

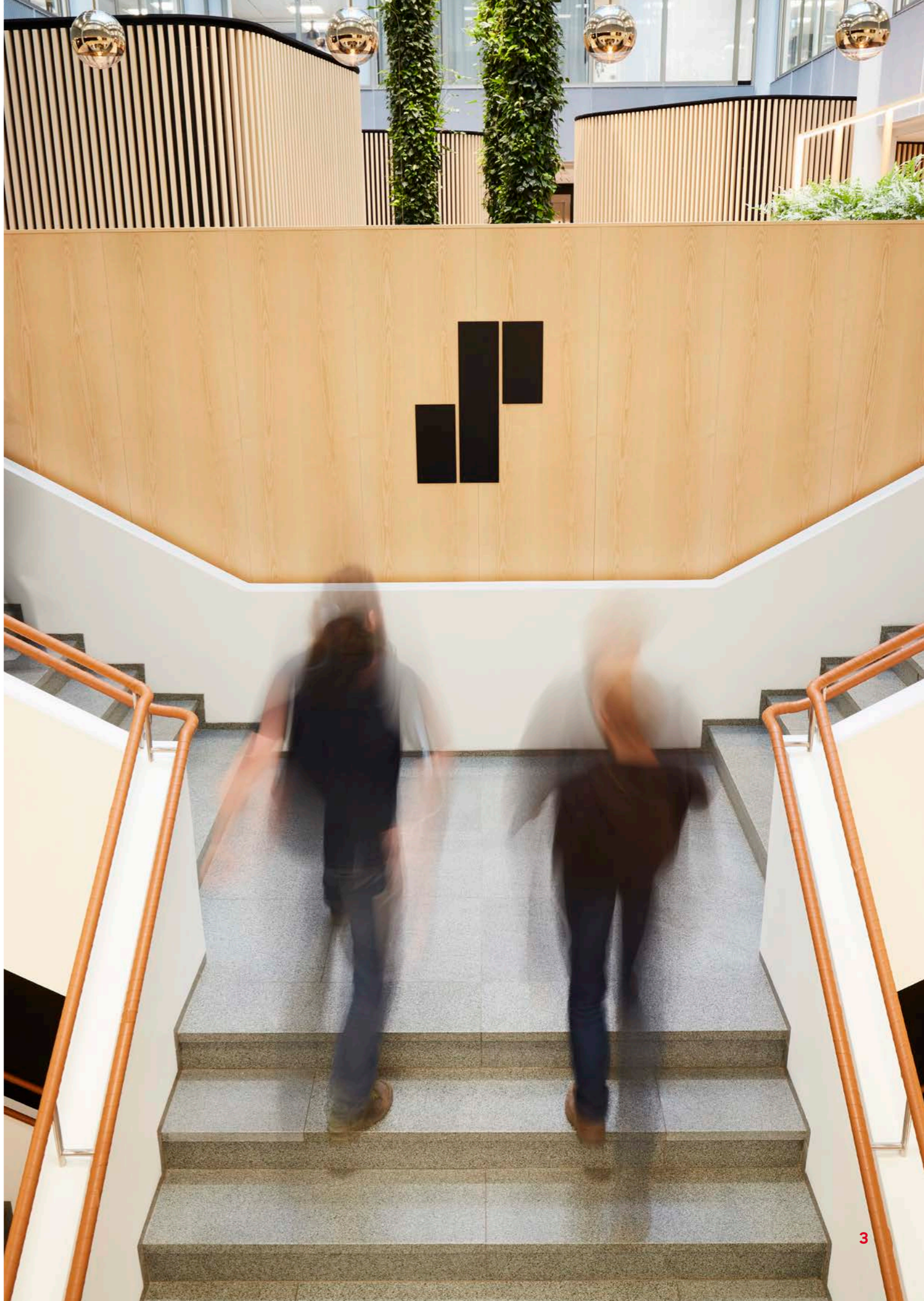
# Towards a sustainable tomorrow

Our sustainability journey

SOLITA

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1

# Building impact that lasts for a sustainable future

## Solita and Solitans are all about creating impact that lasts for a better tomorrow

We and the technology industry have an important and growing role in building a more sustainable future for our planet.

The world is not ready yet, neither are we - we are in the beginning of understanding and accelerating our sustainability journey. There are numerous global and industry-specific challenges to be tackled. This game plan summarizes our sustainability commitments and goals to make the world a better place, while continuing to grow responsibly.

Considering our corporate citizenship and being a well-loved employer, Solita has been growing responsibly for over 25 years. However, climate change challenges the whole planet, and the diversity situation of our industry leaves a lot to hope for.

On a global scale, data security and data privacy are crucial concerns when it comes to building data-driven companies and societies that benefit from the newest technologies and digitalisation.

It is our responsibility to start tackling these fundamental issues. Sustainable growth is a fundamental theme not only to our current and future employees, but also to the future of our customers and all of society. We must also strive to ensure that all actors in our value chain act responsibly and in accordance with our values. Caring is our core value and creating impact that lasts is our mission. Who should set an example, if not us?

So off to work we go! Join us in creating impact that lasts and building a world we all want to live in.



OSSI LINDROOS  
PRESIDENT & CEO



ESA RAUHALA  
CHRO



## 2 The foundation for Solita's sustainability journey

**T**he solid foundation of our sustainability efforts is built on our strategy, company culture and values: Combining technology, data and human insight to solve complex problems. A caring and responsible company culture. Our mission of creating impact that lasts. Impacting businesses, people and society through our customer projects and as an employer.

Everything we do stems from our people. With our passionate, highly-educated and caring people, we believe we can create a more sustainable tomorrow.

### THE UN GLOBAL COMPACT

Since 2019, Solita has been a signatory of the **United Nations Global Compact** initiative, which is the world's largest corporate sustainability initiative with over 12,000 business and non-business participants in over 150 countries. We are committed to the initiative's Ten Principles, which relate to human rights, labour, environment and anti-corruption goals.

