

2025

Sustainability Report

Reporting period 1.1- 31.12.2025

ISLET

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Organizational Details

This Sustainability report covers the following entities of Islet Group:

Islet Group Oy affiliates

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

Islet Group Oy is the parent company. Islet Innovations Oy represents the Data, Analytics, and AI business. Islet Group Kft is Islet's Hungarian subsidiary. Islet Group Ltd does not have any operational activities.

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

CEO's Greetings

At Islet, our mission remains to make the world a better place through the latest technologies. Our values guide our daily actions, and we are proud to be pioneers in diverse thinking and working within the technology sector. We are committed to leading the way in combating climate change and achieving sustainable success, recognizing that sustainable development is not just a strategic priority but a fundamental responsibility.

In 2025, we experienced a versatile year across our business areas, facing both growth and de-growth. For the first time in our company's history, we encountered temporary lay-offs in certain areas. However, our strong teamwork enabled us to navigate this challenge together, and over 80% of those affected were able to return to work within 1-2 months - much sooner than expected.

Our dedication to sustainable practices continues to encompass every aspect of our operations - from reducing our environmental footprint to fostering a diverse and inclusive culture, upholding ethical business practices, and fulfilling our social responsibilities. As a family business, we remain committed to leaving the planet in better condition for future generations, especially in the face of ongoing geopolitical uncertainties.

A significant achievement in 2025 was obtaining ISO 27001 certification, demonstrating our commitment to information security management. This complements our earlier ISO 9001 and ISO 14001 certifications and further strengthens our integrated management system. Looking ahead, we are preparing for ISO 42001 (AI management) certification in 2026, underscoring our commitment to responsible and ethical use of artificial intelligence.



CEO's Greetings

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 community, employer, and social contributor, we are dedicated to operating sustainably. Diversity, equality, safety, wellbeing, and impactful leadership remain integral to our values and are essential for maintaining our most valuable asset: our people. We also continue to support our customers and 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 2025 Sustainability Report is our third, consolidating and sharing our progress on Islet Group's sustainability journey. Guided by our strategy's three pillars - People, Planet, and Sustainable Business - we have focused on reducing our environmental footprint, strengthening our inclusive culture, and upholding ethical business practices, even as we navigated both growth and de-growth challenges.

We are proud of the progress made in 2025 and the resilience demonstrated by our team. As we look ahead, we remain dedicated to continuous improvement and welcome your feedback on how we can further enhance our sustainability work. By working together and harnessing technology for good, we aim to set a positive example and build a legacy that ensures a brighter, greener future for all.

Janina Luoto
CEO
Islet Group



Sustainability at Islet

Islet Group - Overview

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



We implement business and data warehouse solutions to our customers that are organizations often operating in Finland and also internationally. We 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.

Islet Sustainability Services

cover both sustainability consulting and solutions.

Islet Service Portfolio

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



28+ years of
experience



250+ network
consultants



110+ talented
Isletters



410+ customers



customer NPS
2025



LOOKING AT THE
HORIZON FROM
STRONG BEDROCK



SEASONED
BY EXPERIENCE



RESPONSIBLY
GROWING FAMILY
BUSINESS



LOVED BY
CUSTOMERS

Islet Recent Sustainability Development



2025

Islet's emissions compensated for year 2024



Sustainability Report 2024 published



Islet's emissions compensated for years 1998-2021



ALL ISLET'S HISTORICAL EMISSIONS COMPENSATED

Islet participates in Taimiteko seedling action, a Finnish carbon sequestration initiative



Sustainability website launched



Carbon footprint calculation for whole Islet's history



Mandatory yearly Sustainability Trainings launched

Sustainability Strategy launched



Islet participates in peatland restoration



CERTIFIED ISO 27001



Islet ISO 27001 (Security) certified

CERTIFIED ISO 14001



Islet ISO 140001 (Environment) certified

Sustainability Services launched



Sustainability & AI Pitching Competition



CERTIFIED ISO 9001



Islet ISO 9001 (Quality) certified

Islet's emissions compensated for years 2022-2023



Quarterly Sustainability Corners launched for Isletters



Sustainability Report 2023 published

Islet Sustainability Services

At Islet, we recognize that making a positive impact on sustainability is most effective when achieved together with our customers. Our comprehensive sustainability services are designed to support organizations in navigating the complexities of sustainable business, driving measurable progress, and amplifying positive outcomes across industries.



SUSTAINABILITY STRATEGY AND ESG ROADMAP



SUSTAINABILITY TECHNOLOGIES AND CONSULTING



CARBON FOOTPRINT



SUSTAINABLE SUPPLY CHAIN



SUSTAINABILITY STRATEGY AND ESG ROADMAP

We assist our customers in developing and updating sustainability strategies and ESG roadmaps that are closely aligned with their business objectives and values. Our approach includes assessing the current state, identifying key risks and opportunities, setting clear and measurable goals, and integrating sustainability into daily operations. We also establish robust reporting processes to ensure transparency and continuous improvement.



CARBON FOOTPRINT

Islet provides expert guidance and innovative solutions for measuring, analyzing, and reducing carbon footprint. We support our customers in, setting reduction targets, and implementing technology solutions to monitor and minimize emissions. Our services help organizations create a solid framework for managing their environmental impact.

Islet Sustainability Services



SUSTAINABILITY TECHNOLOGIES AND CONSULTING

We offer tailored consulting and technology solutions to help organizations manage sustainability data, implement effective reporting practices, and integrate sustainability into strategic decision-making. Our expertise covers SAP, Microsoft, and custom solutions such as the Islet Smart Emission Control app. We also provide training and interim sustainability professionals to support our customers' sustainability initiatives and compliance with international standards, including ISO certifications.



SUSTAINABLE SUPPLY CHAIN

Islet supports customers in building responsible and transparent supply chains. Our services include supply chain assessments, development of ethical procurement practices, and integration of ESG principles into supply chain operations. We help organizations onboard suppliers, set sustainability KPIs, and provide training to ensure long-term sustainability and compliance with global standards.



“In 2025, we have worked closely with our customers to help them handle new EU regulations. We have focused especially on meeting the requirements of the EUDR by delivering technical solutions that streamline compliance and automate reporting.”

Marika Topp, Sustainability Advisor, Islet Group

Our Vision and Mission

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.

Our Value Promise to Customers

We have had over 410 customers within our 28-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:

I SEASONED BY EXPERIENCE

- Over 28 years of experience in business technologies and processes and data and analytics
- Over 410 customers
- We are based in Finland and Hungary, our customers operate globally

I 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.

