



Digital Workforce

Sustainability Report 2023

Leading business process automation service company

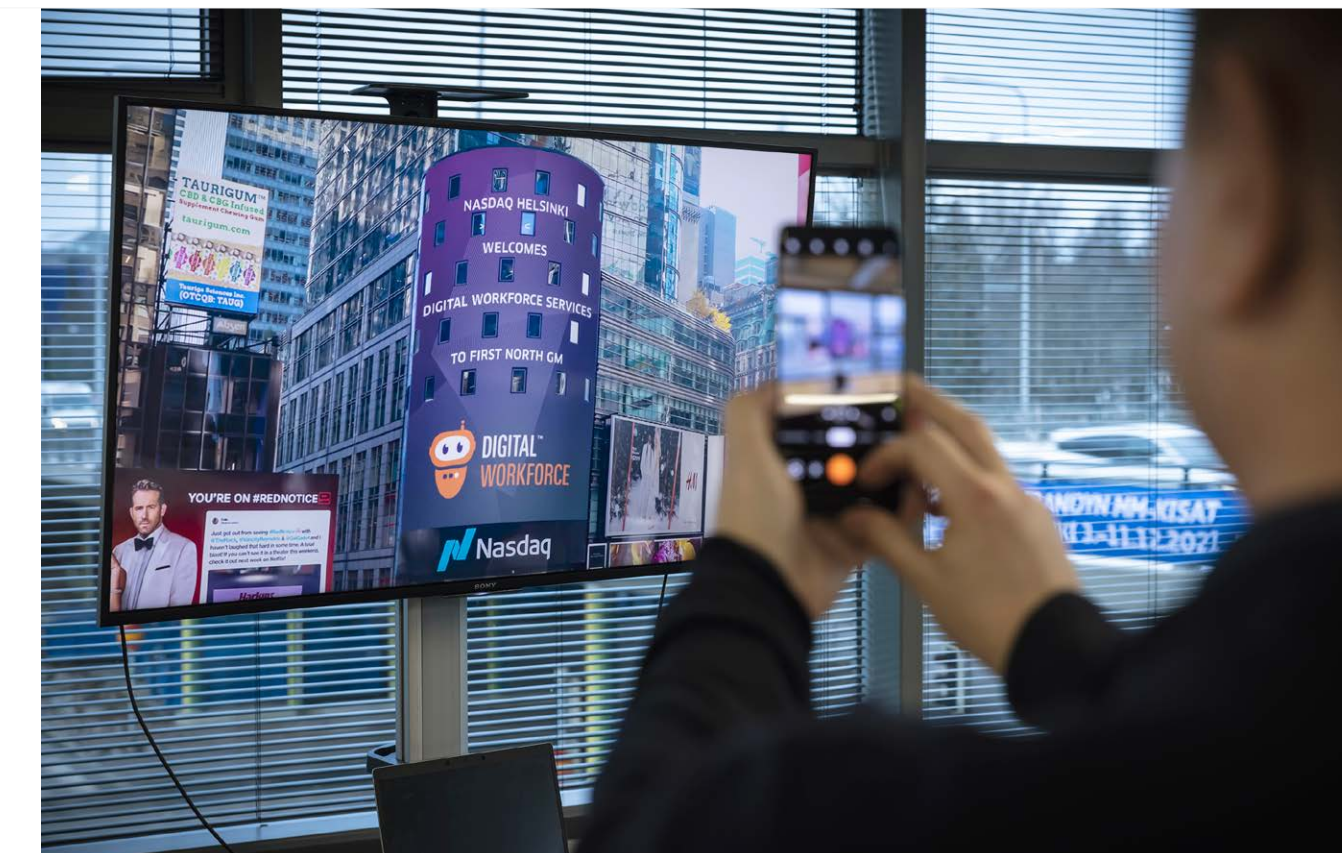
Digital Workforce Services Plc is one of the world's leading providers of business process automation services and technology solutions.

With Digital Workforce Outsmart services and technology platform, our customer organizations can save costs, accelerate digitalization, increase revenue, improve customer experience

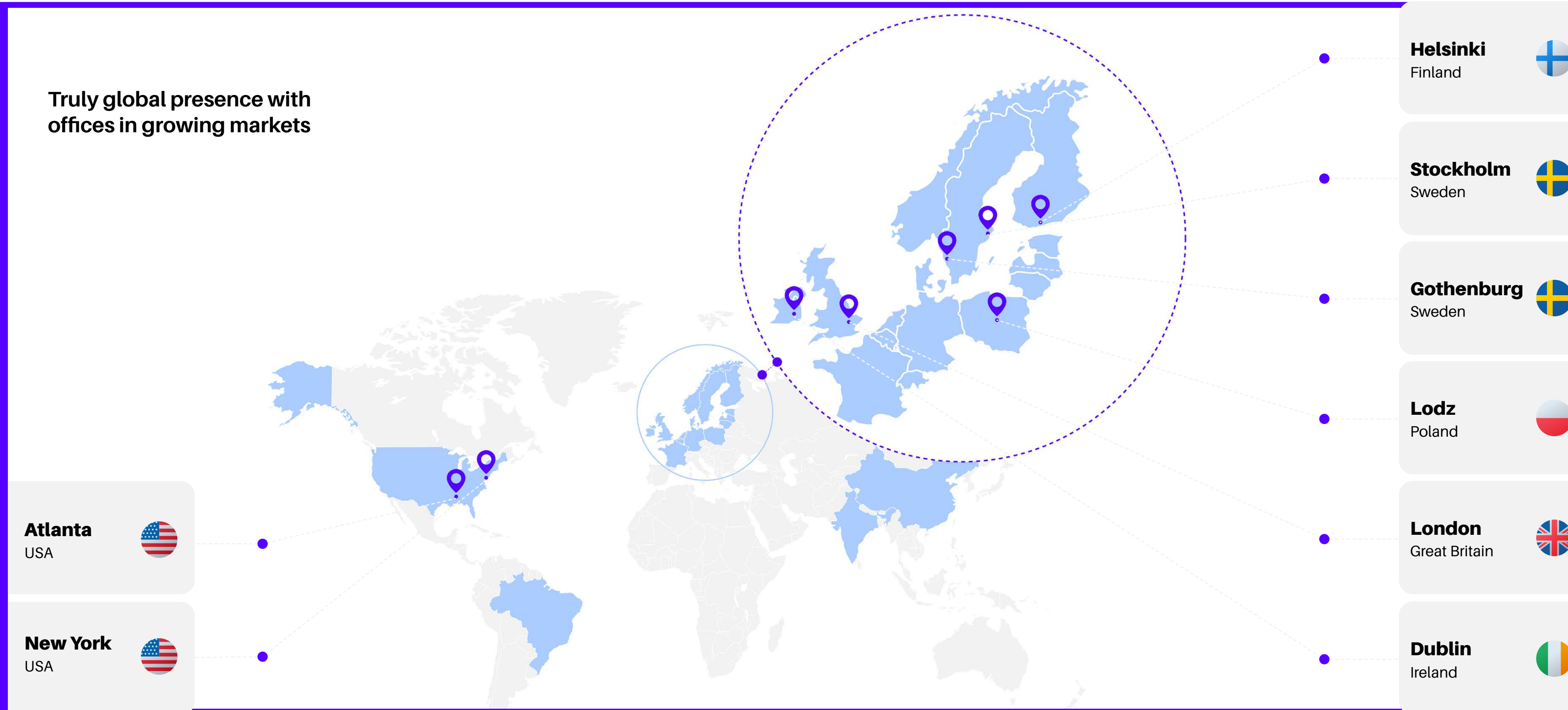
and competitiveness. More than 250 major customers worldwide use Digital Workforce's services and technologies.