The Ten Principles of the United Nations Global Compact are derived from the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption. Refer to Appendix 1 for the Ten Principles.

### OUR GUIDING PRINCIPLES

We work continuously to make sure that we have the necessary guidelines in place to support our employees in their daily work. As an example, in 2019 we introduced the

sexual and gender-based harassment policy. The **Solita Code of Conduct** was introduced in 2020, and we launched a whistleblower channel to enable anonymous reporting of any breaches and misconducts. In 2021, we adopted a new anti-corruption policy.

### CONTINUOUS TRAINING TO ENSURE ACTION

Guidelines and policies are only useful if our people are aware of them and can apply them in everyday situations. This is why we are putting particular emphasis on training. We will continue to identify different employee groups and their specific needs and build the training content accordingly. Training themes include e.g. training for data privacy, information security, ethical conduct, as well as diversity and inclusion. We are also developing new e-learning training materials for our on-boarding process. During fall 2021, an e-learning training focusing on non-disclosure agreements will be piloted. Our **Growth Academy** will be the hub for our trainings (see page 17) suited for different roles, such as leading people or sales.

Since 2019, Solita has been a signatory of the United Nations Global Compact initiative, which is the world's largest corporate sustainability initiative.

**WE SUPPORT**





TRENDS AFFECTING US

DIGITALISATION  
DATA AND ANALYTICS  
DIGITAL PRIVACY AND  
INFORMATION SECURITY  
CONNECTED WORLD



OUR VALUES

CARING  
EASY-GOING  
PASSIONATE  
COURAGE

IMPACT ON  
Business & Society & People

We

OUR VISION

want to  
become the  
leading data-driven  
digital transformation  
company in  
Northern Europe

OUR MISSION

create  
impact that lasts  
by combining  
technology, data  
and human insight  
for a better tomorrow

OUR STRATEGIC CHOICES

We create value  
out of tech, data  
and human insight

Our main market area is  
Northern Europe. We grow  
mainly organically, always  
responsibly.

Our key customers are  
large organisations that see  
digitalisation and data as  
key competitive advantage.

We co-operate to  
create the best insight  
to solve our customers'  
problems.

We cherish our  
company culture  
and values



### 3 Solita's sustainability framework

A sustainable future requires addressing key global and industry-specific challenges – such as climate change, lack of diversity and importance of data privacy – in an always connected and increasingly digital society.

#### FOCUS AREAS AND DEVELOPMENT GOALS

To guide our sustainability journey and actions, we follow the **Sustainable Development Goals (SDGs)**, related benchmarks and the Ten Principles of the UN Global Compact. We took part in the **SDG Ambition programme**, an accelerator initiative to support companies in setting ambitious targets and integrating Sustainable Development Goals (SDGs) into their core business management. The programme took place in winter and spring 2021 and helped us take a structured and systematic approach to sustainability. Most importantly, it improved our understanding of our positive and negative impacts and ways to effect them through our own actions.

To ensure we consider the whole value chain and our impacts in a broader context, we approach sustainability from three perspectives:

#### PEOPLE

- Well-being of our people
- Future-proof leadership
- Ensuring diversity and gender equality