I 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

I 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

Islet Advisory Board

Islet Advisory Board meets frequently 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: Advisory & Operating Partner, Succeed Advisory Oy (2025-)

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

- VP, Equipment Performance, Metso (2023-2025)
- 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):

- Chairman of the Board, Takomo Golf Oy (2025-)
- 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-)

Islet Board of Directors

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):

- External Steering Group Member, Saranen, (2025-)
- 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)

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)

Islet Management Team 2025

Tommi Luoto's role was expanded to include overall responsibility for Information Security. Heidi Sinisalo and Jukka Penttinen switched roles in 2025 because at Islet, we believe that rotating roles spreads expertise, supports development, and increases resilience.



JANINA LUOTO, b.1983
Chief Executive Officer



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



JENNI LONKA, b.1975
Chief Business Officer,
Services, Sourcing & Spend
Management



TOMMI LUOTO, b.1983
Chief Technology &
Information Security Officer



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



HEIDI SINISALO, b.1987
Chief Business Officer, ERP



JUKKA PENTTINEN, b.1973
Chief Operating Officer

Islet Values

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



Corporate Governance

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.

Sustainability Leadership

We have always been strongly committed to sustainability - both in our own operations and in supporting our customers to reach their sustainability goals. For us, sustainability is not just a strategic priority, but a fundamental responsibility. This commitment is part of everything we do.

We want to make a real, positive impact. We work to reduce our own environmental footprint and help our customers and partners do the same. By sharing our expertise, solutions, and best practices, we aim to multiply our impact and contribute to a more sustainable society.

Our sustainability work is guided by:

- Islet Group's Sustainability Strategy
- ISO 9001 Quality Management System
- ISO 14001 Environmental Management System
- ISO 27001 Information Security Management System
- Islet Code of Conduct
- These frameworks help us ensure our actions are systematic, measurable, and in line with international standards.

How we work for sustainability:

- **CEO:** Has overall responsibility for leading sustainability development.
- **Islet Management Team:** Approves the strategic goals and principles for sustainable development.
- **Sustainability Team:** Guides and manages our sustainability efforts, and makes sure environmental, social, and governance aspects are part of our operations and decisions. The team also develops solutions to help our customers reach their sustainability goals.
- **Business Areas:** Integrate sustainability targets into their own processes, planning, and ways of working.
- **All Employees:** Sustainability is part of everyone's daily work. Every Isletter is encouraged to find ways to make a positive difference—both within Islet and together with our customers.

Sustainability Leadership

Sustainability training

- All Isletters participate in mandatory sustainability training once a year.
- The training covers essential topics such as our sustainability strategy, related KPIs, and the United Nations Sustainable Development Goals (SDGs).
- We review our environmental policies, the ISO 14001 Environmental Management System, and our Code of Conduct.
- Practical actions, our annual sustainability report, and whistleblowing mechanisms are also included to ensure everyone understands both the strategic and operational aspects of sustainability at Islet.
- This comprehensive training ensures that all team members are knowledgeable, competent, and actively engaged in advancing our sustainability goals.

Sustainability Corner

- Four times a year, we organize the Sustainability Corner—a regular meeting dedicated to current sustainability topics.
- Each session focuses in detail on one or two key subjects, such as new sustainability initiatives, updates on Islet's sustainability actions, or feedback and requests from stakeholders.
- Sustainability Corner provides an open forum for discussion, learning, and sharing best practices, helping to continuously improve and maintain the sustainability expertise of all Isletters.
- Through these ongoing efforts, we ensure that every Isletter is well-equipped to contribute to our sustainability journey and to drive positive change both within Islet and in collaboration with our customers.



“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.”

Eriika Hiltunen, Chief People Officer, Islet Group

Stakeholders 2025

We have a long-term commitment to our stakeholders and our mission is to build a sustainable future with advanced technologies, together. We have identified nine stakeholder groups with whom we communicate actively.

Stakeholder	Methods of stakeholder engagement
<p>PLANET</p> <ul style="list-style-type: none"> • We aim to be a pioneer in combating climate change and minimizing our environmental impact in all our operations. • We actively support our customers and stakeholders in achieving their sustainability goals, accelerating sustainable development, and maximizing positive impact. • Our commitment to environmental and social responsibility guides our actions and decisions every day. 	<ul style="list-style-type: none"> • Environmental policy • Carbon Neutrality • Biodiversity • Zero Waste targets
<p>CUSTOMERS</p> <ul style="list-style-type: none"> • We form long-term partnerships with our customers, acting as a trusted strategic advisor throughout their sustainability journey. • By truly listening and understanding each customer’s unique needs and challenges, we deliver tailored solutions that drive real results. • We leverage new technologies and experienced team to help our customers improve their business performance and meet their ESG (Environmental, Social, and Governance) targets. 	<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> <ul style="list-style-type: none"> • Isletters are our most valuable asset and the heart of everything we do as we believe that satisfied employees lead to satisfied customers . • We are committed to building diverse teams and fostering an inclusive, long-lasting culture where everyone feels they belong. • By investing in our people, we ensure continuous growth, innovation, and success for both our team and our customers. 	<ul style="list-style-type: none"> • Active communication • Code of conduct • Team meetings • Islet walks • Employee weekly & quarterly surveys • Recreational events and activities
<p>SUPPLIERS</p> <ul style="list-style-type: none"> • ESG factors are emphasized in our relationships with suppliers and service providers, ensuring alignment with our values and standards. • Environmental management practices, labor standards, and ethical sourcing are key criteria in our selection and evaluation processes. 	<ul style="list-style-type: none"> • Active & open dialogue • Supplier Code of Conduct • Supplier Welcome Package

Stakeholders 2025

Stakeholder	Methods of stakeholder engagement
<p>PARTNERS</p> <ul style="list-style-type: none"> • We have a strong network of partners and consultants, enabling us to scale and adapt to assignments and projects of all sizes and types. • Our close relationships with partners are built on trust and open communication. • By leveraging our network, we deliver flexible, high-quality solutions that meet our customers' diverse needs. 	<ul style="list-style-type: none"> • Active & open dialogue • Supplier Code of Conduct • Supplier Welcome Package
<p>OWNERS, ADVISORY BOARD & BOARD OF DIRECTORS</p> <ul style="list-style-type: none"> • We deliver sustainable and profitable growth by expanding our service offerings, acquiring new customers, and continuously improving operational efficiency. • We ensure high employee satisfaction by measuring it and take immediate action if needed. • We maintain strong customer satisfaction by providing reliable, high-quality solutions. • We drive our sustainability agenda by minimizing our environmental footprint, setting measurable sustainability targets, and reporting progress transparently. 	<ul style="list-style-type: none"> • Board of Directors' meetings • Advisory Board Meetings
<p>COMPETITORS</p> <ul style="list-style-type: none"> • Sharing best practices in industry forums and networks allows us to contribute to collective learning and drive continuous improvement. • By forming partnerships on large-scale projects, we unlock new opportunities for impactful collaboration. • Through joint sustainability initiatives, we challenge the industry to take stronger action. 	<ul style="list-style-type: none"> • Active dialogue • Being part of different associations and alliances
<p>GOVERNMENT AND OTHER AUTHORITIES</p> <ul style="list-style-type: none"> • Meeting all regulatory requirements is a priority when developing and delivering our solutions. • Staying actively informed about regulatory changes enables us to adapt quickly and maintain full compliance. 	<ul style="list-style-type: none"> • We comply to regulatory laws and standards

Code of Conduct

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. In 2025 we updated our Code of Conduct with Responsible Use of AI - section.