Founded in 2015, the company employs nearly 180 business automation professionals in the US, UK, Ireland, Northern and Central Europe.

Digital Workforce is listed on the Nasdaq First North Growth Market Finland. The company is headquartered in Helsinki.



Truly global presence with offices in growing markets



Turnover in 2023:

EUR 24,9 million

Profitability 2023:

Adj. EBITDA €0.2 million

Number of staff:

186 professionals

Number of clients:

250 global clients

digitalworkforce.com

Relevance, innovation and responsibility guide our actions



At Digital Workforce, we want to profile ourselves strongly as a creator of meaningful automation. Our mission is to automate knowledge work processes, freeing up people's time for more valuable work. This is particularly evident in the healthcare sector, where our solutions enable our customers to free up the time of healthcare professionals to focus on patient care, thereby improving the quality of care and the lives of patients. For me, this was one of the main reasons to join Digital Workforce.

As an employer, we want to be a leading innovative company that not only offers its staff interesting jobs, but also meaningful work. Competent staff have always been and will always be a prerequisite for our success. That's why we want to keep up to date with how our staff are doing and how we can support their well-being at work. We regularly measure employee engagement and actively address the issues that arise.

Since its inception, Digital Workforce has been at the forefront of the industry, building bold and innovative services

to streamline our customers' businesses. In 2023, we took another significant step in our evolutionary journey with the addition of new customer engagements to our Outsmart solution.

We have been very successful in the healthcare sector and have signed major contracts with large customers, particularly in the US and the UK. We have also developed innovative, replicable solutions for the Finnish social welfare field, which are now in demand as welfare regions face a rapid need to improve their efficiency.

Our entire business model is built around offering our customers the technology (or combination of technologies) that best suits their needs. We are constantly working to ensure that we can continue to proudly represent the world's leading technologies and meet their high standards of excellence and accountability. We ensure our competitiveness by training our experts and by being rigorous in our responsibilities in terms of security and privacy. In 2023, we extended our certification to ISO27001.

Unlike many in the industry, our business is based entirely on modern cloud services, with a much smaller environmental footprint than a traditional business model based on local servers. This also enables us to help our customers reduce their own environmental impact.

In the future, we want to be even stronger as a company whose values and culture are based on sustainability. It's not just about reducing our environmental footprint, but also about promoting a culture of responsibility, innovation and engagement. On this journey, we need to involve all our stakeholders, with whom we will continue to engage in a close dialogue to deepen our key sustainability themes.

In this report, we have summarized our sustainability performance in 2023, and in the coming years, we aim to further integrate sustainability into our business strategy and operations.

A warm thank you to our staff and our customers for your trust in 2023.

Jussi Vasama
Chief Executive Officer
Digital Workforce Services Plc

Automation of processes to help customers

Digital Workforce is one of the world's leading service companies specializing in process automation, Robotic Process Automation (RPA) and intelligent automation, measured by revenue, service offering, customer references and employee numbers.

We help our customers achieve new levels of business value and automate their business processes and knowledge work tasks. This enables our client organizations to save costs, accelerate digitalization, increase revenue, improve customer experience and competitiveness. We offer our customers an industry-leading suite of services and solutions that combine expert services, leading technologies and ongoing maintenance and support services.

Our Outsmart offering includes business process automation identification, process development and automation design, automation solution delivery, and ongoing solution operation, support and maintenance using our cloud platform.

We provide services and solutions to a wide range of customers in a variety of industries, including banking and insurance, healthcare and social care, manufacturing, and logistics. Our clients are typically large organizations in the private and public sectors, with large and complex operations to manage, and where there is a significant need for or pace of operational change. Our services are divided into ongoing services and expert services. Continuous services account for more than 60% of our turnover, ensuring business continuity in the face of short-term fluctuations in demand.

We use leading technologies such as artificial intelligence (AI), Robotic Process Automation (RPA), Intelligent Document Processing, and business process management, automation, and orchestration technologies to deliver our services.

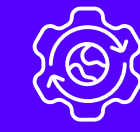
outsmart - at the heart of the strategy

Digital Workforce's strategy focuses on profitable growth. The company's main strategic geographic markets are the Nordic countries, the United States, and the United Kingdom. The selected strategic focus areas are healthcare and banking and insurance.

In 2022, we launched our strategic Outsmart business, which provides a holistic approach to developing and automating customers' key business processes.

Outsmart is built around a service offering that includes a business process study, a detailed analysis of business and business process redesign opportunities, implementation of the solution, maintenance, and validation of results. The solutions are based on an advanced technology platform delivered in the cloud.

During 2023, we further developed the Outsmart platform with funding from Business Finland, among others. The funding was awarded as EU Innovation Support from the Green Transition Fund, which finances creative solutions for sustainable development that have the potential to grow in international markets.



Our mission

is to automate knowledge work processes and free employees' time for more valuable work.



Our vision

is to create new ways of working by delivering the best digital workers.

Our values



A learning mindset

Sharing knowledge, success, and failures. Trying out new things with curiosity and daring to step out of the comfort zone.



Passion for customer success

We are passionate about our customer success and making sure that the customers get real value. Understanding customer needs, measuring satisfaction and performance.



Integrity in all relationships

We follow through our promises and appreciate all people around us. Taking responsibility for our actions and daring to state things, disagreeing respectfully.