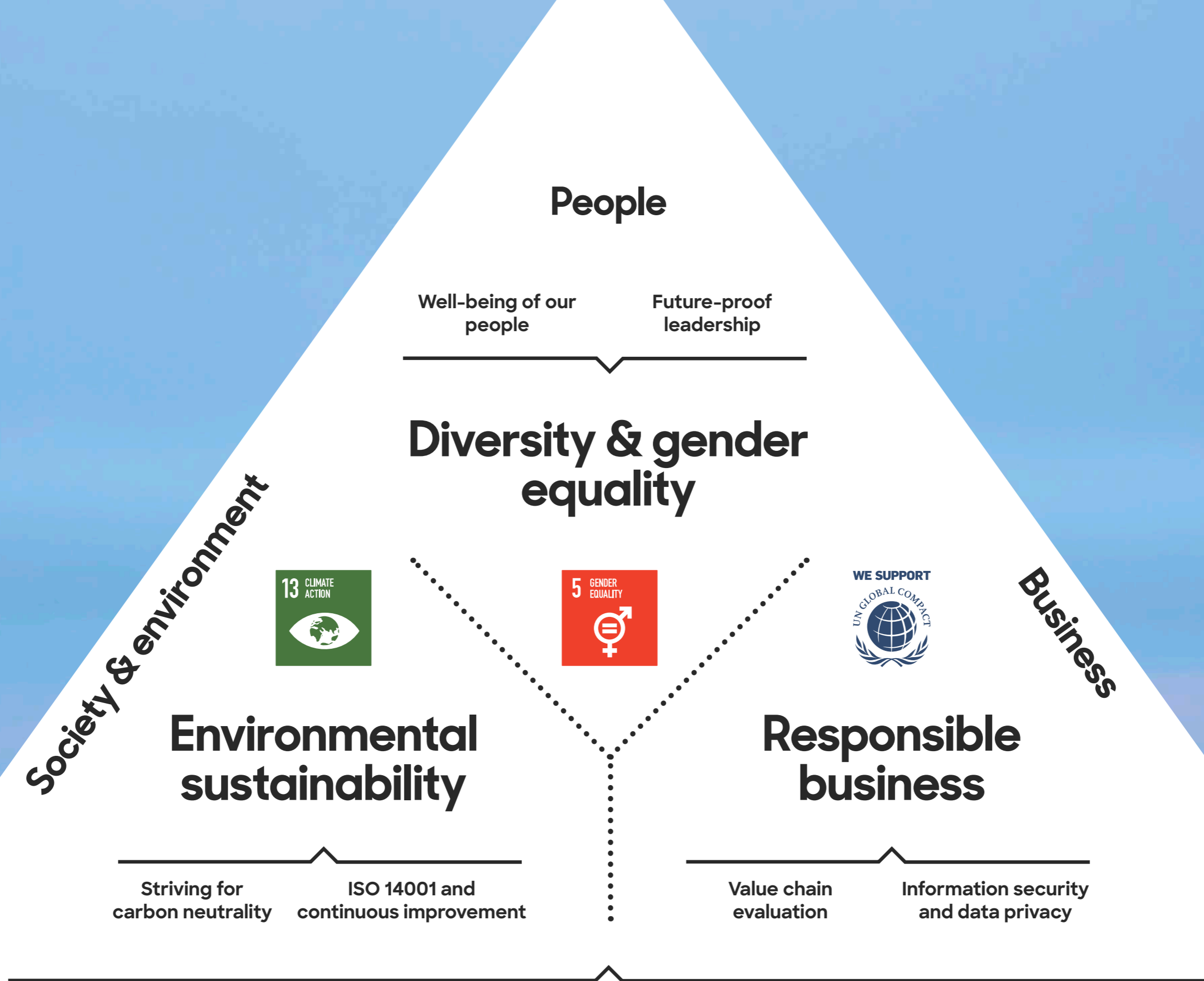
#### SOCIETY & ENVIRONMENT

- Decreasing our carbon footprint and striving for carbon neutrality
- Supporting our customers' sustainability efforts
- Continuous improvement and ISO 14001 certification for systematic management and enhancement of environmental responsibilities.

#### BUSINESS

- Responsible business and the Solita Code of Conduct
- Responsibility evaluation of partners and customers
- Information security and data privacy





**Creating impact that lasts for business, society & environment, and people**

Providing work and livelihood for over 1100 employees and hundreds of partners.  
Being a good employer, digitalising society, developing information work and our industry.



## 4 Focus on people

**S**olita provides work and livelihood for over 1100 employees and hundreds of partners. Solita has grown consistently, profitably and responsibly for over 25 years. Even during the 2020 Covid-19 pandemic, when many companies in the industry stopped recruiting, Solita hired 200 new employees.

## Our commitments: People

### WE COMMIT TO THE WELL-BEING OF OUR PEOPLE

- We safeguard our personnel's health, safety, and well-being – including both mental and physical aspects.
- We have a zero-tolerance policy towards psychological harassment, inappropriate behaviour, and sexual or gender-based harassment. We continuously strive to ensure an equal and nondiscriminatory employee experience.

### WE STRIVE TO ENSURE DIVERSITY, EQUALITY, AND INCLUSION

- We promote equality, diversity, and non-discrimination in our community.
- We actively build an inclusive company culture.

### WE DEVELOP EFFECTIVE AND HUMANE LEADERSHIP

- We continuously develop our leadership and ways of working to build and maintain a humane and caring company culture that supports a healthy work-life balance.
- We provide support for Solitans in all the different phases of their careers.

**Solita has grown consistently, profitably and responsibly for over 25 years.**

# Highlights

## 1. SOLITA LEADERSHIP PRINCIPLES

Solita offers all leaders and People Leads training for handling sensitive discussions and situations at work. We also run peer groups to offer leaders a place to discuss and share everyday challenges. People Leads receive training on legal and diversity perspectives.

We have defined **Solita leadership principles** which all leaders receive training in. These principles help us foster healthy and

inclusive behaviour in everyday actions and in leading ourselves, teams, customer work, projects, units, and our whole community.

**Inner me affecting the community**, a self-leadership learning module for all Solitans, has been successfully piloted. More training sessions on building relations and trust are planned in order to support crucial teamwork and co-operation skills. We are also in the process of scaling up leadership peer groups.

- 1 When I make a decision, I consider how it affects customers, business and people – now and in the future
- 2 I understand the characteristics of our business
- 3 In everyday life, I contribute to Solita growing from a regional company to an international company
- 4 I don't do partial optimisation
- 5 I commit to respecting that "diversity is strength" actually means something at Solita
- 6 My decisions are based on "us before me" mentality
- 7 I know my colleagues, and they know me
- 8 For me, addressing issues means that we care
- 9 I communicate directly and openly. I communicate directly and openly. I communicate directly and openly.
- 10 I lead by example and give feedback on a daily basis



## 2. SOLITA GROWTH ACADEMY

In the quickly developing technology industry, continuous learning is crucial – and a passion for many Solitans. The **Growth Academy** is a learning hub and a systematic approach to competence

development. It was launched in 2021 to promote competence development and learning culture within Solita. It is intended to support a variety of career paths and prepare Solitans for their future roles as experts or leaders.

### 3. MODERN OCCUPATIONAL HEALTH SERVICES AND SOLITA TOGETHER PROGRAMME

We offer comprehensive occupational healthcare services in different countries complemented by broad insurance coverage. Our **People & Culture** team is there to support our employees in all manner of situations. The team is responsible for company-wide self-leadership training, virtual coaching through our partner **Auntie**, in-house coaching (in Finland) for mental well-being, and our **Living in exceptional times** discussion series.

We make an effort to further support our employees' well-being. As an example, in early 2021 we launched the **Solita Together** coaching programme focusing on holistic well-being.

### 4. ENABLING AUTONOMY AND FLEXIBILITY

We acknowledge and embrace the fact that our employees have diverse personal circumstances, wishes, working styles, and dreams. Flexibility and autonomy are provided through various means: you may

choose to work three, four, or five days per week, family leaves are welcomed, and remote working is actively supported.

### 5. CONTINUOUS EMPLOYEE EXPERIENCE MEASUREMENT

Having an understanding of how people feel and what factors influence their experience enables us to improve their experience with concrete actions. We use Peakon, an employee experience measurement platform, to regularly gather anonymous employee feedback in order to identify necessary actions. Employee feedback has already resulted in a redesigned onboarding process as well as the launch of Solita Growth Academy. We also actively arrange additional opportunities to share and understand each other's experiences. One example of this is a series of culture discussions held in Spring 2021.

### 6. FRIENDS OF SOLITA

In 2020, we doubled the size of our Friends of Solita partner network and we continue to grow it, impacting companies and employing people also outside our own organisation.