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.

Code of Conduct

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.

Responsible Use Of Artificial Intelligence

We are committed to the ethical and responsible use of AI technologies. All employees and suppliers must ensure that AI systems are used in compliance with applicable laws and company policies, and that they promote fairness, transparency, and accountability. We do not tolerate the use of AI for discriminatory, unsafe, or unethical purposes. Concerns about AI use should be reported through established channels.

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.

Supplier Code of Conduct 1/4

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. In 2025 we updated our Supplier Code of Conduct with Responsible Use of AI -section.

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.

Supplier Code of Conduct 2/4

- 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.

Supplier Code of Conduct 3/4

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.

Supplier Code of Conduct 4/4

Responsible Use of Artificial Intelligence

Islet is committed to the ethical and responsible use of AI technologies. All employees and suppliers must ensure that AI systems are used in compliance with applicable laws and company policies, and that they promote fairness, transparency, and accountability. Islet does not tolerate the use of AI for discriminatory, unsafe, or unethical purposes. Concerns about AI use should be reported through established channels.

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.

Risks 1/2

Islet Management Team uses a risk-based approach, recognizing that risks arise from uncertainty and can have both positive and negative effects. By identifying and managing risks and opportunities across the company and its key business areas, Islet supports business success. Risks are assessed based on internal and external factors, change management, and business objectives. The key risks identified are:

Risk	Overall mitigation
<p>CLIMATE CHANGE Climate change brings many risks to the IT business, which can be broadly categorized into physical, transition and liability risks.</p>	<p>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.</p>
<p>POLITICAL INSTABILITY Political instability in key markets or regions may disrupt supply chains, impact customer operations, and create uncertainty for business planning. Changes in government policies, regulations, or geopolitical tensions could affect the ability to deliver services and maintain partnerships.</p>	<p>We monitor political developments and maintain flexible business strategies to adapt to changing environments. Proactive stakeholder engagement, and robust contingency planning help minimize potential disruptions and ensure business continuity.</p>
<p>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.</p>	<p>Diversifying the service portfolio, customer industry portfolio and geographical area of the business. Maintaining profitability and sufficient cash reserves to survive downturns.</p>
<p>EMPLOYEE SATISFACTION 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>

Risks 2/2

Risk	Overall mitigation
<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 field, 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. Obtaining and maintaining ISO/IEC 27001 certification.</p>



“ISO 27001 sets the standard for protecting data, managing risks, and building customer trust. Beyond compliance, it turns information security from a cost into a competitive advantage, showing a strong commitment to both security and business resilience.”

Tommi Luoto, Chief Technology & Information Security Officer, Islet Group

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

Islet Sustainability Strategy - Overview

Our sustainability strategy is firmly rooted in our core values, guiding us to create long-term value for our key stakeholders — employees, customers, and partners — while safeguarding a vibrant planet for future generations. The strategy encompasses all aspects of ESG: environmental responsibility, social responsibility, and good governance. At the heart of our approach is a commitment to pioneering active, measurable sustainability work that advances our own goals and those of our customers and partners.

Our strategy is closely aligned with the United Nations Sustainable Development Goals (SDGs), with a particular focus on SDG 5 (Gender Equality), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action). These goals are integrated into our daily operations, decision-making, and long-term planning.

A very important way we create positive impact is by working together with our customers. By developing innovative solutions and sharing best practices, we help our customers achieve their own sustainability targets, amplifying our collective contribution to a more sustainable future.



Islet Sustainability Strategy - Overview

People (Social Responsibility)

We actively promote social equity, diversity, and inclusion throughout our organization, reflecting our values and supporting SDG 5. Our commitment to lifelong learning is reflected in continuous training and development opportunities for all employees. We regularly measure and improve employee satisfaction, health, and wellbeing, ensuring that our “Isletters” feel valued, supported, and empowered. We foster a safe and inclusive workplace culture where everyone can thrive and contribute to our shared success.

Planet (Environmental Responsibility)

We are dedicated to achieving carbon neutrality, promoting biodiversity, and striving for zero waste in our operations. Recognizing the urgency of climate action and the importance of protecting diverse ecosystems, we have set clear targets and implemented concrete measures, such as reducing our energy consumption, optimizing resource use, and minimizing waste across our offices. We also provide digital solutions that help our customers reduce their own environmental footprint. As part of our long-term commitment, we continue to support efforts to protect the Baltic Sea and engage in other initiatives that foster environmental stewardship. Our actions directly support SDG 12 and SDG 13.

Sustainable Business (Good Governance)

We uphold the highest standards of customer satisfaction, quality, and innovation, with a strong focus on green and responsible business practices. Our certified management systems (ISO 9001, ISO 14001, ISO 27001) ensure that we operate transparently and ethically, while supporting our customers and partners in achieving their own sustainability objectives. We are committed to accelerating the green transition, driving positive impacts through our solutions, and maintaining robust governance to ensure long-term business resilience and trust. These efforts are closely linked to SDG 12 and SDG 13.

People

People - Monitoring, Measurement, Analysis and Evaluation

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 quarterly 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.



“At Islet, AI is part of our daily work and is continuously developing the way we work. We can automate routine tasks and focus more on meaningful, creative work, as well as utilize data more efficiently. In this way, AI supports employee well-being on our island.”