Caring for each other

We are always there to care and help each other. Being interested in others performance, development and understanding their point of view.

An eventful 2023

March

Jussi Vasama took over as CEO of the company. He has a long experience in managing a successful international software and services business.



May

The company announced a partnership with one of the leading Foundation Trust organizations in the National Health Service (NHS) in the UK. The holistic process automation solution aims to reduce the time taken to assess the need and urgency of care and improve the patient experience in acute and emergency departments.

October

The company announced an extension agreement under which the Finnish Defense Forces will procure RPA and artificial intelligence solutions and related expert services from Digital Workforce for up to EUR 1.2 million over the next three years. RPA can increase the performance of the Defense Forces' service production and redirect resources to more strategic tasks. Digital Workforce has been providing the Defense Forces with automation solutions since 2017.

November

The Employer Branding Institute, which specializes in supporting organizations worldwide in their employer branding efforts, honored Digital Workforce at its annual EB Stars conference with Employer Branding Awards in two categories - Candidate Experience and Developing Employees.

2023

[JANUARY](#)
[FEBRUARY](#)
[MARCH](#)
[APRIL](#)
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[JUNE](#)
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March

Digital Workforce received the prestigious ISO 27001 certification for information security management. The certification is awarded to companies that demonstrate a high level of commitment to protecting their information assets and implementing effective security controls.



November

Digital Workforce entered into a strategic partnership with a world-renowned US cancer research institute. The collaboration, based on advanced RPA-based solutions, is expected to improve operational efficiency, reduce costs, and support the institute's mission to deliver world-class cancer research and patient care.

December

A major Nordic occupational pension insurance company has selected Digital Workforce as the supplier of its comprehensive automation services. The client stressed the importance of sustainability in the tendering process, giving preference to suppliers with a strong track record of responsible practices.

April

Digital Workforce, together with the University of Łódź in Poland, organized an exciting hackathon event during which Business Process Automation students developed innovative automation solutions for a logistics company. The students were tasked with solving real-world problems in a creative way and presenting their ideas in an engaging way.

June

Portsmouth NHS Trust's maternity care program, delivered by Digital Workforce, has been awarded the prestigious HSJ Digital Awards, which recognize significant advances in UK healthcare. A similar model to Finland's maternity services was awarded in the category 'Improving the efficiency of underlying systems through digital'.

November

Forrester, the world's leading research firm, named Digital Workforce as an industry leader in the Current Offering category in The Forrester Wave™: Robotic Process Automation Services, Q4 2023 market report. The company received the highest scores for vision, innovation, pricing flexibility, customer count, software, and IP.

December

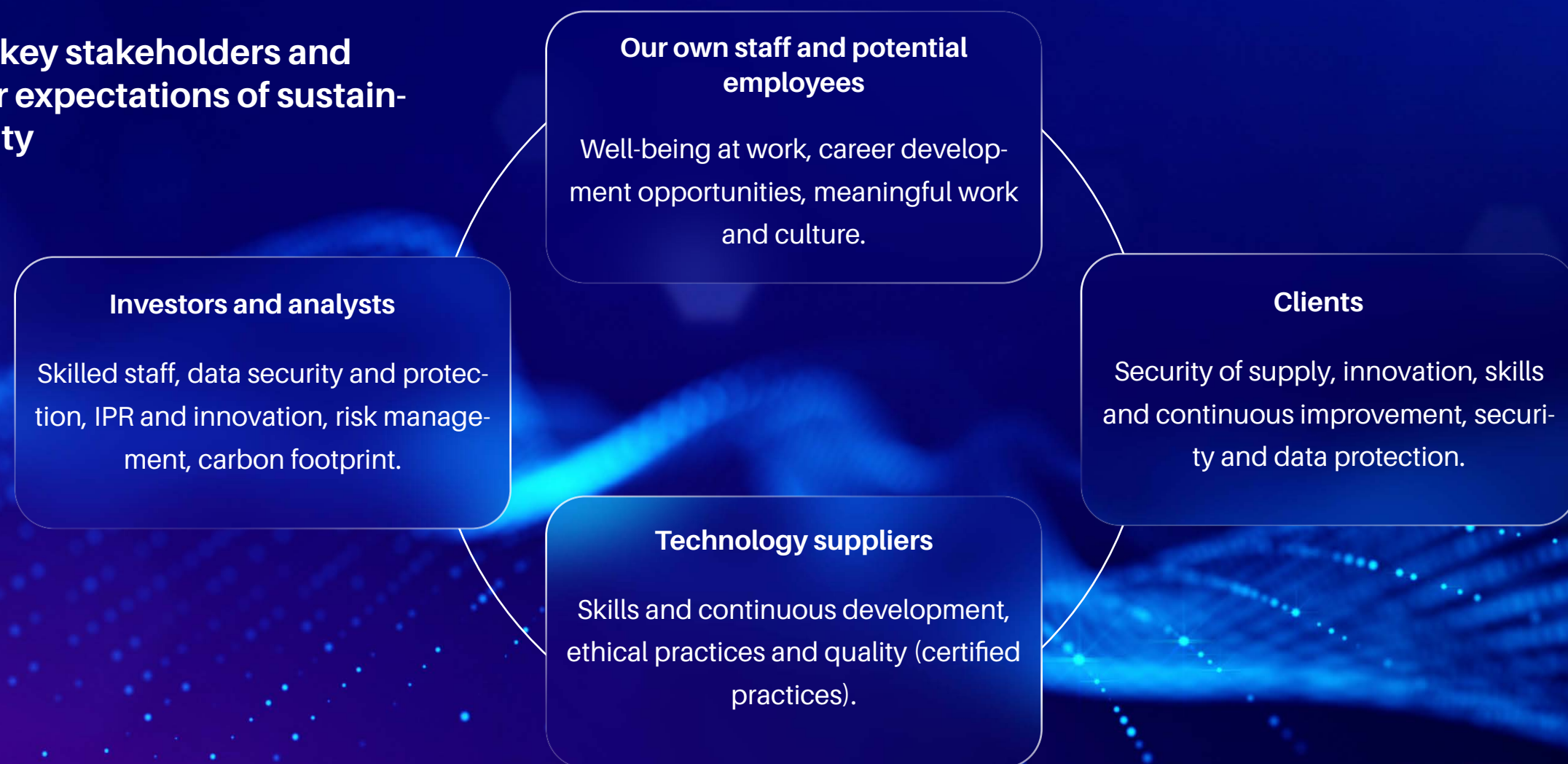
Digital Workforce and sustainability expert Ramboll organized a joint webinar on sustainability reporting and the changes brought about by the European Corporate Sustainability Reporting Directive (CSRD), as well as the opportunities to use automation technologies to support reporting.