### 7. CONTINUOUS TALENT ACQUISITION

We're widening the search for new talents with site-independent recruiting and are willing to establish light offices to locations we don't have an office yet. We also make use of the latest technologies and leverage the remote working era to offer employment opportunities to professionals outside the cities where we have offices.

### 8. SOLITA ACADEMY AND COOPERATION WITH EDUCATIONAL INSTITUTES

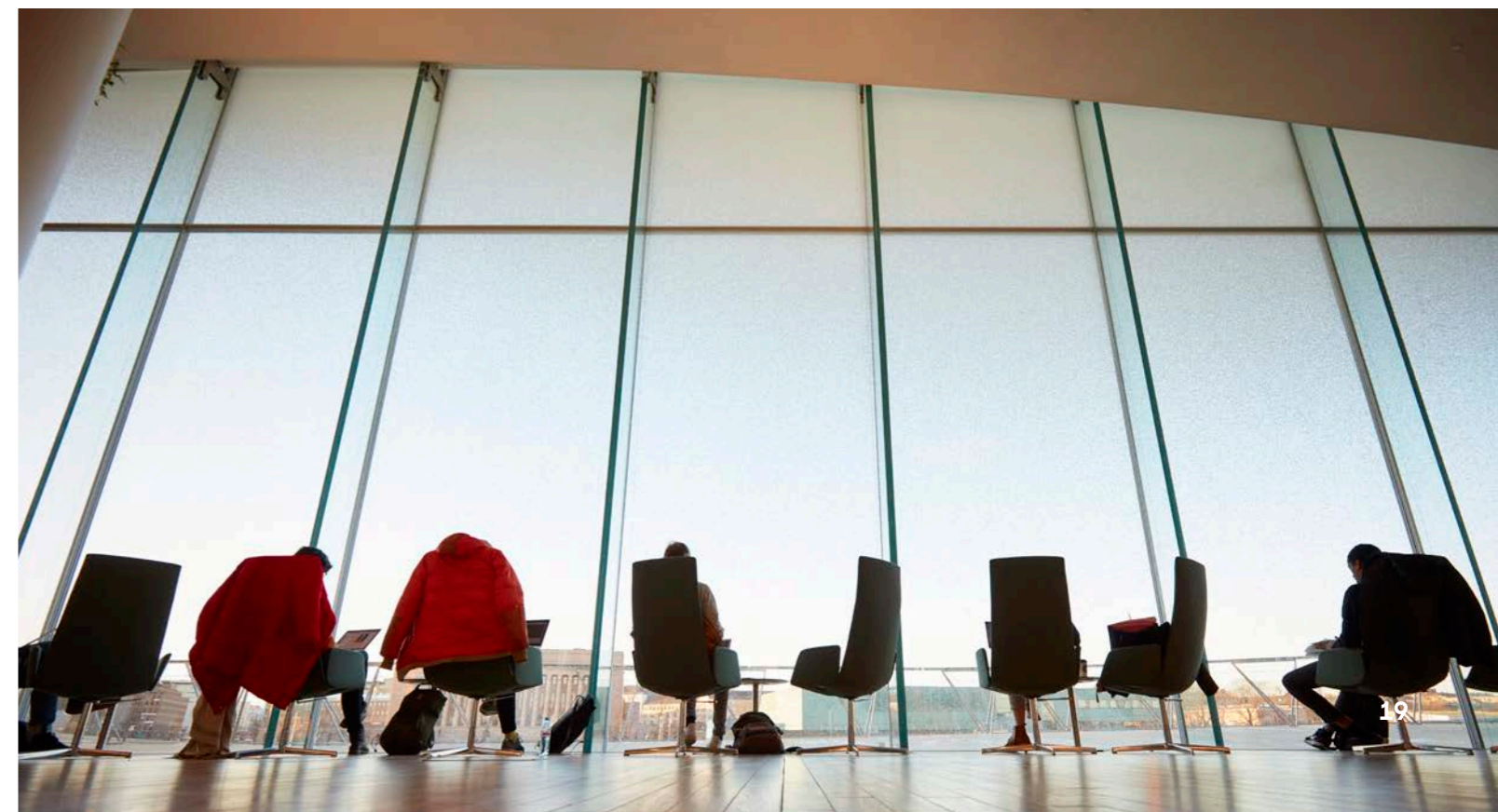
We continue to boost our cooperation with educational institutions. We are actively hiring people who are still early in their career. For young people and those making a career change, our in-house **Solita Academy** training programmes provide an attractive entry point into Solita and into the technology industry.

### 9. SHARING OUR KNOWLEDGE

Digitalisation and technological development affect all industries, people, and companies. We help build a better, increasingly digital society by sharing our expertise through various forums. We organise and sponsor events, seminars, and meet-ups. These events enable sharing information between companies and different communities within the sector. We often make use of open source solutions and make many of our own solutions and components available freely through our GitHub repositories.

<https://github.com/solita>

**We acknowledge and embrace the fact that our employees have diverse personal situations, wishes, working styles, and dreams. Flexibility and autonomy are provided through various means.**



## IN FOCUS:

# Diversity & gender equality

**A**s a growth company, a diverse workplace is essential for our company culture, our recruitment, and the way we create innovative and customer-oriented services. Diversity means more varied perspectives and thinking styles for problem-solving and decision-making. Having diverse teams increases empathy and helps us better understand the different users of the services we are developing. As a result, we can create better services for our customers. Our multisite and cross-border teams are already creating an impact.

At Solita, everybody should feel comfortable to be themselves, with all of their perfections. We treat each other, our customers, and our partners in an equal and non-discriminatory manner regardless of background, gender, gender identity, gender expression, age, origin, nationality, language, religion, beliefs, opinions, political activity, trade union activity, family relationships, state of health, disability, sexual orientation or other personal characteristics. We make all decisions regarding recruitment, pay determination, promotions, filling open positions, and other personnel-related matters based on expertise and ability.