Eriika Hiltunen, Chief People Officer, Islet Group

People - Targets

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

People - Focus KPIs 2025

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 2025 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 including Management	Between 30% - 70%
Social Equality & Diversity (5)	Gender ratios	Men vs. Women ratio including Board of Directors & Advisory Board	Between 30% - 70%
Social Equality & Diversity (5)	Nationality & Fresh Faces ratios	First nationality / language non-Finnish	Min. 25%
Social Equality & Diversity (5) & Lifelong Learning	Nationality & Fresh Faces ratios	% of all Isletters who are career changers or fresh graduates	Min. 25%
Social Equality & Diversity (5)	Age Diversity	Islet wants to employ people from different age groups	Age groups (<30, 30-50, >50) each between 10-40%
Employee Satisfaction	Employee NPS	NPS	Over 65
Employee Satisfaction	Turnover ratio	Substantially less than industry average	Less than 10%
Health & wellbeing	Work-life balance	"I feel good at work"	Over 3,5/5
Health & wellbeing	Work-life balance	% of employees having over 40 flexihours in 3 months period	Less than 10%
Lifelong Learning (12, 13)	Certifications	% of all Consultants certified	80%
Lifelong Learning (12, 13)	Fresh Faces ratio	% of all Isletters who are career changers or fresh graduates	Min. 25%
Lifelong Learning (12, 13)	Trainings	% of employees trained on sustainability	100%
Lifelong Learning (12, 13)	Trainings	% of employees trained on AI	100%

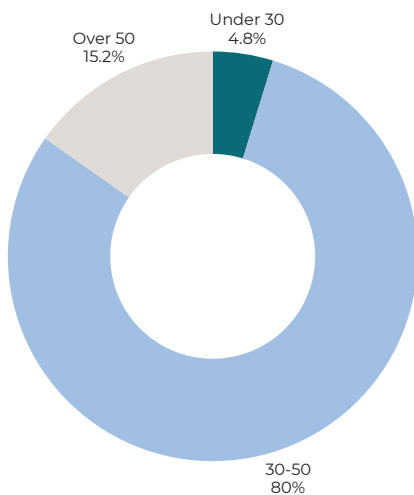
People - Results 2025

Here are some of the results compared to the KPIs of the “People” pillar. More information regarding employees can be found in the [Annex](#).

AGE GROUPS

- TARGET MIN 10% / GROUP

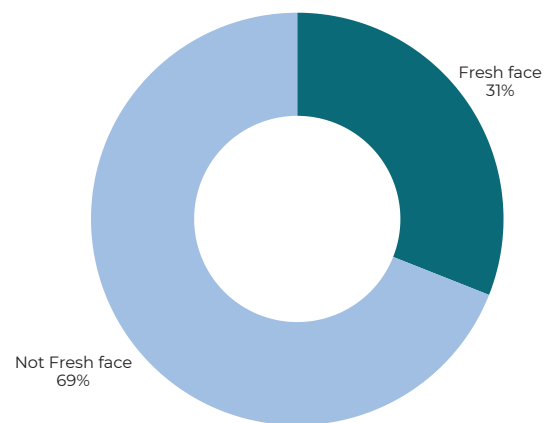
Groups are based on GRI reporting standard



FRESH FACES

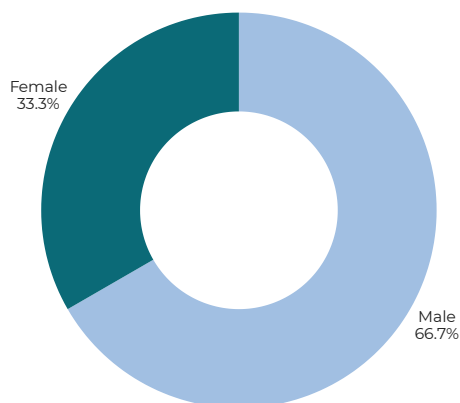
- TARGET MIN 25%

Amount of Isletters who are fresh graduates or career changers



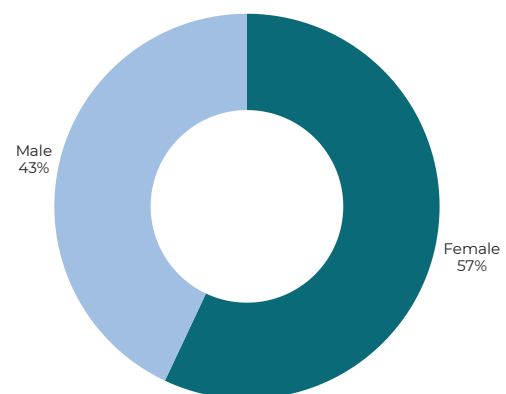
EMPLOYEE GENDER RATIO

- TARGET BETWEEN 40-60%



MANAGEMENT GENDER RATIO

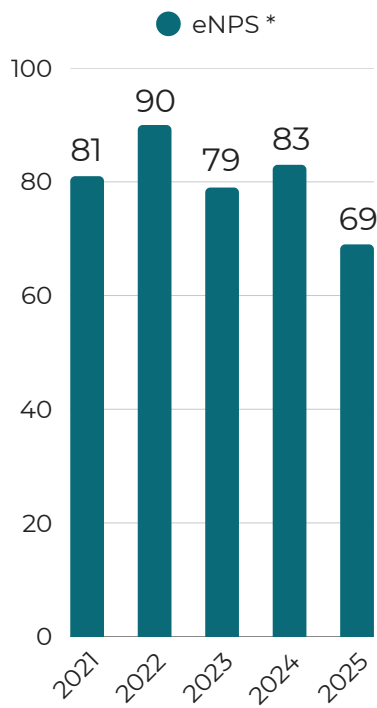
- TARGET BETWEEN 30-70%



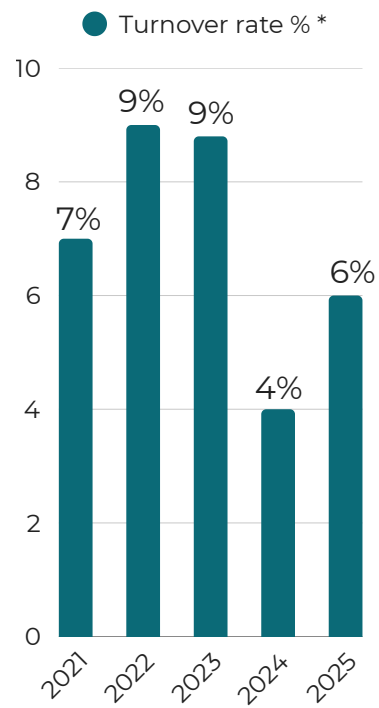
People - Results 2025

Employee satisfaction

EMPLOYEE NET PROMOTER SCORE (eNPS)
measured monthly



TURNOVER RATE
calculated monthly



*Rounded numbers



Planet

Planet - Targets

Pioneer in stopping the climate change

Carbon neutrality

Commit to Science based targets
Compensate yearly carbon emissions



Zero waste

Generate zero mixed waste
E-waste reduction

Biodiversity

Baltic Sea protection
Peatland restoration



Planet - Focus KPIs 2025

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.

