto
CEO
Islet Group



Islet Group, founded in 1998, is an internationally operating Finnish family business specialized in business transformations, data & analytics and digitalization.



We implement business and data warehouse solutions to our customers, provide advisory services, maintenance support & development services as well as application and integration design and development. Islet is SAP's and Microsoft's partner.

We have two main business areas:

1) **Enterprise Resource Planning**

Business transformation and digitalization with SAP technologies.

2) **Data, Analytics & AI**

Solutions and consulting with various technologies such as Microsoft, Snowflake, Qlik, SAP and Tableau.

In autumn 2024, we launched **Islet Sustainability Services** that cover both sustainability consulting and solutions.

ISLET

WE HANDLE ALL CONDITIONS

BUSINESS AREAS

ENTERPRISE RESOURCE
PLANNING

DATA, ANALYTICS
& AI

SERVICE PORTFOLIO

PROJECT
DELIVERIES

UX DESIGN &
APPLICATION
DEVELOPMENT

ARTIFICIAL
INTELLIGENCE

SUSTAINABILITY
SERVICES

CONTINUOUS
SERVICES

INTEGRATIONS

ADVISORY
SERVICES &
INSOURCING

SOURCING &
SPEND
MANAGEMENT



27+ years of
experience



250+ network
consultants



110+ talented
Isletters



360+ customers

85

customer NPS
H2/2024



LOOKING AT THE
HORIZON FROM
STRONG BEDROCK



SEASONED
BY EXPERIENCE



RESPONSIBLY
GROWING FAMILY
BUSINESS



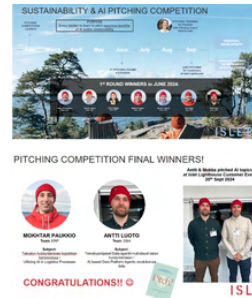
LOVED BY
CUSTOMERS

Islet's emissions compensated for years 2022-2023

Sustainability & AI Pitching Competition

Islet ISO 140001 Environment

Sustainability Strategy launched



Sustainability Services launched



Sustainability Corner for Isletters

Sustainability Corner for Isletters

Sustainability Corner for Isletters

Sustainability Corner for Isletters

2024

Mandatory Sustainability Training

First Sustainability Report published

Carbon footprint calculation & compensation for whole history

Sustainability website launched

Islet's all historical emissions compensated for years 1998-2021



Our team provides expert guidance to navigate sustainability challenges. Steer your business towards a more sustainable future, with the help of our services.



SUSTAINABILITY STRATEGY AND ESG ROADMAP



SUSTAINABILITY TECHNOLOGIES AND CONSULTING



CARBON FOOTPRINT AND HANDPRINT



SUSTAINABLE SUPPLY CHAIN



SUSTAINABILITY STRATEGY AND ESG ROADMAP

We support the creation of a sustainability strategy or the updating of an existing strategy. There are various frameworks for creating a sustainability strategy and an ESG roadmap, but the most important thing is to find actions and goals that align with the company's business strategy and operational culture, while also promoting sustainability objectives and sustainable growth.

Typical projects/assignments:

- Assessment of the current state
- Double materiality analysis
- Creation of a sustainability strategy
- Definition of goals and metrics
- Training sessions
- Definition of the reporting process



CARBON FOOTPRINT AND HANDPRINT

Tailored solutions and expert services for calculating, analyzing, setting targets, and reporting carbon footprints. Together, we can develop concrete measures that help the company achieve environmental goals and reduce carbon dioxide emissions.

Typical projects/assignments:

- Definition of the scope and process for carbon footprint calculation
- Assessment of data quality
- Processes and technological solutions for data collection
- Technological solutions for reporting



SUSTAINABILITY TECHNOLOGIES AND CONSULTING

We help find efficient and user-friendly technological solutions to enable data-driven sustainability management. We support our clients in implementing both SAP and Microsoft sustainability solutions, as well as other tailored solutions.

Our data and analytics consulting helps in collecting, calculating, and reporting sustainability-related data.

With the help of Islet's interim sustainability expert, you get a professional in your organization who works on various, specifically defined areas

Typical projects/assignments:

- Solutions for data collection, analysis, and reporting
- Technical solutions for carbon footprint calculation
- Integrations of sustainability solutions



SUSTAINABLE SUPPLY CHAIN

We help assess the environmental and social impacts of the supply chain, as well as identify potential risks and areas for improvement. Together, we develop a comprehensive procurement strategy tailored to business needs, focusing on sustainable practices that improve efficiency, reduce environmental footprint, and are ethically sustainable.

We ensure that procurement processes are transparent and comply with selected standards and frameworks. We support the onboarding of staff, suppliers, and partners to sustainability KPIs and practices, and provide them with training."

Typical projects/assignments:

- Assessment of supply chain sustainability
- Supply chain sustainability strategy
- Management of supply chain data and related technologies
- Training for stakeholders and the company's own staff

Our vision is to build a sustainable future with advanced technologies together with customers and partners.

Our mission is to be a trusted and long-term partner for our wide and diverse customer base by providing arctic clear technology solutions.

Our slogan is “WE HANDLE ALL CONDITIONS”

What these mean to us:

- We thrive to be the best workplace for our team and we have always been a pioneer for diverse working and thinking in the technology industry.
- We are family-owned company with a long-term commitment to customers, employees, stakeholders, and the surrounding society.
- We utilize and develop the newest technologies with agility, skill, and dedication to provide our customers with the best arctic clear solutions. Although implementing, maintaining, and developing technology solutions form the core of our business, it is not all that we are.
- We listen to our customers to understand their needs and problems and actively seek solutions together.
- We are experienced, visionary and bold - with a passion for learning and the courage to try new things to put ourselves out there for our clients.
- We harness the latest technologies, develop them together and get the job done with agility, skill and dedication.
- We invite our customers and partners to become a part of our Islet family. We don't just talk nicely about our values: customer satisfaction, respecting each other, sustainable business and being opportunistic about the future - they are reflected in everything we do, our actions and decisions, daily.
- We challenge our customers and partners to build a more responsible business with us to create tomorrow's wellbeing.

We have had over 360 customers within our 27-year history. Our customer relationships are long-lasting, and we serve our customers as strategic partners. Our customer satisfaction is very high, and we measure it bi-annually. Our team consists of over 110 employees and on top of that, we give work to several network consultants on a monthly basis. Our offices are in Espoo, Joensuu and Oulu in Finland as well as in Budapest, Hungary. Our value promise to customers is:

SEASONED BY EXPERIENCE

- Over 27 years of experience in business technologies and processes and data and analytics
- Over 360 customers
- We are based in Finland and Hungary, our customers operate globally

RESPONSIBLY GROWING FAMILY BUSINESS

- We do our business by the principle of sustainable profitability
- Our employees and our partners are the most important asset for our company
- We believe that good atmosphere will create the best outcome
- We share information, help each other and value diversity

LOVED BY CUSTOMERS

- We offer high quality service, listen to our customers, and emphasize customer satisfaction
- Our customer relationships are long-lasting, and we serve our customers as a strategic partner
- Our operations are sincere and visible, and we aim to fairness in all our actions
- Our customer satisfaction is exceptionally high. We measure customer satisfaction twice a year.

LOOKING AT THE HORIZON FROM STRONG BEDROCK

- Our view is headed for the future, and it makes us the lead in technological development
- We think innovatively and open-mindedly
- We are inspired by new technologies and improve our services to develop our customers' business

2020 - 07/2024



JUKKA HAVIA



OSSI POHJOLA

08/2024 onwards

Islet Advisory Board meets on monthly basis with CEO Janina Luoto and CTO Tommi Luoto. Advisory Board meets twice a year with Islet Management Team.



RASHMI KASAT-MAJAKORPI, b. 1979

Advisory Board member since 2024



Main occupation: VP, Equipment Performance / Metso

Key positions of trust / work history (current & past):

- Advisory Board Member, Luonkos (2021 – 2022)
- Director, Head of Digital & SAP Service Lines, Capgemini (2005 – 2017)



PASI RINNE, b. 1969

Advisory Board member since 2024



Main occupation: Advisor & Board Professional

Key positions of trust / work history (current & past):

- Senior Advisor, Nefco – the Nordic Green Bank (2023-)
- Chairman of the Board, NewSustainability Company (2021-)
- Chairman of the Board (2007-2021), Director (2021-2022), Senior Advisor (2022-2023), Founding Advisor (2023-2024), Gaia Consulting
- Chief, UNEP (1999-2007)



OSSI POHJOLA, b. 1957

Advisory Board member since 2020



Main occupation: Board Professional

Key positions of trust / work history (current):

- Chairman of the Board at Dagmar & Quru (2021-)
- Member of the Board at KASKI Agency & SEK (2021-)
- Chairman of the Board, PlusTerveys (2020-)
- Member of the Board (2015-2018) & Chair of the Board (2018-), Salomaa Group
- Chairman of the Board (2018-2023), Member of the Board (2023-), Oscar Software
- Member of the Board, Insta Group (2003-)



JANINA LUOTO, b. 1983

Islet Board of Directors member since 2015-

Main occupation: Chief Executive Officer, Islet Group

Key positions of trust / work history (current & past):