**Diversity and equality are embedded in our everyday culture, our core values and our employer promise. We care about each other, people, and society as a whole. We focus on changing the world, not people.**

## 1. STRIVING FOR A BETTER GENDER BALANCE

We believe diversity and gender equality are not matters of opinion. The technology industry in most countries still remains male-dominant. For example, in Finland, nearly 80% of ICT students on the university level are male. It's clear we're facing a systemic challenge, and many grassroots actions are needed to tackle this in the longer perspective.

## 2. GROWING JUNIORS TO SENIORS

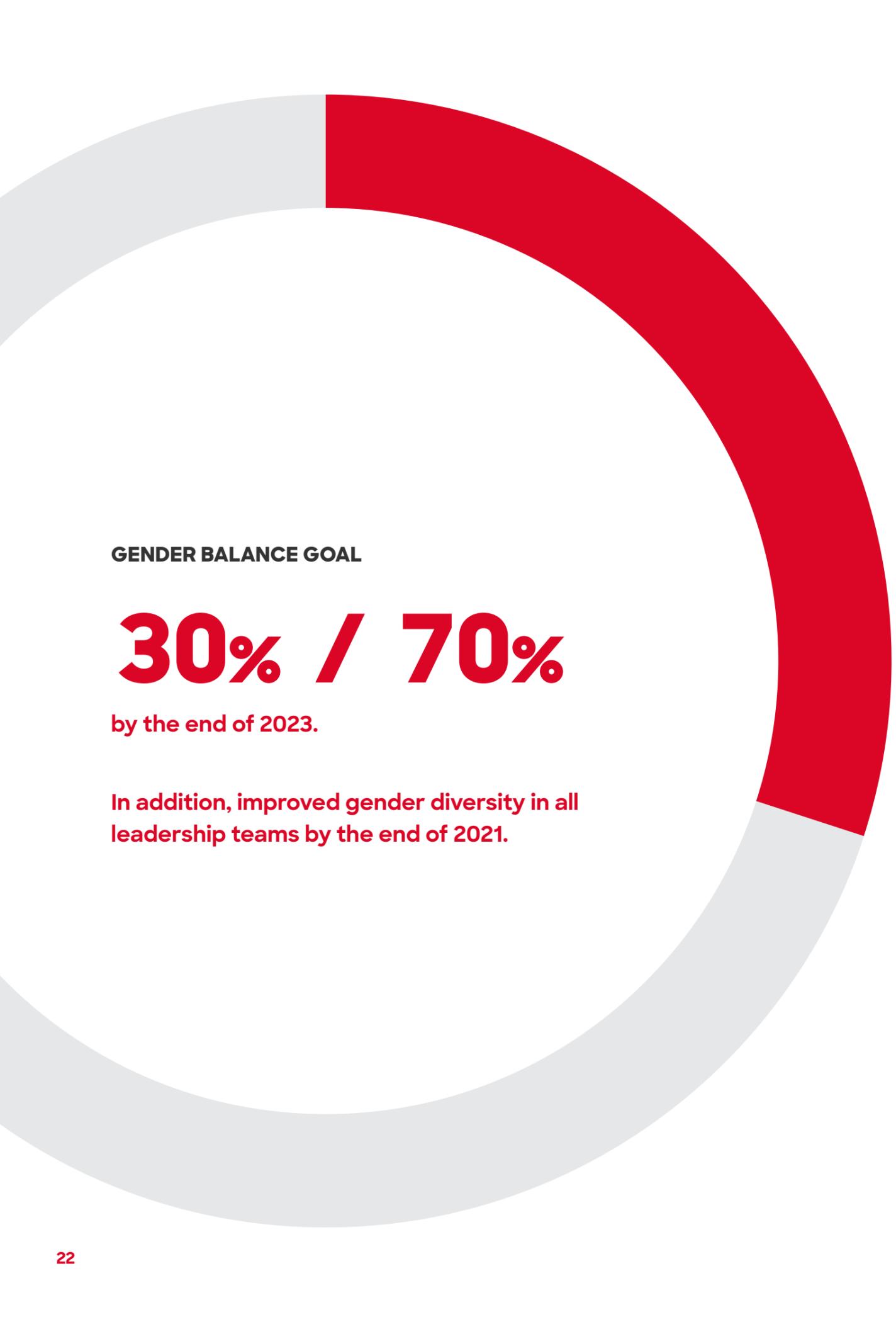
Diversity is not only about gender balance. Going forward, we will focus especially on hiring juniors who are still early in their career and providing them with opportunities to learn from our senior experts. Based on recent studies conducted among students, a high level of corporate responsibility, commitment to diversity and inclusion, and support for gender equality are topics that we must excel at to be regarded as a desired future workplace.

## 3. SETTING DIVERSITY TARGETS

We've been working on gender equality matters for several years. Equality and integrity surveys were conducted in 2018 and 2020 to determine the current situation and development areas. From 2021 onwards, diversity and equality have been a continuous part of our employee experience measurement.

In early 2021, we launched our diversity targets for 2023. Diversity is about more than just gender, and gender issues are not binary. However, given our current situation, the state of the industry, and feedback we've received from our community, we have decided to tackle gender balance as an initial goal. Our initial targets in our diversity and gender equality work are to increase the number of women in all our business units and to increase the gender diversity of all of our leadership teams. In addition, we're also aiming to increase cultural diversity by increasing the number of different nationalities at Solita annually.

**We believe diversity and gender equality are not matters of opinion. The technology industry still remains male-dominant. It's clear we're facing a systemic challenge, and many grassroots actions are needed to tackle this in the longer perspective.**



**GENDER BALANCE GOAL**

**30% / 70%**

by the end of 2023.

In addition, improved gender diversity in all leadership teams by the end of 2021.



**CULTURAL DIVERSITY GOAL**

**+20%**

different nationalities annually.