Stakeholder expectations drive sustainability priorities

Digital Workforce regularly engages with its stakeholders to understand their expectations for the company's business and sustainability development. Stakeholder expectations and views are taken into account when defining sustainability priorities.

- Interaction with our own staff is daily, but feedback is also collected through various surveys and discussions. Internal communication is managed through team meetings, Teams channels and regular staff briefings.
- We work closely with clients, either on a project basis or as part of ongoing services. They are also met at various industry events and seminars. Customer satisfaction is measured on a quarterly basis. The measurement is based on the revised Net Promoter Score methodology, which was introduced in 2023. The average score of the 2023 NPS surveys was 44.
- Cooperation with technology suppliers takes place through joint customer projects, seminars, and trade fairs. The technology suppliers also train Digital Workforce experts.
- Discussions with investors and analysts take place, for example, in the context of earnings announcements or in one-to-one meetings.
- There is also cooperation with certification bodies on audits and with various expert organizations, including joint seminars and events

Our key stakeholders and their expectations of sustainability



Meaningful automation and impressive accountability

Our mission is to help and guide organizations on the journey of intelligent automation and digital transformation. We are not content to be just an IT solutions provider, but to deliver truly relevant and impactful automation solutions. This is also strongly reflected in our approach to sustainability and our focus on sustainable development.

We also take into account the UN's Sustainable Development Goals in our own activities, where applicable. We have identified six UN SDGs that we believe we can most influence through our own actions. These are 3 Good Health and well-being, 8 Decent work and economic growth, 12 Responsible consumption and production, 13 Climate action, 16 Peace, justice and strong institutions and 17 Partnerships for the goals.

Our impact on society, the environment and people



Working with our customers to make an impact

We are entering a historic period of technological and economic transformation, where digitalization and the data economy are enabling a surge in prosperity and labor productivity. We help our customers to navigate this transformation and change the way they work through process automation and various technologies.

Through our business, we can make a positive impact on society, people, and the environment. By automating information work processes, our customers achieve new business value and can properly allocate their resources and skills, freeing people's time from routine tasks to more meaningful work.



We have chosen healthcare as one of our strategic priorities and are systematically building our capabilities to address healthcare challenges and ensure better health, quality of life and patient care.

Western healthcare systems are undergoing a major transformation. Several interlinked factors are driving this change, including rising costs, uneven access to care, chronic shortages of doctors and nurses, an ageing population, increasing need for assistance and care, and the growing burden of chronic diseases. These challenges underline the urgent need to develop innovative approaches to deal effectively with complex problems.

Digital Workforce is known for its expertise in healthcare process automation and extensive experience with patient information systems, and we have become a trusted partner for healthcare organizations focused on improving processes, improving patient experience, reducing errors, and streamlining operations.

Labor productivity has declined globally over the past decades. Technological advances, particularly through artificial intelligence and automation, offer the keys to change the direction. Effective use of technology should therefore be seen as an opportunity to increase productivity in knowledge work and thereby secure the welfare state's ability to function in a changing world.



Our business model has always been based on providing cloud-based services. We were the first in the world to launch Robot As a Service, an RPA cloud service that has evolved over the years into Outsmart, a leading end-to-end business process automation platform.

As a technology-agnostic player, we are always able to offer our customers the most appropriate solution for their needs and benefit from the continuous product development and world-class security practices of global cloud providers. Cloud-based services are also a responsible choice from an environmental perspective. Their environmental impact has been proven to be significantly lower than the traditional model based on local servers.

Responsible practices build trust

The effectiveness of our own business is based first and foremost on the knowledge capital we generate, built on the expertise of our professionals. Digital Workforce's staff has a broad and diverse range of accredited expertise in various automation technologies and methods. This ensures that we work to recognized industry standards and provide the opportunity for continuous learning and updating of our own knowledge.

We want to offer our staff meaningful work and support their engagement through well-being, continuous development, and career paths. We regularly monitor our employee engagement, listen carefully to our staff, and want to offer them opportunities to develop themselves and their skills.

Good governance and uncompromising compliance with data security are the lifeblood of our business and a prerequisite for our customers' continued trust. We work with the world's leading technology providers and must meet their high standards while always safeguarding our customers' confidential data in all situations.

The environmental impact of our own activities is relatively small, but that does not take away our responsibility to take impactful action for the environment and climate. We need to take the environment and climate into account in our strategic decisions as well as in our smaller everyday actions.

Our sustainability program

Based on our strategy, values, stakeholder expectations, the impact of our operations and the SDGs, we have prioritized our key sustainability themes, which we regularly monitor and report on annually.



Meaningful work

- We are automating knowledge work processes to free people's time from routine tasks to more valuable work.
- We enable our staff to grow and develop and encourage continuous learning.
- We actively listen to our people and develop our activities based on their feedback.
- We value everyone's uniqueness and treat each other with respect



Reliable operations

- We ensure the ethics and compliance of our operations
- We take strict care to ensure data security and protection and safeguard confidential information



Taking climate and environment into account

- Reduce our carbon footprint by reducing greenhouse gas emissions from our operations and our energy consumption
- We operate according to circular economy by extending the life of the equipment we use and by recycling waste more efficiently

We enable growth and listen actively

A thriving and skilled workforce is at the heart of Digital Workforce's commitment to sustainability. Our aim is to create an atmosphere where every employee can develop and grow and be open to learning new things.

We actively listen to our people and develop our activities based on their feedback. We value everyone's individuality and treat each other with respect.

We strongly believe that each of us is responsible for building a working environment where everyone feels safe and valued.

Enabling growth

Our success is based on our people's ability to understand our customers' business and provide them with the most appropriate technology solutions for each situation. As embracing different technologies is part of our DNA, we encourage our employees to constantly learn and develop. Our employees have the freedom to propose and implement their own ideas and build strong partnerships with our customers.

We want to treat all our employees equally and ensure that everyone has equal opportunities to develop their skills and advance their careers. When a new person starts with us, they receive a thorough induction period of at least three months. The induction consists of a common period and a Boot Camp focusing on technology skills. Each person is

also assigned a mentor to help them along the early stages of their career.