- Owner, Chief Executive Officer, Islet Group (2017-)
- Owner, Chief Operating Officer, Islet Group (2015-2017)
- Board member, Software Finland ry (2017-)
- Sustainable Development Steering Committee Member, Finnish Family Business Association (2019-)
- Account Executive, Microsoft (2012-2015)



TOMMI LUOTO, b. 1983

Islet Board of Directors member since 2015-

Main occupation: Chief Technology Officer, Islet Group

Key positions of trust / work history (current & past):

- Owner, Chief Technical Officer, Islet Group (2015-)
- Technical Team Lead and Architect, Islet Group (2014-2015)
- SAP Basis Consultant, Islet Group (2008-2015)



MARJARIITTA WAKKOLA, b. 1947

Islet Board of Directors member 1998-2024

Main occupation: Senior Advisor, Board Member

Key positions of trust / work history (current & past):

- Founder, Chief Executive Officer, Islet Group, formerly BPS Finland (1998-2018)
- Founder, Board Member, CEO, BPS Consulting Hungary Kft. (2000-2018)
- Board Member, Mobedig Oy (2015-2022)



JUKKA PENTTINEN, b. 1973

Islet Board of Directors member since 1.1.2025-

Main occupation: Chief Operating Officer, Islet Group

Key positions of trust / work history (current & past):

- Owner, Chief Operating Officer, Islet Group (2025-)
- Owner, Chief Business Officer, ERP, Islet Group (2018-2025)
- Program Director, Tieto Oyj (2016-2018)
- Senior SAP Consultant, entrepreneur, Lean Solution Consulting Oy (2008-2016)
- Project Manager and Senior Coach, Headstart (2007-2008)
- Senior Consultant, Accenture (2001-2007)



JANINA LUOTO, b.1983
Chief Executive Officer



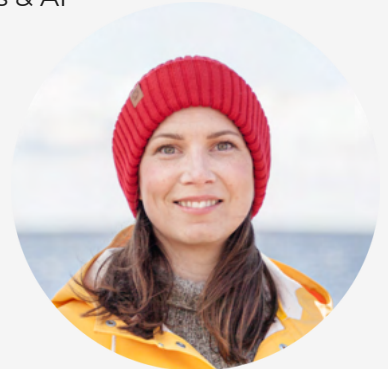
JANNE ANTILA, b.1978
Chief Business Officer,
Data, Analytics & AI



HEIDI SINISALO, b.1987
Chief Business Officer,
ERP



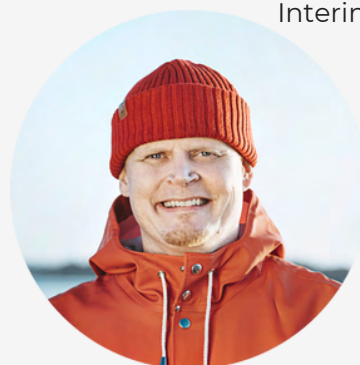
TOMMI LUOTO, b.1983
Chief Technology Officer



ERIIKA HILTUNEN, b.1988
Chief People Officer
Interim Chief Finance Officer



JENNI LONKA, b.1975
Chief Business Officer,
Services



JUKKA PENTTINEN, b.1973
Chief Operating Officer

We are led by our values, and we have a strong long-term commitment to our customers, employees, and other stakeholders. We strive to make the world better place with latest technologies and serve as a long-term strategic partner for our customers and partners.



Respecting Each Other

- Employees are the most important
- Great atmosphere
- Sharing information
- Helping others
- Value diversity



Customer Orientation

- High quality service
- Listening
- Customer Satisfaction
- Long-lasting relationships
- Strategic partner



Sustainable Business

- Continuity
- Trustworthy
- Visibility
- Fairness
- Profitability



Opportunistic About Future

- Leader in technological development
- Innovative
- Open-minded
- Continuous improvement & learning



We keep our organization hierarchy low and operations efficient. Our leadership and advisory board possesses strong expertise and experience in profitable growth in technology industry with people centric leadership. We thrive to keep operations and decision-making agile and nurture open, active dialog both internally and externally with customers and partners.

Management Team is the highest governance and decision-making body at Islet. Management Team members are recruited based on their diverse experience, skills, motivation and cultural fit. The Management Team is responsible for implementing the strategy in the business, as well as assuring compliance and managing risks.

Management Team ensures that Islet reaches its targets in terms of revenue, profit, employee satisfaction & customer satisfaction as well as develops the culture based on Islet values and ensures that the company's operations are on healthy, sustainable base. Management Team meets on monthly basis.

Janina Luoto is the majority owner, Chairwoman of the Board of Directors and the CEO.

Advisory Board serves as a mentor and advisor for CEO & CTO (Islet majority owners) and meets on monthly basis. Moreover, two times per year Advisory Board and Management Team meet to discuss strategic topics.

The selection process for the Advisory Board begins with the Owners identifying the necessary capabilities required to achieve profitable growth and other targets over the next five years. Based on this, both the Advisory Board and Management Team members list required competences and experiences. These are ranked and then suitable possible candidates are listed and prioritized. The candidates are reviewed and discussions are held with the most suitable ones, followed by interviews. The interviews are carried out by the Owners to ensure the best fit.

Board of Directors implements ownership strategy and ensures that Islet is compliant with the requirements set by law. Meetings organized as required.

Steering Groups oversee Islet's two business areas: ERP and Data & Analytics. They meet monthly to make operative decisions related to their specific business areas.

We have always been strongly committed to sustainability, both in our own operations and in supporting our customers in achieving their sustainability goals. Sustainability is both a strategic priority and a fundamental responsibility for us, and this commitment is integrated into everything we do.

Our sustainability work is guided by Islet Group's Sustainability Strategy, ISO 9001 Quality Management System, ISO 14001 Environmental Management System and Islet Code Of Conduct.

- **CEO** has overall responsibility to lead the sustainability development but sustainability aspects are developed by all Isletters
- **Islet Management Team** approves the strategic goals and principles of the sustainable development targets.
- **Sustainability Team** is responsible for guiding the organization's sustainability efforts, the management of the sustainability development and implementation of the sustainability strategy. The role of the sustainability team is essential in integrating environmental, social and governance aspects into the organization's operations and decision-making processes. The Sustainability Team plays a key role in developing and improving solutions to help customers achieve their sustainability goals.
- **Business areas** integrate sustainability targets to their own processes, plannings and operating principles.
- **All employees:** sustainability is a part of day-to-day operations.



We actively support the continuous development of all Isletters in all areas of sustainability in various ways. Sustainability is also an important part of our onboarding process.

Mandatory Sustainability training for all Isletters, 1 time/year

Our sustainability training covers essential topics to our team for achieving our sustainability goals. These include understanding our sustainability strategy and related KPIs as well as the UN Sustainable Development Goals (SDGs), and reviewing environmental policies. We also focus on the ISO 14001 Environmental Management System, our Code of Conduct, practical actions to be taken, our sustainability report and whistleblowing mechanisms. This comprehensive training ensures all team members are competent and actively engaged in our sustainability efforts.

Sustainability Corner, 4 times/year

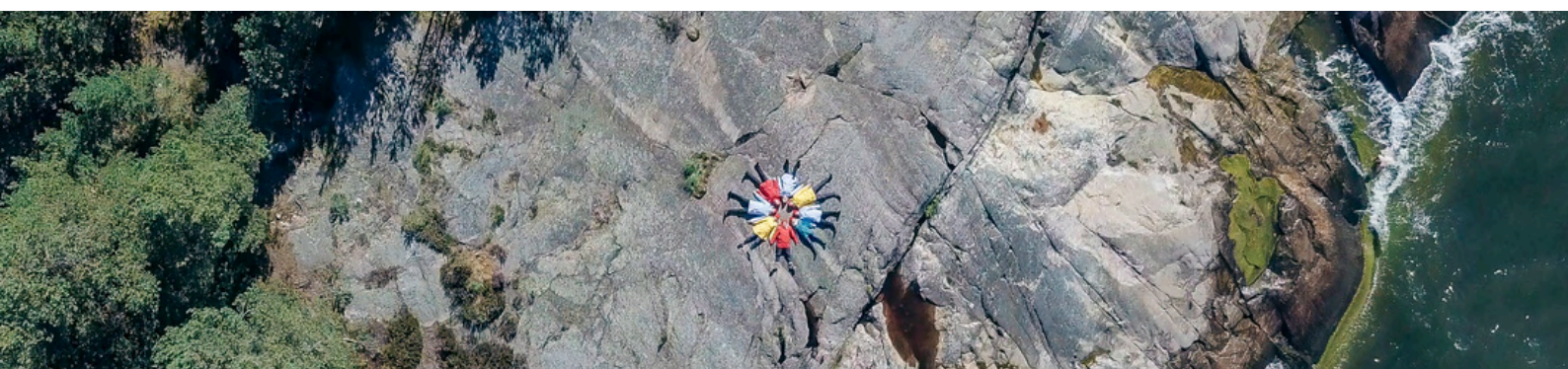
Sustainability Corner is a regular meeting where current topics related to sustainability are discussed. Each Sustainability Corner focuses on 1-2 subjects in detailed level, and then-current topics related to Islet's sustainability actions or feedback and requests from the stakeholders. Sustainability Corner is a key way to train, improve and maintain Isletters expertise in all areas of sustainability.