**Diversity doesn't happen by accident. Instead it requires active efforts on many different fronts.**



**Building an  
inclusive and  
equal workplace  
is everyone's  
responsibility.**

#### **IMPROVING DIVERSITY THROUGH RECRUITING ACTIVITIES**

We can reach our gender balance goal by focusing on the gender balance when hiring new employees, especially juniors. Recruiting seniors is very challenging in our industry and thus a slow path to improve diversity. Improving candidate pool diversity and increasing the share of female applicants and juniors in the recruitment pipeline requires targeted employer branding activities. We must be active on female networks, facilitate and deepen cooperation with universities, and ensure our recruitment marketing embraces diversity and inclusion. We are also evaluating our hiring and selection process and using analytics and other means to discover any possible unconscious biases so that they can be addressed.

#### **TRAINING OUR PEOPLE TO ENSURE AN EQUAL AND INCLUSIVE WORKPLACE**

There is no diversity without inclusion. Building an inclusive and equal workplace is everyone's responsibility. Training and building awareness among our people is a priority in order to translate plans into action. Before March 2022, we will have trained all managers and directors to understand cognitive biases and to promote diversity. At the beginning of 2022, diversity, equality and inclusion (DEI) training will be available to all employees and we will include it in our onboarding process.

#### **THE SOLITA WOMEN FWD COMMUNITY**

Early 2021, we founded Solita Women FWD, an internal community that aims to raise awareness of gender equality and help make our community even more welcoming to women.

#### **FIGHTING SALARY INEQUALITIES, ENSURING TRANSPARENCY**

Career and development opportunities must not be dependent on one's gender nor any other personal characteristics. Instead, these opportunities must be made available strictly based on expertise and ability. We continue to investigate and balance out any potential salary inequalities between males and females in similar roles

and positions. The next round of salary gender gap analysis will be conducted in early autumn 2021 with the help of external experts. We are opening up upcoming internal leadership positions for all Solitans. To increase transparency and to provide better data on our diversity efforts, we are launching a diversity status dashboard that is accessible to all Solita employees.

#### **NETWORKING TO SUPPORT OUR GOALS**

We continue to actively collaborate with universities, other educational institutions, and female networks (e.g. Mimmit koodaa – Women Code in Finland). Solita is a founding member of ITclusive, a grassroots movement in the Finnish IT scene that actively seeks new ways of promoting diversity and inclusion.



## 5 Focus on society & environment

**C**limate change is one of the largest global challenges. The ICT industry is estimated to account for 8–10% of European electricity consumption and up to 4% of its carbon emissions. On a global level, the ICT sector causes approximately 1.4% of emissions, mainly through electricity consumption. It's also widely recognised that digital technologies provide possibilities to accelerate decarbonisation or increase carbon emissions, depending on how they are used.

### STRIVING TO DECREASE OUR CARBON FOOTPRINT

As a service-oriented company without production facilities, company-owned vehicles or our own office properties, we don't have direct emissions. Our environmental burden consists of the GHG emissions caused indirectly by us and in the value chain through the utilities, goods and services we buy and through the digital services we build for our customers.

We have a potential to reduce our environmental footprint. We can do it by e.g. making environmentally-conscious decisions regarding business travel, making environmentally sustainable choices when buying services and goods from suppliers, and educating our employees on environmental sustainability and actions everyone can do to minimize our environmental impact.

### HELPING OUR CUSTOMERS BECOME MORE ENVIRONMENTALLY SUSTAINABLE

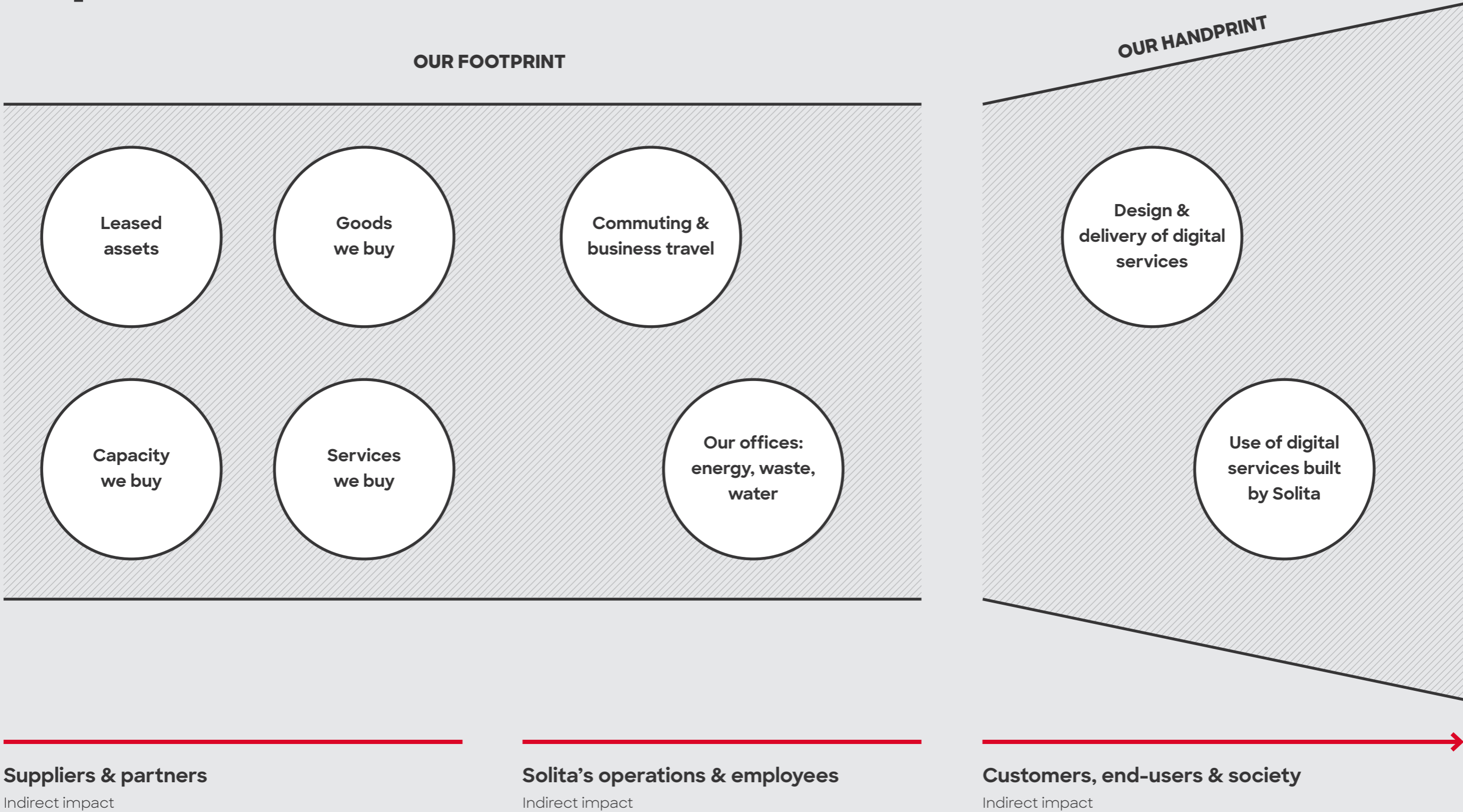
Our aim is to create digital services that positively impact business, people, society, and the environment. For us, sustainability also offers a business opportunity. Our role is essential in helping customers become more environmentally sustainable. We can help our customers build digital services where environmental sustainability has been considered in the design and technology choices across the whole service lifecycle. Data plays a crucial role and can be used to optimise existing