Our goal is that every employee has an annual Growth Discussion with their supervisor. After two years of employment, a Thrive Talk is held with HR representatives to discuss their career development goals. In 2023, 70% of our staff had a Growth Discussion, which included a personal development plan with concrete skills development steps as a key element.

We want to help people grow into new, more challenging roles within our organization. It's wonderful to observe that a significant proportion of our managers have commenced their careers in pre-managerial positions. It is noteworthy that all our team managers have progressed from specialist roles, which is a testament to their hard work and dedication.



All team managers have started as specialists



Active listening

We want to actively listen to the views and opinions of our staff to help us develop our workplace and our management. To support this listening, we have defined an "Active employee listening" approach that supports our frontline staff and our organization in people-centered and people-focused management. This approach is based not only on day-to-day interactions but also on regular discussions with frontline staff, monthly pulse surveys and a wider annual employee engagement survey.

In our annual employee survey, we seek the views of our employees on issues such as leadership, well-being at work, sense of community, personal development, and sustainability. In 2023, the survey also included the eNPS measure, i.e. employee Net Promoter Score. The response rate to the survey was again very high (82%). We also received a high

number of open responses, which shows the commitment of our staff to improving our performance.

According to the survey, our strengths as an employer are a sense of community and meaningful work. In the 2023 survey, 92.4% of respondents felt that meaningfulness of their work was either neutral, positive, or very positive. The themes that need the most improvement are skills development and career paths. The eNPS was at a good level, but with a wide variation between countries. Going forward, our aim is to maintain a high response rate to the survey and to further improve our eNPS performance.



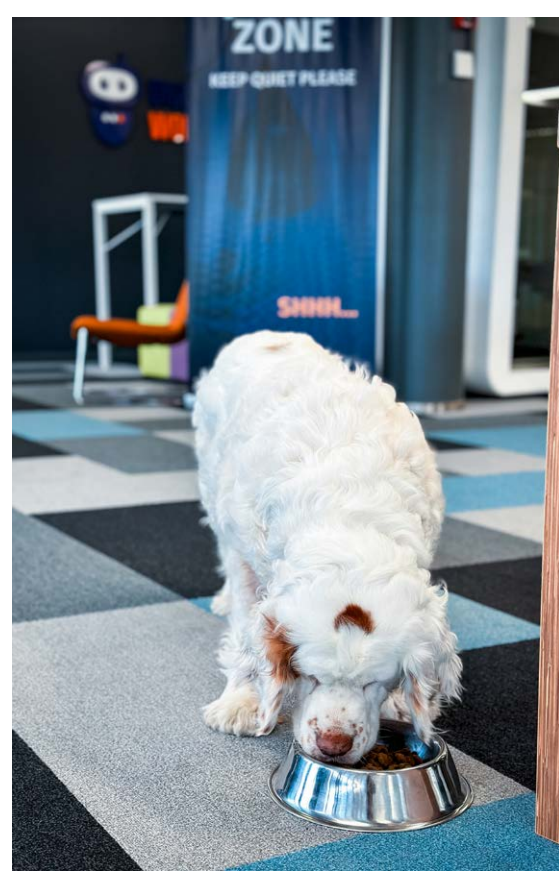
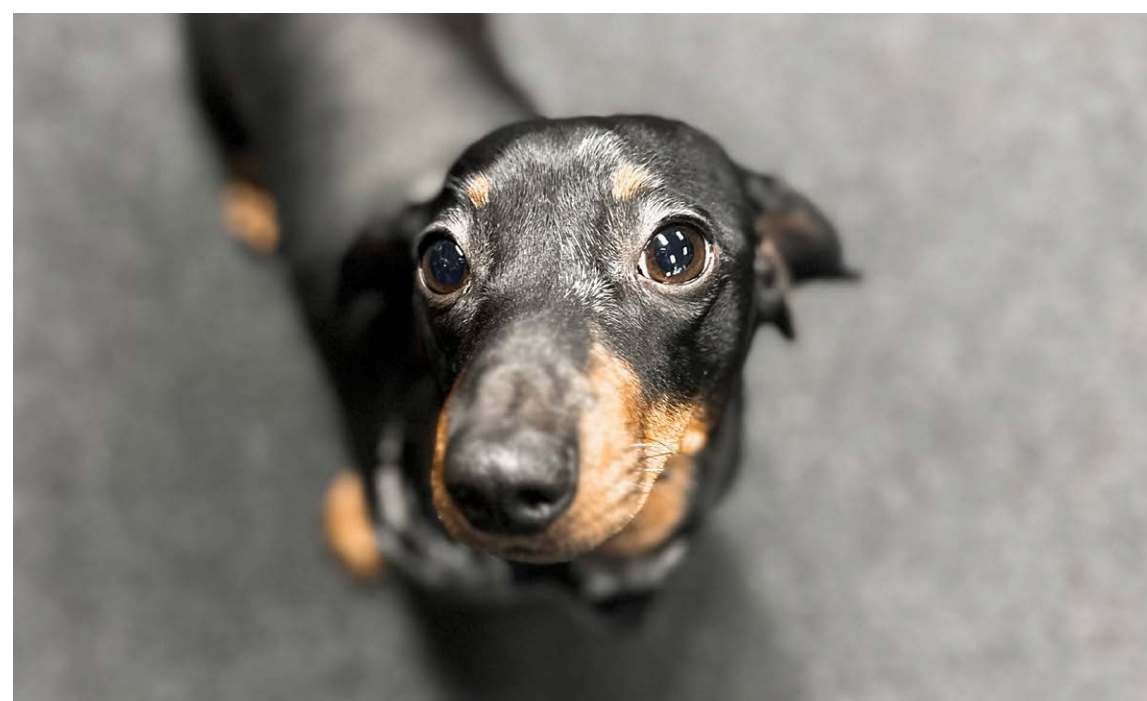
Our strengths are community and meaningful work

Caring and work-life balance

Caring is one of our values, which is reflected in our daily activities and in the way we treat each other. We actively seek to build a sense of community, where our professionals support each other. We promote a culture of positive reinforcement in our organization.

We ensure that our working environment is safe, cozy and comfortable for all our employees and encourage our staff to come up with ideas to improve wellbeing and safety. Psychological safety is particularly important in specialist positions. It is important for us to treat each person as an individual and to ensure that everyone can express their opinions freely and in a respectful atmosphere.

We want our experts to maintain a good work-life balance. We offer all our employees flexible working hours, possibility to work remotely, time off benefits and healthcare services according to each country's national practices. We have also introduced new internal policies to support well-being, such as shorter meeting times to allow our employees to recover between meetings. We listen carefully to local wishes and try to implement them wherever possible. In Finland, for example, we have joint pizza parties on Fridays and pets are also welcome to our office.