We have a long-term commitment to our stakeholders and our mission is to build a sustainable future with advanced technologies, together.

Stakeholder	Methods of stakeholder engagement
<p>PLANET</p> <p>We want to be pioneer in stopping the climate change and minimize our environmental impact in our operations. Moreover, we strive to support our customers and other stakeholders in reaching their sustainability targets, accelerating sustainable development and boosting the impact.</p> <p>We are committed to environmental and social responsibility and contribute to building a more sustainable future for all.</p>	<ul style="list-style-type: none"> • Carbon Neutrality • Biodiversity • Zero Waste targets
<p>CUSTOMERS</p> <p>Our customer relationships are long-lasting, and we serve our customers as a strategic partner. We listen to our customers to understand their needs and problems and provide them with services needed to help to build more sustainable world. We are experienced, visionary and bold - with a passion for learning and the courage to try new things to put ourselves out there for our clients.</p> <p>We are inspired by new technologies and improve our services to develop our customers' business and ESG performance.</p>	<ul style="list-style-type: none"> • Active open dialogue and meeting cadences • Bi-annual customer satisfaction surveys • Developing and piloting our services with customers • High-quality deliveries
<p>EMPLOYEES</p> <p>Isletters are our most important asset and the core of our operations. Together we shape the future of Islet and create value to our customers. To remain competitive, we want to build diverse teams, long-lasting inclusive culture and ensure sense of belonging. The happiness and wellbeing of Isletters is our top priority since we believe, that satisfied employees create satisfied customers.</p>	<ul style="list-style-type: none"> • Active communication • Team meetings • Islet walks • Employee weekly & quarterly surveys • Recreational events and activities
<p>PARTNERS</p> <p>We have a strong partner and network consultant network with whom we scale to different size and type of assignments and projects. We have a close relationship with our partners, and we always strive to build mutually beneficial cooperation models for long-term success of each party.</p>	<ul style="list-style-type: none"> • Active & open dialogue • Supplier Code of Conduct • Supplier Welcome Package

Stakeholder	Methods of stakeholder engagement
<p>OWNERS, ADVISORY BOARD & BOARD OF DIRECTORS</p> <p>Our owners, Advisory Board and Board of Directors expect us to grow sustainably and profitably in long-term. Employee and customer satisfaction are essential indicators of the long-term success of the company.</p> <p>We strive to leave a positive legacy and making a meaningful impact through our sustainability work.</p>	<ul style="list-style-type: none"> • Board of Directors' meetings • Advisory Board Meetings
<p>COMPETITORS</p> <p>We understand the value of cooperation and mutual respect within the industry. We often find opportunities for collaboration, whether through partnerships on large projects, sharing best practices in industry forums and challenging the whole industry to take stronger action for development in sustainability initiatives.</p>	<ul style="list-style-type: none"> • Active dialogue • Being part of different associations and alliances
<p>SUPPLIERS</p> <p>While working with our suppliers and service provides, we highlight ESG factors such as environmental management practices, labor standards, ethical sourcing, diversity and inclusion policies, and commitment to responsible business conduct.</p>	<ul style="list-style-type: none"> • Active & open dialogue • Supplier Code of Conduct • Supplier Welcome Package
<p>GOVERNMENT AND OTHER AUTHORITIES</p> <p>Our relationship with government bodies and authorities is founded on principles of transparency, compliance and partnership. We ensure that our solutions meet the requirements and actively stay informed of the regulatory changes.</p>	<ul style="list-style-type: none"> • We comply to regulatory laws and standards



At Islet, we are dedicated to upholding the highest standards of legal and regulatory compliance. Islet's Code of Conduct (CoC) includes the operating principles every Isletter must comply around the organisation.

Principles of Business Conduct at Islet

Our principles of business conduct are the cornerstone of our operations. These principles guide our decision-making processes and ensure that we conduct our business ethically and responsibly. We are committed to fostering a culture of honesty, integrity, and respect within our organization.

Isletters are required to comply with the Criminal Code of Finland, the anti-corruption principle of the UN Global Compact and all other applicable anti-bribery laws.

Boycotting, price-fixing, unauthorized use of confidential information of market participants and giving market participants confidential information of islet are strictly forbidden

Commitment to Human Rights and Labor Standards

Islet is firmly committed to the International Bill of Human Rights and the eight core conventions of the International Labor Organization (ILO). We strive to uphold these standards in all our operations, ensuring that we respect and promote human rights and fair labor practices across our global supply chain.

Health and Safety Compliance

Ensuring the health and safety of our employees, customers, and stakeholders is a top priority at Islet. We are dedicated to maintaining a safe and healthy work environment by adhering to all relevant health and safety regulations and implementing robust safety protocols.

Responsibility for Company Resources

We recognize the importance of responsibly managing our company resources. At Islet, we ensure that all resources are used efficiently and sustainably, minimizing waste and promoting environmental stewardship.

Whistleblower Policy

Our whistleblower policy provides a secure and confidential channel for employees to report any unethical and/or illegal activities. We are committed to protecting whistleblowers from retaliation and ensuring that all reports are thoroughly investigated and addressed.

Compliance Management System

Islet's compliance management system is designed to monitor and enforce adherence to all legal, regulatory, and ethical standards. This system includes regular audits, mandatory training programs for all Isletters, and continuous improvement initiatives to ensure that we remain compliant and uphold our commitments.

Islet management team is responsible for implementing and communicating the Code of Conduct. Any violation of the Code of Conduct or suspicion thereof must be reported to supervisors or the CFO, or through the anonymous whistleblowing channel.



Islet Supplier Code of Conduct (SCoC) is based on the Islet Code of Conduct principles, on the Ten Principles of the UN Global Compact and Islet Sustainability Strategy. SCoC describes commitments and compliance with legal and regulatory obligations and practices and defines the minimum level of performance that Islet requires from all its Suppliers and third parties. The guidelines presented in the Supplier Code of Conduct are based on commitment to sustainability, ethical operations and integrity. The key points of our SCoC are:

Human rights and labor standards

Islet expects its Suppliers to respect human rights understood as the principles expressed in the International Bill of Human Rights and in the eight International Labor Organization core conventions. All Islet Suppliers must respect the fundamental rights including but not limited to the followings:

- Child labor in any form is forbidden. The Supplier shall always comply with the ILO Minimum Age Convention (no. 138) and shall further ensure that young employees' health, safety, development or school attendance is not jeopardized
- The Supplier is expected to commit to providing equal opportunities for all its personnel and not to allow discrimination. No one shall be discriminated against based on gender (including pregnancy), age, origin, nationality, language, religion or other personal characteristics or reasons not based on the requirements of the work.
- Harassment in any form is forbidden.
- All Suppliers are prohibited from using forced labor and prison labor, trafficking in persons, and the procurement of commercial sex acts
- Suppliers are prohibited from requiring workers to work more than the maximum hours as set by international standards, including the International Labour Organization, around standard working hours (Conventions 1, 14, & 106), local and national laws, Islet requirements, or in the freely negotiated and legitimate collective agreement, whichever are most restrictive.

- The Supplier shall ensure that all workers have a signed employment contract in a language that is understandable to them, including information about their rights, responsibilities and employment conditions.
- Suppliers must provide fair compensation for all employees and workers.
- Suppliers must respect workers' rights to freedom of association, collective bargaining, and peaceful assembly in accordance with local legal requirements and responsibilities, international standards.
- Islet recognizes that a safe and healthy work environment is crucial for the assurance of quality of products and services, consistency of services and employees' morale and wellbeing.
- Suppliers are required to develop and implement health and safety management practices in all aspects of their business.

Environmental protection

We expect Suppliers to share our commitment by responding to challenges posed by climate change and working toward protecting the environment.

Anti-corruption laws

Corruption and bribery in any form is forbidden, including obtaining or attempting to obtain a personal benefit or business advantage through improper or illegal means.

Asset management

Suppliers are not permitted to use Islet's or its customers' assets or access Islet's or its customers' information outside the European Union (EU) without explicit written permission from Islet.

Suppliers must implement security measures to protect devices and data against unauthorized access, disclosure, alteration, or destruction.

Suppliers are not permitted to download or install untrusted, unlicensed, prohibited, or illegal software on any device or system that accesses Islet business data or services.

Business transparency and ethics

Suppliers should be a legal entity that is duly organized and legitimately exists under applicable laws. They must comply fully with all applicable anti-money laundering laws and trade sanction regimes, as well as with all applicable competition laws.

- Islet expects its Suppliers to comply with all applicable antitrust and competition laws.
- All forms of price-fixing among market participants are forbidden.
- Money laundering in any form is forbidden. All taxes and tax-like charges must be reported and paid duly in accordance with applicable laws.
- Supplier must ensure the maintenance of a measurable, documented emergency response and disaster recovery plan.
- Islet does not engage with companies or enter into business relationships with third parties that do not meet Islet's key ethical standards or are listed under sanctions. Companies working for Islet should also refrain from entering into business with such parties. Supplier must validate its business parties and employees against applicable sanction (for example: EU, UN and OFAC) lists regularly.

Responsibility for company resources

Suppliers are expected to safeguard Islet resources.