Category (SDG)	KPI	Description	Target Metric
Carbon neutrality	Stop the climate change	Set SBTi targets	
Carbon neutrality	Stop the climate change	Compensate yearly carbon footprint	
Zero waste (12)	Stop the climate change	Generate zero mixed waste	Decreasing trend
Zero waste (12)	Stop the climate change	eWaste reduction per person	Increasing trend
Biodiversity	Stop the climate change	Baltic Sea protection	Yearly
Biodiversity	Stop the climate change	Restoring peatland based on carbon emissions	

Planet - Results 2025

Carbon neutrality

Commit to Science based targets

Islet initially set Science Based Targets (SBT) validation as a goal, recognizing the importance of SBTs in driving ambitious climate action. However, after careful consideration, Islet decided not to pursue formal SBT validation, since operating in the IT services sector, Islet's direct environmental impact is relatively small and can be effectively managed through internal policies. Instead, Islet demonstrates its strong commitment to sustainability through transparent reporting, voluntary carbon reduction measures and alignment with recognized standards such as ISO 14001.

By focusing resources on practical, measurable improvements and supporting customers' sustainability journeys with digital solutions, Islet ensures meaningful impact. Islet's flexibility enables us to adapt swiftly to changing circumstances, ensuring that the actions are both impactful and closely aligned with core business and values.

Compensate yearly carbon emissions

Islet is committed to taking responsibility for its emissions. We have calculated our carbon footprint for the entire history of the company and continue to do so annually. We aim to offset our emissions, compensating through UN projects. In addition, we want to support domestic projects with an equivalent amount. We have supported tree planting and the restoration of wetlands in Finland.

Biodiversity

Baltic Sea protection

Annual #IsletGoesItämeri campaign was successfully executed and altogether 11729 km (2933€ in donations) were collected by walking, running and cycling in 2025. This amount was donated by Islet to John Nurminen Foundation.



Planet - Results 2025

Emissions 2025

Islet is a service company with no industrial production, which is reflected in our overall low emissions. We operate in low-emission properties, and we consistently prioritize environmentally friendly solutions in all aspects of our work and business travel.

In 2025, our emissions were 213,13 tCO₂e and they increased compared to previous years, mainly due to the relocation of our Espoo headquarters. This temporary rise was driven by the purchase of new furniture and an increase in waste generated during the move. However, this was a one-time event, and our new office continues to use renewable energy for both electricity and heating. We expect our emissions to return to a very low level in 2026. To provide a more accurate picture of our environmental impact, we will report emissions per employee going forward.

Our biggest emission sources in 2025 were business traveling and purchased goods. We focus our action plan for decreasing emissions from traveling and as mentioned the amount for emissions of purchased goods was exceptionally high and that will not be the case next year.

We are very precise in waste recycling. At each of our office, we recycle all waste according to the facilities available and keep 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:

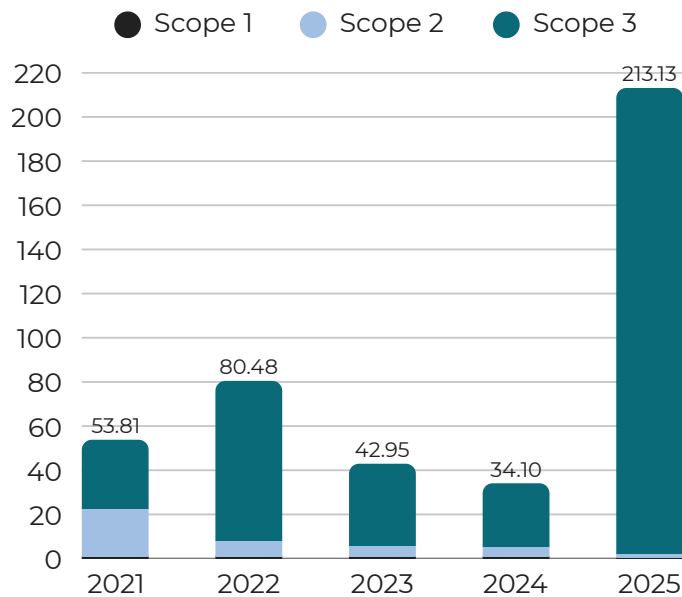
- Energy consumption (Scope 2)
- Waste management (Scope 3)
- Business travel (Scope 3)
- Commuting (Scope 3)
- Company cars (Scope 1)
- Purchased goods (Scope 3)

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.

Planet - Results 2025

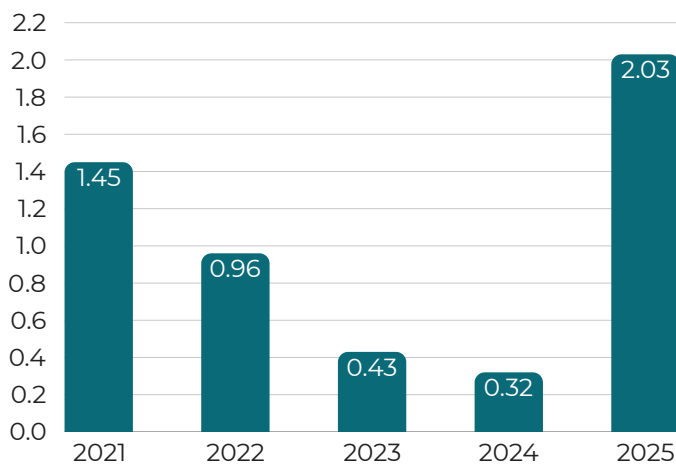
Emissions tCO2e 2021-2025



A significant portion of our 2025 emissions resulted from the move of our Espoo headquarters. This impact is exceptional, as our previous move took place 20 years ago. The increase in emissions was primarily due to the purchase of new furniture and monitors, which has been included in our emissions calculations.

The move contributed a total of 181.28 tCO₂e to our annual emissions. If we exclude the impact of the move, the emissions were 31,85 tCO₂e.

Emissions tCO2e/employee 2021-2025



Without these exceptional moving costs, we are heading in the right direction in reducing our emissions.