processes or create entirely new services. We can build digital, data-driven solutions that help customers and society improve their resource efficiency and productivity.

Our experts are well-positioned to help our customers innovate new services and integrate sustainability into business strategies. Our handprint through our customer work has potentially a much more significant impact than our direct footprint but is even harder to calculate.

**We can build digital, data-driven solutions that help customers and society improve their resource efficiency and productivity.**

# Our environmental impact



# Our commitments: Environmental sustainability

## 1. WE COMMIT TO PROTECTING THE ENVIRONMENT

We promote environmental sustainability in our operations and in our value chain.

## 2. WE COMMIT TO CONTINUAL IMPROVEMENT

We are committed to continual improvement of our environmental work and taking accountability for the effectiveness of the environmental management system. As proof of this, we are aiming for ISO 14001 certification during 2022. ISO 14001 defines a framework for systematic management and enhancement of environmental responsibilities.

In 2021, we will prepare an environmental management system including required documentation and guidelines for ISO 14001 certification purposes, taking our needs and the nature of our business and operations into account.

## 3. WE COMMIT TO INCREASING AWARENESS

We will continue to increase awareness among our employees about

environmental sustainability topics to support our environmental goals and reduce the carbon footprint of Solitans.

## 4. WE WILL BECOME CARBON NEUTRAL

We will decrease our carbon footprint and become carbon neutral to help fight climate change.

We're committed to the science-based emissions reduction in line with a 1.5°C pathway.

From 2022 onwards, we will measure our greenhouse gas emissions annually based on the Greenhouse Gas Protocol (GHP), after which we can set science-based emission reduction targets. Because of the pandemic, the years 2020-2021 do not give a trustworthy picture of our carbon footprint, as people are working remotely and the amount of travel has been very limited. The year 2019 was also exceptional, as we joined forces with two companies in Sweden.

To become carbon neutral, we're committed to compensating for the emissions we are not able to avoid.



We aim to find a trustworthy and truly effective compensation method during 2022. The selected compensation method should meet the following criteria: additionality, permanence, verifiability, transparency, and also take into consideration other impacts, such as impacts on human rights or biodiversity. We recognise that the compensation scheme, related research, and different

compensation options evolve continuously. Therefore we will regularly re-evaluate our choice of compensation method.

In 2023, the emissions from the year 2022 will be compensated based on the results of our carbon footprint calculations. From 2023 onwards, this will be done annually.

**We are committed to continual improvement of our environmental work and to take accountability for the effectiveness of the environmental management system.**

## IN FOCUS:

# Our environmental impact

### SUPPORTING PUBLIC TRANSPORT

We continue to encourage and economically support our employees' use of public transport when travelling. The locations of our offices are selected to be easily accessible by public transport. We have locker rooms in the offices, and we offer a bicycle benefit to encourage employees to use bicycles instead of cars. At the same time, we have reduced the number of parking spaces available and changed the car leasing policy, making transit by car less appealing for employees. Remote and hybrid ways of working are expected to be here to stay after the pandemic, which will reduce travelling and thus positively affect our footprint.

### REMOTE WORK AND OPTIMIZED OFFICES

Having flexible, mobile working places in offices fosters scalability and the effective use of the office space. Most of our offices have modern, electricity-saving solutions installed, e.g. lighting controlled through sensors. Environmental sustainability has also been considered when making decisions regarding our IT infrastructure and tools and their lifecycle.

# Helping to reduce the CO<sub>2</sub> emissions of EU citizens

## CASE EU HORIZON

As one of the first extensive sustainability handprint-focused projects Solita has been chosen as an innovation partner for **EU Horizon** innovation fund as part of the EU's **Green Deal** programme. The aim of the endeavour is to scale the existing Finnish carbon footprint calculator (<https://lifestyletest.sitra.fi/>) produced by **Sitra, the Finnish Innovation Fund**, to the EU level. The goal is to help citizens in eight different countries understand their carbon footprint and find ways to reach a more sustainable lifestyle. Together with the other programme partners, we'll be able to make a significant CO<sub>2</sub> reduction impact by reaching more than four million ordinary

Europeans living a large variety of lifestyles.

The solution will be a web service and data platform solution that utilises response data and user behaviour data to recommend the next best action for the individual. The solution will highlight personalised, actionable, and impactful CO<sub>2</sub> reduction solutions that fit different motivations, environments, and backgrounds. The gathered response data will be the most extensive sustainable lifestyle dataset in the world. Multiple third party stakeholders, e.g. EU and local legislators, companies, and universities, will make use of this data in anonymised form.