Confidential information

By default, all information related to Islet, its operations and all customers and other stakeholders' and their operations is confidential, unless made publicly available by Islet. All information must be protected and handled confidentially.

Data privacy

Suppliers shall apply applicable data privacy standards, such as, but not limited to, General Data Protection Regulation of the European Union (679/2016) and other applicable laws to the Processing of Personal Data and orders and instructions of the data protection supervisory authorities, Islet and Islet's customers..

Islet Management Team has adopted a risk-based approach, understanding that risks stem from uncertainty and can yield both positive and negative outcomes. Effective risk and opportunity management enables the identification, assessment, and mitigation of potential risks and opportunities that may influence the business's success.

Risks and opportunities are determined through an analysis of the organization's external and internal contexts, change management processes, and business objectives. Potential risks are identified not only for the entire enterprise but also for specific business areas within the organization, focusing on those with high impact. We have identified the following key risks:

Risk	Overall mitigation
CLIMATE CHANGE Climate change brings many risks to the IT business, which can be broadly categorized into physical, transition and liability risks	We keep ourselves informed about changes in laws and regulations, as well as innovations that promote the fight against climate change. In our own operations, our commitment to the ISO 14001 standard guides our work in combating climate change and increasing resilience.
POLITICAL INSTABILITY Political instability and increased security threats have a broad impact on the economy.	Close follow-up on the global market, regulators etc. No existing and new business with Russian / Russian-owned companies and organizations.
ECONOMIC DOWNTURN The general economic situation, including factors like inflation, interest rates, and slow economic growth, affects our customers' willingness and ability to invest in new projects.	Diversifying the service portfolio, customer industry portfolio and geographical area of the business. Maintaining profitability and sufficient cash reserves to survive downturns.

Risk	Overall mitigation
<p>EMPLOYEE SATISFACTION</p> <p>Our employees are our most important asset, and maintaining their satisfaction, motivation, and innovativeness is the foundation of our business. If employee satisfaction declines, corrective actions are urgent and necessary.</p>	<p>We base our decisions and communication on our core values, always prioritizing people first. We regularly engage in discussions and meetings with Isletters, fostering an environment that encourages easy and open feedback. By conducting weekly and quarterly employee satisfaction surveys, we ensure prompt action is taken on the feedback we receive. Our commitment lies in building an open, honest, and equal culture. We maintain a low hierarchy, cultivate a relaxed atmosphere, and lead by example to keep our employees happy and motivated.</p>
<p>CUSTOMER SATISFACTION</p> <p>A high level of customer satisfaction ensures the continuity of our business, and therefore, any decline poses a risk that requires immediate corrective actions.</p>	<p>We hold regular meetings with customers, involving different Isletters to ensure diverse perspectives. We conduct bi-yearly customer satisfaction surveys to gather valuable feedback. Our commitment is to provide high-quality, continuously developed, and accessible services.</p>
<p>INCREASING LEGISLATION AND REGULATIONS</p> <p>Regulation and legislation, especially in sustainability issues, are increasing and changing significantly and it is important to stay up-to-date with these changes.</p>	<p>We keep our management team informed of the latest changes and ensure that Isletters are trained on the newest sustainability topics and regulations.</p>
<p>INFORMATION SECURITY RISKS</p> <p>Risks identified for each asset type and include possible scenarios that can impact security and operations. These include:</p> <ul style="list-style-type: none"> • Unauthorized access to sensitive information, malicious attacks, threats from within or outside of the organization. • Poor access controls, weak passwords, and unpatched software can leave systems exposed. • Physical security threats, service disruptions, data loss, and regulatory compliance issues are additional concerns. • Lack of security awareness among employees, risks associated with mobile devices, and cloud services contribute to the vulnerability of the organization. 	<p>Implementing a comprehensive information security program that includes policies, training, technology solutions, risk management and regular risk assessments to identify and mitigate potential vulnerabilities. Regularly updating security measures, monitoring suspicious activities, and staying informed about emerging threats.</p> <p>Obtaining and maintaining ISO/IEC 27001 certification.</p>

Islet Sustainability Strategy, Targets & Results

Islet wants to be a pioneer in...

DIVERSE THINKING AND WORKING

PEOPLE

Social equality & diversity
Employee satisfaction
Health & well-being
Lifelong learning



STOPPING CLIMATE CHANGE

PLANET

Carbon neutrality
Zero waste
Biodiversity



SUCCEEDING SUSTAINABLY

SUSTAINABLE BUSINESS

Customer satisfaction
Continuity excellence
Green innovation



RESPECTING
EACH OTHER

CUSTOMER
ORIENTATION

SUSTAINABLE
BUSINESS

OPPORTUNISTIC
ABOUT FUTURE

Employee satisfaction

Employees are Islet's most valuable asset. We believe that a positive atmosphere leads to the best outcomes. We share information, support each other, and value diversity.

We regularly measure employee satisfaction, focusing on work-life balance, wellbeing, key aspects of work, trust in management, and relationships with colleagues, Buddies, and peers. Employee satisfaction, motivation, and commitment are crucial for Islet's long-term success. We send out monthly employee satisfaction surveys, and the results are evaluated by the Management Team and shared in team meetings.

In addition to quarterly satisfaction surveys, Isletters provide weekly feedback on their workloads and feelings. These responses go directly to the respective Buddy and are also visible to the Management Team. Flexible working conditions, team events, support services, and various webinars contribute to the wellbeing and mental health of Islet employees.



Pioneer in diverse thinking and working

Social equality & diversity

Gender ratios
National & fresh faces ratios
Age diversity



Employee satisfaction

Employee NPS
Turnover ratio

Health & well-being

Employee well-being
Work-life balance



Lifelong learning

Certifications
Fresh faces ratio
AI & Sustainability trainings

Under the 'People' pillar, Islet is committed to promoting Social Equality and Diversity, enhancing Employee Satisfaction, prioritizing Health and Well-being, and fostering Lifelong Learning. These initiatives reflect Islet's belief in the value of its people – Isletters – and its commitment to creating an inclusive, safe, and nurturing working environment.

Below are listed the KPIs used in 2024 to measure Islet's performance in the "People" pillar of the Sustainability strategy.

Category (SDG)	KPI	Description	Target Metric
Social Equality & Diversity (5)	Gender ratios	Men vs. Women ratio including all Isletters	Between 40% - 60%
Social Equality & Diversity (5)	Gender ratios	Men vs. Women ratio in Management	Between 30% - 70%
Social Equality & Diversity (5)	Gender ratios	Men vs. Women ratio in Board of Directors & Advisory Board	Between 30% - 70%
Social Equality & Diversity (5)	Nationality ratio	First nationality / language non-Finnish	Min. 25%
Social Equality & Diversity (5)	Age Diversity	Islet wants to employ people from different age groups	Each age group between 10-80%
Social Equality & Diversity (5) & Lifelong Learning	Fresh Faces ratio	% of all Isletters who are career changers or fresh graduates	Min. 25%
Employee Satisfaction	Turnover ratio	Substantially less than industry average	Less than 10%
Employee Satisfaction	Employee NPS	NPS	Over 65
Health & wellbeing	Work-life balance	% of employees having over 40 flexihours in 3 months period (checked quarterly)	Less than 10%
Lifelong Learning (12, 13)	Certifications	% of all Consultants certified	80%
Lifelong Learning (12, 13)	AI & Sustainability trainings	% of employees trained on sustainability	100%
Lifelong Learning (12, 13)	AI & Sustainability trainings	% of employees trained on AI	100%

Social equality & diversity

During the year 2024, 14,3% of Isletters took a parental leave to bond with their little ones during this important period of their lives. We are happy to share and support this period with our employees.

The diversity of working life is also increasing in terms of working models. We want to offer flexible ways of working, to accommodate many different phases and periods of life. During the year 2024, 9.5% of our employees worked part-time, according to their own preference.

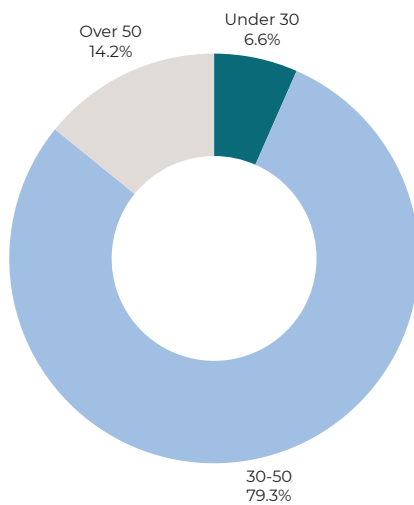


“Employees’ wellbeing and work-life balance are one of the most important topics on our island. Our employees are the most important asset and we believe that working with a good mood delivers the best results. Customer satisfaction and employee satisfaction are very much connected.”