Emissions tCO ₂ e	2021	2022	2023	2024	2025
Scope 1	0,96	1,05	1,05	0,88	0,46
Scope 2	21,69	7,23	4,81	4,81	2,06
Scope 3	31,16	72,20	37,09	28,41	210,61
Total	53,81	80,48	42,95	34,10	213,13
Emissions tCO ₂ e/employee	1,45	0,96	0,43	0,32	2,03

Planet - Results 2025

Carbon neutrality

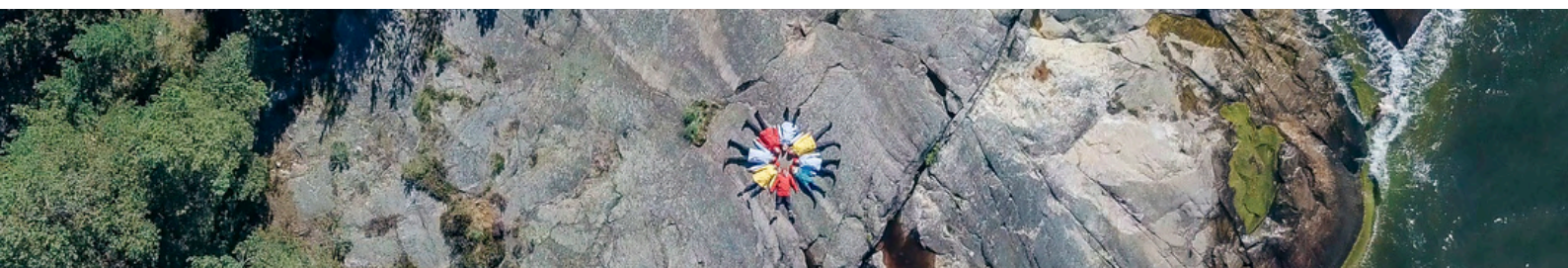
In our Sustainability Strategy, we set the goal of achieving carbon neutrality from 2023 onwards and have also committed to offsetting the entire company's historical emissions by 2030. Our greenhouse emissions are not high, but we see it as essential to develop our operations in such a way that emissions continue to decrease. We began our journey towards carbon neutrality several years ago and thanks to actions taken, we've been able to drive our operations with relatively low carbon emissions.

We calculated our total historical emissions up to 2024 and offset them in 2025:

- The emissions for 1998-2021 and for 2024 by supporting the UN project Cochang Solapark 14.98 MW Photovoltaic Power Plant Project.
- The emissions for 2024 by supporting the UN project Cochang Solapark 14.98 MW Photovoltaic Power Plant Project.

We are very proud to have achieved the historical emissions offset six years earlier than planned.

For us, actions that promote sustainable development in Finland and also support the Finnish nature are very important. By participating in the Hiilipörssi peatland restoration campaign, we promote the increase of carbon sinks and biodiversity recovery in Finland.



Planet - CO2 Compensation - Offsets

We offset our greenhouse gas emissions of 308 tCO₂e (years 1998-2021) and 34.10 tCO₂e (year 2024) 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

Planet - Tree Planting

In addition to international CO2 compensation programmes, as a charity we collaborated with 4H Finland Association in planting trees in Finland.

- Planting seedlings was carried out in June of 2025 in Saarijärvi.
- The donated amount was equivalent with 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 was planted, which corresponds to approximately 430 tonnes of carbon dioxide to be sequestered



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 - Peatland Restoration

As charity action, we collaborated with Hiilipörssi that is restoring peatlands altered by human activity, after which the restored areas are permanently protected.

Founded in 1938, the Finnish Association for Nature Conservation (SLL) is Finland's oldest environmental organization. The idea to restore peatlands through donations originated from SLL's long-term influencers, and the concept received initial funding from the Kone Foundation as part of a research project on ecological compensation. Hiilipörssi was launched in May 2018 and, between 2018 and 2020, raised nearly 1.4 million euros from private individuals, companies, and the Kone Foundation for peatland restoration. Due to its success and the need for further expansion, Hiilipörssi was incorporated, and Hiilipörssi Oy began operations on October 1, 2020, ensuring the continued growth of the initiative without compromising SLL's status as a non-profit organization.



Biodiversity loss must be halted to safeguard our well-being. Restoring peatlands is an effective way to return the environment's biodiversity towards its natural state.

[Source: Hiilipörssi](#)

Planet - Our actions to decrease emissions



Sustainable Business

Sustainable Business - Monitoring, Measurement, Analysis and Evaluation

Customer satisfaction

Fairness and transparency continue to be the cornerstones of our cooperation with customers and partners. By leveraging the latest technologies, we deliver high-quality solutions and services tailored to evolving customer needs.

Our commitment to long-term relationships positions Islet as a strategic partner, supporting our customers' growth and transformation journeys. In addition to our bi-annual customer satisfaction surveys, which utilize the Net Promoter Score (NPS) methodology across main business areas, we have introduced new channels for ongoing feedback, such as regular customer workshops and digital feedback tools.

Survey results and feedback are reviewed by the Management Team, which collaborate with teams to identify actionable improvements and innovative ideas for future development. This year, we have also strengthened our sales team with two new position and recruiting Business Directors for Data & Analytic & AI and Enterprise Resource Planning business areas.

By continuously listening to our customers and acting on their insights, we strengthen trust, drive mutual success, and ensure our solutions remain relevant and impactful.



Sustainable Business - Targets

Pioneer in succeeding sustainably

Customer satisfaction

Customer NPS
Revenue & profitability



Continuity excellence

Maintain ISO 9001 (Quality)
Maintain ISO 14001 (Environment)
Obtain ISO 27001 (Security)

Green innovation

Sustainability framework for
technology projects
Green innovations



Sustainable Business - Focus KPIs 2025

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.

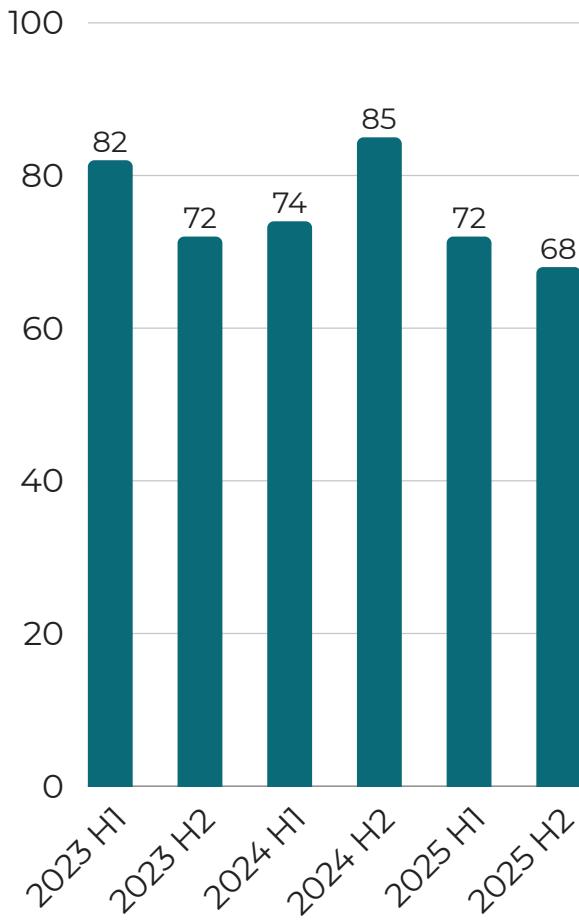
Category (SDG)	KPI	Description	Target Metric
Customer satisfaction	Ensure continuity - Satisfaction survey results from customers	NPS	Over 70
Revenue & profitability	Ensure continuity - Revenue	Growth as per target	Yearly target
Revenue & profitability	Ensure continuity - Profitability	Profitability as per target	Yearly target
Continuity excellence	Ensure continuity - Maintaining ISO 9001 and ISO 14001 certifications	Maintaining ISO 9001 and ISO 14001 certifications	Q4/2025
Continuity excellence	Ensure continuity - ISO 27001 security certification	Planning and implementation & audits	Q1/2025
Sustainability framework for technology projects	Make impact - Sustainability framework for technology projects	% of big projects where sustainability framework is used	
Green innovation (5, 12)	Stop the climate change - Green innovation	Co-investment fund for customer projects to drive green tech innovations	100.000€