# Helping boost circular economy

## CASE MATERIAALITORI

An excellent example of an innovative digital solution promoting circular economy is **materiaalitori.fi**, a digital meeting place for companies engaging in professional exchange of waste and production side streams. Materiaalitori also allows searching for and offering related services, such as

waste management and specialist services. Solita created the service together with **Motiva Oy** and **Ministry of the Environment, Finland**. The service helps solidify Finland's position as one of the leading countries in the field of circular economy.

## 6 Focus on responsible business

**R**esponsibility is core to our culture, values, and the way we run our operations. Being a responsible company requires constant evaluation and development – things are never ready and settled. The growing size of our business and the increasing reach of our operational and geographical coverage creates new risks, threats, and responsibilities to be aware of. For us, responsible business means conducting our business ethically; complying with laws and regulations; screening and carefully selecting the customers and partners we work with; adhering to the Ten Principles of the UN Global Compact; and using data, design and technology responsibly.

Our vision is to create long-lasting value by conducting our business in an ethical way, with the highest integrity, while ensuring that our employees and partners are aware of and committed to an ethical way of working.

# Our commitments: Responsible business

## 1. WE COMMIT TO RESPONSIBLE BUSINESS AND THE SOLITA CODE OF CONDUCT

We comply with laws and regulations and compete fairly. As a company, we are not involved in political or religious activities and do not support such activities financially.

## 2. WE EVALUATE THE RESPONSIBILITY OF OUR CUSTOMERS AND PARTNERS

We are committed to complying with anti-money laundering legislation.

Bribery, including any kind of facilitation payments, and acceptance of bribery is strictly forbidden in all our activities.

As a company, we respect human rights and strongly condemn all activities that are against the law or violate human rights. We

do not accept the use of child labour or human trafficking.

To improve our evaluation process, we are documenting the partner screening and selection process in writing, including the selection criteria. We will also publish a separate Code of Conduct to be used with our partners. In 2022 we're planning to implement a light self-assessment questionnaire that we can use to evaluate the performance of our suppliers in regard to different sustainability and governance perspectives.

## 3. WE COMMIT TO DATA SECURITY AND PRIVACY

We take data security and data privacy seriously and follow information security best practices.

**Our vision is to create long-lasting value by conducting our business in an ethical way, with the highest integrity.**

## IN FOCUS:

# Responsibility of our value chain

## RESPONSIBILITY EVALUATION OF OUR PARTNERS AND CUSTOMERS

We select our customers and partners responsibly, and expect our partners to support our sustainability goals in their own activities. When a new partner is willing to join the partner network, we check that the company is legitimate and ensure that they meet the obligations defined in the Act on Contractor's Obligations and Liability. As an example, we require confirmation that the partner fulfills their statutory obligations as an employer, such as pays taxes and salaries. Before we sign an agreement with the partner, a more thorough screening is conducted. The partner must also commit to our Code of Conduct, protect our IPR, and follow GDPR guidelines. Signing a frame agreement gives us an opportunity to audit the partner or send self-assessment questionnaires. To a large extent, the cooperation is based on mutual trust and audits are done if this is the requirement of our end customer.

When selecting new customers, we use our best effort to investigate and evaluate the risks and opportunities involved. We realise that customer selection in a global setting

is challenging and, in some cases, cannot be discussed with complete transparency even internally (NDAs, non-compete clauses and regulatory restrictions may apply). We'll not systematically restrict ourselves by geographical areas, governance models or industries, but we will always make our best effort to make sure that the work we do creates ethical and positive impact. However, if a business or customer we are involved with is found to be working against our values or commitments, we will not hesitate to take necessary action. We value the diversity of our community, and each individual employee has the right to refuse a customer project if the project does not align with their personal values.

To develop our evaluation process further, in 2021 we are defining and implementing a customer screening and selection process in writing, including the selection criteria. We are considering adding certain checkpoints and requirements that must be filled in order to start cooperation with a customer, e.g. ensuring that the customer is not found to be on a sanctions list.

# Transparency and trust with blockchain

## CASE FINN CHURCH AID

Cash-based interventions in humanitarian work have many benefits: they increase efficiency and support people's urgent needs while enhancing individual dignity. Many aid organisations have committed to increasing the percentage of cash-based interventions.

**Finn Church Aid** wanted look into the potential of blockchain solutions to increase the speed and transparency of donations, and to improve operational efficiency and donation tracking. Combining background research with ethnographic insights and

prototype testing in Kenya, Solita delivered in-depth findings and a concept proposal for Finn Church Aid to build on in the future.

Solita's findings supported the use of blockchain to increase transparency, efficiency and speed from donor to beneficiary, especially in the upstream parts of the process. The team also found that a mix of existing payment, distribution and cash delivery methods would be ideal in increasing efficiency and offering options to beneficiaries.





## 7 Our sustainability journey continues – welcome aboard!

**T**his document outlines our approach to the different aspects of sustainability, as well as an action plan for the next couple of years. Next we will define KPIs for measuring success, and we'll start reporting our progress on a regular basis. The journey continues!

### IDEAS, CONCERNS, QUESTIONS?

Do you have ideas, concerns, questions or comments you would like to share? We are eager to know. Please send email to [sustainability@solita.fi](mailto:sustainability@solita.fi)



## APPENDIX 1

# The Ten Principles of the UN Global Compact

The Ten Principles of the United Nations Global Compact are derived from the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.



## HUMAN RIGHTS

- 1** Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2** make sure that they are not complicit in human rights abuses.

## LABOUR

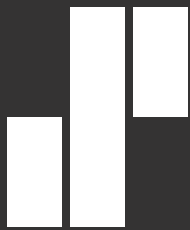
- 3** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4** the elimination of all forms of forced and compulsory labour;
- 5** the effective abolition of child labour; and
- 6** the elimination of discrimination in respect of employment and occupation.

## ENVIRONMENT

- 7** Businesses should support a precautionary approach to environmental challenges;
- 8** undertake initiatives to promote greater environmental responsibility; and
- 9** encourage the development and diffusion of environmentally friendly technologies.

## ANTI-CORRUPTION

- 10** Businesses should work against corruption in all its forms, including extortion and bribery.



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