Eriika Hiltunen, Chief People Officer, Islet Group

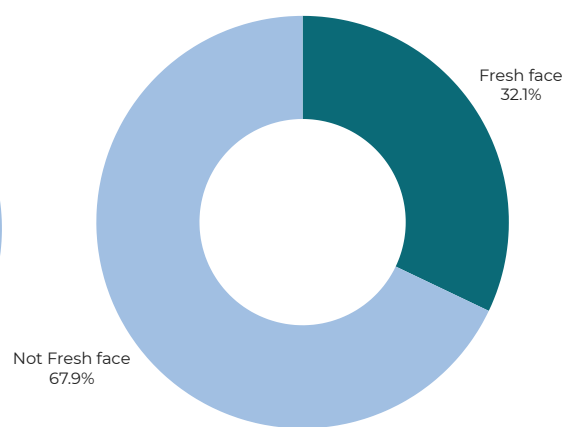
AGE GROUP - TARGET MIN 10% / GROUP

Groups are based on GRI reporting standard



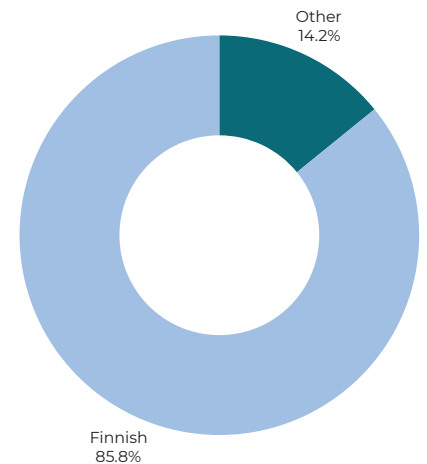
FRESH FACES - TARGET MIN 25%

Amount of Isletters who are fresh graduates or career changers

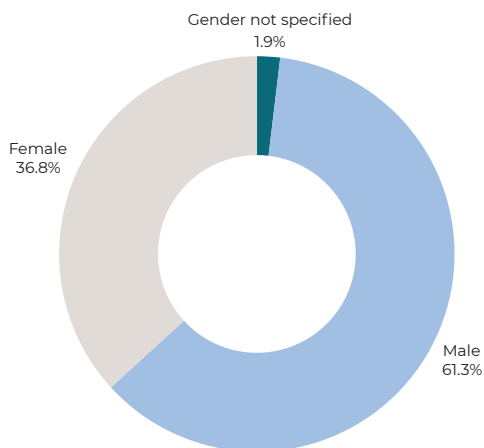


NATIONALITY RATIO - TARGET MIN 25%

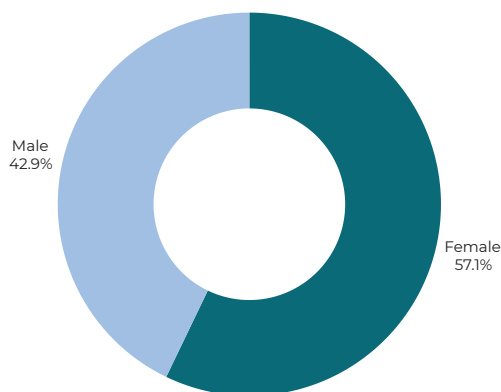
Amount of Isletters speaking language other than Finnish as their first language



EMPLOYEE GENDER RATIO - TARGET BETWEEN 40-60%



MANAGEMENT GENDER RATIO - TARGET BETWEEN 30-70%

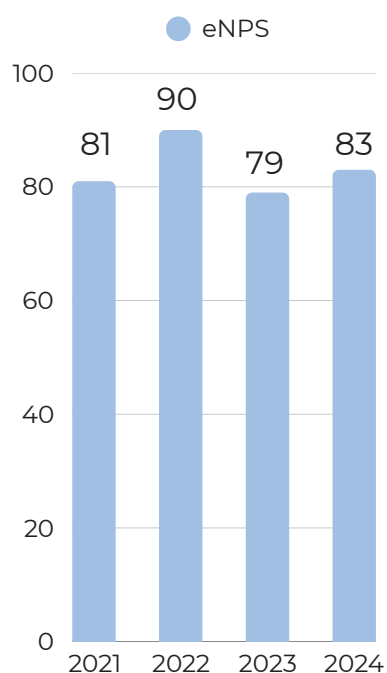


BOARD OF DIRECTORS & ADVISORY BOARD GENDER RATIO - TARGET BETWEEN 30-70%

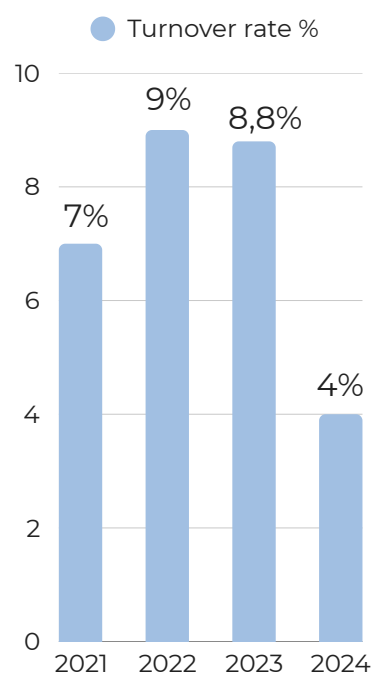


Employee satisfaction

EMPLOYEE NET PROMOTER SCORE (eNPS)
measured monthly



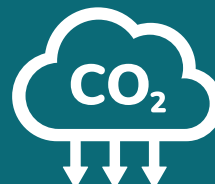
TURNOVER RATE
calculated monthly



Pioneer in stopping the climate change

Carbon neutrality

Become carbon neutral by 2023
Compensate all historical emissions by 2030



Zero waste

Generate zero mixed waste
E-waste reduction

Biodiversity

Baltic Sea protection
Tree planting



The 'Planet' pillar underlines Islet's dedication to achieving Carbon Neutrality, promoting Biodiversity, and working towards Zero-Waste operations. These goals highlight the urgent need to halt climate change and protect our planet's diverse ecosystems. We recognize the importance of the environment and biodiversity, and we actively take collective action, for example to support the work of WWF for the protection of Baltic Sea.

Focus KPIs - 2024

Category (SDG)	KPI	Description	Target Metric
Carbon neutrality	Become carbon neutral by 2023	Starting 2023	Yearly carbon neutral
Carbon neutrality	Compensate all historical emissions by 2030	All historical emissions compensated	Fully carbon neutral by 2030
Biodiversity	Baltic Sea protection	Yearly #IsletGoesItämeri campaign	Yearly
Zero waste (12)	Generate zero mixed waste	Amount of mixed waste disposed at the office	Decreasing trend
Zero waste (12)	E-waste reduction	Extend life cycle of IT devices - Increase the average age of IT devices	Increasing trend
Biodiversity	Tree planting	Planting trees based on carbon emissions	Emission calculation and related planting donation finalized in Q2/2025



Carbon neutrality

Become carbon neutral by 2023

This target has been achieved - we compensated years 2022 & 2023 in early 2024 as planned.

Compensate all historical emissions by 2030

We started the carbon emission calculations for years 1998 – 2021 and finished them in early 2024. By end of 2024 we compensated all historical emissions. This target was achieved 5 years earlier than planned.

Biodiversity

Baltic Sea protection

Annual #IsletGoesItämeri campaign was successfully executed and altogether 15572 km (3893€ in donations) were collected by walking, running and cycling in 2024. In honour of our 25th anniversary year, we set a new target of 25.000€ in donations to protect the Baltic Sea.

”

**We want to be a
pioneer in stopping
the climate change**

Emissions 2024

Our biggest emission sources are business trips and purchased goods. We focus our action plan for decreasing emissions from those sources. We are also very precise in waste recycling. At each of our office, we recycle all waste according to the facilities available and keep detailed statistics on all e-waste, so we can track its reduction in line with our goals.