Sustainable Business - Results 2025

Customer NPS - Customer satisfaction

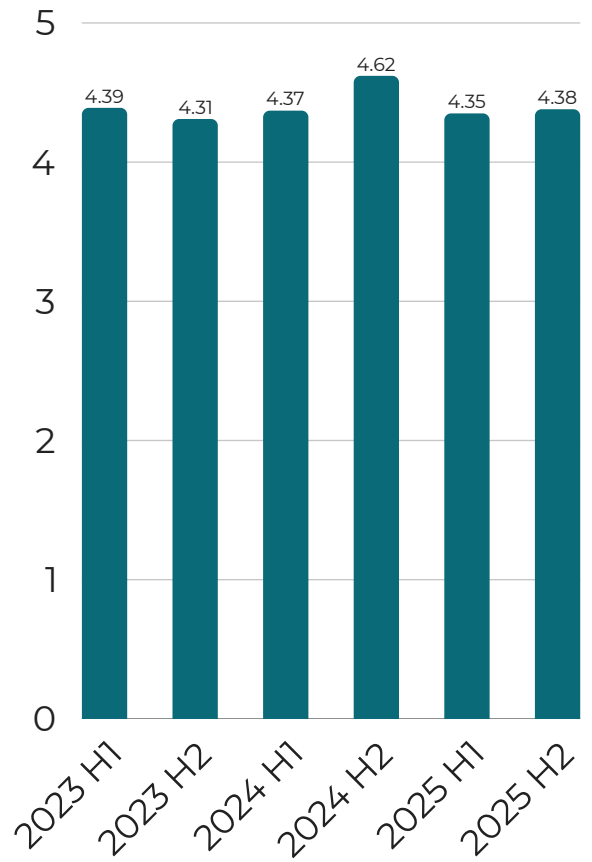
CUSTOMER NET PROMOTER SCORE (NPS)

measured twice a year



OVERALL CUSTOMER SATISFACTION

measured twice a year (scale 0-5)



Sustainable Business - Customer Communication

At Islet, customer satisfaction is at the heart of everything we do. We consistently communicate with our customers and actively work to ensure that our services and solutions truly support our clients' needs. We have consistent and regularly recurring customer communication built into our Project and Service Management models.

As part of our commitment to our customers, we organize the annual Islet Lighthouse event, which brings together the most relevant and modern topics in the industry. The event is known for its excellent visitor satisfaction and positive feedback, reflecting our dedication to delivering value and fostering strong partnerships.

The 2025 Islet Lighthouse event was a great success, gathering 86 guests and 5 of our key partners: SAP, Microsoft, Medius, Pagero, and Delfoi. The day featured 17 presentations, including from our customer companies such as Transmeri, Metsä, Pro dual, SGN, SOK, Lumene, Aidian, and Caverion. Highlights included a keynote on emotions and change management, and a panel discussion on growing cyber threats during geopolitical tensions. Audience feedback was very positive, with a feedback survey rating of 4.3 out of 5, underscoring the event's value to our customers and partners.

”

“Interesting topics on AI themes.”

- Islet Lighthouse event visitor

“A good overview of different customer cases.”

- Islet Lighthouse event visitor



Sustainable Business - Procurement Practices 1/2

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



Sustainable Business - Procurement Practices 2/2

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.

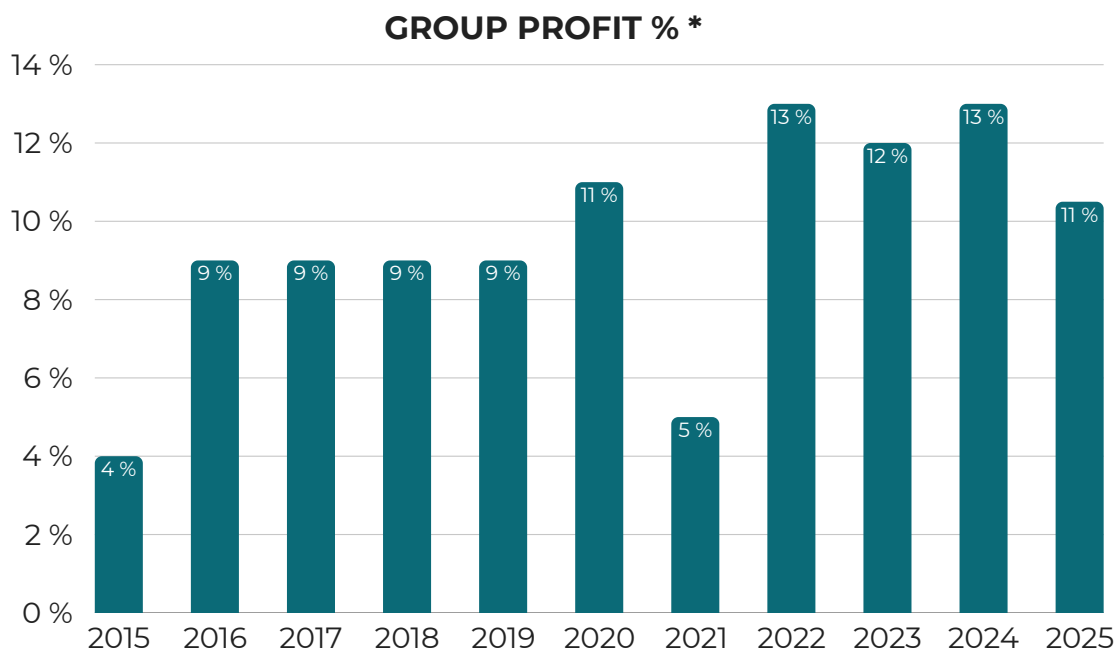
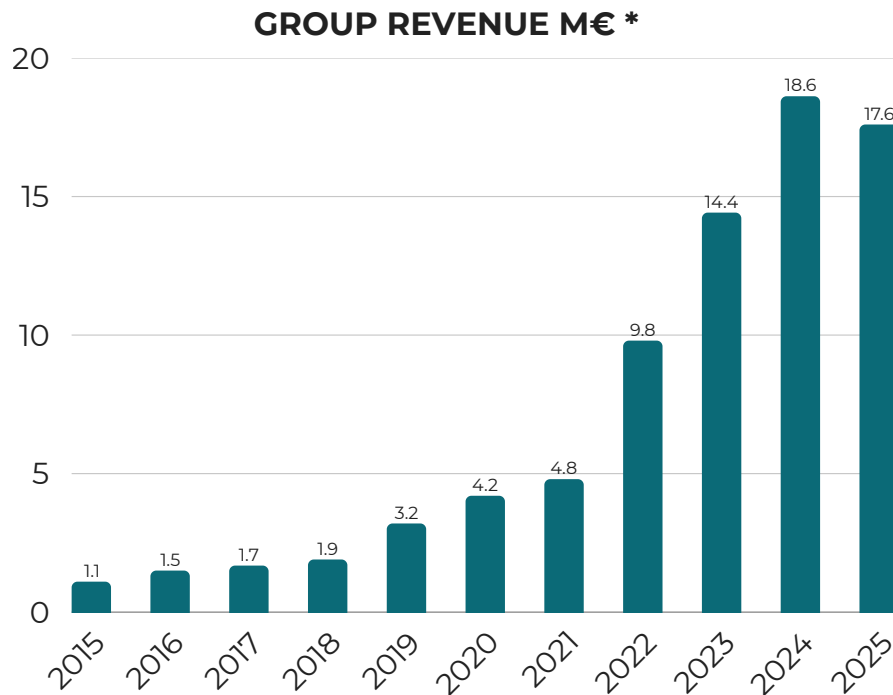
Any suspicion of misconduct related to environmental, social and administrative responsibility, as well as greenwashing, must be reported.