Diversity and equality

In a global, innovation-driven company, the diversity of the workforce brings diverse perspectives, experiences, and ideas. It helps us understand different audiences and create products and services that meet the needs of different customers. Our aim is that in our diverse working environment, all people can feel accepted and valued as individuals.

We have zero tolerance for discrimination and harassment, whether based on gender, age, nationality, religion, sexual orientation, or any other similar factor. We recognize the under-representation of women and minorities in our sector and have taken steps to promote equality, diversity, and inclusion.

What we do:

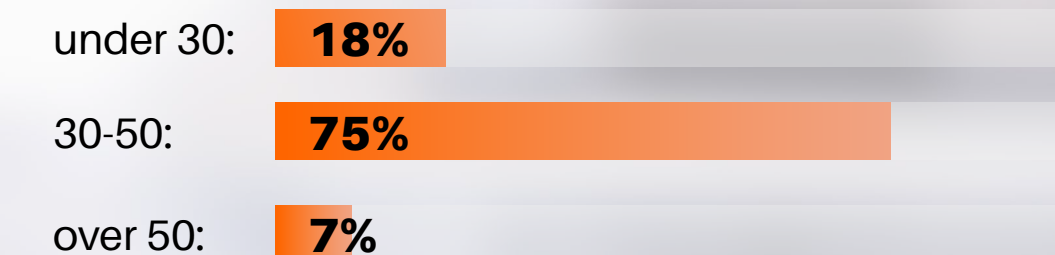
- We pay equal salary for the equal work, and salaries are determined by the tasks and skills involved.
- We monitor salary development in the company, including gender gaps, so that we can address problems if unexplained pay gaps are identified.
- We have a clear "Equal and Safe Work Environment" policy and defined practices to help our staff identify unwanted behavior and where and how they can report and receive support if they encounter inappropriate behavior.
- All cases of discrimination and harassment that come to our attention are thoroughly investigated and the causes are actively addressed.
- We have organized training sessions for employees involved in recruitment to help them identify and understand the impact of unidentified biases in recruitment processes.
- We have ensured that the recruitment platform we use allows anonymous recruitment.

Our staff in 2023

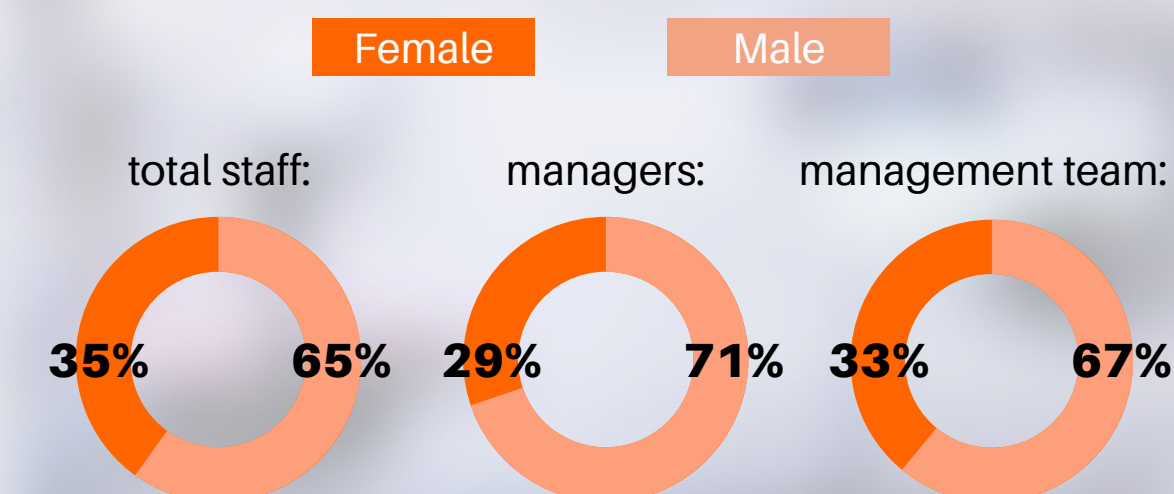
At the end of 2023, Digital Workforce employed 177 professionals. The number of employees decreased slightly from 2022, due to the restructuring of working practices and the general market situation in the sector. In 2023, we recruited 27 permanent staff. The turnover rate was 14%.



Age structure of employees:



Gender breakdown



The trainee program offers a good start to your career

Digital Workforce's trainee program is aimed at graduating telecoms students interested in growing as automation technology experts. The aim is for trainees to be employed by Digital Workforce at the end of the program.

The program was launched in Finland in early 2022, when the first six trainees started to explore the fascinating world of automation. Based on good experiences, the program was renewed in 2023 and the next one is already scheduled for 2024.

The program has been praised for being a quick way to get into the working life before graduation. It provides exposure to advanced technologies that cannot be studied directly in school and allows trainees to be part of a team from the start.

Kaisa trained as a software robotics expert

One of the former program participants is Kaisa Eurén from Tampere. She is currently working as an RPA Maintenance Specialist at Digital Workforce.



"I applied for the trainee program because I didn't have a clear career path in mind yet and RPA sounded like the right choice for the future. The program was also a natural way to transition into working life after my studies," says Kaisa.

Kaisa says that her trainee experience was enjoyable and educational. After the program, she first got to work as a developer, from where she moved to the Continuous Services side as a Junior Maintenance Specialist. She thanks the trainee program for giving her a good knowledge base for her future work. He has always felt that he was treated as an equal to others, and everyone was also willing to help when questions arose.



"I would recommend the program to those at the beginning of their career path or changing it. RPA is a world of its own and it gives a good opportunity for anyone to jump into the trainee program, attitude counts. The trainee program offers a good start to your working life".

Good governance ensures responsible practices

At Digital Workforce, we believe that good corporate governance creates a sustainable basis for success and growth. It guides our decision-making, ensuring transparency, accountability, and ethics at all levels. Good corporate governance not only enhances a company's reputation and trust among stakeholders, but it also increases efficiency, reduces risk, and creates sustainable value for owners, employees, and society.

Digital Workforce's corporate governance complies with the Finnish Limited Liability Companies Act, the company's Articles of Association, the rules of the Nasdaq First North Growth Market Finland and other provisions and regulations applicable to listed companies.