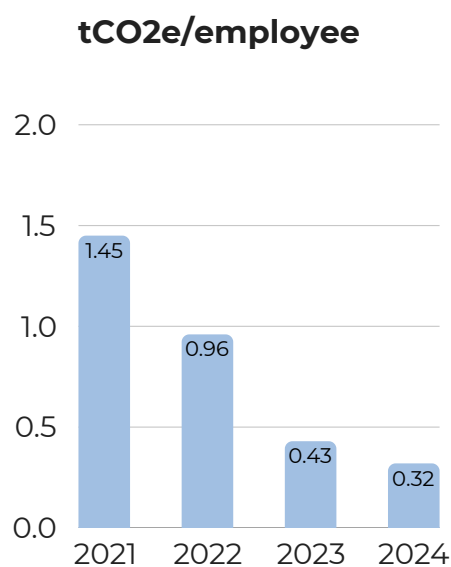
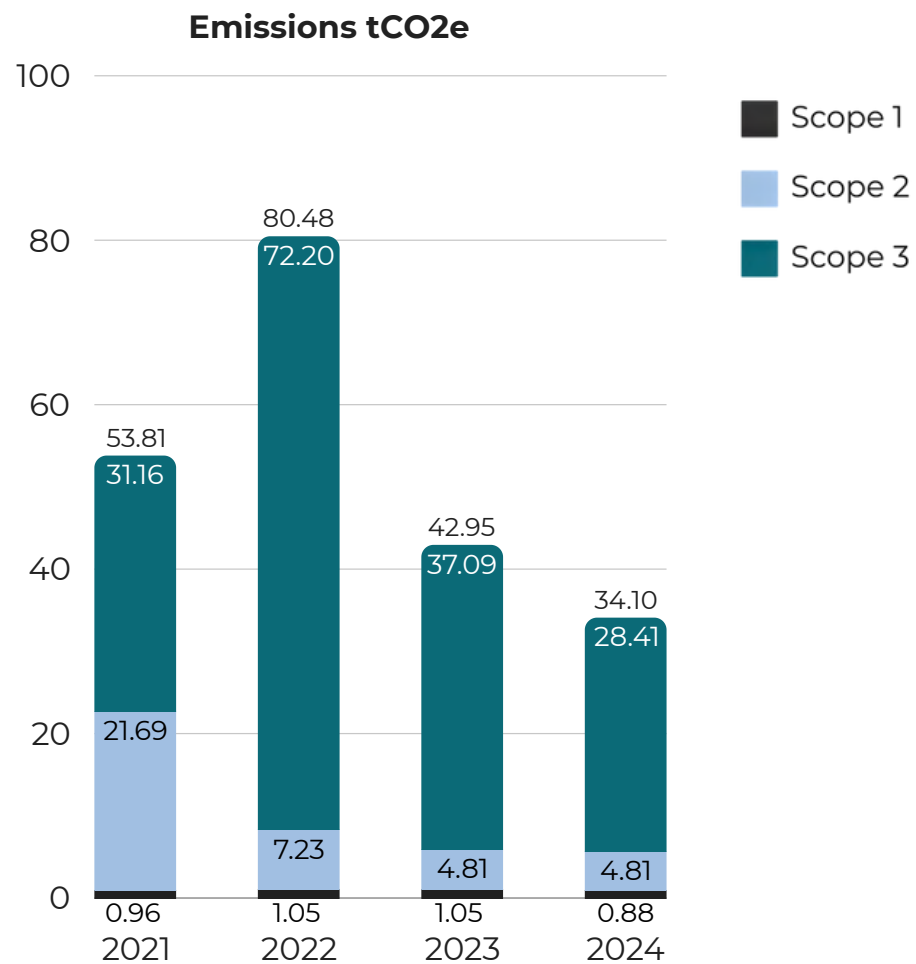
When creating yearly emission calculation, we currently focus on the following main categories:

- Energy consumption (Scope 2)
- Waste management (Scope 3)
- Business travel (Scope 3)
- Commuting (Scope 3)
- Company cars (scope 1)
- Purchased goods (Scope 3)
- Revenue

The scope 3 downstream has been excluded from the calculation.

We calculated our emissions by using the **Islet Smart Emission Control Application**. It is an application designed and developed by Islet for collecting, calculating and reporting emissions.

Emissions 2021-2024



Carbon neutrality

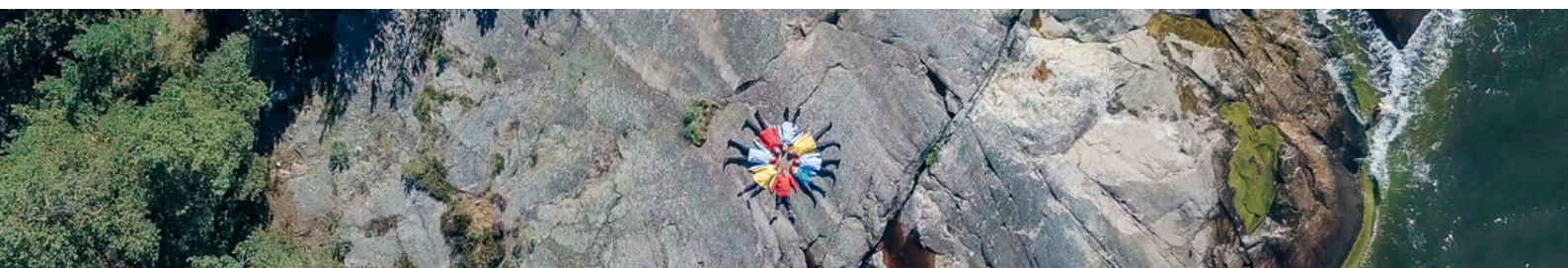
In our Sustainability Strategy, we set the goal of achieving carbon neutrality from 2023 onwards and have also committed to offsetting the entire company's historical emissions by 2030. Our greenhouse emissions are not high, but we see it as essential to develop our operations in such a way that emissions continue to decrease. We started our journey towards carbon neutrality already many years ago when we started to pay attention to environmental aspects in our processes for example while making purchasing decisions. Thanks to actions taken in last decade, we've been able to drive our operations with relatively low carbon emissions.

We calculated our total historical emissions up to 2024 and decided to offset all of them already in 2024:

- The emissions for 2022-2023 by supporting the UN Project Distribution of ONIL stoves in Guatemala.
- The emissions for 1998-2021 by supporting the UN project Cochang Solapark 14.98 MW Photovoltaic Power Plant Project.

We are very proud to have achieved this historical emissions offset six years ahead of schedule.

For us, actions that promote sustainable development in Finland and also support the Finnish nature are very important. By participating in the Taimiteko tree planting campaign, we promote the increase of carbon sinks in Finland while also providing employment opportunities for young people.



We offset our greenhouse gas emissions of 308 tCO₂e (years 1998-2021) with the United Nations Carbon Offset Platform's project:

Gochang Solapark 14.98MW Photovoltaic Power Plant Project - Jeollabuk-Do, the Republic of Korea

Project:

- The photovoltaic power plant replaces coal-fired power plants and contributes to the national reduction of GHG emissions.
- The project diversifies sources of electric generation and is a model case as a PV power plant that utilizes solar energy.
- The project creates job opportunities directly and indirectly through construction and operation of the plant.

Main goals:

- Reduce the greenhouse gas emission in Korea.
- Utilize no greenhouse emission photovoltaic power to contribute to sustainable development of the local communities.



Source: UN Carbon Offset Platform

We offset our greenhouse gas emissions of 124 tCO₂e (years 2022 & 2023) with the United Nations Carbon Offset Platform's project:

Distribution of ONIL stoves – Guatemala

Project:

- Distribution of fuel-efficient, improved cook stoves to households across Guatemala in households that currently use conventional open fire.
- It reduces the amount of fuel wood consumption through improved combustion efficiency, thus reducing the GHG emissions linked to non-renewable biomass and incomplete combustion of fuel wood.
- It impacts across climate, social and economic empowerment, meeting a minimum of seven UN Sustainable Development Goals.

Main goals:

- Prevent climate change by reducing GHG emissions through the distribution of Improved cook stoves; and
- Help people enhance their health by reducing exposure to toxic off-gassing and particulate matter in biomass smoke while cooking.



Source: UN Carbon Offset Platform

We collaborate with 4H Finland Association in planting trees in Finland

- The donation is based on the amount of Islet's emissions for the whole history of the company (years 1998 – 2023): 430 tonnes of CO₂
- A total of 1833 seedlings shall be planted
- It corresponds to approximately 430 tonnes of carbon dioxide to be sequestered
- Planting seedlings is carried out in the spring of 2025, when it will be possible to start the planting work



Taimiteko – Seedling Action is the result of 4H's pilot project, which aims to plant 10,000 hectares of new forest in Finland by 2030, the equivalent of about 20 million trees. Taimiteko also functions as an employment activity as it provides summer jobs in planting seedlings, especially for young people under the age of 18, who are still outside the labour market.

Source: Taimiteko

Planet - Our actions to decrease emissions



Customer satisfaction

At Islet, we prioritize fair and transparent cooperation with our customers and partners. We deliver high-quality solutions and services using the latest technologies to meet our customers' needs.

Our customer relationships are long-lasting, and we serve as a strategic partner. We conduct bi-annual customer satisfaction surveys to gather direct feedback on areas for improvement, our strengths, and new ideas for future development. These surveys cover all three main business areas of Islet and are based on the Net Promoter Score (NPS) methodology. The Management Team reviews the survey results and agrees on actions with teams to develop our products and services.



Pioneer in succeeding sustainably

Customer satisfaction

Customer NPS
Revenue & profitability



Continuity excellence

ISO 9001 certification - quality
ISO 14001 certification - environment
ISO 27001 certification - security

Green innovation

Sustainability framework for
technology projects
Green innovations



Sustainable business -

Focus KPIs 2024

20

The 'Sustainable Business' pillar focuses on ensuring Customer Satisfaction, Continued Excellence, and Green Innovations. Islet is committed to supporting its customers and other stakeholders in reaching their sustainability targets, accelerating sustainable development, and boosting positive impact.