Sustainable Business - Results 2025

Group revenue & profitability

In 2025, our revenue was 17,6m€ and profit 10,5% on Group-level.



*Rounded numbers

ISO Certifications

ISO Certifications underscore our commitment to Sustainable Business. Islet's commitment to sustainable business is demonstrated through our achievement and ongoing maintenance of three key ISO certifications: ISO 9001, ISO 14001, and ISO 27001. These certifications are not just formalities—they guide our daily operations, decision-making, and long-term strategy.

ISO 9001:2015 – Quality Management

We have implemented a certified quality management system that covers all our core processes, from customer engagement and project delivery to continuous service improvement. Regular internal and external audits ensure that we consistently meet customer requirements and regulatory obligations. Our quality management system enables us to identify development areas, respond proactively to feedback, and deliver reliable, high-quality Data, AI, and ERP solutions.

ISO 14001:2015 – Environmental Management

Islet's environmental management system helps us systematically identify, monitor, and reduce the environmental impacts of our operations. We set annual environmental objectives, such as minimizing energy consumption in our offices, reducing waste, and promoting digital solutions that help our customers achieve their own sustainability targets. Compliance with ISO 14001 ensures that environmental considerations are integrated into our business decisions and that we are committed to continuous improvement in environmental performance.

ISO 27001:2013 – Information Security Management

Protecting our customers' and partners' data is a top priority. Our ISO 27001-certified information security management system covers risk assessment, access control, incident management, and employee training. We regularly review and update our security policies and procedures to address emerging threats and comply with legal and contractual requirements. This certification assures our stakeholders that their data is handled with the highest level of confidentiality, integrity, and availability.

Our ISO certifications are a testament to our responsible and transparent way of working. They provide a solid foundation for sustainable growth, support our customers' own compliance and sustainability goals, and reinforce trust in Islet as a reliable partner.

Sustainability Framework for Technology Projects



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 developed a sustainability framework for Technology projects in 2023

Results of the Sustainability Framework Implementation

Since introducing the sustainability framework for technology projects in 2023, Islet has worked to build our employees' understanding of sustainability and encourage them to identify relevant sustainability objectives within their customer projects. We have provided training to help Islet team members integrate sustainability perspectives into their daily work. As a result, employees are increasingly able to recognize opportunities to advance sustainability in technology projects with the customers and contribute concrete actions toward sustainability goals.

In addition, our sustainability team is available to offer support and guidance when needed, helping to set objectives and consider sustainability in the customer projects. This approach has encouraged greater participation in sustainability initiatives and fostered more sustainability-oriented thinking across the company. By embedding sustainability into our project work, we are gradually making progress toward our company's sustainability targets and contributing to positive change.



“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

United Nations Sustainable Development Goals

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.

SDG #5 Gender Equality



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)
- 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



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



Ensure sustainable consumption and production patterns



SDG #13 Climate Action



Islet takes Climate Action **internally** through

- Being net zero and compensating 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

”

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



Islet Green Innovation Fund

The Islet Green Innovation Fund is an initiative designed to accelerate environmental progress by co-funding innovative, technology-driven sustainability projects with our customers. The fund supports solutions and projects that help organizations meet their sustainability goals and address regulatory requirements.

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

In 2025, we utilized the Islet Green Innovation Fund to support the implementation of SAP Green Token for our customer, enabling compliance with EUDR and ISCC+ standards. This project demonstrates our commitment to collaborating with customers to tackle new regulatory challenges and drive the green transition through impactful technological solutions.



Charity Support

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



Mimmit koodaa co-operation

Islet co-operates with #MimmitKoodaa program, that aims to increase the number of women in the software and technology sectors, where women have traditionally been underrepresented. In 2025, Islet took part in Mimmit koodaa's "Teknologiapolkuja" event, where our CBO Jenni Lonka talked about people, skills and co-operation at the heart of technology projects.



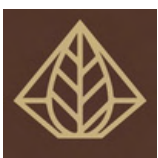
Taimiteko – planting seedlings

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).



Baltic Sea protection

Yearly #IsletGoesItämeri campaign collected altogether 11729 km (2933€ 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. In 2025, 2933€ was donated to John Nurminen Foundation.



Hiilipörssi

Islet donated to Hiilipörssi peatland restoration, compensating all historical emissions from years 1998-2021

Islet Partners



SAP
Platinum Partner



Microsoft
Solutions Partner Data & AI Azure
Infrastructure Azure
Fabric Featured Partner



United VARs Alliance
Selected SAP Platinum partner in Finland



Islet Pledges and Commitments



**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



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Marika Topp

Sanna Fonó

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

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Annex

Islet employees (31.12.2025):

Type of contract	Number of employees
Temporary contract	3
Permanent contract	105
Total employees	108

Gender	Number of employees
Male	69
Female	33
Other	3
Not reported	3
Total employees	108

Country	Number of employees
Finland	101
Hungary	7
Total employees	108