- The Board of Directors has overall responsibility for the management of the company and its subsidiaries and for the proper organization of the company's activities. The Board directs and supervises the company's management, appoints and dismisses the CEO and approves major decisions concerning the company's strategy, investments, organization, remuneration system and financing.
- The CEO is responsible for implementing the company's strategy and managing the company's day-to-day affairs in accordance with the instructions and orders issued by the Board of Directors. The Management Team supports the CEO and is responsible for its own areas of responsibility.
- Shareholders participate in the supervision and management of the company through the actions taken at general meetings.

More information on the Board, its independence and the Management Team is publicly available on our website at <https://digitalworkforce.com/investors/governance/>



Ethics and compliance

One of our core values is "integrity in all relationships", which reflects the importance of ethics and compliance with the law in our business. We do not tolerate corruption or bribery in any form. This principle is also enshrined in our Code of Conduct.

Our Code of Conduct sets out a common set of principles for all our employees worldwide. The Code is included in our induction program and is also regularly reminded. Our goal is that all our employees are familiar with and committed to our Code of Conduct.

We also expect our suppliers, partners, and subcontractors to comply with our Code of Conduct in their own operations or when working with us.

- We follow the local competition legislation in all the countries where we operate. We promote free and open competition and do not engage in price fixing or market sharing with competitors.
- We comply with money laundering laws and other laws that prohibit funding for illegal purposes.

- We do not take political stand and do not provide financial or other support to individual politicians, candidates, political parties, or institutions.
- We stress to all employees that they must avoid any activity that could lead to a conflict of interest. It is strictly forbidden to engage in any activity that conflicts with Digital Workforce's interests or that would compromise our ability to meet our contractual obligations.
- We follow existing sanctions lists, such as UN Security Council sanctions, and include a sanctions clause in our new customer and partner agreements.
- We comply with the laws and regulations on insider information and have internal guidelines for handling such information. We have also provided internal training on insider information.

We have a confidential whistleblowing reporting channel through which employees and other stakeholders can anonymously report misconduct and unethical behavior. The whistleblowing channel can be accessed via the intranet and our website. We regularly remind our employees of the existence of this channel.

Human and labor rights

Digital Workforce unconditionally supports and promotes human rights and will not tolerate any activity that violates human rights. We do not tolerate child or forced labor or human trafficking in any form, and we comply to the International Labour Organization's (ILO) guidelines. Digital Workforce is committed to acting in accordance with the values proclaimed in the United Nations Universal Declaration of Human Rights and is committed to the United Nations Global Compact Principles.

Data security, data protection and confidentiality

Data security, including data protection and privacy, is critical to Digital Workforce. We process all personal data in accordance with applicable data protection laws and apply appropriate security measures to protect personal data.

We are committed to respecting data protection and privacy in all our activities, which are carried out in accordance with our Data Security policy. We are also committed to helping our customers comply with data protection requirements by providing robust data protection and privacy safeguards built into our services and contracts.

As a testament to our high level of security practices, Digital Workforce was awarded ISO/IEC 27001:2013 certification in 2023, demonstrating that our information security management system meets the requirements of the standard. We have already been certified for our IT service management system with ISO/IEC 20000-1:2018. The practices and

processes associated with both certificates are regularly audited to ensure the quality of operations. In addition to internal audits, external ISO audits are carried out once a year.

Digital Workforce is committed to protecting the confidentiality of its customers' and other business partners' information and will not improperly disclose such information. Appropriate and adequate confidentiality clauses will be included in employment contracts, agreements with partners, subcontractors, and customers. We also reserve the right to require our employees and employees/representatives of our partners and subcontractors to sign reasonable confidentiality undertakings if our customers reasonably request it.

The importance of confidentiality is also emphasized in several internal company guidelines and practices, such as information security policies and guidelines on remote work.

ISO 27001 security certification demonstrates Digital Workforce's long-term commitment to security

In March 2023, Digital Workforce received the prestigious ISO 27001 certification for its information security management system. The certification is awarded to companies that demonstrate a high level of commitment to protecting their information assets and implementing effective security controls.

The certification covers Digital Workforce's operations, including the full lifecycle of business process automation (BPA) services and the business processes that support them.



"The ISO 27001 certification demonstrates our long-term commitment to information security, which is at the core of all our operations - and will only become more important as digitalization continues," says Tuomo Sievilä, Head of Customer Operations, Digital Workforce.

"We work with large global companies in industries such as healthcare and financial services, where security is of paramount importance. This achievement is a testament to our ability to deliver innovative cloud-based business process automation solutions while meeting our customers' high security and compliance requirements," Tuomo continues.

Only a few companies in the sector have certification

The certification process involved an independent external auditor, Kiwa Inspecta, assessing Digital Workforce's security practices, processes and controls, risk management and responsiveness.



"We are very proud of our team's work to achieve this certification. Our team has worked hard to put in place an effective company-wide information security management system and practices to protect our information assets against all possible threats. This certification is a testament to our uncompromising dedication to protecting information assets at all levels of the organization," says Tuomo Sievilä.

The ISO 27001 certification also sets Digital Workforce apart from its competitors, as few companies specializing in business process automation have achieved this level of security certification.

ISO/IEC 27001 is the world's best-known standard for information security management systems (ISMS) and their requirements. It provides a systematic approach to managing the security of information assets such as company and customer data, including financial information, intellectual property, and personal data.



Our security and IT service management systems are ISO certified

We want to reduce our environmental footprint through sustainable choices

Digital Workforce is committed to minimizing the environmental impact of its operations. We also strive to promote environmental awareness and responsibility among our employees, customers, and suppliers. We comply with all applicable environmental regulations and expect our suppliers and partners to do the same.



As a cloud-based IT services company, Digital Workforce's own environmental impact is relatively low, but we believe we can make sustainable choices to further reduce our environmental footprint in line with the evolving needs of our planet.

Our business model is based on modern global cloud services, which have significant advantages over the traditional approach of local servers. From a sustainability perspective, the main benefits of global cloud computing are related to

risk management and performance assurance, but it also has a lower environmental impact.

In addition, we are actively taking measures to reduce emissions from our own operations, improve our energy efficiency and accelerate the transition to a circular economy.