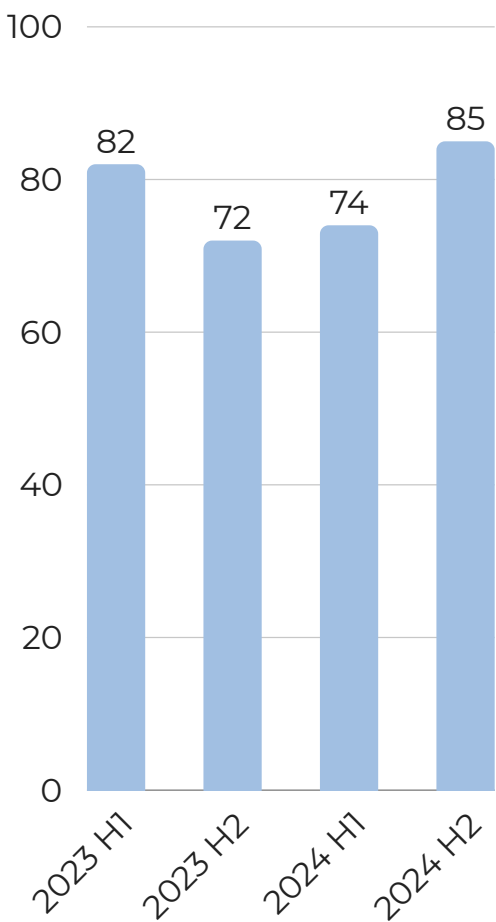
Focus KPIs - 2024

Category (SDG)	KPI	Description	Target Metric
Customer satisfaction	Customer NPS	NPS	Over 70
Revenue & profitability	Revenue & profitability	Growth as per target	Yearly target
Revenue & profitability	Revenue & profitability	Profitability as per target	Yearly target
Continuity excellence	ISO 9001 certification - quality	Being ISO 9001 certified	ISO certification
Continuity excellence	ISO 14001 certification - environment	Planning and implementation & audits	Q3/2024
Continuity excellence	ISO 27001 certification - security	Planning and implementation & audits	Q1/2025
Sustainability framework for technology projects	Sustainability framework for technology projects	% of big projects where sustainability framework is used	Pilot 2024
Green innovation (5, 12)	Green innovation	Co-investment fund for customer projects to drive green tech innovations	100.000€

Customer NPS - Customer satisfaction

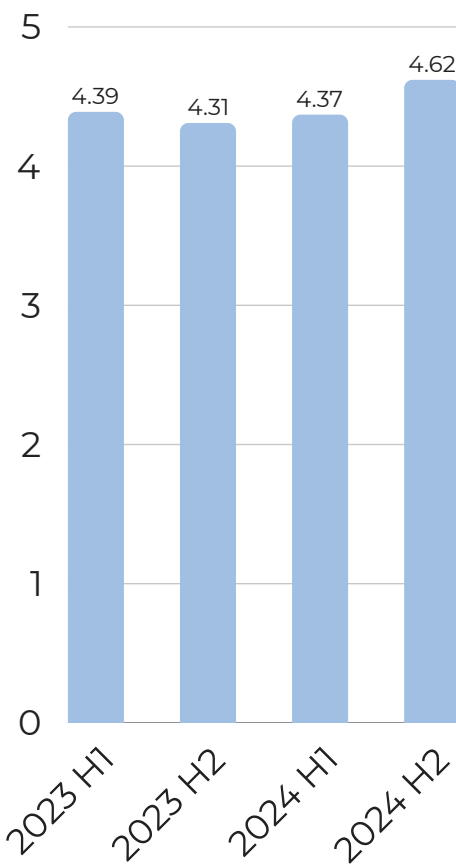
**CUSTOMER NET PROMOTER
SCORE (NPS)**

measured twice a year



**OVERALL CUSTOMER
SATISFACTION**

measured twice a year
(scale 0-5)



Islet's customer satisfaction has been very high for years. Here are some examples of the feedback from the Customer survey H2/2024:

”

”Flexible and proactive service, responsiveness and, as a result, deep trust. Caring about the customer.”

- Retail industry customer

”

”You have a really flexible project management methodology, It's nice when projects are genuinely planned and executed together with the client.”

- Manufacturing industry customer

”

”Great knowledgeable experts working for our software development needs.”

- Forest industry customer

”

”The seamless cooperation and ad-hoc help with analytics has been great.”

- IT industry customer

Islet Group has established a comprehensive procedure for selecting and evaluating suppliers to ensure high-quality goods and services, reduce risks, and foster long-term, mutually beneficial relationships.

Supplier Selection Criteria

Suppliers are chosen based on several criteria aligned with Islet's mission, vision, business strategy, sustainability, and IT security goals.

Key factors include:

- Lower carbon footprint
- Social sustainability status
- Ecologically produced and recyclable products and packaging
- Financial stability
- Customer reviews
- Data security
- Professional knowledge
- Price and service comparison
- Flexibility and availability
- Lead time
- Guarantee and after-sales services
- Transparent reporting



Sustainability in Product and Service Selection

Sustainability is a core value at Islet, and it is prioritized in both product and service selection. Criteria for products include responsible sourcing of materials, environmental impact, emissions, product durability, end-of-life management, health and safety, certifications, and social responsibility. For services, criteria include minimizing resource use, reducing emissions, fair labor practices, business transparency, quality of service, continuous improvement, financial stability, and relevant certifications.

Supplier Performance Evaluation

Supplier performance is continuously monitored and evaluated at least annually. Feedback from Islet employees is collected and used to assess suppliers based on predefined criteria. The Management Team reviews this feedback to make informed decisions about continuing or terminating supplier relationships.

Complaint Handling

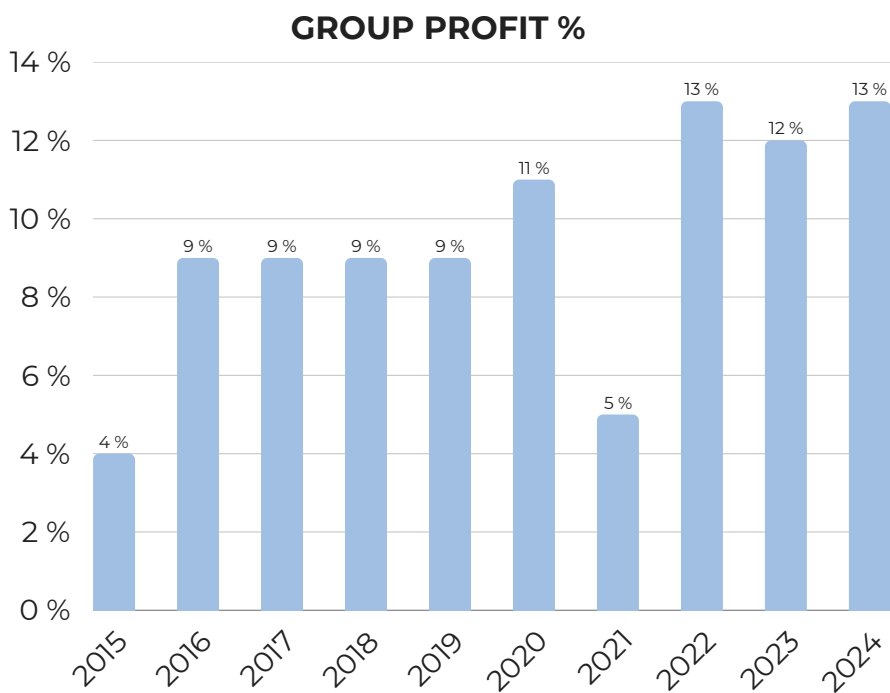
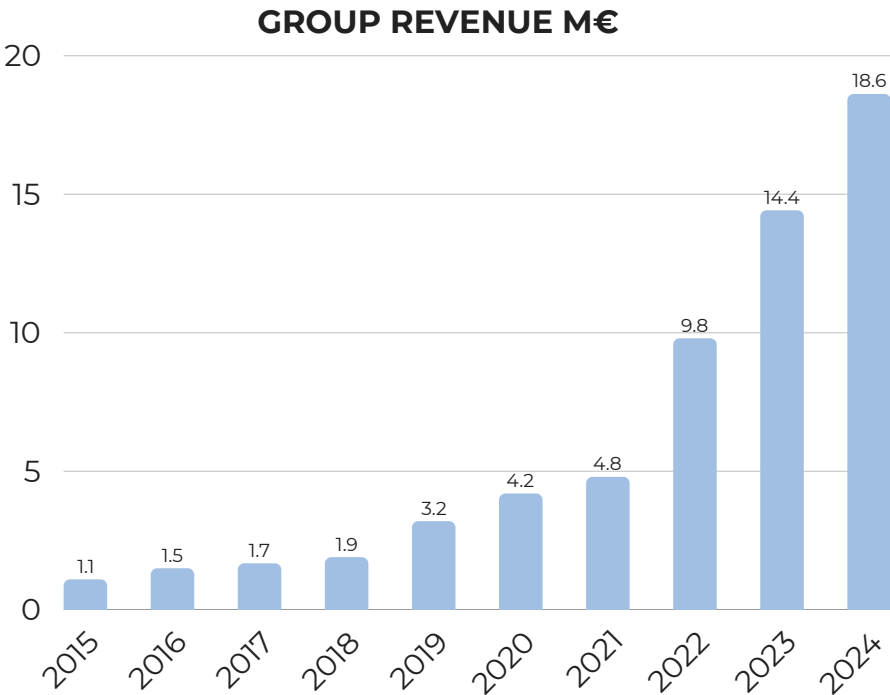
A structured complaint handling process ensures timely and appropriate action when purchased goods or services do not meet agreed standards. This process involves defect reporting, communication with suppliers, and negotiation for solutions. All issues are documented for transparency and traceability.

Any suspicion of misconduct related to environmental, social and administrative responsibility, as well as greenwashing, must be reported.



Group revenue & profitability

Our revenue target for 2024 was 17,5m€ and realized revenue 18,62m€ (growth 33% vs year 2023) on a Group level. Islet Group's profit was 13%.