Aiming to reduce emissions

Most of Digital Workforce's emissions come from three parts of our value chain: offices and workspaces, commuting and software partners. We are working to reduce emissions from our operations through concrete actions:

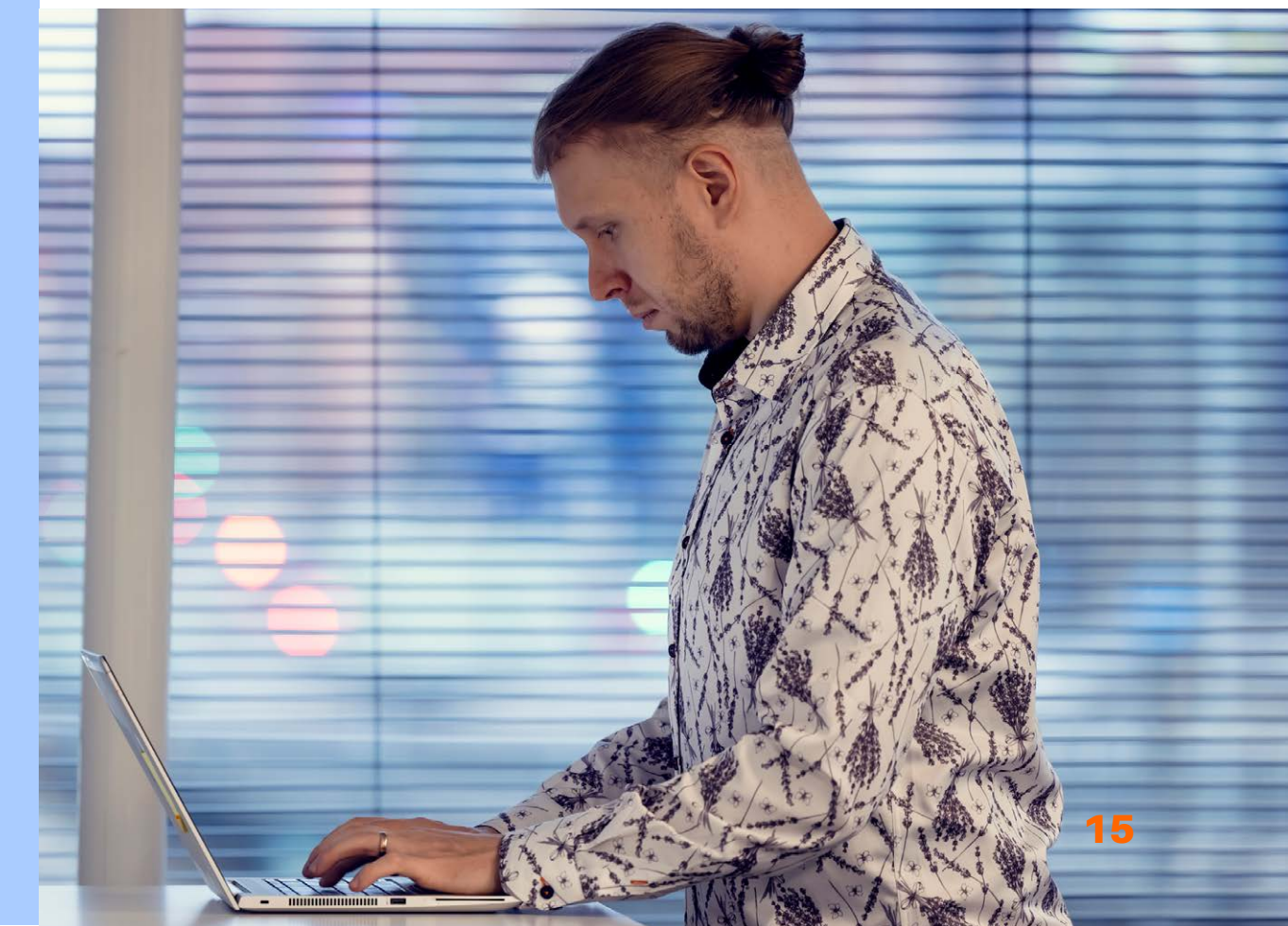
- We have moved systematically from physical meetings to online meetings. Extended remote working started during the COVID 19 pandemic but has now become the new normal at Digital Workforce. This applies to both internal and customer meetings.
- The rise of remote working has also allowed us to dispose of our own office space, which was under-utilized.
- It is our standard travel practice to use public transport instead of taxis whenever possible, and to take the train instead of the plane.
- Most company cars are electric.

We will continue to work closely with our office space providers to measure and reduce emissions. We will also map emissions related to commuting and identify further reduction opportunities.

Circular economy and waste reduction

Our computers and mobile phones are leased equipment in line with the circular economy. In 2023, we decided to extend the life of our phones and computers from 24 months to 36 months. We take good care of the equipment we use and repair them instead of buying new ones. Among other things, we try to buy our printers second-hand, recycle printer toners and print only when necessary.

Our aim is to continuously reduce the waste generated by our operations and increase the reuse and recycling of materials. We recycle all paper, cardboard, batteries, plastic, glass, and metal. We have also explored the possibility of expanding separate collection of bio-waste at our premises. All waste electrical and electronic equipment (WEEE) generated by our operations is recycled in accordance with local requirements.



Significant emissions savings with cloud services

Cloud computing can be used to collect, analyze, and store vast amounts of data, reduce overall IT costs and increase business agility. It is therefore no wonder that cloud computing has grown and continues to grow in popularity. At the same time, the data centers that support cloud computing consume a significant and increasing amount of energy.

From a societal perspective, the shift from many local servers to fewer large data centers offers the opportunity to reduce overall IT energy consumption and associated carbon emissions. This has been one of the reasons why Digital Workforce has chosen to migrate its customer solutions to the global Microsoft Azure environment.

The lifecycle emissions of a centralized cloud environment compared to traditional business centers are up to 92-98% lower*. These savings are mainly due to energy efficiency through more efficient operating practices, more efficient IT equipment and a more efficient data center infrastructure. In addition, emissions can be reduced by switching to renewable electricity in data centers. Microsoft has announced that its data centers will be fully powered by renewable energy by 2025.

*REFERENCE: : The carbon benefits of cloud computing. A study on the Microsoft Cloud in partnership with WSP. Updated 2020.)

Summary and next steps

In this Sustainability Report, we report on Digital Workforce's sustainability performance in 2023. The report, our first, aims to summarize the key sustainability impacts of our business as outlined in the UN Sustainable Development Goals. Going forward, our goal is to work with our people to take our sustainability work forward in purposeful steps and report on progress annually.



Report highlights



Employee Development:

Valued individual growth with high engagement and a strong sense of community.



Cloud Services Emissions Savings:

Reduced emissions by migrating to Microsoft Azure.



ISO 27001 Certification:

Secured ISO 27001 certification for top-tier information security.

You can ask questions or give feedback on the report by emailing ir@digitalworkforce.com.

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