Committed to sustainability - Islet is now ISO 14001 certified

We have reached a significant milestone in our journey of sustainable development in our industry, as Islet Group has successfully achieved ISO 14001 certification. The ISO 14001 standard is a globally recognized framework for implementing an Environmental Management System (EMS). Obtaining ISO 14001 certification underscores our commitment to innovation, diverse working and thinking, and sustainable growth.



Our path to ISO 14001 certification

With the decision to pursue ISO 14001 certification, our goal was not only to meet the minimum requirements of the standard but also to conduct a thorough assessment of our organization and processes, identifying areas where we can minimize our environmental footprint and integrate sustainable practices into every aspect of our operation. Being ISO 14001 certified brings long-term value also to our key stakeholders: employees, customers and partners.

What does ISO 14001 certification mean in practice?

ISO 14001 certification symbolizes our commitment to the environment. Our proactive approach to environmental risk and change management allows us to anticipate and manage potential environmental challenges effectively. ISO 14001 certification means that we have clear and measurable environmental objectives and have integrated environmental considerations into our processes, such as making procurement decisions or choosing more sustainable ways of travel, like opting for train travel instead of flying.

ISO 14001 certification also stands for continuous improvement. We regularly monitor our environmental performance to make necessary adjustments. In addition, we regularly launch campaigns to protect the Baltic Sea and aim to reach carbon neutrality. Reducing the amount of waste and recycling carefully is self-evident to us.

ISO 14001 is a framework that is applicable to any organization, regardless of its size or industry, and helps organizations integrate environmental management into their core business strategies. It aligns environmental objectives with overall business goals, ensures compliance with environmental laws and regulations, and promotes continuous improvement. For more information visit [ISO 14001:2015 – Environmental management systems](#).



“In today’s world, where environmental challenges like climate change and use of resources are critical, ISO 14001 provides a structured approach for organizations to address these issues. By adopting this standard, we demonstrate our commitment to regulatory compliance and continuous environmental improvement.”

Marika Topp, Sustainability Advisor, Islet Group

Background

- Technology is one of the most important enablers & drivers of sustainable development
- Several technology projects are completed yearly. However, only in a few projects, it is considered how we could jointly advance sustainability simultaneously
- Islet has developed a sustainability framework for Technology projects in 2023
- Framework is piloted in selected customer projects in 2024 and developed further based on feedback

SUSTAINABILITY
FRAMEWORK TO
SUPPORT
SUSTAINABLE
DEVELOPMENT



Goals

- Integrate sustainability perspective into every technology project
- Find concrete ways to contribute to sustainable development within project
- Contribute together to the sustainability targets and to produce a genuine impact
- Encourage participation to sustainability initiatives, innovate and engage in sustainability thinking



"At Islet, we strongly believe that technology can help build a more sustainable future. Our new sustainability framework helps integrate sustainability into our customer projects. It enables more sustainable business and seeks to awaken new, innovative thoughts for promoting sustainability. Our goal is for every technology project to not only achieve business objectives, but also encourage sustainable growth and operations. The framework is part of Islet's commitment to building a better future with technology."

Janina Luoto, CEO, Islet Group Oy

Islet has chosen to focus on three of the following United Nations Sustainable Development Goals that are integrated into Islet's Sustainability Strategy. By committing to these goals, we drive meaningful change and contribute to a sustainable and equitable future.



SDG 5: Gender Equality



Gender equality is not just a fundamental human right but also a cornerstone for a just and equitable society. Ensuring equal opportunities for women and girls is essential for several reasons.

- Gender equality is a basic human right that must be upheld to create a fair society.
- Empowering women and girls can significantly boost economic growth and productivity.
- Diverse and inclusive workforces lead to more innovative solutions.

SDG 12: Responsible Consumption and Production



Promoting sustainable consumption and production patterns is crucial for environmental sustainability and economic efficiency. Sustainable practices help reduce environmental degradation and conserve natural resources. Efficient resource use and waste reduction can lead to cost savings and improved economic performance, encouraging businesses to innovate. Additionally, responsible management of chemicals and waste minimizes adverse impacts on human health and the environment.

SDG 13: Climate Action



Taking urgent action to combat climate change is imperative for the health of our planet and the well-being of future generations. Climate change poses a significant threat, and immediate action is needed to mitigate its impacts and protect ecosystems. Strengthening resilience and adaptive capacity to climate-related hazards can reduce disaster risks and protect vulnerable communities. Integrating climate change measures into policies and planning supports sustainable development and ensures long-term environmental health.



Islet ensures gender equality **internally**:

- Equal opportunities in career advancement
- Salary transparency and equality
- Gender balance in management and employees and advisory, board
- Strict non-discrimination policies in HR (including recruitment and employment)
- Sexual Harassment policy
- Optional disclosure of gender

Islet ensures gender equality **externally**:

- Cooperation with #MimmitKoodaa movement
- Advocating publicly gender equality and empowering women

”

**Achieve gender
equality and empower
all women and girls**



SDG #12 Responsible consumption and production

22



Islet strives to ensure sustainable consumption and production **internally** at all times by:

- Minimizing purchasing and consumption overall
- Purchasing ecologically produced and recyclable products and services and organic farming products and services, preferably produced locally
- Minimizing the carbon footprint on all purchases
- Training Isletters on sustainable consumption
- Recycling and reusing everything possible

Islet strives to ensure sustainable consumption and production **externally** at all times by:

- Helping customers with responsible consumption and production with the help of technology and accurate real-time data and analytics
- Providing Green Innovation Fund to accelerate green transition together with customers
- Implementing Sustainability Framework for customer projects to support customers to achieve their sustainability goals

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Ensure sustainable consumption and production patterns





Islet takes Climate Action **internally** through

- Being net zero and compensating historical emissions
- Reducing carbon footprint
- Aiming to zero waste
- Training Isletters on sustainable consumption

Islet takes Climate Action **externally** through

- Protecting the Baltic Sea continuously (#IsletGoesItämeri)
- Providing Green Innovation Fund to accelerate green transition together with customers
- Implementing Sustainability Framework for customer projects to support customers to achieve their sustainability goals
- Planting trees based on Islet's carbon footprint goal

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**Take urgent action to
combat climate
change and its
impacts**



Islet Green Innovation Fund is an initiative designed to catalyze environmental progress by co-funding innovative projects with our customers.

This fund aims to drive the transition towards a sustainable future by supporting projects that leverage technology for good and advance customers' sustainability goals. By providing financial support, Islet seeks to encourage the development of solutions that address pressing environmental challenges.

The fund is versatile and can be applied to a variety of projects. Examples include carbon calculation and reporting, which help organizations measure and reduce their carbon footprints, and warehouse optimization initiatives that enhance operational efficiency and minimize waste. The collaborative approach ensures that both Islet and its customers are equally committed to driving environmental progress.

Islet Green Innovation Fund offers

- total fund size of 100,000€
- maximum of 20,000€ per project, covering up to 20% of the total investment
- co-investment basis

To qualify for funding, projects must demonstrate their potential to accelerate the green transition and advance the customer's sustainability goals. They must also utilize technology in a way that promotes environmental benefits. The nomination is open to any Isletter or customer.

The primary purpose of the Islet Green Innovation Fund is to foster sustainability-related co-innovation and make a significant impact on environmental progress. By supporting our customers in achieving their sustainability goals, Islet contributes to a more sustainable future and demonstrates the power of technology in driving positive environmental change.

Our values are actions and demonstrated in everyday decisions. Together as a team we support causes important to us.

Punainen Risti
Veripalvelu



Isletters donating blood

Islet supports employees that wish to donate blood during their working day. Isletters have organized team events to go donate blood together, as its an important cause for helping others. This is a concrete way to help patients and demonstrate social responsibility.

**Mimmit
koodaa**

Mimmit koodaa cooperation

Islet sponsors and cooperates with #MimmitKoodaa program, that aims to significantly increase the number of women in the software and technology sectors, where women have traditionally been underrepresented. Islet continues to take part in Mimmit koodaa events, thus advocating publicly the important cause of gender equality and empowering women.



Taimiteko – planting seedlings

Islet collaborated with 4H Finland Association in planting trees in Finland. The donation is based on the amount of Islet's emissions for the whole history of the company (years 1998 – 2023): 430 tonnes of CO2. A total of 1833 seedlings were planted in May of 2025. It corresponds to approximately 430 tonnes of carbon dioxide to be sequestered



Baltic Sea protection

Yearly #IsletGoesItämeri campaign collected altogether 15572 km (3893€ in donations) were collected by walking, running and cycling. We have already collected 10.000€ together for WWF by 2023, and in 2024 to celebrate Islet's 25th anniversary year we set a new target of 25.000€ in donations to protect the Baltic Sea.



United Nations Global Compact

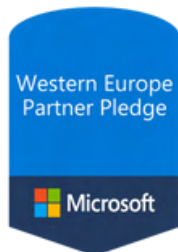
UN Global Compact

- Ten principles
- Annual reporting



UN Sustainable Development Goals

- Ten principles
- Annual reporting



Microsoft Partner Pledge

Ambassadorship in:

- Digital Skills
- Responsible and Ethical AI
- Diversity
- Sustainability



ISO 9001 certification



ISO 14001 certification



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Thank you for reading!
We would love to hear your
feedback and suggestions on
how to improve our report.

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